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**STATE OF ALASKA
DEPARTMENT OF HEALTH AND SOCIAL SERVICES
OFFICE OF HEARINGS AND APPEALS**

In the Matter of)
)
 [REDACTED],) OHA Case No. 11-FH-68
)
 Claimant.) Division Case No. [REDACTED]
)
 _____)

FAIR HEARING DECISION

STATEMENT OF THE CASE

Ms. [REDACTED] (Claimant) applied for Food Stamps¹ and Family Medicaid benefits and signed the application on December 10, 2010. (Ex. 29.0) The Division of Public Assistance (Division) date stamped Claimant's application as received on December 13, 2010. (Ex. 29.0) On January 18, 2011 the Division notified the Claimant, in writing, that her December 13, 2011 application was denied because she did not provide the Division with the information it requested on December 27, 2010. (Ex. 7)

Claimant requested a Fair Hearing on February 11, 2010². (Ex. 9.2) This office has jurisdiction pursuant to 7 AAC 49.010 and 7 AAC 49.020.

The Fair Hearing (hearing) was held March 24, 2011. Claimant attended the hearing telephonically; she represented herself and testified on her own behalf. Ms. [REDACTED], a Public Assistance Analyst with the Division, attended in person, represented the Division and testified on its behalf.

ISSUE

Was the Division correct when it denied the Claimant's December 13, 2010 application for Food Stamps and Medicaid benefits because the Division alleged she did not timely comply with its December 27, 2010 request for information?

FINDINGS OF FACT

¹ On October 1, 2008, the Food Stamp Program (FSP) was renamed the Supplemental Nutrition Assistance Program (SNAP). See, Food, Conservation, and Energy Act of 2008, Pub. L. No. 110-246 Section 4001, 122 Statutes at Large 1651, 1853. The SNAP program is still commonly called the Food Stamp Program and will be referred to as the Food Stamp Program in this decision.

² Claimant's written request is dated January 26, 2011. (Ex. 9.2) However, the Division's case note of February 14, 2011 states Claimant submitted her written request in the Division's office on February 11, 2011. (Ex. 9.0)

The following facts are established by a preponderance of the evidence:

1. Claimant applied for Food Stamps and Family Medicaid in an application she signed on December 10, 2010. (Ex. 29.0-29.23) Claimant applied for herself and her five children. (Ex. 29.1) Claimant supplied a number of documents supporting her expenses, a copy of her wage statements for the periods November 1, 2010 through November 28, 2010, and a copy of a shared custody child support calculation form (undated) with her application. (Exs. 29.2-29.23; Ex. 29.10; Ex. 29.23) The Division date stamped this application as received on December 13, 2010. (Ex. 29.0)

2. On December 13, 2010, Claimant participated in person at an eligibility interview, as part of processing her application. (Ex. 3) During this interview, Claimant informed the Division's Eligibility Technician that she was ending her work at the [REDACTED] on December 24, 2010 and already also was working at [REDACTED]. (Ex. 2.0) Claimant stated she was attending college and had received loans for that purpose. (Ex. 2) Claimant informed the Eligibility Technician she was receiving child support. (Ex. 2)

3. On December 13, 2010, the Eligibility Technician telephoned both employers and the college to acquire information necessary to process Claimant's application, but was unable to obtain it from either employer or the college. (Ex. 2.0-2.1)

4. On December 13, 2010, the Eligibility Technician suspended processing Claimant's application pending receipt of certain information. (Ex. 2.1) The Eligibility Technician faxed an employment statement to Claimant's employer ([REDACTED]) per the former employer's request during their telephone call. (Ex. 2.1) In addition, the Eligibility Technician mailed three Child Support Information forms (commonly known as "1603" forms consisting of six pages of requested information and three pages of instructions) and two employment statements to Claimant. (Ex. 2.1-2.11)

5. On December 27, 2010, the Division mailed a written notice to Claimant requesting she provide specific information by January 6, 2011. (Ex. 3) The notice informed Claimant the 2 employer statements were sent in a separate envelope for her "to give to both employers for the proof of all the things mentioned above" in the notice. (Ex. 3) The notice informed Claimant that her application might be denied if she did not provide the following information:

a. Three Child Support Information (1603) forms completed and returned to the Division, expressly needed for the Family Medicaid program;

b. Pertaining to her work at the [REDACTED], proof of the last day she worked, the date she received or expected to receive her last paycheck, the gross amount of pay she would receive in November and December, 2010, and the reason for the job ending;

c. Pertaining to her work at [REDACTED], proof of the date she began working, the rate of pay, how often she is paid, when she will receive her first check; and

d. A copy of "all loans or grants" she has received from the college including when she received each one, how much she received, and for what purpose the funds were intended to be used.

