



CHAMPAIGN COUNTY
VETERAN'S ASSISTANCE COMMISSION

1776 East Washington Street, Urbana, Illinois 61802-4581

VACCC VETERAN'S ASSISTANCE POLICY

SECTION 1: POLICY STANDARDS

- 1.10 PURPOSE.** The purpose is to provide consistent services and assistance to eligible veterans and widows as prescribed in 330 ILCS 45, the Military Veterans Assistance Act. Under this law the VAC's are the designated advocates for veteran's assistance at the county level.
- 1.11 ENACTMENT.** In order to maintain a high degree of compliance standards, this comprehensive policy has been enacted by the Veterans Assistance Commission of Champaign County (here after referred to as VACCC in this policy).
- 1.12 POLICY CHANGES and ADHERENCE.**
- A. This policy is subject to:
 1. Periodic amendments that are required to remain current with changes in federal and state laws.
 2. When any significant amendment has been completed:
 - a. The updated policy will supersede the existing policy.
 - b. The assistance recipients will be furnished a copy.
 - c. No "grandfathering" of current recipients will be granted. Recipients are expected to comply with any policy changes that are applicable to them in order to maintain their eligibility.
 3. Since this policy results in the expenditure of county funds, an annual review and acceptance by the VACCC Board must be completed at least one month prior to the start of each fiscal year.
 - B. All recipients are subject to periodic internal and external reviews in order to avoid misuse and abuse of county funds.
 - C. No deviations or exceptions will be allowed for any portion of this policy.
- 1.13 ADMINISTRATION.** The administration of assistance in Champaign County shall be in accordance with Federal and State laws plus this VACCC policy regarding the issuance of assistance. Champaign County has a Group 1 Illinois County rating and falls into an established bracket on the current Federal Poverty Level Chart. These references shall be used to determine an applicant's income level and overall program eligibility.
- 1.14 ACCOUNTABILITY.** Since the VACCC Board is responsible for the budget, they are accountable for the funds that might be expended; the VACCC Board has extended administrative powers to the Superintendent for:
- A. Maintaining the accuracy and necessary updates of this policy.
 - B. The right to deny any application that does not meet the criteria established in this policy and applicable public laws.
 - C. The right to suspend or terminate any recipient that does not maintain their eligibility and comply with the program standards and requirements of this policy and applicable laws.
 - D. The right to terminate any recipient for violation of a legal contract where VACCC funds were being expended as a benefit on behalf of the recipient or any attempts by the recipient or the contractor to bind the VACCC to any area or clause of a contract that would cause the VACCC to be held directly responsible for a specific amount for a specified period.

- E. The superintendent, when processing any payments for rent, mortgage, or the acceptable utility bills with the Champaign County Accounts Payable Department, shall always assure that the payments are made directly to the vendor and never the veteran, dependent, civil partner, or widow.
- F. The superintendent shall divide the budget into equal amounts for each month.

1.15 DETERMINATIONS. Nothing in the VACCC veteran's assistance program is guaranteed.

- A. The superintendent will evaluate each application on a case-by-case basis. The Commission has extended approval rights to the superintendent if circumstances warrant such approval.
- B. Any determination made by the superintendent will be based on the documentation received, the appropriate family size bracket on the Federal Poverty Level Chart, and applicable laws that govern the issuance of assistance.
- C. The superintendent has the responsibility to:
 1. Insure the application was completed within the allowable fifteen business day time period.
 2. Screen the applications for completeness.
 3. Review the results from any requested background inquiries permitted under the Illinois Freedom of Information Act (5 ILCS 140) and the federal equivalent.
 4. Determine the final eligibility based on the merit of all of the documentation and compliance with assistance laws.
 5. Conduct periodic compliance reviews to reduce the possibility of abuse of the program.
 6. Confer with the VACCC Executive Board to sanction hardship cases.
 7. Report any cases of fraud for prosecution.

1.16 CATEGORIES. For the purposes of this VACCC program, the superintendent shall consider assistance only for the basic categories consisting of shelter, utilities, and food. Each category will be based on the combined income of the applicant and spouse, applicant and civil union partner, or widow and the size of the family unit.

