Actions, Actors ,Tools used in the *As-Is* State Hearings Lifecycle

No.	Actions	Actors	Tools
1.	Receive Notice of action(s) proposed by the County (90%) or a Third Party agency (10%). Client may request State Hearing.	Client	CRISE, Counties, Third Party Agencies
2.	Request for State Hearing received by BSH. (entered into online form if received by phone or walk-in)	Client	Fax (2 Right Fax numbers), phone, letter, email (in person)
3.	Search for client's CRISE ID, Review action(s) proposed by County and research any pertinent information, Obtain client's CRISE ID	Hearing Assistants	CRISE, SETS
4.	Print, Date/time stamp, sort, and scan all hearing requests. Save all hearing request PDF'S and supporting documentation to the networked drive. Email Hearing Requests to Counties Agencies. Copies of certain Third Party Hearing Requests are mailed out of Fridays.	Hearing Assistant	GroupWise, printers, faxes, scanner, network drive
5.	Request entered into system	Hearing Assistant	HATS
6.	If hearing request is beyond 90 days or does not meet some other requirement for state hearing, hearing is denied	Management & Admin staff	CRISE
7.	Enter denial. Denial letter is sent	System generated	HATS
8.	Enter client's name and search HATS	Hearing Assistants	HATS
9.	If no client record exists in HATS, create a new client record in HATS and enter appeal information based on hearing request to get appeal number	Hearing Assistants	HATS
10.	If client record exists in HATS, update client personal information and demographics if necessary. Compare new hearing request against existing requests checking for duplicate	Hearing Assistants	HATS
11.	If duplicate request, dispose of request. If not a duplicated request. Update appeal information with new issues.	Hearing Assistants	HATS
12.	Add appeal number to CRISE. (If entered within 15 days of Notice, action proposed by County will not take place)	Hearing Assistants	CRISE
13.	Create hard-copy hearing folders. Add copy of hearing request, appeal printout from CRISE and case summary print out from HATS.	Hearing Assistants	Hard-copy hearing folder
14.	Activity – Record all phone interactions (ongoing throughout lifecycle)	Hearing Assistants	HATS
15.	Manually sort all folders by regions, divide for distribution to Hearing Officers	Management & Admin staff	
16.	Manually sort hearing folders and distributes to their hearing officers	Hearing Authorities	
17.	Notify Hearing Officers that folders are ready for scheduling	Management & Admin staff	Group Wise
18.	Mail hearing folders via UPS to Hearing Officers	Management & Admin staff	UPS
19.	Schedule Original (requested by client) State Hearings (phone hearings or face to face in Metro area's Canton, Cleveland, Columbus, Cincinnati, Toledo). Hearings dates and time parameters are dictated by: Hearing Officers' schedules, County schedules, locations and availability.	Hearing Officers	HATS
20.	Original Hearings Notices are mailed to Clients and Client Representatives (Original and Third Party) - email county copies.		HATS, Group Wise