6. Between December 27, 2010 and January 15, 2011, Claimant supplied some, but not all, of the requested information. (Ex. 4, 4.1, 5.0, 5.1, 5.3-5.6)

a. On January 4, 2011, the Division received a completed Employer Statement for employer [REDACTED] (Ex. 4.1);

b. On January 6, 2011, the Division received an Employment Statement for the [REDACTED] that Claimant had completed but that had not been signed by the employer and therefore the Division deemed it inadequate. (Ex. 5.0);

c. On January 6, 2011, the Division received a copy of a pay stub for Claimant's wages from the [REDACTED] for the pay period December 13, 2010 to December 26, 2010 (Ex. 5.1);

d. On January 6, 2011, the Division received the following child support related information:

1. a copy of Claimant's Child Support Services Division Kids Online Payment Information printout showing three payments of child support paid December 20, 26, and 27, 2010 (Ex. 5.3);

2. a copy of a December 8, 2010 Child Support Services Division letter to Claimant notifying her that child support would no longer be collected on December 8, 2010 for one of Claimant's children (Ex. 5.4);

3. a copy of a December 25, 2010 notice of withholding issued against the father of one of Claimant's children to collect child support (Ex. 5.5);

e. On January 6, 2011, the Division received a copy of Claimant's financial account with the college she was attending that showed a balance on her account as of December 28, 2010 and that she had received two loans on May 14, 2009 (Ex. 5.6). The document showed she received the two "FFEL Stafford Subsidized Loan(s) 2008-09", showed a prior balance before these loans, and that Claimant had been refunded substantial loan monies on July 16, 2009. (Ex. 5.6) Claimant supplied only the fourth page of a four page account document. (Ex. 5.6) Claimant did not offer pages 1-3 of her financial account record with the college, nor explain why those pages did not provide the information requested by the Division, and Claimant did not explain for what purpose the loans were to be used. (Ex. 5.6)

7. On January 15, 2011, the Eligibility Technician noted the Division had received only the Employer Statement from [REDACTED] and had not received the three Child Support Information (1603) forms, proof of Claimant's ending earnings from the [REDACTED], or proof of all Claimant's loans and grants. (Ex. 6)

8. On January 18, 2011, the Division notified Claimant in writing that her application of "November 15, 2010"³ was denied because it had not received the information requested from Claimant. (Ex. 7) At the bottom of the written notice the information still needed was identified as:

³ The Division had received an application solely for Food Stamps from Claimant on November 15, 2010 and denied it the same day. (Ex. 1) When the Division denied Claimant's December 13, 2010 application for Food Stamps and Medicaid, the Eligibility Technician mistakenly referenced the November 15, 2010 date. The mistaken date is evident because the Division titled the January 18, 2011 notice "FS/MED DENIED – FAILURE TO PROVIDE." (Ex. 7) This shows Claimant was advised she was denied as to both programs, despite the date discrepancy.

- a. Three Child Support Information (1603) forms;
- b. Proof of her job ending at the [REDACTED], why it ended, the last day worked, the date she would receive her last paycheck, and the gross amount of all pay received in November 2010;
- c. Proof of all loans or grants Claimant received from her college including how much she received, when she received, it and for what purpose the funds were intended to be used. (Ex. 7)

9. On January 22, 2011, the Division reviewed the information provided by Claimant. (Ex. 8) The review of all the information supplied by Claimant disclosed she had not provided all the information requested. (Ex. 8) The Eligibility Technician determined the denial of her application should not be changed because Claimant had not supplied the information requested. (Ex. 8)

10. Claimant's request for a fair hearing was made in a writing signed January 26, 2011, received by the Division on February 11, 2011. (Ex. 9.0, 9.2) In the request, and during the Fair Hearing, Claimant stated she supplied the requested information on time on January 6, 2011 by having her 18 year old daughter drop the paperwork in the box at the Division's office, which is the date the Division stamped the documents as received. (Ex. 9.2; Exs. 5.3-5.6)

PRINCIPLES OF LAW

I. Burden of Proof

The party who is seeking a change in the status quo has the burden of proof by a preponderance of the evidence. *State, Alcohol Beverage Control Board v. Decker*, 700 P.2d 483, 485 (Alaska 1985); *Amerada Hess Pipeline v. Alaska Public Utilities Comm'n*, 711 P.2d 1170, n. 14 at 1179 (Alaska 1986).