1.17 RESPONSIBILITIES. Applicants and recipients must understand that they have a responsibility to remain compliant with state and federal laws, the provisions of this policy, and are obligated to:

- A. Disclose all required information during the application process. Failure to comply is tantamount to perjury that can subject the applicant to civil and/or criminal prosecution for violating the state benefits fraud law (720 ILCS 5/16-1 and 17-6).
- B. Actively seek employment. Refusal of employment referrals from IDES and other employment sources displays a lack of responsibility that could lead to the denial of an application or termination of existing benefits.
- C. Avail themselves to any vocational or medical rehabilitation or employment education programs in order to enhance their employability. Lack of willingness to participate in such programs could constitute grounds for denial of an application or termination of existing benefits.
- D. Avoid voluntarily quitting their jobs or being terminated for misconduct. Because of their conduct in such instances:
 1. Applicants cannot apply for assistance for a minimum of ninety-days from the date they caused their employment to be terminated.
 2. Current recipients will be suspended for a minimum of ninety-days from the date they caused their employment to be terminated.
- E. Report any changes in household income, job status, residence, or contact information no more than five business days from the date of change. The applicants and recipients are obligated by law to keep the VACCC current with all things that affect their assistance benefits. Failure to comply is tantamount to perjury that can subject the applicant to civil and/or criminal prosecution for violating the state benefits fraud law (720 ILCS 5/16-1 and 17-6).
- F. The superintendent will bar an applicant or terminate a recipient if the VACCC becomes aware of court documented information that they are or have been engaged in the unlawful activity of benefits fraud. Illinois law bars anyone from receiving assistance who has been convicted of public aid or state benefit fraud.

- G. Continue to pursue the services from all other assistance agencies. The VACCC assistance program is not intended as a long term source of welfare.
- H. Manage their income in a responsible manner. The VACCC cannot be expected to support individuals that habitually exhibit bad financial planning or misuse of their limited income. These individuals might seek financial planning guidance and other necessary counseling prior to being terminated by the VACCC.
- I. Provide the death certificate of the veteran or widow recipient or notification of the death of any member of the family unit within five business days.

SECTION 2: PROGRAM DEFINITIONS

2.10 BASIC ELIGIBILITY.

- A. **VETERANS.** The authorities that define the categories of discharges and regulates the types of discharges are Title 38 Code of Federal Regulations (C.F.R.), M21-1, Part IV, Chapter 11 entitled “Special Determinations Administrative Decisions”, the VA, the Illinois Department of Veterans Affairs, the Illinois Attorney Generals’ Office, and 330 ILCS 45. Basically, and specifically for the purposes of this policy, all discharges fall into the following three categories:
 - 1. Fully acceptable discharges. These discharges must conform to the VA time-in-service standards, must be the applicants most current, and must be honorable, or a medical due to a service connected wound or injury incurred and/or aggravated in the line of duty, or a hardship.
 - 2. Not acceptable and barred from benefits. These would be classified as “bad paper” discharges such as other than honorable, unadaptable, undesirable, bad conduct, and dishonorable. Applicants with these types of discharges are not eligible for veteran’s assistance from this VAC.
 - 3. The in-between category. These would be discharges known as “general discharge under honorable conditions” and, in some cases, tend to overlap with those in the previous category. Applicants might be considered for assistance benefits unless the applicant:
 - a. Was involuntarily discharged and didn’t complete the entire enlistment contract due to multiple incidents or a pattern of misconduct resulting one or more field reductions (Article 15) that resulted in an involuntary discharge in lieu of a court martial.
 - b. The narrative for the character of the discharge reflects willful and persistent misconduct, unadaptable behavior, repeated misconduct, failed rehabilitation, the individuals own willful misconduct or self abuse, such as but not limited to, drug or alcohol abuse, bodily harm, or disfigurement.
 - c. The combination of the separation code and the reentry code has resulted in a permanent bar to reenlistment.
 - d. Any combination of subsections “3a” through “3c” above.
- B. **DEPLOYED MILITARY PERSONNEL.** Military personnel from active duty units, Reserve Components, and the Illinois National Guard might be eligible for assistance if they qualify for veteran status at the time of application and agree to comply with the standards of this policy and provide all of the required documentation and:
 - 1. All must provide a copy of their most recent discharge if applicable, their Military ID Card, and their combat deployment orders.
 - 2. Additionally, personnel from the Illinois National Guard and Reserve Components will be required to provide a copy of their federal activation orders.
- C. **WIDOWS OF VETERANS.** Widows of veterans who have not remarried can be eligible to receive assistance if they furnish all of the required documentation and agree to comply with the standards of this policy.
- D. **RESIDENCY.** Assistance applicants must provide proof of ninety or more consecutive days of residency in Champaign County via a utility deposit or other contractual agreement such as a lease or mortgage. Champaign County tax money shall not be expended on a non-county resident.

