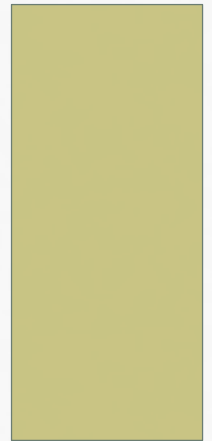


HIDALGO COUNTY APPEAL PROCESS

TIHCA 2017

LULU ACEVEDO – HUMAN SERVICES COORDINATOR



SEC. 61.024. COUNTY APPLICATION PROCEDURE.

- (i) The county shall provide a procedure for reviewing applications and for allowing an applicant to appeal a denial of assistance.
- (j) The county shall provide an applicant written notification of the county's decision. If the county denies assistance, the written notification shall include the reason for the denial and an explanation of the procedure for appealing the denial.

APPEAL PROCESS FOR HIDALGO COUNTY

- Applicant may request an appeal either verbally or written by signing the denial form provided to them (Form 117).
- Once an appeal request has been received the request is reviewed by the supervisor.
- Supervisor contacts client and explains the denial and the findings of the review.
- If client desires to continue the appeal process, the supervisor sets up the appeal hearing with the hearing officer.
- Supervisor prepares all documents which include the denial letter, worksheet, appeal form, handbook policy, and other case documentation that will support the denial.
- Appeal officer receives the documentation, reviews it, and asks questions to the eligibility specialist if needed.
- Appeal is conducted with the appeal officer, client and the eligibility specialist that made the determination.
- Appeal officer discusses the appeal with the county judge and a determination is made whether to sustain or overturn the appeal and instructions are given on the appeal form.
- Client is contacted with the outcome of the appeal.