No.	Actions	Actors	Tools
21.	Third Party agency hearings: (requested by client. Third party agency is involved instead of County.) The Third party dictates the scheduling dates and time parameters and a single Hearing Assistant schedules Third Party hearings.	Hearing Officer	HATS
22.	Print Scheduling Dockets (based on hearing appointments entered into HATS). Email Scheduling Dockets to Third Party and County agencies.	Hearing Officers	HATS
23.	<u>Period Prior to State Hearing being held:</u> • Appeals Summaries received from Counties or Third Parties • Withdraw / reschedule / postpone of hearing request by clients are recorded on hardcopy (NOTE: hardcopy created by call centers. When request is directly to BSH, no hardcopy is created, it is entered directly into system.)	Client or Client Representative, Counties, Third Party Agencies	HATS, US mail, Fax Group Wise
24.	• Documentation received is scanned, saved to networked drive and sent to Hearing Officer	Hearing Assistants	Scanner, Group Wise
25.	• Withdraw of hearing request by clients are entered	Hearing Assistants	HATS, CRISE
26.	IPV Hearings Notices are manually mailed: (requested by County). Client must be notified 30 days prior to IPV Hearing through certified and regular mail: • Certified Notice is manual and hearing waiver and waiver instructions must be attached to IPV Hearing Notice	Management & Administrative staff mail to County, Client, Client Representative	USPS
27.	IPV Hearings Notices are also electronically mailed to client in regular mail	System generated – Batch process	HATS
28.	County copies Notices for scheduled original hearing are electronically mailed	System generated – Batch process	HATS
29.	<u>After hearing has been scheduled, but prior to scheduled hearing taking place:</u> • Documentation scanned, saved to network drive & added to the record • Activity comments added	Hearing Officer, Hearing Assistants, Hearing Authorities, Management & Admin staff	HATS
30.	• Receive and record (hardcopy) Client's request to postpone/ reschedule State Hearing	Hearing Officer, Hearing Assistants, Hearing Authorities	PDF Template?
31.	Receive and record (hardcopy) County's request to postpone State Hearing (7 days in advance by rule).	Hearing Officer, Hearing Assistants, Hearing Authorities	PDF Template?
32.	• Update that withdraw took place	Hearing Officer, Hearing Assistants, Hearing Authorities	HATS
33.	• State Hearing Dismissal Notice sent to client	System generated when Withdraw Disposition is entered	HATS
34.	• Client may request reschedule. If rescheduled, this hearing request will be assigned to same Hearing Officer	Hearing Officers	HATS
35.	• Reschedule reason entered into "Activity"	Hearing Officers, Hearing Assistants	HATS
36.	• Hearing rescheduled (follow scheduling)	Hearing Officers	HATS
37.	<u>After scheduled hearing date</u>, • Entry of "Pending Abandon" if client fails to show for state hearing	Hearing Officers	HATS

No.	Actions	Actors	Tools
38.	• State Hearing Dismissal Notices sent to clients who fail to show - generated when Pending Abandon Disposition is entered into HATS • On 11th day Pending Abandon disposition changes to "Abandon"	System generated – Batch process	HATS
39.	• Disposition entered in CRISE	Hearing Assistant	CRISE
40.	If hearing does take place, the Hearing Decision is written and uploaded/ or typed (This is the actual Hearing Decision text)	Hearing Officers	Word HATS
41.	Enter Recommended Hearing Decision Disposition: Sustained or Overruled	Hearing Officers	HATS
42.	Enter whether or not Compliance has been ordered	Hearing Officers	HATS
43.	Review Recommended Decision	Hearing Authority	HATS
44.	Recommended Decision returned to Hearing Officer, or Approved (can loop as recommended Decision is returned, or Approved)	Hearing Authority	HATS
45.	Hearing Disposition entered into CRISE: (Hearing Decision or any other Disposition type). Enter whether or not Compliance has been ordered using CRISE codes: • O-Overruled • S-Sustained • C- Sustained/with Compliance • V-Overruled/with Compliance	Hearing Authority	CRISE
46.	Send Approved Decision (possibly with Compliance ordered) to print queue.	Hearing Authority	HATS
47.	Click "Print Decisions" for all approved hearing Decision to be sent to client. Every Decision includes a Notice of Client appeal rights and Administrative Appeal Request form to return BSH (if desired). If Compliance was ordered, County also receives Compliance form to complete and return to BSH. Decisions, letters, and Notices are printed and mailed.	Management & admin staff	HATS, PageMiner Integrity Drive
48.	**Decisions:** HATS does the following: • Sends copy of each Decision to the folder on the I drive • Sends Public records copy of Decision to the Internet folder **(Files are redacted, then FTP to Internet is handled by OIS/ISAD)** • Sends Library records copy of Decision to InnerWeb folder • Sends email to BSH Administrator's personal mailbox • Each email for individual Counties (received by BSH) is identified by the County name in the subject line. BSH forwards each County email/PDF of Hearing Decisions to that County	System generated – Management & admin staff -	HATS GroupWise

