

APPEAL

Customers have the right to appeal their denial.

- The customer has 14 days from the date on the Appeal form (A-1 or A-2) to appeal the denial by submitting the appeal form and any supporting documents (if applicable).
- The Appeal is reviewed by the Call Center within 10 business days.
 1. The Call Center reviews the case for any mistakes made by staff or the customer such as errors in Income calculation, letters not mailed out timely, documents not received timely, etc.
- Upon completion of the review, there are two potential outcomes:
 1. **Overtured** - “We Agree” with the customer:

Child care

- If child care has ended, the customer is encouraged to reapply with a new application; and if determined eligible, will NOT be placed on the waitlist.
- If childcare has not ended, the referral is extended to the original end date.

Scholarship

- If Scholarship, we re-process the application for eligibility.

2. **Forwarded to the Interfaith Data Management Office (DMO)** to schedule a hearing.
 - When the hearing is scheduled, the customer is notified via mail of the date of the hearing.
 - The Call Center, DMO Appeals Officer, and the customer are present during the hearing.
 - After the hearing, the Appeals Officer renders a decision, notifies the customer via mail, and the Call Center notes the decision in TWIST.
 - If customer does not agree with the decision she may appeal to the State of Texas.