- 2.11 FAMILY UNIT.** The family unit is defined and composed of the veteran, the legal spouse, a civil union, and any child who is blood related to the applicant, legally adopted by the applicant, or is under court appointed custody through a divorce decree or other court stipulation and awarded to the applicant. Since Illinois does not recognize common-law marriages, proof of the legal marriage or civil union must be provided.
- 2.12 INCOME and ASSETS.**
- A. Before an application can be considered, all applicable documents listed below must be furnished to the superintendent for the applicant and spouse, civil union, or widow during the application process and at other specified intervals such as compliance reviews.
1. Current Income Tax Return(s). *(Provide with the application and annually prior to May 1st.)*
 2. Proof of all income. *(Provide with the application and upon request during a compliance review.)*
 3. Annual Social Security increase statements. *(Provide with the application and annually prior to January 15th)*
 4. Monthly retirement & annual increase statements. *(Provide with the application & annually prior to January 15th)*
 5. Monthly & annual VA compensation or pension statements. *(Provide annually prior to January 15th.)*
 6. Monthly & annual VA unemployability statements. *(Provide with application & annually prior to January 15th)*
 7. Unemployment benefits statements. *(Provide when benefits are denied, begin, change, or end.)*
 8. Workman's compensation statements. *(Provide when benefits begin, change, or end.)*
 9. Earned interest *(Provide at the time of application and upon request during a compliance review.)*
 10. Other income sources: Crops, rental property, annuities, alimony, child support, investment returns, settlements, real estate & business transactions, etcetera. *(Provide at the time of application and upon request during a compliance review.)*
 11. Medical affidavit from a physician stating reasons for unemployability so the VACCC can assist with the initiation of claims with Social Security and the VA.
 12. Assets are reportable during the application process. Business or company retirement accounts, personal IRA's and 401K's, CD's, collectables (such as coins, stamps, and dolls), antiques, and classic cars are examples of reportable assets. The home of residence (not a rental unit) family clothing, children's toys, one primary car, and certain other personal items are not included as assets.
- B. When determining income eligibility, proof of the monthly total gross income produced by the applicant and spouse, civil union, or widow will be provided to the superintendent during the application process. Some examples of reportable gross income sources are; employment, retirement, unemployment, VA compensation or pension, Social Security, disability or workman's compensation benefits, income from real estate or rental properties, businesses, crops, earned interest, alimony and child support, settlements, and annuities.
- C. By law, an applicant is not eligible for VACCC assistance if they are receiving Supplemental Security Income (SSI) or TANF.
- 2.13 DEDUCTIONS.** There are two acceptable deductions for income that shall be granted and subtracted from the combined total monthly gross income.
- A. At the time of application, the current amount approved by the VACCC for a one-time standard household expense allowance shall be deducted from the applicant's income total to determine their "countable income"..
 - B. Any payments made by court order or legal stipulation, such as a divorce decree for alimony and/or child support or wage garnishments. In such cases, the full amount of the payment is deductible.
- 2.14 DURATION OF BENEFITS.** The expiration date for all assistance claims is December 31, which is the end of the fiscal year in Champaign County. No benefits will be granted beyond that date unless the recipient has completed the annual revalidation process. Applicants are only allowed \$1000.00 per fiscal year unless documented approval by the VACCC Executive Board.
- 2.15 DENIALS.** Applicants shall be notified when their assistance claim was denied. An applicant can be denied for reasons such as but not limited to:

- A. The applicant did not meet the criteria established in this policy or the requirements of the applicable laws that govern assistance programs.
- B. The applicant income exceeds the Federal Poverty Level standard for their family size.
- C. The applicant, if applicable, failed to file with Social Security for retirement or disability or with the VA for compensation, pension, or unemployability within the fifteen business day processing period.
- D. The applicant provided false or fraudulent documentation as determined by the background inquiries. In such cases, a report will be filed with the Champaign County State's Attorney's Office.
- E. If confined to a mental or substance abuse facility. The applicant is not eligible for sixty-days from the date of release
- G. Arrested and convicted of a crime that warrants house arrest or placed in a correctional facility. The applicant is not eligible for one year unless the conviction was for benefit fraud which would result in a lifetime bar. In the case of an ex-felon, the one year begins the date of their release if there is no parole or the conclusion of any parole time.
- G. According to provisions of the Social Security Act, Illinois assistance laws, and the Illinois Township Supervisors Assistance Handbook an applicant shall be denied if they or members of the family unit are already being subsidized by one of the listed programs because that would constitute "double-dipping":
 - 1. Any applicant who is receiving SSI or TANF shall be denied.
 - 2. Any applicant shall be denied if residing in or intending to reside in any type of housing program that offers a reduced rental agreement that is income based such as a general residence, Section 8 housing, a nursing home, an assisted living center, a senior center complex, an Alzheimer's complex, or any complex whose construction was partially or fully financed by HUD or USDA Rural Development program.
 - 3. Applicants shall be denied if residing in any type of facility where the residency is being subsidized by Medicaid.
 - 4. Applicants shall be denied VACCC shelter assistance if they receive the GI Bill housing allowance.

2.16 REDUCTIONS and INCREASES.

- A. A recipient can receive a written notice that their benefits have been denied because of reductions in the applied percentage bracket on the Federal Poverty Level Chart.
- B. Recipients are obligated to report any legal increases or reductions in their family unit size that would cause a change in VACCC benefits within five business days of the change.

2.17 SUSPENSIONS. Suspensions are a temporary removal from benefits.

- A. Suspensions will be for a minimum of thirty days and only two suspensions per fiscal year will be permitted.
 - 1. Recipients who receive a thirty-day suspension have the responsibility to resolve the issue within that time period.
 - 2. If they successfully resolve the issue during the thirty-day suspension, their benefits will be reinstated on the date of resolution.
 - 3. If the recipient has not satisfactorily resolved the problem at the conclusion of the first suspension, a second thirty-day suspension could be granted if circumstances warrant.
 - 4. If a recipient is granted a second thirty-day suspension, they must resolve the issue or be terminated for non-compliance and they are not eligible to reapply for a period of one year from the termination date.
- B. A recipient can be suspended for cause for reasons such as but not limited to:
 - 1. Income reviews.
 - 2. Failure to comply with scheduled VACCC, VA, Social Security, LiHeap, IDHS, or IDHS appointments on a continual basis.
 - 3. Reviews to ascertain if the recipient is following the requirements of assistance agencies and renewing their applications when they expire. These agencies are LiHeap for utility assistance, the Illinois Department of Human Services (IDHS) for a Link Card and other applicable public aid benefits, the Illinois Department of Employment Security (IDES).

- 4. A review being conducted to research possible misconduct, abuse, or fraud.
- C. A written statement of suspension shall be furnished to the recipient.
- D. The former recipient can file a written appeal with the VACCC Board.

2.18 REINSTATEMENT. If the reason for suspension is rectified within the allowable time frame of the suspension, then the recipient will be reinstated and benefits will resume on the first day of the month following the conclusion of the suspension.