II. Standard of Proof

“Where one has the burden of proving asserted facts by a preponderance of the evidence, he must induce a belief in the minds of the [triers of fact] that the asserted facts are probably true.” *Robinson v. Municipality of Anchorage*, 69 P.3d 489, 495 (Alaska 2003).

III. Applicable Law

A. Food Stamp Program

The Food Stamp Program⁴ is a federal program whose administration is delegated to state administrative agencies. 7 C.F.R. § 271.4(a). The Code of Federal Regulations (C.F.R.) contains the rules for determining if an applicant is eligible for Food Stamp benefits, and other regulations concerning the Food Stamp Program. *See*, 7 C.F.R. § 271 – 273.

⁴ On October 1, 2008, the Food Stamp Program (FSP) was renamed the Supplemental Nutrition Assistance Program (SNAP). *See*, Food, Conservation, and Energy Act of 2008, Pub. L. No. 110-246 Section 4001, 122 Statutes at Large 1651, 1853. The SNAP program is still commonly called the Food Stamp Program and will be referred to as the Food Stamp Program in this decision.

The Alaska legislature has enacted statutes implementing the Alaska food stamp program at AS 47.25.975-AS 47.25.990. The Alaska “food stamp program” means the federal Food Stamp Program authorized by 7 U.S.C. 2011-2036. AS 47.25.990(4). The duties of the Alaska Department of Health and Social Services, in regard to the food stamp program, include “comply[ing] with the requirements of 7 U.S.C. 2011-2036 (Food Stamp Program).” AS 47.25.980(a)(3).

Alaska Statutes pertaining to the food stamp program are found at AS 47.25.975, .980, .985 and .990. In Alaska, the Division of Public Assistance (Division or DPA) administers the food stamp program and regulations for the food stamp program are found at 7 AAC 46.010-.990. These regulations provide that the Division of Public Assistance will follow the federal regulations for the Food Stamp Program.

The Division is required to verify certain information as part of the application process for obtaining Food Stamp benefits. 7 C.F.R. § 273.2(a)(2). The Division must give applicant households at least 10 days to provide the verification required. 7 C.F.R. § 273.2(f). The Division is required to verify (mandatory verification) the following information for households initially applying for Food Stamp benefits:

- a) gross nonexempt income; b) alien eligibility; c) utility expenses; d) medical expenses; e) social security numbers; f) residency; g) identity; h) disability; i) household composition; j) student status; k) legal obligation to pay and actual payment of child support; l) hours worked. 7 C.F.R. § 273.2(f)(1).

In addition:

The State agency shall verify, prior to certification of the household, all other factors of eligibility which the State agency determines are questionable and affect the household’s eligibility and benefit level. 7 CFR 273.2(f)(2)(i).

Regulation 7 CFR 273.2(f)(5)(i) provides the applicant household has the primary responsibility for providing documentary evidence to support statements on the application and to resolve any questionable information. The State agency must assist the household in obtaining this verification provided the household is cooperating with the State agency as specified under paragraph (d)(1) of this section.

Regulation 7 CFR 273.2(d)(1) makes clear how to distinguish between a household that is cooperating with the State agency and attempting to provide verification and a household that is refusing to provide the verification. A refusal to cooperate with the Division’s request for verification may result in denial of a Food Stamp application. (*Id.*) Regulation 7 C.F.R. § 273.2(d)(1) provides:

To determine eligibility ... certain information on the application must be verified. If the household refuses to cooperate with the State agency in completing this process, the application shall be denied at the time of refusal. For a determination of refusal to be made, the household must be able to cooperate, but clearly demonstrate that it will not take actions that it can take and that are required to complete the application process. ... If there is any question as to whether the household has merely failed to cooperate, as opposed to refused to cooperate, the household shall not be denied, and the agency shall provide assistance required by paragraph (c)(5) of this section.

Regulation 7 C.F.R. § 273.2(c)(5) provides:

The State agency shall provide each household at the time of application for certification and recertification with a notice that informs the household of the verification requirements the household must meet as part of the application process. The notice shall also inform the household of the State agency's responsibility to assist the household in obtaining required verification provided the household is cooperating with the State agency as specified in (d)(1) of this section. ... At a minimum, the notice shall contain examples of the types of documents the household should provide and explain the period of time the documents should cover.

