

Child Care Development Fund (CCDF)

Parent Appeal Procedure – Steps for Applicant Appeal

*Policy from the State of Indiana – Bureau of Child Care
CCDF Voucher Program Policy Manual*

When any adverse action is taken such as denial, termination, or increase in co-payment, there is an appeal process.

- Step 1– Within ten (10) calendar days of receipt of adverse action letter or subsidy expiration date, the Applicant or Co-Applicant must send a written request of appeal to the Intake supervisor. Your local Intake Agent supervisor is:

CEO
CASY
1101 South 13th St.- 2nd Floor
Terre Haute, IN 47802

- Step 2– The Intake Agent has ten (10) calendar days to review the request and respond in writing. This response must provide information on the next step of the appeal process. The Intake Agent will document research to support any decision made. The documentation shall be scanned into the case file.
- Step 3– If the Applicant or Co-Applicant is not satisfied with the decision of the Intake Agent supervisor, the Applicant or Co-Applicant must send written request for appeal to the CCDF Policy Manager within fifteen (15) calendar days of receipt of the denial letter from the Intake Supervisor.

Indiana Family and Social Service Administration
Attn: CCDF Policy Manager- CCDF Appeal
402 West Washington Street, W-361, MS-02
Indianapolis, IN 46204-2739

- Step 4– The CCDF Policy Manager has fifteen (15) calendar days to review the request and respond in writing. This response must provide information on the next step of the appeal process.
- Step 5– If the Applicant or Co-Applicant is not satisfied with the decision of the CCDF Policy Manger, they have fifteen (15) calendar days from receipt of letter from the CCDF Policy Manager to submit a final written request for appeal to the:

Indiana Family and Social Service Administration
Attn: Director of Office of Early Childhood and Out of School Learning- CCDF Appeal
402 West Washington Street, W-361, MS-02
Indianapolis, IN 46204-2739

- Step 6– The Director has fifteen (15) calendar days to review the decision of the CCDF Policy Manager and respond in writing. The decision of the Director is FINAL.