

# **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 10-1-11*

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:

Executive Director  
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 Child Care Administrator of the Bureau of Child Care within fifteen (15) calendar days of receipt of the denial letter from the Intake Supervisor.

Child Care Administrator  
Attn: CCDF Appeals  
402 West Washington Street, W-361  
Indianapolis, IN 46204-2739

- Step 4– The Child Care Administrator 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 Child Care Administrator, they have fifteen (15) calendar days from receipt of letter from the Child Care Administrator to submit a final written request for appeal to the:

Director of the Division of Family Resources  
Attn: CCDF Appeals  
402 West Washington Street, W-361  
Indianapolis, IN 46204-2739

- Step 6– The Division Director has fifteen (15) calendar days to review the decision of the Child Care Administrator and respond in writing. The decision of the Division Director is FINAL.