

CLIENT APPEALS

- I. The County has procedures that allow clients to appeal denied assistance or terminated services and affords them the opportunity to have their cases reviewed by the County agency. At the time of intake, Counties MUST inform clients, in writing, of their right to appeal and of the availability of a review process at the County level. Counties must provide all decisions resulting from a County appeal to the client and the service provider, in writing. The client is not entitled to, but may receive, service during the time of review.
- II. All appeals must be filed in writing with the Emergency Rental Assistance Program (ERAP) Appeal Board in your area. Please address all correspondence to Mercer County, Ann Morrison, Chief Clerk, 103 Courthouse, Mercer PA 16137. In the subject line, print ERAP complaint.
- III. The service provider must provide the following information in writing to any client whom it denies or terminates from service:
 1. The action being taken;
 2. The reason for the action;
 3. The effective date of the action; and,
 4. The availability of an appeal process at the Court level.
- IV. The County must make every attempt to provide a warning or advance notice of termination, when possible.
- V. If you are dissatisfied with the outcome of the appeal from the ERAP Appeal Board, a secondary appeal process is available through the Mercer County Court of Common Pleas.

Mercer County Prothonotary
105 Courthouse
Mercer, PA 16137
724-662-3800 Ext. 2264

Applicants: Please note appeals must be filed in writing with the Appeal Board prior to submitting a request for a secondary appeal.