

Hearings Information

Why would I ask for a hearing?

You can ask for a hearing if you think the Family Support Division (FSD) took a wrong action when you applied for, or got benefits from, an assistance program. A hearing will give you the chance to tell your side of the story. You will find out about the action when FSD mails you an **Action Notice** about your SNAP, MO HealthNet, Child Care, or Temporary Assistance benefits.

Here are some actions FSD might have taken that would cause you to ask for a hearing:

When you applied for a benefit

- FSD determined that you didn't qualify for the benefit, but you think you did
- FSD refused to accept your application
- FSD did not act on your application within the program's timeframes.

While receiving a benefit

- FSD lowered or stopped your benefits and you think their decision was wrong
- You disagree with a benefit amount or with information FSD used to determine your benefit amount

When should I ask for a hearing?

You have **90 days** from the date shown on your Action Notice to ask for a hearing.

IMPORTANT: If you would like your benefits to continue while your hearing is pending, you must request a hearing within **10 days** from the date shown on the Action Notice you got in the mail.

How do I ask for a hearing?

To ask for a hearing, complete a **Hearing Request** and submit it and supporting documents by:

- **E-Mail:** IMHearing.FSD@dss.mo.gov
- **Fax:** 573-526-4554
- **Mail:** Family Support Division, PO Box 2700, Jefferson City, MO 65102
- **In-Person:** Find your local FSD Resource Center at dss.mo.gov/dss_map

Once your form is processed, the Administrative Hearings Unit will mail you a written notice showing the date and time of your hearing, as well as how to participate.

Questions?

To learn more about how to prepare for, or what will happen at your hearing you can:

- Visit: dss.mo.gov/fsd/know-your-rights or dss.mo.gov/dls/hearings
- Call: **855-FSD-INFO** (855-373-4636)

The Missouri Department of Social Services is an equal opportunity provider.



IM-4 Hearings (REV 07/2023)

mydss.mo.gov
855-FSD-INFO (855-373-4636)



DISCRIMINATION & CIVIL RIGHTS

In accordance with federal civil rights laws and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex (including gender identity and sexual orientation), religious creed, disability, age, political beliefs, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA. Programs that receive federal financial assistance from the U.S. Department of Health and Human Services (HHS), such as Temporary Assistance for Needy Families (TANF), and programs HHS directly operates are also prohibited from discrimination under federal civil rights laws and HHS regulations.

Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotope, American Sign Language), should contact the agency (state or local) where they applied for benefits. Individuals who are deaf, hard of hearing or who have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

USDA provides federal financial assistance for many food security and hunger reduction programs such as the Supplemental Nutrition Assistance Program (SNAP), the Food Distribution Program on Indian Reservations (FDPIR) and others. To file a program complaint of discrimination, complete the Program Discrimination Complaint Form, (AD-3027) found online at: <https://www.usda.gov/sites/default/files/documents/ad-3027.pdf>, and at any USDA office or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call **(866) 632-9992**. Submit your completed form or letter to USDA by:

1. mail: Food and Nutrition Service, USDA | 1320 Braddock Place, Room 334 | Alexandria, VA 22314; or
2. fax: (833) 256-1665 or (202) 690-7442; or
3. phone: **(833) 620-1071**; or
4. email: **FNSCIVILRIGHTSCOMPLAINTS@usda.gov**

For any other information regarding SNAP issues, persons should either contact the USDA SNAP hotline number at **(800) 221-5689**, which is also in Spanish, or call the state information/hotline numbers (click the link for a listing of hotline numbers by state); found online at: SNAP hotline.

HHS provides federal financial assistance for many programs to enhance health and well-being, including TANF, Head Start, the Low Income Home Energy Assistance Program (LIHEAP), and others. If you believe that you have been discriminated against because of your race, color, national origin, disability, age, sex (including pregnancy, sexual orientation, and gender identity), or religion in programs or activities that HHS directly operates or to which HHS provides federal financial assistance, you may file a complaint with the Office for Civil Rights (OCR) for yourself or for someone else.

To file a complaint of discrimination for yourself or someone else regarding a program receiving federal financial assistance through HHS, complete the form on line through OCR's Complaint Portal at <https://ocrportal.hhs.gov/ocr/>. You may also contact OCR via mail at: Centralized Case Management Operations, U.S. Department of Health and Human Services, 200 Independence Avenue, S.W., Room 509F HHH Bldg., Washington, D.C. 20201; fax: (202) 619-3818; or email: **OCRmail@hhs.gov**. For faster processing, we encourage you to use the OCR online portal to file complaints rather than filing via mail. Persons who need assistance with filing a civil rights complaint can email OCR at **OCRMail@hhs.gov** or call OCR toll-free at **1-800-368-1019**, TDD 1-800-537-7697. For persons who are deaf, hard of hearing, or have speech difficulties, please dial 7-1-1 to access telecommunications relay services. We also provide alternative formats (such as Braille and large print), auxiliary aids and language assistance services free of charge for filing a complaint.

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