

2008-2009 CARES PROGRAM APPEAL POLICY

Appeals to change eligibility status or stipend amount can be made under certain circumstances. Changes in determinations are not guaranteed and all decisions made by the Appeal Committee are final. Please carefully read the following information and follow the guidelines by which appeals will be reviewed.

AN APPEAL WILL BE CONSIDERED ONLY IF THE FOLLOWING REQUIREMENT HAS BEEN MET:

- The applicant completed a Stipend Application, including all required verification information, on or before the application due date.

APPEAL PROCEDURES:

- The Appeal Committee must receive all appeals in writing and postmarked 30 days after award / denial letter has been sent. Requests for appeals will not be accepted after that date.
- The appeal letter must include: 1) applicant name; 2) address; 3) social security number; 4) home/work phone number; 5) explanation of the current determination and why you believe it should be different; 6) all documentation that supports the applicant's request; and 7) a copy of the CARES award / denial letter.
- Appeal letters must be mailed to: Valley Oak Children's Services
CARES Program – Appeal Committee
287 Rio Lindo Ave
Chico, CA 95926
- Appeal letters will not be accepted by fax.
- The Appeal Committee will review the appeal(s) by August 15, 2009.
- The applicant will be sent a written response informing them of the decision made by the Appeal Committee by August 30, 2009. The decision of the Appeal Committee is the final step in the appeals process.