

P-3112 DECISIONS AND APPEALS (Crisis Fuel Assistance Rule 3112) (7/1/25, 25-14)

Notices

Crisis fuel workers must give a written Notice of the Right to Appeal a Decision to every client after a decision is made on any application, *especially* when an application is denied. The Notice must inform the client of when and how to appeal.

Request for Review

An applicant may ask for a review of the crisis fuel worker's decision or inaction. The applicant may ask for the review orally or in writing. The request to appeal can be made to any employee of the Community Action Agency where the crisis fuel application was submitted.

The applicant must notify the Agency of the appeal within two business days after the crisis worker's decision. If a crisis worker does not make a decision within one business day after an application is submitted, the applicant must notify the Agency of the appeal within three business days after the application was submitted. The Agency does not need to hear an appeal if the applicant does not ask for one within these time frames.

Review Procedure

The Director of the Community Action Agency can have any Agency employee (including the Director) hear the appeal, as long as it is not the crisis worker who decided the application. The Director (or designee) must listen to the applicant and review the file and application. The Director (or designee) must consider any of the following:

- The nature of the emergency
- The predictability of the emergency
- Extenuating circumstances
- The applicant's actions
- Whether a crisis benefit or something else will improve the situation.

The person who heard the appeal must give a written decision to the applicant within one day after the applicant requests an appeal. The written decision must inform the client of how and when to appeal the Agency's decision to the Human Services Board.

Consulting with DCF

The director or Agency employee hearing the appeal may consult with the Fuel Team at DCF-ESD at any time. If the agency intends to deny the appeal, the director or employee **MUST** consult DCF. The agency may not deny the appeal without approval from DCF. The agency must issue the crisis fuel assistance if directed by DCF. The Director (or designee) does not need to contact DCF if the Agency decides to issue a benefit.

Appeal to Human Service Board

If the applicant does not agree with the decision of the director, the applicant can request a hearing with the Human Services Board. Applicants should file their request to appeal directly with the Human Services Board, but if the applicant tells the community action agency that they want to appeal, then the Agency must inform the Board by emailing: contact.hsb@vermont.gov.

See Crisis Fuel Assistance Rule 3112 for more information about notices of decisions and appeal rights.