B. Medicaid Program

The Family Medicaid program requires the Division to verify if an applicant meets the eligibility criteria for the program. 7 AAC 100.016(a). Subsection (b) of 7 AAC 100.16 provides, in relevant part:

The department will request in writing that an applicant or recipient provide documentation that the applicant or recipient meets eligibility requirements if the required documentation is not readily available to the department from any alternative source or the information needed cannot be verified from an alternative source readily available to the department. Except as provided in 7 AAC 100.030⁵, an applicant or a recipient who refuses to provide the department with documentation under this section will be determined ineligible for Medicaid by the department.

Applicants or parents seeking Family Medicaid who can legally assign rights to medical support for a child in the applicant's care, must cooperate with the child support services agency.... 7 AAC 100.042.

An applicant cooperates with the child support services agency by completing and signing the child support services agency's child support information form. 7 AAC 100.042(d)(4).

ANALYSIS

I. Issue

Was the Division correct when it denied the Claimant's December 13, 2010 application because the Division alleged she did not timely comply with its December 27, 2010 request for information?

II. Burden of Proof and Standard of Proof

As an applicant, Claimant must meet the eligibility requirements for the Food Stamp and Family Medicaid programs. In this case, Claimant is seeking to change the status quo from not receiving benefits to that of being certified as eligible for benefits. Therefore, Claimant has the burden of proving by a preponderance of the evidence that the Division wrongfully denied her application.

⁵ Regulation 7 AAC 100.030 pertains to social security eligibility requirements and is not applicable in this case.

III. Facts

A. The undisputed facts are:

1) Claimant applied for Food Stamps and Family Medicaid by submitting an application on December 13, 2010 and participating in an eligibility interview on that same day.

2) The Eligibility Technician informed Claimant by written notice sent December 27, 2010 that Claimant was required to provide, by January 6, 2011, the following information:

a. Three Child Support Information (1603) forms completed and returned to the Division;

b. Pertaining to her work at the [REDACTED], proof of the last day she worked, the date she received or will receive her last paycheck, the gross amount of pay she would receive in November and December, 2010 and the reason for the job ending. Claimant informed the Division her last day worked was December 24, 2010, she submitted her final paycheck for the pay period December 13, 2010 through December 26, 2010 on January 6, 2010, and she provided the gross amount of pay she received in November by submitting her paychecks for November with her application on December 13, 2010;

c. Pertaining to her work at [REDACTED], proof of the date she began working, the rate of pay, how often she is paid, when she will receive her first check, and the gross amount of all pay received in November and December 2010. Claimant supplied an Employer Statement signed by her employer on January 4, 2010; and

d. Proof of all loans or grants she has received from her college, including when she received each one, how much she received and what the funds are intended to be used for, including a copy of the loans or grants she received.

3) It is undisputed that by January 18, 2011, Claimant had not provided all the information requested by the Division, in particular she had not provided:

a. Three Child Support Information (1603) forms;

b. Proof of her last day worked, the amount of her final paycheck, and why her job ended at the [REDACTED].

4) On January 18, 2011, the Division notified Claimant in writing that her application of "November 15, 2010"⁶ was denied because it had not received the information requested from Claimant.

B. Claimant disputes the Division's assertion that Claimant did not provide:

1) Proof of her job ending at the [REDACTED] and why it ended, the last day worked, the date she would receive her last paycheck and the gross amount of all pay received in November 2010;

⁶ See footnote 3.

2) Proof of all loans or grants Claimant received from her college including how much she received, when she received it and for what the funds were intended to be used.

IV. Requested Information: Food Stamp Program

A. The information requested was required for verification of eligibility.

The Division is required to verify certain information as part of the application process for obtaining Food Stamp benefits. 7 C.F.R. § 273.2 (a)(2). The Division is required to verify gross nonexempt income, household composition, employment information, among other facts. 7 C.F.R. § 273.2 (f)(1). In addition, the Division is required to verify “all other factors of eligibility which the Division determines are questionable and affect the household’s eligibility and benefit level.” 7 CFR 273.2 (f)(2)(i). When the Eligibility Technician learned Claimant had income from child support, from two employers, and had received college grant or loans, the income from these sources had to be verified. The information requested from Claimant was required to be verified by the Division for all applicants and therefore was properly requested. 7 C.F.R. § 273.2 (f).

