

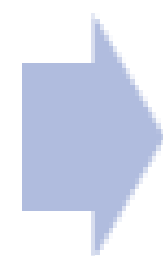
## Flow Diagram of Denial and Appeals Process

### Initial Determination at Agency

If application is denied, denial letter issued

Letter provides reason for denial

Notifies applicant of appeal process (if not already notified)



### Appeal to Agency

Applicant and agency must follow agency's internal appeal process

Agency must ensure review done by someone other than people who worked on the case

Determination provided to applicant with description of what was done to review and what determination was reached. Signed by authorized party.



### Second Appeal to City

Denied applicant must request the second review by the City and furnish City with result of first appeal

City contacts provider agency and reviews all materials relevant to first appeal and the process the agency followed

Panel of City staff confer to reach determination – *uphold, change or remand for reconsideration.*

Review signed by authorized party.

Unless remanded, City review/determination is final