



APPEALS PROCEDURE

Energy Assistance Program

ALL appeals must be made in writing. You have the right to appeal any decision. Denials are based on documentation submitted at the time of the application. Request for review must include the reason for your objection. (ie. “I wish to appeal this denial, as income doesn’t appear to be calculated correctly.”) **This detail must be received within 30 days of receiving the denial.** Please sign and date your appeal request.

**Mail to: Manager of Family Services
 Area Five Agency on Aging & Community Services, Inc.
 1801 Smith Street
 Logansport, IN 46947**

For additional guidance, please call 1-800-654-9421.

If you were denied because your household was over the maximum income guidelines and you have lost your job within the last 90 days, **please submit the letter from your employer or unemployment detail from UPLINK on employment status for eligibility determination to occur.**

If you were denied because you failed to submit information needed to complete the application, you may take the information into the outreach office or mail it to the Area Five office in Logansport. Your application will then be reviewed with the additional information. If your application is over 55 days old, a new application is required.

Further Appeal Process:

If you are not satisfied with our appeal response from our agency, you may appeal in writing to the State program lead at:

Community Program Manager
Indiana Housing and Community Development Authority
30 South Meridian, STE 900
Indianapolis, IN 46204