The Division gave Claimant written notice of the information it needed to verify. It itemized with specificity what it wanted Claimant to provide, it gave Claimant Employer Statement forms for each of her employers and telephoned each employer and the college to try to directly obtain the information it sought. The Division complied with the requirements of 7 C.F.R. § 273.2(c)(5), which requires the State agency to provide examples of the types of documents the household should provide and identify what information it is seeking to verify. By contacting Claimant’s employers and the college, the Division complied with the requirements of 7 C.F.R. §273.2(f)(5)(i) that it assist Claimant in obtaining verification of information, provided Claimant is cooperating with the Division in trying to obtain it.

B. Claimant was given the required period of time to comply with the information request.

The Division must give applicant households at least 10 days to provide the verification required. 7 C.F.R. § 273.2(f). Claimant was given at least ten (10) days in which to provide the information: i.e., the request was made by written notice dated December 27, 2010. The due date for the information was January 6, 2011. This is a period of ten days. The Division therefore met the requirements of 7 C.F.R. § 273.2(f).

C. The information Claimant provided.

The Food Stamp regulations distinguish between a failure to cooperate and a refusal to cooperate. A refusal to cooperate results when an applicant is able to cooperate but demonstrates the applicant will not take the actions that the applicant can take and are required to take to complete the application process. 7 C.F.R. § 273.2 (d)(1). If the applicant refuses to cooperate with the Division, the Division must deny the application. 7 C.F.R. § 273.2 (d)(1)

1. Proof of employment, termination date and gross pay concerning the Peanut Farm.

Claimant was asked to provide specific verification of information concerning her job at the [REDACTED]: why it ended, the last day worked, the date she would receive her last paycheck, and the gross amount of all pay received in November 2010 from the [REDACTED]. Claimant submitted the Employer Statement form she completed but that was not signed by a representative of the [REDACTED]. It is not possible Claimant did not know the form was not signed. Claimant had the opportunity

to have the Employer Statement signed before she submitted it to the Division. Claimant did not take the actions she knew she should take and was required to take to obtain verification of the information the Division requested. In particular:

- a. Claimant did supply the gross amount of all pay received in November 2010. She supplied it with her application on December 13, 2010 (Ex. 29.10)
- b. Claimant told the Eligibility Technician on December 13, 2010 that her last day at the [REDACTED] was to be December 24, 2010 but failed to provide verifying documentation. Claimant only supplied the copy of her paycheck for the period ending December 26, 2010 but it did not state it was her final paycheck;
- c. Claimant did not supply a statement from her employer confirming that December 24, 2010 was her final day of work or stating why the job had ended.

Claimant did not meet her responsibility of providing the Division with verification of information needed for an eligibility determination, as required by 7 C.F.R. §273.2(f)(5)(i). Moreover, Claimant knew what she was required to do but failed to take the actions necessary to provide the verification and therefore refused to cooperate with the Division. Therefore, the Eligibility Technician was correct to find, as provided by 7 C.F.R. § 273.2(d)(1) that Claimant had refused to supply the information requested by the Division concerning her employment at the [REDACTED].

2. Proof of all loans or grants Claimant received from her college.

Claimant was asked to provide a copy of the loans or grants Claimant received from her college, including how much she received, when she received it and for what the funds were intended to be used.

Claimant supplied a copy of her account information page from the college showing the chronological financial transactions from May 14, 2009 through and including December 28, 2010. (Ex. 5.6) This document showed Claimant has obtained 2 “FFEL Stafford Subsidized Loan(s) 2008-09” on May 14, 2009. However, the document also showed a prior balance before these loans and that Claimant had been refunded substantial monies on July 16, 2009. Moreover, the document supplied is only page 4 of 4. Claimant did not offer pages 1-3, nor explain why they are not relevant. Claimant failed to inform the Division for what the loans received on May 14, 2010 were intended to be used. Therefore, Claimant did not supply all the information requested as to the college loans and grants, although she could have supplied it.

Claimant, as applicant, has the burden of proving her eligibility for benefits. Complying fully with the Division’s request to verify information is part of Claimant’s burden. 7 C.F.R. § 273.2(f)(5)(i). Claimant failed to provide copies of the loans she received, failed to explain for what the funds were intended to be used, and failed to make clear how much money she received. Claimant knew she was required to supply this information. Claimant did not check with the Division to ensure she had supplied all the requested information. Applying the provisions of 7 C.F.R. § 273.2(d)(1), Claimant’s failure is a refusal to take the actions she could take, and that were required, to complete the application process. Therefore, the Eligibility Technician was correct to find, as provided by 7 C.F.R. § 273.2(d)(1) that Claimant had refused to supply the verification of information requested by the Division concerning the loans or grants she had received from her college.

