

Community Action, Inc.
Emergency Rental Assistance Program
Appeal Process

PURPOSE: This will provide you with a step-by-step appeal process you must follow if you wish to register a complaint about Community Action, Inc.'s Emergency Rental Assistance Program or appeal a denial or termination of service. You must provide your complaint in writing. Community Action, Inc. will attempt to resolve all problems at the local level.

STEP 1: The first person you should contact in writing is:

Jessica Kalkhof, Community Resources Director
Community Action, Inc.
105 Grace Way
Punxsutawney, PA 15767
Local calls: 814-938-3302 ext. 203
Long distance: 1-800-648-3381
Hours: Monday-Friday 8:30 a.m. to 4:30 p.m.
E-mail address: jkalkhof@jccap.org

STEP 2: If your complaint / appeal has not been resolved to your satisfaction by Ms. Kalkhof, within ten (10) business days of receiving her written response please contact in writing:

Susan K. Fusco
Executive Director
Community Action, Inc.
105 Grace Way
Punxsutawney, PA 15767

She will review your written complaint / appeal with Ms. Kalkhof and decide if any further action is necessary. A written notice of her decision will be issued to you within ten (10) business days of receipt of your letter.

You have the right to ask for a hearing to appeal a decision if you believe it is unfair or incorrect. At the hearing you may represent yourself, or someone else, such as a lawyer, friend or relative may represent you. If you are not satisfied with the decision made by Community Action, Inc., you may file an appeal with Jefferson County and information will be provided for you at that time on who to contact.