

RIGHTS OF APPLICANTS

Anyone may apply for services. You do not have to have lived in the county or city for any specific length of time. There are no citizenship requirements for services.

You have the right to equal treatment regardless of race, color, religion, sex, national origin, or handicap.

You have a right to receive and complete an application on the day you request services. If you need help filling out the application, someone will assist you.

The process of determining eligibility must be explained to you.

The agency will decide on your application within 45 days. If this is impossible, you must be told why. The agency must write you if you are not eligible or if there is a delay.

If you are determined eligible, you have a right for services to begin within 45 days after the agency gets your application.

You have a right to mandated services for which you meet eligibility requirements. Your right to optional services depends on meeting eligibility requirements and on whether or not the agency offers the service.

You have a right to see the information about you, which the agency has in your service record.

The agency may not release information about you without your written consent except for purposes directly connected with the administration of social service programs.

These rights are based on Federal and State laws but there are certain exceptions. If you have any questions or want to see the information in your record, you should talk to your social worker about it.

APPEAL INSTRUCTIONS

If you are not satisfied with the agency decision you may appeal and ask for a Conference or Hearing. This must be done within 10 days from the date Notice of Action was sent to you. You may appeal to your local agency by writing directly to:

Ty Parr
Director of Henrico Department of Social Services
P. O. Box 90775
Henrico, VA 23273-0075

You may also appeal a decision if you are already receiving services. This too, must be done within 10 days and may be made to the local agency.

If you ask for a Conference in the agency, or for a Hearing within 10 days, your service or service payment will continue until a decision is made.

If you feel you were discriminated against at any time, you may file a complaint with your Local Social Services Agency, the Commissioner of the Department of Social Services, or the Region III Office of Civil Rights. This must be done within 180 days of the alleged discriminatory act. A pamphlet called "Virginia Non-Discrimination Program", which gives addresses and procedures for filing a complaint, is available to you.

RESPONSIBILITIES OF APPLICANTS

You must give complete and accurate information needed for determining eligibility. The agency may have to ask you for such things as pay stubs or permission to contact agencies or individuals to get proof of your income. If you give incorrect information you could be prosecuted under the law.

You must notify the agency within 10 days of any changes, which could affect your eligibility for services.