



COUNTY SOCIAL SERVICES

Black Hawk County
Social Services
1407 Independence Ave.
Waterloo, IA 50703
Phone: 319-292-2272
Fax: 319-291-2628

Butler County
Social Services
315 N. Main St.
Allison, IA 50602
Phone: 319-267-2663
Fax: 319-267-2629

Cerro Gordo County
Social Services
355 S. Eisenhower Ave.
Mason City, IA 50401
Phone: 641-210-7015
Fax: 641-201-3992

Floyd County
Social Services
1206 South Main Ste. D
Charles City, IA 50616
Phone: 641-257-6363
Fax: 641-228-2948

Grundy County
Social Services
704 H Avenue
Grundy Center, IA 50638
Phone: 319-824-6779
Fax: 319-824-6921

Mitchell County
Social Services
415 Pleasant St.
Osage, IA 50461
Phone: 641- 832-2615
Ext. 30
Fax: 641-832-2616

Tama County
Social Services
211 W. State St.
Toledo, IA 52342
Phone: 641-484-4191
Fax: 641-484-8636

Wright County
Social Services
115 1st Street S.E.
Clarion, IA 50525
Phone 515-532-3309
Fax: 515-532-6064

APPEALS PROCESS

Step One: Filing an Appeal

Individuals or their representatives (with consent of the individual) may appeal an adverse decision by the Administrator. The appeal must be in writing and must be filed with the Administrator within fifteen (15) calendar days of the date of the decision. If the appeal is filed late, it cannot be considered. The appeal shall state: (1) the reason(s) why the individual feels the Administrator's decision should be reversed; (2) the relief requested; (3) the individual's name, address, and telephone number and the name, address, and telephone number of a representative, if applicable.

Step Two: Discussing the Problem

After the appeal is filed, the Administrator will contact the individual to schedule a meeting to discuss the appeal. This meeting must be held within 10 business days, unless the parties agree to extend the time to meet. The individual may bring someone to the meeting to help explain the position. The individual and the Administrator may ask another person to serve as a mediator. At the meeting, the Administrator will explain his or her reason for the decision. The individual may ask questions or give the Administrator other pertinent information. The individual must tell the Administrator what he or she wants to happen (a proposed resolution). If the individual and the Administrator reach an agreement, the Administrator will issue a revised Notice of Decision within 10 business days. At the end of the meeting, the individual and the Administrator will sign a status agreement, indicating whether there is a resolution and a revised Notice of Decision issued or whether the appeal will continue.

Step Three: The Appeal

If the parties are unable to resolve the problem at the meeting, within 10 working days of the date of the meeting the Administrator will contact a neutral decision-maker, such as an Administrative Law Judge at the Department of Inspections and Appeals, Iowa Code § 10A.801 (Judge). County Social Services shall pay the cost of the Judge. The Judge will set a prehearing conference to discuss hearing procedures and set a time for the hearing. The Judge will provide written notice of the prehearing conference and the hearing. The individual has the right to present evidence and argument at the hearing. The Judge will consider the evidence, and will issue a written ruling. The decision of the Judge is final.

The individual may contact another person to assist with the appeal. This could be an attorney, an organizational representative, or a friend. County Social Services will not provide legal assistance. Two places that may provide legal assistance include:

Legal Aid: 1-800-532-1275

Iowa Protection and Advocacy: 1-800-779-2502