

Parents getting welfare in Texas:

You cannot lose welfare benefits if you cannot find child care

Some parents of children under 1 year old do not have to do welfare work activities

This handbook explains the rights of parents in Texas who get welfare benefits who cannot work because they have a young child or because they do not have child care

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Current through March 20, 2003. Child care and welfare rules change often. Check www.childcareadvocate.org for updates of this handbook.

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This handbook was developed by a collaborative project of the Welfare Law Center, 275 Seventh Avenue, Suite 1205, New York, NY 10001-6708, (212) 633-6967, fax (212) 633-6371, www.welfarelaw.org; NOW Legal Defense and Education Fund, Inc., 395 Hudson Street, New York, NY 10014, (212) 925-6635, fax (212) 226-6635, www.nowldef.org; and Child Care Law Center, 221 Pine Street, 3rd Floor, San Francisco, CA 94104, (415) 394-7144, fax (415) 394-7140, www.childcarelaw.org; in partnership with Texas Legal Services Center, 815 Brazos, Suite 1100, Austin, TX 78701-2509, (512) 477-6000, fax (512) 477-6576, www.tlsc.org.

We gratefully acknowledge the support of the David and Lucile Packard Foundation, the John D. and Catherine T. MacArthur Foundation, the William Randolph Hearst Foundation and the Texas Bar Foundation. The views expressed in this handbook, however, are the sole responsibility of the authors.

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TERMS USED IN THIS HANDBOOK

Below are definitions of terms used in this handbook. Some terms mean one thing in this handbook and something different in other contexts. For example, welfare can refer to many public benefits programs, but in this handbook it refers to one specific cash assistance program, Temporary Assistance for Needy Families (TANF).

Child care contractor - The organization that arranges for child care and operates the child care subsidy system in your area.

Child care provider - A person or organization that provides child care to someone else's children. This can be a childcare center, a person who takes care of a few children in her home or a relative who cares for your child.

Child care subsidy - A government program that pays for some or all of child care for a family.

Choices - The Texas welfare to work program. The Choices program is run by different organizations in different parts of Texas.

Co-payment - The part of the cost of child care that a parent has to pay.

Department of Human Services (DHS) - The agency that runs the welfare program in Texas (but not welfare work programs).

Exemption - A decision by DHS that you do not have to do be in the Choices program.

Good cause - A decision by an agency that you have a good reason for not following a program rule. In this handbook, it refers to a decision by the Choices program that you have a good reason for not doing welfare work activities or missing work.

SSI - Supplemental Security Income - This is a federal cash assistance program for people with limited income who have a disability or are 65 or older.

Texas Workforce Center - The local office of the Choices program.

Texas Workforce Commission - The State agency that has responsibility for welfare to work programs in Texas.

Welfare - The time-limited cash assistance program for dependent children and their parents and caretakers. This program is also called Temporary Assistance for Needy Families (“TANF”).

Welfare work activity - An activity that someone who gets welfare has to do to get welfare benefits. Paid work, subsidized work, on-the-job training, education and training, job readiness, and other activities can be work activities.

Workforce Development Board - The local organization that oversees the Choices program.

SOURCES USED FOR THIS HANDBOOK

_____ This handbook is based on manuals and other materials from the Texas Department of Human Services (DHS) and Texas Workforce Commission (TWC), interviews with TWC and DHS staff, and the following TWC and DHS rules:

TWC rules:

- 40 Texas Administrative Code § 3 (Texas Works)
- 40 Texas Administrative Code § 79 (fair hearings)

DHS rules:

- 40 Texas Administrative Code § 809 (child care)
- 40 Texas Administrative Code § 811 (Choices)
- 40 Texas Administrative Code § 823 (fair hearings)

All of these rules are posted on the DHS web site at www.dhs.state.tx.us. Click on “Agency Rules.” Part 1 is DHS rules. Part 20 is TWC rules.

TWC rules are also posted on TWC’s website at www.twc.state.tx.us. Click on “Researchers and Policymakers” and “Laws and Rules.”

EXEMPTIONS FROM WELFARE WORK ACTIVITIES

Most parents have to do welfare work activities to get welfare benefits. But some parents do not have to do them. This section of the handbook talks about some of the ways parents can be **exempt** from doing welfare work activities.

What is an exemption from welfare work activities?

If you are exempt from welfare work activities, it means you **do not have to do a welfare work activity** and you can **still get welfare benefits**. It also means that you do not have to be in the Choices program.

Exemption for some single parents of children under age 1

If you are a **single parent** of a child **under age 1 who was living with you when you first got welfare benefits**, you do not have to do a welfare work activity **until that child turns 1 year old**.

Exemption for some parents of children with disabilities

If **your child has a physical or mental disability** and you **need to stay at home full time to take care of the child**, you do not have to do welfare work activities. To get this exemption, you need a doctor's letter unless your child gets government disability benefits such as SSI. Tell your DHS case worker if your child gets SSI or other disability benefits. If you need to stay at home part time to take care of a child with a disability, you may be allowed to do work activities part time. See p. 24 for more information.

