

# Workforce Solutions

## Preparing for Appeal Hearings

### TANF or SNAP Recipients

Procedures for preparing for - and participating in appeal hearings for TANF and SNAP recipients.

## The Appeal Process

When a customer is penalized because she (1) didn't respond to a TANF or SNAP E&T recruiting letter or (2) didn't cooperate as required, the state Health and Human Services Commission (HHSC) mails the customer a form notifying her HHSC is denying or reducing her benefits. This HHSC form also tells the customer that she has the right to appeal the denial or reduction - and - provides instructions for filing an appeal.

If the customer chooses to appeal, she may request a hearing through HHSC within 90 days after the action that reduced or denied her benefits. The customer may continue receiving her benefits if she appeals within 13 days from the date of HHSC's Notice of Benefit Denial or Reduction.

HHSC mails an appeal hearing appointment letter to both the customer and Workforce Solutions staff person who initiated the penalty in TWIST. Most hearing appointments are conducted by telephone. Hearing officers may be from Houston, Dallas, El Paso or elsewhere in the state.

**Workforce Solutions staff must provide to the hearing officer and the customer—before the scheduled hearing date—a copy of Workforce Solutions' policy and other evidence that supports the penalty action.**

Office contractors may designate specific staff to send documentation to the hearing officer and to participate in the actual appeal hearing. This designee is not necessarily the same staff person who initiated the penalty or received the appeal hearing notice.

## Preparing for Appeal Hearings

When Workforce Solutions staff member receives an appeal hearing notice from the HHSC Appeals Department, that staff member—or designee — will send to the HHSC appeals officer and the customer:

1. a copy of the appropriate Statement of Workforce Solutions Policy for Hearing Officers (either the Recruitment policy or Non-Cooperation policy for the applicable benefit type); and

2. copies of the applicable documents for the particular customer, as described in the Statement of Workforce Solutions Policy

## Participating in Appeal Hearings

Contractor management will make sure that Workforce Solutions staff attend TANF and SNAP-related appeals hearings. When participating in an appeal hearing, staff will:

1. Verify that the hearing officer and the customer received the complete policy statement and all copies of documents sent by Workforce Solutions staff;
2. Offer testimony, if asked, and answer questions from the hearing officer;
3. Maintain a professional demeanor; and
4. Enter a note in the customer's TWIST record to document the hearing officer's final ruling.

HHSC tape records all its appeals hearings. Workforce Solutions staff may also tape record the hearings, although we don't require it.

## Attachments

- Statement of Workforce Solutions Policy for Appeal Hearings - TANF Recruitment
- Statement of Workforce Solutions Policy for Appeal Hearings – TANF Non-Cooperation
- Statement of Workforce Solutions Policy for Appeal Hearings – SNAP Recruitment
- Statement of Workforce Solutions Policy for Appeal Hearings – SNAP Non-Cooperation