



Child & Family Resources

FAIR HEARING/ADMINISTRATIVE REVIEW PROCESS AND PROCEDURES

- To initiate a case review, an applicant must request a case review in writing within 10 days of notification of adverse action. Written appeal information is attached to all adverse action status letters.
- To conduct a review, we complete a narrative of the case review request on behalf of the parent/applicant and attach any supporting documentation. We convene a meeting of our appeals committee. Our committee is comprised of a Board Member, a member of the child care community and an impartial staff member.
- The committee meets to review each appeal within 10 days of the request and provides the parent/applicant an opportunity to present their case and be heard. The parent/applicant is given a mutually acceptable date on which they may be heard by the case review committee. The applicant may appear at the review process with or without legal representation or be assisted in the presentation by a relative, friend or other spokesperson. If the parent/applicant does not appear on the scheduled date and does not request a postponement of the review, our agency's decision will stand.
- We provide the applicant the opportunity to review the entire case record or documents to be used in the review provided this does not breach policies regarding confidentiality. Materials are made available no less than 2 days before the scheduled review date and during the review proceedings. The applicant and/or our agency presents case records during the review, which include:

Correspondence pertinent to the review

Eligibility documentation; and

Completed child care certificate program forms

- Within 5 days of the local review proceedings, the committee will prepare a written notification of the findings. We provide a copy to the parent and to the DFD child care specialist. The report also advises the applicant of the availability of an administrative review from DFD.