Other exemptions

There are other exemptions from welfare work activities that are not covered in this handbook. They are listed in Section 1821 of the Texas Works handbook. This handbook is on the DHS web site at www.dhs.state.tx.us/handbooks/TexasWorks.

How do you get an exemption?

The **Department of Human Services (DHS)** decides if you are **exempt** from work activities. Ask for an exemption when you go to DHS to apply for welfare or as soon as you know you should be exempt.

How long does an exemption last?

It depends. If you are exempt because your child is under 1 year old, you do not have to do welfare work activities until that child turns 1. If you are exempt because your child has a disability, you do not have to do welfare work activities as long as you are needed at home to take care of that child.

Can you get an exemption from a Workforce orientation session?

Yes. There are **different rules** for exemptions from Workforce orientation sessions. You are exempt if you have a **child under 4 months old**. This exemption applies whether or not the child was born when you first started getting welfare benefits. You are also exempt if you have to **be at home to take care of a child with a disability**.

Can DHS lower or stop your welfare benefits if you qualify for an exemption and you do not do work activities?

No. DHS is not supposed to lower or stop your welfare benefits for not doing work activities if you qualify for an exemption.

How does an exemption affect welfare time limits?

Months in which you are exempt from welfare work activities do not count towards state time limits on welfare benefits. They do count towards the 60 month federal lifetime limit on welfare benefits.

HOW TO APPEAL DECISIONS ABOUT EXEMPTIONS

What if you think you should be exempt from work activities but DHS does not give you an exemption?

If you ask for an exemption and DHS says no, and you do not do welfare work activities, your welfare benefits will be lowered or stopped. If your application for benefits hasn't been approved yet, it will be denied. If you want to stop these things from happening, **if DHS says you are not exempt, ask DHS for a fair hearing.**

Does DHS give you a written notice saying you are not exempt?

No. Your DHS case worker will tell you in person or over the phone. Even though DHS does not give you a written notice, you can ask DHS for a fair hearing as soon as your DHS case worker tells you that you are not exempt.

How do you ask for a fair hearing?

You can **give or send a letter** to your DHS case worker saying that you want a fair hearing. You can also ask your DHS worker for a hearing in person or by calling your worker. If you get a notice from DHS, you can also **fill out the bottom of the notice** and give or send it to your DHS worker. You should **make a copy** of the letter or notice before you give it or send it to DHS.

How long do you have to ask DHS for a fair hearing?

_____ You have **90 days** after the date on the notice you get from DHS, or 90 days after the day your benefits are going to stop, whichever date is later. Since DHS does not send notices about exemptions, you have 90 days after the day your benefits are going to stop.

What happens if you do not ask DHS for a fair hearing right away?

If you do not ask DHS for a fair hearing right away, and you do not go to the Choices program or welfare work activities, DHS will deny your application for benefits or lower or stop your benefits if you are already getting benefits. DHS is **supposed to send you a notice** telling you they are going to do this. You can also ask DHS for a fair hearing when you get this notice.

Does DHS always have to tell you before they lower or stop your welfare benefits?

Most of the time DHS has to tell you **in writing at least 10 days before** your benefits are lowered or stopped. If the 10th day is on a weekend or holiday, your benefits cannot be lowered or stopped until the next work day. The **10 days start** on the **day the notice is mailed to you**. The notice is supposed to say how DHS plans to change your benefits and why. It should also tell you about your right to ask for a hearing to stop the change and how to keep getting benefits before the hearing and hearing decision.

In a few situations, DHS is allowed to stop your welfare benefits without sending you a notice 10 days before benefits stop. DHS can do this if you move away, go into a nursing home or other institution, if you sign a paper saying you do not want welfare benefits any more, and in a few other situations.

If you ask for a DHS fair hearing, do your welfare benefits stop anyway?

No. If your letter or notice asking for a hearing is **postmarked within 10 days of the date on the notice** from DHS, you can keep getting welfare benefits until DHS makes a decision after the fair hearing. If you want this to happen, **do not check the box** at the bottom of the notice that says "I DO NOT want to continue receiving the amount of benefits I now receive until a hearing decision is made."

DHS FAIR HEARINGS

Where is the DHS fair hearing?

The fair hearing may be at a DHS office, or it may be over the phone. If you cannot go to the DHS office for some reason, it can be at your home.

When is the DHS fair hearing?

After you ask for a fair hearing, DHS will send you a notice telling you when the hearing will take place.

What happens at a DHS fair hearing?

A DHS fair hearing is decided by a hearing officer, who is usually someone who works for DHS who was not involved in your case before. Someone from DHS who is involved with your case will also be a part of the hearing. That person usually does not come to the hearing but is on the phone. You have a right to have a lawyer or other person represent you, but DHS will not pay for this person. The hearing is taped with a tape recorder.

You have a **right to an interpreter** if it is hard for you to speak or understand English, or if you have trouble with your hearing. You should ask for an interpreter at least 2 days before the fair hearing if you need one.

How do you find someone to represent you at the hearing?

You may be able to get someone to represent you for free at the fair hearing. For more information, call your local legal services office. To find the name and number of the legal services office in your area, go to the Texas LawHelp web site at www.texaslawhelp.org or call the Texas Legal Services Center. Their phone number and web address are listed on page 35.