2.19 TERMINATIONS. Applicants and recipients may voluntarily withdraw their application or cancel their program benefits at any time.

- A. A VACCC recipient will be terminated:
 - 1. For violating any portion of this policy or the public assistance laws, non-compliance, fraud, falsifying information or failure to disclose all pertinent information on their application, receiving two consecutive thirty-day suspensions, or exceeding the federal poverty income standards.
 - 2. If confined to a mental or substance abuse facility.
 - 3. Arrested and convicted of a crime that warrants house arrest or placed in a correctional facility.
- B. Once terminated by the superintendent, a new application will not be considered for:
 - 1. One year for most recipients terminated under Subsection 2.19-A-1 above. Some may be barred for life.
 - 2. Sixty-days from the date of release under Subsection 2.19-A-2 above.
 - 3. One year for a recipient that was terminated under Subsection 2.19-A-3 above unless the conviction was for benefit fraud which would result in a lifetime bar. In the case of an ex-felon, the one-year begins the date of their release if there is no parole or the conclusion of any parole time.
- C. A recipient will become permanently barred for abuse or fraud.
- D. A written statement of termination shall be furnished to the recipient by certified mail.
- E. All terminations can be appealed to the VACCC Board in writing.

2.20 PROSECUTION. 720 ILCS 5, Chapter 16, Section 1, pertains to the theft of government supported property which includes tax supported assistance benefits and 720 ILCS 5, Chapter 17, Section 6, pertains to state benefits fraud. Therefore, veterans or widows who falsify or fail to disclose information on a VACCC assistance application have opened themselves up for civil and criminal charges that the VACCC could file against them.

- 1. In the case of abuse by falsifying information on the application, providing fraudulent discharge information, failure to disclose all required documents and income information, or impersonating a veteran, the VACCC will deny the application or immediately terminate the recipient.
- 2. In addition to termination, the VACCC will seek prosecution and full restitution through the Champaign County State's Attorney's Office for the entire amount of any benefits that were expended on behalf of a veteran or widow and the full amount of any court costs that might be incurred.

2.21 REVIEWS and APPEALS.

- A. SUPERINTENDENT'S REVIEW. A review request may be filed with the superintendent if additional documentation can be provided that substantiates a "hardship case" based on extreme poverty or physical, medical, or physiological unemployability.
- B. BOARD APPEAL. An appeal of any denial, reduction, suspension, or termination can be filed with the VACCC Board. However, it should be noted, the applicant has signed a form affirming that they have read and will comply with all of the standards and criteria of this policy. Therefore, in all cases, the determination of the VACCC Board shall be final.

SECTION 3: VETERAN'S ASSISTANCE APPLICATION PROCESS

3.10 APPLICANTS.

- A. Where deemed applicable by the superintendent, eligible individuals applying for veteran's assistance from the VACCC must provide:

