SSBG Client Grievances

Policy 14.10 Effective: June 01, 2022

Introduction
The Tennessee Department of Human Services requires provisions for appeals and fair hearings for applicants and recipients of services.

Scope
The right to appeal ensures qualified individuals can apply for services funded by the Social Services Block Grant, and that recipients of those services receive quality care.

Policy
Each Social Services Block Grant (SSBG) provider’s board of directors must develop policies and procedures ensuring qualified applicants or clients of SSBG-funded services can file a grievance regarding their applications and services. The individual’s final option for appeal must be to the Tennessee Department of Human Services (TDHS) if the client’s concerns cannot be resolved by the agency.

The grievance policy and applicable procedures must be explained to each client or their representative:
- at application disposition,
- upon service initiation, and
- upon request.

SSBG applicants/clients have the right to file a grievance for any of the following reasons:
- Denied applications
- Failure to provide an application for adult day services
- Failure to notify the applicant of disposition within fifteen (15) calendar days of application
- Dissatisfaction with provided services

Any applicant/client whose grievance cannot be resolved through internal agency procedures must be advised of the following rights:
- They may appeal to TDHS within ten (10) calendar days of the outcome of the local process.
- They are entitled to a fair hearing.
- They may authorize legal counsel, a family member, or a friend to represent them.
- They are entitled to information or referral regarding Tennessee Legal Aid Services.

In most cases, a hearing will be scheduled following the submission of an appeal. An impartial Administrative Hearing Official will be assigned to preside over the case, and each party will be served with a Notice of Hearing providing the time, date, and place the hearing will be held. If the hearing is to be conducted over the phone, instructions will be provided. In some cases, a telephonic prehearing conference will be conducted to determine any procedural matters necessary to hold an efficient hearing.

The service provider agency will be requested to submit copies of files and documentation regarding the complaint and what steps have been taken to resolve the issue.

TDHS Appeals Process
Requests for an appeal to TDHS may be made in writing, by phone, by fax, or online. TDHS appeal requests must be submitted to the Clerk’s Office, which is a part of the Division of Appeals and Hearings.

- To appeal online go to https://appealsoftware.dhs.tn.gov
- To appeal by phone, call (866) 787-8209 or (800) 270-1349 (TTY).
- To appeal in writing, please use the hs-3058 Consolidated Appeal Request or the hs-3058sp Solicitud de Apelacion Consolidada. The form can be submitted to:
  - Mail: James K. Polk Building
Subject: SSBG Client Grievances

505 Deaderick Street, 1st Floor
ATTN: Clerk's Office
PO Box 198996
Nashville, TN 37219-8996

- Fax: (615) 248-7013 or (866) 355-6136
- Email: appealsclerksoffice.dhs@tn.gov

To check the status of an appeal visit: https://appealsonline.dhs.tn.gov/.

Supporting Documents

- hs-3058 Consolidated Appeal Request
- hs-3058sp Solicitud de Apelacion Consolidada

Definitions/Acronyms

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<th>Definition</th>
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<tr>
<td>SSBG</td>
<td>Social Services Block Grant</td>
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<td>TDHS</td>
<td>Tennessee Department of Human Services</td>
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Supersedes

SSSBG Client Grievances, effective 5/1/2021

Approval History

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<tr>
<td>Cherrell Campbell-Street</td>
<td>Deputy Commissioner</td>
<td>05/19/2022</td>
<td>06/01/2022</td>
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<tr>
<td>Clarence H. Carter</td>
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Revision History

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<th>Version</th>
<th>Location of Change</th>
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<tr>
<td>05/19/2022</td>
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<td>Policy and Supersedes sections</td>
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<td>04/27/2021</td>
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Approved By

![Signature]


Authority

Tenn. Code Ann. §§ 4-5-301, et seq.
45 CFR §§ 96.70 et seq.

Application

Social Services Block Grant Provider Staff

Date of Last Review: 05/19/2022
Supersedes: See Supersedes section

Effective Date: 06/01/2022