How do you prove that DHS was wrong?

You will be allowed to **say why the decision** to lower or stop your benefits is wrong and to **give the fair hearing officer copies of papers** that help show this. This could be a letter from a doctor, proof of your child's age, or other papers. You can also **bring other people** to the hearing who can help show that you are right. If it is a telephone hearing, these people can talk during the phone call. You can also **ask the person from DHS questions**.

Does the person from DHS get to talk at the fair hearing too?

Yes. The person from DHS will also be allowed to say why he or she thinks the decision was right and can give the hearing officer papers that help show this. The person from DHS can ask you questions. The person from DHS can also ask questions of anyone you ask to speak at the hearing. The hearing officer will listen to both sides and may ask questions.

How to get ready for the DHS fair hearing

Before the hearing, you have a **right to see any papers** that DHS will give the hearing officer to try to show that DHS was right. To do this, write or call the hearing officer whose name is on the notice you get about the fair hearing.

DHS has a handbook, called the **Fair Hearing, Fraud and Civil Rights Handbook**, that has more information about fair hearings. Every DHS office is supposed to have a copy. It is also on the DHS web site at www.dhs.state.tx.us/handbooks/fhfcf. If you can, you should look at it before the fair hearing.

You can also look at the Texas Works Handbook, which has the rules and policies DHS must follow. The notice you get from DHS must tell you the specific section of the Texas Works Handbook that DHS is relying on to make the decision about your benefits. Every DHS office must have a copy of this handbook. It is also on the DHS web site at www.dhs.state.tx.us/handbooks/TexasWorks.

The DHS fair hearing decision

The hearing officer has to make a decision **in writing** and send you a copy. **DHS must obey the fair hearing decision within 90 days** of when you asked for the fair hearing. If you win the fair hearing and you did not get welfare benefits while you were waiting for the hearing decision, you can get benefits for the time when DHS should have given you benefits and didn't.

The **hearing officer can also tell DHS to give you welfare benefits** while you are **waiting** for a fair hearing **decision**. If you have not been getting benefits, you may want to ask the hearing officer to do this.

What if you think the DHS fair hearing decision is wrong?

You can ask DHS for an **administrative review** of the decision. To do this, write to the regional office of DHS that serves your region. DHS has 11 regions. A list of each DHS regional office and the areas they serve is on pages 25-27 of this handbook.

Your letter must be **postmarked within 30 days from the date of the hearing decision**.

What is the DHS administrative review like?

The administrative review is not a hearing. The Regional Attorney at DHS, or someone on his or her staff, will read the fair hearing decision, listen to the tape recording of the hearing, read any papers that you and DHS gave to the hearing officer and decide whether the fair hearing decision was right. Regional offices do not have a deadline for making these decisions.

If you lose the fair hearing, does DHS make you pay back the welfare benefits you got when you were waiting for the fair hearing decision?

Yes. If you lose the hearing, DHS makes you pay back any welfare benefits you got when you were waiting for the fair hearing and hearing decision.

SOME PARENTS WHO ARE NOT EXEMPT DO NOT HAVE TO DO WORK ACTIVITIES

Even if you are not exempt from Choices and from welfare work activities, you may have a **good reason** for not doing welfare work activities for a while. These good reasons are sometimes called “good cause.” If the Choices program agrees that you have a good reason for not doing welfare work activities, the Choices program **can give you permission** not to do welfare work activities and you can still get welfare benefits.

What should you do if you think you have a good reason for not doing welfare work activities?

You have to ask the Choices program for permission not to do welfare work activities. Ask as soon as you know you cannot do them. It is harder to get permission if you ask after you stop doing them.

If you do not do welfare work activities and you do not get permission, your benefits will be lowered or stopped.

If you cannot find child care you do not have to do welfare work activities

If you need child care to do welfare work activities but you do not have child care, the Choices program considers this a **good reason** for not doing welfare work activities. You do not have to do welfare work activities if:

- **you cannot find child care; or**
- **something goes wrong with your child care.** This could happen if the person who takes care of your child is sick or cannot take care of your child for another reason.

How do you get child care if you need it to do welfare work activities?

If you need child care to do welfare work activities, tell your Choices case worker. If the case worker agrees, he or she will refer you to a child care contractor, which is the organization that manages child care subsidies in your area. That organization usually has staff in the Workforce Centers. They will tell you about child care providers.

Do you have to pay for child care?

If you are in the Choices program, you do not have to pay anything for child care. You are eligible for a subsidy, and child care providers are not allowed to charge you any more than the amount of the subsidy.

Some other parents who are not getting welfare benefits are eligible for subsidies. If you are getting a subsidy and you are not in the Choices program, child care providers can ask you to pay part of the cost of care. This is called a “co-payment.”

There are limits on how much child care providers can charge parents as co-payments. Each Board sets its own co-payments. The rates are based on the family’s gross (before tax) monthly income, the number of children in the family who are getting child care, and family size. Some Boards have higher co-payments for families who have been getting child care subsidies for a long time.

Co-payment rates change often. Ask the Workforce Board or child care contractor in your area for the current rates.

