NEW JERSEY DEPARTMENT OF HUMAN SERVICES

Grievance Policy and Procedure for Area Plan Contract Service Participants

All participants who receive services, funded in whole or in part through Area Agency on Aging (AAA) Area Plan Contracts, have the right to file a grievance.

The participant, or his/her representative, may file a grievance as a result of any of the following issues:

a. Unfair treatment;
b. The AAA or service provider is not following policies or procedures;
c. Discrimination;
d. Denial of services;
e. Dissatisfaction with services; and/or,
f. Other reasons, which the participant shall describe in detail.

Service providers may deny services to participants and/or reduce services for reasons, including but not limited to:

a. Other service participants/recipients are a greater priority;
b. Based upon reassessment, less services are needed, or they are no longer needed;
c. The service is not available in a particular location;
d. The service is limited due to resource shortages; and/or,
e. Changes in a program's hours of operation.

Reasons services may be terminated include but are not limited to:

a. Other service participants/recipients are a greater priority;
b. Based on reassessment, the service is no longer needed;
c. The service is limited due to resource shortages;
d. The participant does not abide by existing attendance policies or procedures; and/or
e. The participant exhibits disruptive behavior, including but not limited to:
    i. Physical abuse toward peers or agency staff;
    ii. Verbal abuse toward peers or agency staff;
    iii. Violating posted senior center or service location rules;
    iv. Shouting;
    v. Threatening or intimidating behavior or language;
    vi. Stealing or damaging senior center or service location property;
    vii. Any crime, misdemeanor or violation;
    viii. Consuming alcohol or illegal drugs in the senior center or service location;

ix. Being under the influence of alcohol or drugs;

x. Smoking on the premises;

xi. Harassing or discriminating against anyone based upon race, creed, color, national origin, sex, sexual orientation, age, and/or disability.

For more information, please request a copy of the full NJ State Division of Aging Services Grievance Policies and Procedures from your service provider or the Monmouth County Division on Aging, Disabilities and Veterans Services.

Service Provider Contact: _____

_____

_____

_____

Monmouth County Division on Aging, Disabilities & Veterans Services
Attn: Executive Director
3000 Kozloski Road
Freehold, NJ 07728
732-431-7450
Monmouthadvs@co.monmouth.nj.us