

Initial hearing request comes from clients via US Mail, Fax, county agencies, e-mail

Requests are date stamped, scanned and posted to global drive (I)
Requests e-mailed to county agencies

Data from hearing request is entered into Hats database and CLFH screen in Cris-E. Hearing Record created with hearing request, Cris-e screens used to identify reason for hearing and case summary from Hats

Hearing Records distributed to hearing officers. Dates/times entered in Hats and scheduling notice sent.

Appeal Summaries, hearing documentation received and copied to I drive and forwarded to Hearing Officer

Withdrawal of state hearing may be received in writing or verbally. Disposition entered in Hats and CLUF and notice mailed to client

Administrative Appeal can be requested

Hearing Held

Hearing heard, decision issued thru Hats; Decision submitted to Hrg. Supv for review. Disposition entered in Hats & CLUF. Decision Printed Exhibits documented and added to hearing record

Compliance Ordered – County agency to provide documentation to BSH that directive ordered by decision completed – Hats/CLUF updated

Client does not show for scheduled hearing. Pnd entered in Hats, Notice issued giving client 10 days to justify missing hearing before Abandon is finalized. CLUF updated.

Reschedule Request Received?

No reschedule request received. PND changes to Ab on 11th day. Enter Abandon in Cris-E

Approved for Reschedule HO enters new hearing date

Reschedule/Postponement Request denied. Letter issued. Abandon finalized. Can request administrative appeal

No – Process Complete

Administrative Appeal Requested

Administrative Appeal Process