What does “cannot find child care” mean?

If you need child care to do welfare work activities, you have to look for it. That means you have to call or visit the child care providers the child care contractor tells you about. But even if you do this, you may not be able to find child care because the child care providers you call or visit:

- do not take children your child's age
- do not have space for your child
- are not open or do not have space for your child during the days and hours that you need child care
- are too far from your home **or** work
- are unsafe for your child
- do not speak your child's primary language
- you cannot find the type of child care that your child needs. You have the right to choose the type of child care that is best for your child. If you cannot find the type of care your child needs, child care is not available.

Each Workforce Development Board may have its own rules about when child care is too far from home or work or not right for a child. Ask your Choices case worker or the Workforce Development Board that serves your area if they have these rules. A list of all of the Workforce Developments Boards and the counties they serve is on pages 28-34 of this handbook.

How do you prove that you cannot find child care?

It is up to you to show that you cannot find child care. You should:

- **write down the dates** you visit or call child care providers and the name of the person you talk to
- **write down the reasons** you cannot use or decide not to use each provider
- **ask** the child care providers you visit to **write a note** saying that you visited their program and explaining why your child cannot or should not go to their program.

Show these papers to your Choices case worker or other staff at the Choices program.

Each Workforce Development Board may have its own rules about how it will decide if child care is not available and what you have to do to show it isn't available. Ask your Choices case worker or the Workforce Development Board that serves your area if there are procedures you need to follow.

What should you do if you cannot do a work activity because child care breaks down?

_____ If child care breaks down and you cannot do work activities:

- Call your Choices case worker as soon as you know you can't go and say why you cannot go to the work activity.
- If the work activity appointment notices has a number to call if you cannot go, call that number too.
- To be safe, call your DHS case worker too and tell the case worker why you cannot go to the work activity.
- If you can, ask someone you know to listen to your end of these phone calls so you can prove that you made these calls if you need to.
- Write down the dates that you make these phone calls and the names of the people you talk to.
- If you can, get your regular child care provider to write a note saying why she was unable to provide care that day.

If you do not call and you do not go to the work activity, your benefits will be lowered or stopped.

What if you cannot go to job search or employment planning sessions because you do not have child care?

If you cannot find child care, that is considered a good reason not to go to job search or employment planning sessions.

What should you do if you cannot go to job search or employment planning sessions because you do not have child care ?

If you cannot go to job search and employment planning sessions because you do not have child care, do the same things you should do when child care breaks down.

If you do not call and you do not go to job search or planning sessions, your benefits will be lowered or stopped.

If you have a good reason for not doing welfare work activities, how long are you excused from doing them?

The Choices program gives permission not to do welfare work activities for **up to 1 month at a time**.

Before the month ends, your Choices case worker is **supposed to call** you to ask you if things have changed. If the month is ending and you still cannot do welfare work activities, **you should call** your Choices case worker. Ask for more time and say why you need it. Be ready to give the Choices program proof that you need it.

If the month ends and you do not have permission not to do welfare work activities, your benefits will be lowered or stopped.

If you have a good reason for not doing welfare work activities, does the time count towards the welfare time limits?

The months in which you have permission not to do welfare work activities **do not count** towards the state time limits. They **do count** towards the 60 month lifetime federal time limit.

If you **do not get permission** not to do work activities and your welfare benefits are lowered, the months **will count** towards the state time limit.

Can your welfare benefits be lowered or stopped if you do not do welfare work activities for a good reason?

No. DHS is not supposed to lower or stop your welfare benefits for not doing welfare work activities if you have a good reason for not doing them. If you think you have a good reason, tell the Choices program and give the Choices program letters or other papers showing that you have a good reason.

HOW TO APPEAL A DECISION BY THE CHOICES PROGRAM THAT YOU DO NOT HAVE A GOOD REASON FOR NOT DOING WELFARE WORK ACTIVITIES

Will the Choices program send you a notice saying you do not have a good reason for not doing welfare work activities?

No. They will tell you in person or over the phone.

What if you think you have a good reason for not doing welfare work activities but the Choices program does not agree?

If you tell the Choices program why you cannot do welfare work activities but the Choices program thinks it is not a good reason, you **can appeal** the decision to your local **Workforce Development Board**.

You can also talk to the site manager or project director at the Choices program. You do not have to do this, but it may be the fastest way to get the decision changed. If you want to do this and you want to appeal to the Workforce Development Board, **do not wait** until after you speak with the Choices site supervisor or project director to appeal to the Workforce Development Board.

What happens if you do not appeal right away?

If you do not appeal right away, you will probably get a notice from DHS saying that your **benefits will be lowered or stopped** because you are not doing welfare work activities.

If you get a DHS notice saying your welfare benefits are being lowered or stopped because you didn't do welfare work activities, what should you do?

Once you get a notice from DHS that your welfare benefits are being lowered or stopped, the only way to stop this from happening is to ask DHS for a fair hearing. Pages 8-11 of this handbook talk about DHS fair hearings.

When DHS decides to lower or stop your benefits because you didn't have a good reason for not doing welfare work activities, your Choices case worker or someone else from the Choices program will also be a part of the DHS fair hearing to explain the reason for that decision.