1. Proof of military service and meet the eligibility specified in Section 2, Subsection 2.10.
2. Proof of Champaign County residency of 90-days or more (shelter contract and/or utility deposit).
3. Proof of citizenship.
4. State drivers license or state ID card for both the veteran and the spouse, civil union, or the widow that shows a Champaign County address.
5. Social Security cards for the veteran and the spouse or the widow.
6. Social Security cards and birth certificates for each child.
7. Adoption, divorce, or court awarded custody documents for any non-blood related children.
8. Marriage license and any divorce decrees.
9. Court documents that prove alimony and child support amounts to be paid or received.
10. Legal documents that prove wage garnishments and the amount and frequency of the payments.
11. Legal proof of the release date from a mental or substance abuse facility and documents that show the release date from a correctional facility, house arrest, or parole.
12. Copy of the current lease or mortgage.
13. Copies of current electric, gas, and water/sanitary bills.
14. Copy of the current tax return.
15. The applicant and spouse, civil union, or widow must provide the most recent:
 - a. Pay stubs from all sources.
 - b. Social Security statements.
 - c. VA compensation or pension statements (in the form of bank statements if necessary).
 - d. IDES letter showing denial or the benefit amount.
 - e. IDHS letter showing denial or the benefit amount.
 - f. LiHeap letter showing denial or benefit amount.
 - g. Retirement statements.
 - h. Proof of income from rental properties, real estate transactions, businesses, crops, structured settlements, annuities, earned interest, and other sources of income.
 - i. Savings and checking statements.
- B. Provide proof that an application (new or renewal) has been completed with all applicable resource agencies required by this policy (i.e.: LiHeap, IDES, IDHS, Social Security, and the VA).
- C. Complete the intake application process within fifteen business days of the initial date of application and adhere to any background inquiries deemed necessary as part of the qualification process.
- D. Be willing to submit to periodic reviews with agencies such LiHeap, IDES, IDHS, VA, Social Security, IRS, and submit to background checks in order to assure policy compliance and avoid misuse of program benefits.
- E. Once the application process has been completed by the applicant and reviewed by the superintendent, the applicant will be notified by mail if their application is approved or denied. If denied, the correspondence will contain the reasons for denial.
- F. No deviations or exceptions will be allowed for any portion of this policy.

3.11 BASIC FORMS. The applicant, and the legal spouse or legal civil partner must complete and sign the following VACCC forms:

- A. VACCC Intake Application
- B. Veteran's Assistance Worksheet *(The worksheet will ascertain the applicants overall eligibility and help determine the type of assistance the applicant could be eligible to receive. But, there are no guarantees that the applicant will qualify for any assistance.)*

3.12 WORKSHEET CALCULATIONS.

- A. In Section I of the Veteran's Assistance Worksheet, the superintendent will record and total all of the **gross** income sources and amounts that have been provided by the applicant. Illinois law provides penalties for giving false information in order to obtain benefits. As stated in Section 2, Subsection 2.20 of this policy, the VACCC will seek prosecution for attempting to defraud this agency for personal gain.

- B. In Section II on the worksheet, there are two deductions that will be honored.
 1. The current VACCC approved deduction shall be allowed to compensate for household expenses.
 2. A deduction for any payments made by court order or legal stipulation such as alimony, child support, or wage garnishment.
- C. These deductions shall be subtracted from the total monthly gross income. The result will determine the applicant's countable income.
- D. The countable income will be compared to the Federal Poverty Level Chart for the family unit size. If the income level is below the amount listed, the application could be considered. If the income level exceeds the amount listed, the application will be automatically denied.

SECTION 4: CATEGORIES & REQUIREMENTS:

4.10 Applicants may qualify for one or more of the three basic assistance categories provided by the VACCC; food and hygiene, shelter, and utilities. The superintendent will not, under any circumstances, grant assistance in these categories until all of the requirements of the application process have been completed.

4.11 SHELTER:

- A. The shelter benefits are limited to the amounts shown on the Assistance Rate Chart for the size of the family unit.
- B. The shelter benefit, if approved, will only be provided for an existing situation such as monthly rental contract or a mortgage that must be shown in the name of the applicant.
- C. The VACCC will never make payments directly to the recipient or towards:
 1. Security deposits or closing costs.
 2. Condominium or homeowner association fees.
 3. Sub-leases of an existing residence to a blood or a legally adopted relative.
 4. Payments once a property has been placed in foreclosure or a reverse-mortgage.
- D. Under no circumstances will this benefit ever be paid directly to the approved recipient.

4.12 UTILITY ASSISTANCE:

- A. The applicant must make an appointment with LiHeap and complete their application process for both the winter and summer benefits. A copy of the LiHeap determination must be provided to the VACCC. If approved by LiHeap, the VACCC's benefits will start the month after the LiHeap benefits are exhausted.
- B. The VACCC assistance program will only accept municipal water/sanitary bills, heating/cooking gas bills, and electric bills that are in the name of the applicant.
- C. No utility bills over a year old or a previous address will be considered.
- D. The VACCC will never make payments directly to the recipient or pay for contractual late fees, start-up fees, or reconnect fees.
- E. Under no circumstances will this benefit ever be paid directly to the approved recipient.

