

IMPACT of Southern Arizona

Grievance Procedures

IMPACT of Southern Arizona is a non-profit social-services organization located in Tucson, AZ. IMPACT of Southern Arizona works with the help of many other agencies. If a client has a grievance with IMPACT of Southern Arizona or one of the other agencies working through IMPACT of Southern Arizona they should follow the guidelines below.

Clients:

1. The grievance should be discussed with the Program Manager responsible for the program in which the problem occurred within 3 business days of the occurrence.
2. If there can be no suitable resolution for both parties, the client should submit what the grievance is in WRITING to Program Coordinator. The grievance should be submitted no later than 5 business days from the day of the meeting with Program Manager. The Program Coordinator will return with a resolution within 5 business days.
3. If the client is not satisfied with the decision from the Program Coordinator the grievance should be submitted in WRITING to the Executive Director within 5 days of the resolution from the Program Coordinator. The Executive Director will return a resolution within 5 business days of the written submission.
4. If the client is still not satisfied with the resolution they may submit in WRITING to the Board of Directors. The final decision will be issued from the Board of Directors within 60 days of the next scheduled board meeting.

IMPACT of Southern Arizona in Catalina - is open Monday to Friday from 8:00 am to 4:30 pm daily. The mailing address for written submission is 3535 E Hawser Street, Catalina, AZ 85739. The Board of Directors meet the third Monday of each month.

IMPACT of Southern Arizona in Vail - is Open Mondays, Tuesdays & Wednesdays 9:00 am to 2:00 pm. And Thursdays from 2:00 pm to 6:00 pm. The mailing address for written submission is 13190 E Colossal Cave Rd. Suite 130, Vail AZ 85641

Federal Income Guidelines for Food Bank & Clothing Bank

Most of our programs are income sensitive and client households must meet the minimum requirements. In addition, federal agencies track our client's financial information to be able to ascertain our need for assistance. Below, you will find an Income Guideline Chart.

Federal Income Guidelines			
Persons in Home	Annual	Monthly	Weekly
1	\$21,257	\$1,772	\$409
2	28,694	2,392	552
3	36,131	3,011	695
4	43,568	3,631	838
5	51,005	4,251	981
6	58,442	4,871	1,124
7	65,879	5,490	1,267
8	73,316	6,110	1,410
Add'l Members	+7,437	+620	+144

Federal Income Guidelines for Senior Meals and Transportation Services

To participate in our Senior Meal Programs a client must...Live in one of the following zip codes: 85739, 85737, or 85755, Be 60+ years of age. And, must experience at least 1 of the following: (1) Qualify by income (2) Be recovering from surgery (3) Have a disability (4) Be unable to cook and/or clean-up (5) Other (Call with questions)

Family Size	Qualifying Income
1	Under \$34,450 per year \$2,870/Mo. Gross
2	Under \$37,800 per year \$3,150/Mo. Gross