How do you appeal a decision of the Choices program if you want to appeal before you get a DHS notice?

Each Workforce Development Board is supposed to describe its appeal process in writing. Ask your Choices case worker or your local Workforce Development Board in your area for copies of any local policies on how to appeal. A list of the Boards and the counties they serve is on pages 28-34 of this handbook.

If the Board in your area does not have a written description of its appeal process, appeal by writing to the Executive Director of the Workforce Development Board in your area.

How much time do you have to appeal?

You have **15 calendar days** from the time that the Choices program tells you that they do not think you have a good reason for not doing welfare work activities to appeal.

What should you say when you ask for an appeal?

When you ask for the appeal:

- describe the decision of the Choices program that you think is wrong
- say what you want to happen instead
- include copies of papers that help show that the Choices program was wrong

The Workforce Development Board may ask you for more information. If they do, you have to give it to them **within 15 days**.

The Workforce Development Board is supposed to make a decision within **30 calendar days** after you ask for the appeal or after the Board gets the information they ask for.

What is the Workforce Development Board appeal process like?

The appeal process may not be the same in each Board. Ask your Choices case worker or your local Workforce Development Board of any local policies describing the appeal process. A list of the Boards and the counties they serve is on pages 28-34 of this handbook.

The appeal is **probably not an in-person or telephone hearing**. It is more likely that someone at the Board will read the decision of the Choices program, call the Choices program for more information if it is needed, and make a decision about the appeal.

You can also **ask to meet with someone** from the Workforce Development Board to explain why you think the decision was wrong, but you do not have a right to a meeting.

What if you do not agree with the decision of the Workforce Development Board?

You can appeal a decision of a Workforce Development Board to the **Texas Workforce Commission**. Do this by writing to: Appeals Department, Texas Workforce Commission, 101 East 15th Street, Room 410, Austin, Texas 78778-0001. You must ask for an appeal **within 15 calendar days** from when you get the decision from the Workforce Development Board.

In your letter:

- include your name, address, and welfare case number
- describe the decision of the Workforce Development Board that you think is wrong
- say that you are asking the Texas Workforce Commission to review the decision
- ask for an interpreter if you need one

What type of review is it?

The Texas Workforce Commission review is a hearing. It is a lot like DHS fair hearings.

Where does the Texas Workforce Commission hearing take place?

The Texas Workforce Commission hearing is **usually** held on the **telephone**. Within 30 days after the Texas Workforce Commission gets your request for a hearing, and **at least 10 days before the hearing**, the Texas Workforce Commission will send you a notice telling you when the hearing will take place and whether it will be in person or over the phone.

What happens at the Texas Workforce Commission hearing?

The hearing is decided by a hearing officer. This is someone who was not involved in your case before. Someone from the Choices program will also be at the hearing or on the phone.

The hearing is taped with a tape recorder. You have a right to have a lawyer or someone else represent you at the hearing, but the Texas Workforce Commission will not pay for this person.

How do you prove that the Choices program was wrong?

You are allowed to explain why you think the decision was wrong. You can bring people who can talk about something that is important to the case. If it is a telephone hearing, these people can talk during the phone call. You can ask the person from the Choices program questions. You can give the hearing officer papers to help show why you are right. If it is a phone hearing, **you have to give copies of these papers to the Texas Workforce Commission and the Choices program before the hearing.**

Does the person from the Choices program get to talk too?

Yes. The person from the Choices will get a chance to say why the Choices program made the right decision. That person can ask you questions. He or she can also question anyone you ask to speak.

How long does the Texas Workforce Commission have to make a decision?

The Texas Workforce Commission must make a decision in writing **within 10 days** after the hearing.

What if you do not agree with the Texas Workforce Commission decision?

If you do not agree with the decision of the Texas Workforce Commission, contact a lawyer. To find the legal services office in

your area, contact Texas LawHelp at www.texaslawhelp.org or the Texas Legal Services Center. Their phone number and web site are listed on page 35 of this handbook.

If you get **new evidence** after the hearing that helps show that you are right, you can ask the Texas Workforce Commission for a rehearing. You have **30 days** after **the date the hearing decision** is mailed to you to do this.

OTHER SPECIAL WORK RULES FOR PARENTS

Special rule for single parents of children under age 6

If you are a single parent taking care of a **child under age 6, you have to do to a welfare work activity 20 hours per week, instead of 30 or 35 hours, if the work activity you do is:**

- Job search and job readiness help
- Paid employment
- On-the-job training
- Work Experience
- Community Service
- Vocational educational training
- Providing child care to children of other parents in the Choices program who are doing community service as a work activity.

Special rule for parents who need to stay at home to take care of a child who is sick or has a disability

In January 2003, the Texas Workforce Commission said it might allow parents who need to stay at home part time to take care of a child who is sick or has a disability to do fewer hours of work activities. When this handbook was finished the Commission had not made a final decision about whether it will let parents do this. If you need to stay at home part time for this reason, ask your Choices case worker if the Commission decided to let parents do this. If you need to stay at home full time for this reason, you should be exempt from work activities. See page 4 for more information.