4.13 FOOD ASSISTANCE:

- A. The applicant must complete an application with the Illinois Department of Human Services (IDHS).
- B. The IDHS application shall be obtained, completed, and filed for processing.
 1. A copy the IDHS determination must be provided to the VACCC prior to approval of VACCC benefits.
 2. If approved by IDHS, the recipient will not be eligible to receive a food allowance unless, at the discretion of the superintendent, the IDHS amount is not sufficient to sustain the recipient.
 3. If denied, the applicant may be eligible to receive a food benefits based on the proven legal size of the family unit.

SECTION 5: APPLICANTS RIGHTS:

5.10 RIGHT OF NON-DISCRIMINATION.

- A. All applicants have the right to be treated by the VACCC in a fair and impartial manner.
- B. No applicant will be discriminated against because of race, sex, religion, national origin, handicapped status, civil union, or political affiliation.

- 5.11 RIGHT OF CONFIDENTIALITY and IDENTITY PROTECTION.**
- A. Applicants are entitled to confidentiality. The VACCC staff members have signed confidentiality statements agreeing to treat the contents of each client's file with the strictest of confidence.
 - B. Safeguards are in place to protect identities. Each client shall be assigned a VACCC claim number.
- 5.12 RIGHT OF CONSIDERATION.**
- A. Due to the variance of circumstances, each claim will be evaluated on a case-by-case basis.
 - B. Each applicant shall be granted the right to have their completed application reviewed and a determination issued in a timely manner. However, since each applicant is granted fifteen business days to complete the entire application process, the responsibility for the overall processing time rests with the individual applicant.
- 5.13 RIGHT OF INCLUSION.**
- A. Each applicant shall receive copies of all VACCC forms that they sign at the conclusion of the application process.
 - B. As far as possible, each applicant shall be furnished the addresses and locations of any other agencies that might be able to give additional help with their individual circumstances.
 - C. Each applicant and recipient shall be furnished a copy of the Veteran's Assistance Policy within five business days following any significant amendments.
- 5.14 RIGHT OF REVIEW.**
- A. Each applicant shall be granted the right to present additional information to the superintendent that may have a bearing on their application if their application was denied.
 - B. If the applicant or recipient is dissatisfied with a decision made by the superintendent they have the right to file an appeal with the VACCC Board.
- 5.15 RIGHT OF NOTIFICATION.** Each applicant and recipient shall receive written notification of any application denial, a reduction in VACCC benefits, a suspension, or a termination.
- 5.16 RIGHT OF FINAL APPEAL.**
- A. Each appeal to the VACCC Board must be in writing and addressed to the "VACCC Board" at 1776 Washington Street, Urbana, Illinois, 61802.
 - B. It must be received by the VACCC Board within thirty days of a denial, reduction, suspension, or termination date.
 - C. If not received within the specified time period, the appeal will not be considered.

SECTION 6: APPEAL PROCESS and DECISIONS:

- 6.10** The appeals' process will be conducted in the following manner:
- A. If the appeal is received by the VACCC Board within the specified time period, the president, within five business days of the receipt of the appeal, will convene a special VACCC Board meeting for the purposes of conducting a hearing and request the presence of the superintendent and the appellant at this meeting.
 - B. Meeting minutes of the proceedings will be taken and the vote regarding the decision will be recorded.
 - C. Both the appellant and the superintendent will be granted the opportunity to present their case.
 - D. At the conclusion of the presentations, the appellant and the superintendent will be excused while the Board reviews the evidence and renders a verdict.
 - E. Once a verdict has been reached, the appellant and the superintendent will be summoned back to the meeting and the Board President will deliver the decision.
 - F. If the decision goes against the appellant and, since each applicant signs a "Veteran's Assistance Intake Processing Form" affirming they have read the VACCC Veteran's Assistance Policy and that they agree to comply with the standards and criteria established in the policy, the decision of the VACCC Board is final and appellant can take no further action against the VACCC.

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