



LARIMER COUNTY WORKS POLICY

Title:	Dispute Resolutions and Supervisory Reviews		
Effective Date:	November 1, 1997	Page: 1 of	1
Desk:	EC and FAP	Revision:	# 2 July 2004
Reference:	LCWC P&P 02-113	Approval on:	08/09/04 Riley/Friedman
Agency Letters:			
Regulations:	3.830.2 through 3.830.24 & 3.840 through 3.840.31		

PURPOSE:

To provide staff a set standard for ensuring that applicants and participants have access to the fair hearing process and that individuals are afforded a timely appeal.

POLICY:

Actions affecting cash assistance:

Staff shall advise applicants and participants who are dissatisfied with actions taken which directly affect the Temporary Assistance Grant (TAG) amount of the Dispute Resolution Conference and state level hearing process. All negative actions that affect cash assistance are preceded by a Notice of Adverse Action (SMR-3) which includes information regarding the appeal process.

The leadworkers shall act as Dispute Resolution Officers (DRO) for the Benefits Planning Division (BPD) and for the Larimer County Works – Workforce Development program administered under the Workforce Center (WFC). The Staff Development Coordinator may act as an advisor regarding process and rule interpretation. However, to ensure that the Dispute Resolution Officer's remain impartial, no one from any of the County Departments will have the authority to reverse a county level decision. All dispute resolution conferences will be held in accordance to State Staff Manual, Volume III, section 3.840. All dispute resolution decisions will include the information regarding the state level hearing process to ensure that applicants/participants who are dissatisfied with the county level decision receive a fair appeal process and decision.

Actions that do not affect cash assistance:

It shall be the policy of the Larimer County Works Program to provide a supervisory review process for participants who express dissatisfaction with the program. Staff will inform applicants and participants of how to request a supervisory review including the name and phone number of the manager.