DEPARTMENT OF HUMAN SERVICES (DHS) REGIONAL OFFICES

Regional Office

Counties served

Abilene (Region 2)
P.O. Box 6635
Abilene, TX 79608
915-690-2277

Andrews, Archer, Baylor, Borden,
Brown, Callahan, Clay, Coke.
Coleman, Comanche, Concho,
Cottle, Crane, Crockett, Dawson,
Eastland, Ector, Fisher, Foard,
Gaines, Glasscock, Hardeman,
Haskell, Howard, Irion, Jack,
Jones, Kent, Kimble, Knox,
Loving, Martin, Mason,
McCulloch, Menard, Midland,
Mitchell, Montague, Nolan,
Pecos, Reagan, Reeves,
Runnels, Schleicher, Scurry,
Shackelford, Stephens, Sterling,
Stonewall, Sutton, Taylor, Terrell,
Throckmorton, Tom Green,
Upton, Ward, Wichita, Wilbarger,
Winkler, Young

Austin (Region 7)
P.O. Box 15995
Austin, TX 78761-5995
512-832-7650

Bastrop, Bell, Blanco, Bosque,
Brazos, Burleson, Burnett,
Caldwell, Coryell, Falls, Fayette,
Freestone, Grimes, Hamilton,
Hays, Hill, Lampasas, Lee, Leon,
Limestone, Llano, Madison,
McLennan, Milam, Mills,
Robertson, San Saba, Travis,
Washington, Williamson

Beaumont (Region 5)
Adminstrator - Ken Esene
285 Liberty
Beaumont, TX 77701
409-951-3212

Angelina, Hardin, Houston,
Jasper, Jefferson, Nacogdoches,
Newton, Orange, Polk, Sabine,
San Augustine, San Jacinto,
Shelby, Trinity, Tyler

Edinburg (Region 11)
P. O, Box 960
Edinburg, TX 78540-0960
956-316-8203

Aransas, Bee, Brooks, Cameron,
Duvall, Hildago, Jim Hogg, Jim
Wells, Kenedy, Kleberg, Live
Oak, McMullen, Nueces, Refugio,
San Patricio, Starr, Webb,
Willacy, Zapata

El Paso (Region 10)
P.O. Box 981917
El Paso, TX 79998-1017

Brewster, Culberson, El Paso,
Hudsbeth, Jeff Davis, Presidio

Houston (Region 6)
Administrator - Deborah Moore
P. O. Box 16017
Houston, TX 77222-6017

Austin, Brazoria, Chambers,
Colorado, Fort Bend, Galveston,
Harris, Liberty, Matagorda,
Montgomery, Walker, Waller,
Wharton

Lubbock (Region 1)
2109 Avenue Q
Lubbock, TX 79405
806-472-2502

Armstrong, Bailey, Briscoe,
Carson, Castro, Childress,
Cochran, Collingsworth, Crosby,
Dallam, Deaf Smith, Dickens,
Donley, Floyd Garza, Gray, Hale,
Hall, Hansford, Hartley, Hemphill,
Hockley, Hutchinson, King,
Lamb, Lipscomb, Lubbock, Lynn,
Moore, Motley, Ochiltree,
Oldhan, Parmer Potter, Randall,
Roberts, Sherman, Swisher,
Terry, Wheeler, Yoakum

Metroplex (Region 3)
801 W. Freeway
Grand Praire, TX 75051
972-337-6135

Collin, Cooke, Dallas, Denton,
Ellis, Erath, Fannon, Grayson,
Hood, Hunt, Johnson, Kaufman,
Navarro, Palo Pinto, Parker,
Rockwall, Somervell, Tarrant,
Wise

San Antonio (Region 8)
11307 Roszell
San Antonio, TX 78217
210-619-8001

Atascosa, Bandera, Bexar,
Calhoun, Comal, DeWitt, Dimmit,
Edwards, Frio, Gillespi, Golliad,
Gonzales, Guadalupe, Jackson,
Karnes, Kendall, Kerry, Kinney,
LaSalle, Lavaca, Maverick,
Medina, Real, Uvalde, Val Verde,
Victoria, Wilson, Zavala

Tyler (Region 4)
302 East Rieck Road
Tyler, TX 75703-3824
903-561-5359

Anderson, Bowie, Camp, Cass,
Cherokee, Delta, Franklin,
Gregg, Harrison, Henderson,
Hopkins, Lamar, Marion, Morris,
Panola, Rains, Red River, Rusk,
Smith, Titus, Upshur, Van Zandt,
Wood

**LOCAL WORKFORCE DEVELOPMENT BOARDS AND THE COUNTIES
THEY SERVE**

Workforce Board

Alamo Workforce Development Board
115 East Travis, Suite 220
San Antonio, Texas 78205
(210) 272-3250
Fax: (210) 272-3290
www.alamoworkforce.org

Counties Served

Atacosa, Bandera, Bexar, Comal,
Frio, Gillespie, Guadalupe, Karnes,
Kendall, Kerr, Medina, Wilson

