APIA
ALEUTIAN PRIBILOF ISLANDS ASSOCIATION

With Spirit and Strength

Client Rights/Responsibilities & Grievance Procedures

Client Rights:

- To fully participate in the development of a case management plan that will be client driven and individualized, with attainable goals and realistic timelines.
- To be treated with dignity and respect at all times and in all interactions with APIA.
- To have eligibility for services determined within the state timeframes of the program for which you are applying.
- To be assured that case files, records, correspondence, documentation and written or verbal communication will be kept confidential, and be used only for the specified purpose of the program, unless otherwise stated. Information will not be released without written permission except under court order or in the event that there is imminent risk of harm to one's self or another person.
- To receive all the information needed to make an informed choice before choosing to participate in an APIA program.
- To file an appeal/grievance if not in agreement with the program decision, if all attempts at resolution have failed.

Client Responsibilities:

- To review the case management plan developed by you and your case manager, sign and date the document. Retain a copy for your records so you can monitor your accomplishments and your tasks.
- If disabled, request accommodations that are needed to participate to participate in the program.
- To be courteous and respectful to APIA Program Staff- their goal is to provide you with the highest quality of service.
- To exhaust all alternate funding sources for which you might be eligible, such as; financial aid (PELL Grants), insurance benefits, Tribal/Shareholder scholarships, etc., before applying for APIA funding.
- To maintain regular contact with the program staff you have been working with- ongoing communication will enhance the chances of having a positive outcome.
- If there are any changes to your case information such as address, phone number, number of people in the household, income, or other significant change, please contact your case manager or program staff to report changes. Contact your case manager or program staff to report changes.
- To report any money received from the non-custodial parent or any other agency

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Disagreements (Appeal/Grievances):
Either party has the right to request an Administrative Review. This request must be made in writing and sent to this agency via USPS certified mail return receipt requested. The request for review must be postmarked within thirty (30) days from the date you received your child support order.
If you do not request an Administrative Review in writing within 30 days after receipt of your child support order, your order automatically becomes effective in 30 days.

At any time a client disagrees with a decision made by the program:

1) Try to resolve issue with the program staff directly or with next level supervisor.

2) If outcome was not satisfactory, prepare a written complaint describing the problem, and submit to the Program Coordinator. A meeting will be scheduled within 10 business days.

3) If resolution is still not found, you may submit your written complaint to the Department Director who will schedule a meeting within 10 business days.

4) If resolution is still not found, you may submit your written complaint to the President/CEO who will schedule a meeting within 10 business days. If not resolved a 3- member Grievance Committee will be gathered to hear your grievance.

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Signature Date