The Division was correct to deny Claimant’s December 13, 2010 application for Food Stamps.

V. Requested information: Family Medicaid program

The Family Medicaid program requires the Division to verify if an applicant meets the eligibility criteria for the program. 7 AAC 100.016(a). The Division must attempt to obtain the information, but if it is not “readily available” then the responsibility shifts to the applicant. 7 AAC 100.016(b). In addition, applicants must cooperate with the child support services agency by completing and ensuring the Division receives the child support information form (1603) for each child for whom benefits are sought. 7 AAC 100.042(d)(4).

Claimant was informed she was required to supply completed Child Support Information (1603) forms for purposes of Medicaid eligibility when the Division sent her written notice, on December 27, 2010, identifying exactly what information it was seeking to verify.

The Division provided Claimant with three, six-page child support information forms (1603) and requested that she complete them and return them to the Division by January 6, 2011. Claimant did not provide the Division with any form 1603. Claimant did provide information concerning receipt of child support between December 20 and 27, 2010, a notice of withholding for child support and a copy of a letter stating child support would no longer be collected for one of Claimant’s children. These documents did not provide all of the information requested by the Division.

Claimant knew she was required to provide completed forms, was able to provide them, and failed to supply them. Claimant did not contact the Division to request more time or to request assistance in completing the forms. Therefore, Claimant refused to provide the information and the Division was correct to determine Claimant not eligible for Medicaid. 7 AAC 100.016.

CONCLUSIONS OF LAW

Food Stamp Program

1. Claimant failed to prove, by a preponderance of the evidence, she attempted to cooperate with the Division to provide the verifying information it requested, because she refused to take the actions that she could take and knew she was required to take to provide the verification to the Division. 7 C.F.R. § 273.1(d)(1)

2. Claimant’s refusal to take the actions she could to provide the verifying information concerning her termination of employment, final wages and reason for job end from the [REDACTED], and refusal to provide verifying information concerning her college loans and for what purpose she intended to use the funds, constitutes a refusal to cooperate and provide the information to the Division. 7 C.F.R. § 273.2(f)(5)(i).

3. Therefore, the Division was correct to find Claimant not eligible and to deny Claimant’s application of December 13, 2010 for the Food Stamp program on January 18, 2011. 7 C.F.R. § 273.2(f)(5)(i).

Family Medicaid Program

1. Claimant was informed she was required to comply with the child support services agency and supply completed Child Support Information (1603) forms for purposes of Medicaid eligibility but failed to provide the requested forms as required by 7 AAC 100.042(d)(4).
2. Because Claimant did not provide the Division with completed Child Support Information (1603) forms, as required by 7 AAC 100.042, Claimant failed to prove by a preponderance of the evidence that she provided the information requested by the Division, that it needed to verify her eligibility for Family Medicaid.
3. Therefore, the Division was correct to find Claimant not eligible for Family Medicaid benefits, and correct to deny Claimant's application of December 13, 2010 for the Family Medicaid program on January 18, 2011. 7 AAC 100.016(a) and (b).

DECISION

On January 18, 2011, the Division of Public Assistance was correct when it denied Claimant's December 13, 2010 application for Food Stamps and Family Medicaid, because Claimant refused to provide the information required by the Division.

APPEAL RIGHTS

If for any reason the Claimant is not satisfied with this decision, the Claimant has the right to appeal by requesting a review by the Director. To do this, the Claimant must send a written request directly to:

Director of the Division of Public Assistance
Department of Health and Social Services
PO Box 110640
Juneau, AK 99811-0640

An appeal request must be sent within 15 days from the date of receipt of this decision. Filing an appeal with the Director could result in the reversal of this decision.

DATED April 14, 2011.

/signed/
Claire Steffens
Hearing Authority

CERTIFICATE OF SERVICE

I certify that on April 14, 2011 true and correct copies of the foregoing were sent to:

Claimant, Certified Mail, Return Receipt Requested. and to other listed persons (via e-mail), as follows:

[REDACTED], Hearing Representative
[REDACTED], Hearing Representative
[REDACTED], Chief, Policy & Program Dev.
[REDACTED], Administrative Assistant II
[REDACTED], Eligibility Technician I
[REDACTED], Staff Development & Training

/signed/

J. Albert Levitre, Jr., Law Office Assistant I