**Brazos Valley Workforce Development
Board**

c/o Brazos Valley Council of Governments
1706 East 29th Street (Zip: 77802)
P.O. Drawer 4128
Bryan, Texas 77805-4128
(979) 775-4244
Fax: (979) 775-3466
www.bvjjobs.org

Brazos, Burleson, Grimes, Leon,
Madison, Robertson, Washington

**Cameron County Workforce Development
Board**

Cameron Works, Inc.
245 East Levee Street
Brownsville, Texas 78520
(956) 548-6719
Fax: (956) 548-6704
www.cameronworks.org

Cameron

**Capital Area Workforce Development
Board**

WorkSource-Greater Austin Area
Workforce Board
5930 Middle Fiskville Road, 5th Floor
Austin, Texas 78752
(512) 223-7970
Fax: (512) 454-6935
www.worksourceaustin.com

Travis

Workforce Board

Central Texas Workforce Development Board

200 N. Main St. (ZIP:76513)
P.O. Box 450
Belton, Texas 76513-0450
(254) 939-3771
Fax: (254) 939-3207
www.workforcelink.com/default.asp

Counties Served

Bell, Coryell, Hamilton, Lampasas,
Milam, Mills, San Saba

Coastal Bend Workforce Development Board

4444 Corona Street, Suite 215
Corpus Christi, Texas 78411
(361) 225-1098 ext. 128
Fax: (361) 814-3450 or (361) 814-3446

Aransas, Bee, Brooks, Duval, Jim
Wells, Kenedy, Kleberg, Live Oak,
McMullen, Nueces, Refugio, San
Patricio

Concho Valley Workforce Development Board

P. O. Box 2779
San Angelo, Texas 76902
(915) 655-2005
Fax: (915) 482-8900
www.cvworkforce.org

Coke, Concho, Crockett, Irion,
Kimble, Mason, McCulloch,
Menard, Reagan, Schleicher,
Sterling, Sutton, Tom Green

Dallas Workforce Development Board

WorkSource for Dallas County
1201 Main Street, Suite 2700
Dallas, Texas 75202
(214) 290-1000
Fax: (214) 745-1110
www.worksource.org

Dallas

Deep East Texas Workforce Development Board

1318 South John Redditt, Suite C
Lufkin, Texas 75904
(936) 639-8898
Fax: (936) 633-7491
www.detwork.org

Angelina, Houston, Jasper,
Nacogdoches, Newton, Polk,
Sabine, San Augustine, San
Jacinto, Shelby, Trinity, Tyler

Workforce Board

East Texas Workforce Development Board
c/o East Texas Council of Governments
3800 Stone Road
Kilgore, Texas 75662-9604
(903) 984-8641
Fax: (903) 983-1440

Golden Crescent Workforce Development Board

P. O. Box 1936
120 S. Main, Suite 501 (Zip - 77901)
Victoria, Texas 77902
(361) 576-5872
Fax: (361) 573-0225
www.gcworkforce.org

Gulf Coast Workforce Development Board

c/o Houston-Galveston Area Council
3555 Timmons Lane, No. 500 (ZIP:77027)
P. O. Box 22777
Houston, Texas 77227-2777
(713) 627-3200
Fax: (713) 993-4578
www.theworksource.org

Heart of Texas Workforce Development Board

c/o Heart of Texas Council of Governments
300 Franklin Avenue
Waco, Texas 76701-2244
(254) 756-7822
Fax: (254) 756-4065
www.hotworkforce.com

Counties Served

Anderson, Camp, Cherokee,
Gregg, Harrison, Henderson,
Marion, Panola, Rains, Rusk,
Smith, Upshur, Van Zandt, Wood

Calhoun, DeWitt, Goliad,
Gonzales, Jackson, Lavaca,
Victoria

Austin, Brazoria, Chambers,
Colorado, Fort Bend, Galveston,
Harris, Liberty, Matagorda,
Montgomery, Walker, Waller,
Wharton

Bosque, Falls, Freestone, Hill,
Limestone, McLennan

Workforce Board

**Lower Rio Grande Valley Workforce
Development Board**

WorkFORCE Solutions
3406 W. Alberta
Edinburg, Texas 78539
(956) 928-5000
Fax: (956) 664-8987
www.wfsolutions.org

Counties Served

Hidalgo, Starr, Willacy

**Middle Rio Grande Workforce Development
Board**

2210 Milam Street (ZIP: 78801)
P.O. Box 760
Uvalde, Texas 78802
(830) 591-0141
Fax: (830) 591-0004
www.mrgwb.org

Dimmit, Edwards, Kinney, LaSalle,
Maverick, Real, Uvalde, Val Verde,
Zavala

**North Central Texas Workforce
Development Board**

c/o North Central Council of Governments
616 Six Flags Drive (ZIP: 76011-6303)
P. O. Box 5888
Arlington, Texas 76005-5888
(817) 695-9176
Fax: (817) 640-6480
www.dfwjobs.com/index.asp

Collin, Denton, Ellis, Erath, Hood,
Hunt, Johnson, Kaufman, Navarro,
Palo Pinto, Parker, Rockwall,
Somervell, Wise

