

**DIVISION OF PUBLIC ASSISTANCE**  
**WORK SERVICES PROVIDER**  
**PERFORMANCE DATA GRIEVANCE**

**Purpose**

On-going collaboration between DPA and the community-based organizations providing direct services to Temporary Assistance clients is critical for the achievement of family self-sufficiency. DPA recognizes that occasionally work services providers will express concerns with the data utilized to determine performance outcomes, which can effect provider payments. This grievance/complaint procedure will establish a mechanism to communicate, provide and/or receive additional information, which will assist both DPA and the provider in developing an agreement as to the integrity of the data utilized to determine performance outcomes.

**Definition**

For the purposes of this procedure, a grievance/complaint is a written document, with attached documentation/verification that supports the provider's claim that the Division did not correctly calculate performance outcomes, which subsequently effect the provider's compensation for services.

**Process**

The provider must submit the grievance to DPA within ten days from the date that the DPA Research and Analysis Section distributes to the provider a listing of persons included in the participation rate calculation for the month in question. An Excel template has been developed for reporting grievances, and is available upon request from DPA. The template includes fields for the following information:

- Service Provider Name
- Participation report month in question
- Name of the person preparing the grievance form.
- The provider's All Family and Two Parent participation rates for the report month as initially determined by DPA.
- Client Information
  - Client Initials
  - EIS Case Number
  - Client ID number
  - A description of the issue involved, and supporting documentation (specific evidence that substantiates the

grievance for each client identified). References should be made to client notes, case notes, or other data that help the reviewer determine the facts in the case.

- The specific action requested by the provider

The Division will have 15 days to review the grievance and all documentary evidence submitted by the provider. After a review of the grievance and supporting documentation, the completed grievance form listing the decisions in each case and the revised performance and payment will be sent to the provider. The provider will have 5 days to review the decisions before the grievance review is finalized. If the provider does not agree with the reviewers findings, they can submit a written request that outlines the basis for their disagreement, along with any additional supporting documentation. A response will be issued by the Division within 5 days of the date of the request.

Should the provider disagree with the final decision, an appeal should be submitted to the DPA Chief of Program Integrity and Analysis within 10 days of the date the decision is received.

The Division will authorize payment to the service provider after the completion of the grievance review process, should it be determined additional monies are due. This supplemental payment will be paid to the service provider when the following month's regular billing is submitted for payment by the Field Services Program Coordinator.