No.	Actions	Actors	Tools
49.	**Notices:** PageMiner does the following: • Every evening at 5:00 p.m., PageMiner pulls data from HATS • Creates PDF for each Notice to be mailed from Integrity Drive • Sends BSH an email notification of PageMiner success and PDF files created • Sends one email to each County. The email contains all Notices for that County	System generated - Received in BSH mailbox	GroupWise
50.	BSH manually puts a copy of each Notice on the I Drive		
51.	IPV Hearings Dispositions - **manual intervention** - A follow up letter must be created, printed and mailed to a client if client requests an Administrative Appeal (AA) following an IPV Hearing. This Letter must be sent due to HATS printing of standard verbiage on Hearing Decision Notice that is not applicable to IPV Hearings. IPV Hearing cannot be appealed through Admin Appeal process although indicated on Decision Notice	Management & Administrative staff mail to County, Client, Client Representative	Word
52.	Compliance inquiry sent to applicable County if Compliances are not achieved by the deadline date	Compliance Officer	HATS
53.	Review and enter County Compliance results when received from County	Compliance Officer	HATS
54.	Enter County Compliance ***End of first Hearing Request Lifecycle, however Client may request Administrative Appeal if disagrees with Hearing Disposition***	Compliance Officer	CRISE
55.	Receive request from Client or Client Rep for Administrative Appeal (AA). Requests for AA must be made in writing. No actual hearing is scheduled. AA is a review of hearing record. AA may be requested for any Disposition, however, AA will be denied if requested for an IPV hearing	Client	Fax, letter, email
56.	Docket number generated when Administrative Appeal is entered by Hearing Assistant	System generated	HATS
57.	AA may Affirm the hearing Decision, or Vacate and Remand the Decision back to the Hearing Authority/Hearing Officer	Administrative Appeal Examiner Hearing Authority	HATS
58.	Or r AA may reverse to County Agency to comply	Hearing Officer County Staff	
59.	Administrative Appeal Decisions concurred by second AA reviewer/signed	Administrative Appeal Examiner	HATS
60.	Approval by Hearings Manager	Management & Administrative Staff	HATS
61.	If Overruled, Decision entered. If Vacated and Remanded, Hearing Authority may send Decision back for changes, but normally, a supplemental hearing is conducted by hearing Officer	Hearing Authority Hearing Officer	HATS
62.	Administrative Appeals Decisions go through printing process as in the first hearing lifecycle. The Notice informs Client of his rights to appeal to Common Pleas Court if Client disagrees with AA Decision	System - Batch program	OIS, Integrity Drive printing
63.	BSH will manually send a Denial letter/Word doc to Clients who request an appeal on an AA Decision ***End of Admin Appeal Lifecycle***	Management & Administrative Staff	Word template

No.	Actions	Actors	Tools
64.	Receive requests from County for County Review. Request must be made in writing	Management & Administrative Staff Hearing Assistant	Fax, letter, email
65.	Enter and receive Docket number for County Review – This number is generated when County Review request is entered by Hearing Assistant	System generated	HATS
66.	County Review takes place (review of hearing record) No actual hearing is scheduled	Administrative Appeal Examiner	HATS
67.	County Review Decisions concurred by second AA reviewer/signed	Administrative Appeal Examiner	HATS
68.	Approval by Hearings Manager	Hearings Manager	HATS
69.	County Reviews are posted to networked drive (County Reviews can be used as hearings training tool, but do not affect hearing Decision made on Client's appeal).		
70.	County Reviews are mailed to County ***End of County Review Lifecycle***	System Generated	
71.	Review s and enters Compliance results when Compliance form received from County	Compliance Officer	HATS
72.	Enters Compliance results in CRISE when Compliance verified and completed ***End of Compliance Lifecycle***	Compliance Officer	CRISE