**North East Texas Workforce Development
Board**

2501 College Drive
Texarkana, Texas 75503
(903) 794-9490
Fax: (903) 794-4884
www.netxworkforce.org

Bowie, Cass, Delta, Franklin,
Hopkins, Lamar, Morris, Red
River, Titus

Workforce Board

North Texas Workforce Development Board

P.O. Box 4671 (ZIP: 76308-4671)
1101 11th Street Wichita Falls, Texas 76301
(940) 767-1432
Fax: (940) 322-2683
www.northtxwdb.com

Panhandle Workforce Development Board

c/o Panhandle Regional Planning Commission
415 West 8th Avenue (ZIP: 79101-2200)
P. O. Box 9257
Amarillo, Texas 79105-9257
(806) 372-3381
Fax: (806) 373-3268

Permian Basin Workforce Development Board

2911 LaForce Blvd. (ZIP: 79706)
P. O. Box 61947
Midland, Texas 79711-1947
(915) 563-5239
Fax: (915) 561-8785
www.pbworkforce.org

Rural Capital Area Workforce Development Board

P. O. Box 5279 (ZIP: 78683-5279)
2701 Gattis School Road, Bldg. B, Suite 101
Round Rock, Texas 78664
(512) 244-7966
Fax: (512) 244-9023
www.ruralworkforcecenter.com

South East Texas Workforce Development Board

P.O. Box 1367
Nederland, TX 77627
2901 Turtle Creek Dr., Suite 300
Port Arthur, TX 77642
(409) 719-4750 or (866) 878-4600
Fax: (409) 727-6431
www.setworks.org

Counties Served

Archer, Baylor, Clay, Cottle, Foard,
Hardeman, Jack, Montague,
Wichita, Wilbarger, Young

Armstrong, Briscoe, Carson,
Castro, Childress, Collingsworth,
Dallam, Deaf Smith, Donley, Gray,
Hall, Hansford, Hartley, Hemphill,
Hutchinson, Lipscomb, Moore,
Ochiltree, Oldham, Parmer,
Potter, Randall, Roberts, Sherman,
Swisher, Wheeler

Andrews, Borden, Crane, Dawson,
Ector, Gaines, Glasscock, Howard,
Loving, Martin, Midland, Pecos,
Reeves, Terrell, Upton, Ward,
Winkler

Bastrop, Blanco, Burnet, Caldwell,
Fayette, Hays, Lee, Llano,
Williamson

Hardin, Jefferson, Orange

Workforce Board

South Plains Workforce Development Board

WorkSource of the South Plains
1301 Broadway, Suite 201
Lubbock, Texas 79401
(806) 744-1987
Fax: (806) 744-5378
www.southplainsworkforce.com

Counties Served

Bailey, Cochran, Crosby, Dickens,
Floyd, Garza, Hale, Hockley, King,
Lamb, Lubbock, Lynn, Motley,
Terry, Yoakum

South Texas Workforce Development Board

1701 E. Hillside (78041)
P.O. Box 1757
Laredo, Texas 78044-1757
(956) 722-3973
Fax: (956) 725-2341
www.southtexasworkforce.org

Jim Hogg, Webb, Zapata

Tarrant County Workforce Development Board

2601 Scott Avenue, Suite 400
Fort Worth, Texas 76103-2303
(817) 531-6760
Fax: (817) 531-6754
www.workadvantage.com

Tarrant

Texoma Workforce Development Board

Workforce Texoma
5904 Texoma Parkway
Sherman, Texas 75090
(903) 957-7408
Fax: (903) 957-7413
www.worforcetexoma.com

Cooke, Fannin, Grayson

Workforce Board

Upper Rio Grande Workforce Development Board

221 N. Kansas, Suite 1000

El Paso, Texas 79901

(915) 772-2002

Fax: (915) 351-2790

www.urgwdb.org

Counties Served

Brewster, Culberson, El Paso, Hudspeth, Jeff Davis, Presidio

West Central Workforce Development Board

400 Oak Street

Abilene, Texas 79602

(915) 795-4200

Fax: (915) 795-4382

www.workforcesystem.org

Brown, Callahan, Coleman, Comanche, Eastland, Fisher, Haskell, Jones, Kent, Knox, Mitchell, Nolan, Runnels, Scurry, Shackelford, Stephens, Stonewall, Taylor, Throckmorton

FOR MORE INFORMATION, CONTACT:

Your local legal services office, or:

Texas Legal Services Center
815 Brazos
Suite 1100
Austin, TX 78701-2509
(512)-477-6000
fax: (512)-477-6576
www.tlsc.org

Center for Public Policy Priorities
900 Lydia Street
Austin, TX 78702
(512) 320-0222
fax: (512) 320-0227
www.cppp.org
sabo@cppp.org

Texas Lawyers Care
State Bar of Texas
P.O. Box 12487
Austin, TX 78111-2487
(512) 463-1463
fax: (512) 477-8302
800-204-2222
www.texasbar.com

Welfare Law Center
275 Seventh Avenue,
Suite 1205
New York, NY 10001-6708
(212) 663-6967
fax:(212) 633-6371
www.welfarelaw.org
lacheen@welfarelaw.org