



MEMORANDUM

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STATE OF VERMONT

HUMAN SERVICES BOARD
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TO: Rep. Theresa Wood, Chair, House Committee on Human Services
Rep. Alyssa Black, Chair, House Committee on Health Care
Sen. Virginia "Ginny" Lyons, Chair, Senate Committee on Health
and Welfare

FROM: Joseph Reinert, Chief Hearing Officer, Human Services Board
(HSB)

DATE: January 16, 2026

RE: HSB Act 22 Report

CC: Michael Donohue, Chair, HSB

Please find attached the report of the Human Services Board as required under Act 22. Thank you again for providing us with additional time to complete this report. In developing the report, we met with and gathered feedback from the Vermont Agency of Human Services, AHS departments appearing before the Board, the Attorney General's Office, service providers and advocates working with petitioners who appear before the Board, including Vermont Legal Aid, End Homelessness Vermont, and the Executive Director of the Vermont Parent Representation Center. We also receive, as a matter of course, direct feedback from petitioners on our hearing processes which helped inform this report.

It should be noted that this report follows a year during which the HSB received a significant number of appeals, many that were of an emergency nature. While our appeal numbers have substantially increased each year to the point of being almost double the number received 3-4 years ago, our staffing level has not changed in approximately 10 years (at a point in time that we lost one hearing officer position, going from 4 to 3 hearing officers). This raises the issue of whether it is possible to manage our workload with our current level of staffing. While our ability to effectively and responsibly manage our caseload is

not an explicit topic of Act 22, to the extent Act 22 leads to any added legal, procedural or administrative requirements of the HSB, it seems necessary to also consider whether we have sufficient staffing to carry out any additional requirements as well as our other responsibilities.

Please let me know if you need any additional information or have questions regarding this report. Thank you.

Vermont Human Services Board Act 22 Report

January 16, 2026

(b) On or before December 15, 2025, the Human Services Board, in collaboration with the Agency of Human Services, each of the Agency's departments with cases before the Board, the Office of the Attorney General, community partners, and individuals with lived experience as appellants before the Board, shall submit a written report to the House Committees on Health Care and on Human Services and to the Senate Committee on Health and Welfare providing the following information and recommendations regarding proceedings before the Board:

(1) a proposal to improve understanding of Board processes and accessibility to appellants, including the use of media and graphics to explain what the Board is and how it operates.

There is broad support amongst stakeholders for improving the understanding of Board processes and accessibility to applicants. Some recommended ways of accomplishing this are straightforward:

- Contract with an organization or organizations with applicable expertise to update the Board's written materials to be as accessible as possible, with feedback from all stakeholders about the final product.
- Develop graphical materials and videos explaining the Board's processes, which may require contracting with a media company if this type of service is not available within state government.
- Ensure that notices and other materials are accessible in terms of font type and size, contain adequate information for those with limited English proficiency, etc.
- In addition, support as needed and appropriate the development of any additional information materials by Vermont Legal Aid, as recommended by the Agency of Human Services (AHS).

Additional suggestions that stakeholders have made that are more broadly related to this issue are as follows:

- Increase support/funding to organizations that can provide legal support to petitioners in HSB cases.

- Create different materials depending on the type of case that is involved i.e., have distinctive guides for appeals involving child abuse substantiations versus economic benefits and other types of cases.

(2) a proposal for the exchange of periodic feedback as part of a continual quality improvement process between the Board, Agency, departments appearing before the Board, Office of the Attorney General, Vermont Legal Aid, and other relevant stakeholders.

- There is universal support for holding periodic and regular meetings involving all stakeholders in order to accomplish this goal. Suggestions for the frequency of meetings have ranged from monthly, quarterly, or bi-annually, unless otherwise needed on an ad-hoc basis.
- An additional option for achieving this goal is to conduct periodic surveys of appellants, attorneys/representatives, Departments/AAGS, attorneys, AHS, and other stakeholders to provide feedback.
- Improve the options for petitioners to provide feedback to the Board, such as ensuring that an on-line form for general feedback is added to the HSB webpage. Any changes along these lines should be accessible to all petitioners.¹

(3) an analysis of how to enable an appellant to present a personal narrative without jeopardizing the appellant's case or disrupting the legal obligations of the Board and the attorneys representing the Agency or departments appearing before the Board.

There are multiple considerations raised by this issue. The current fair hearing process includes several avenues for the parties to heard, such as through the submission of testimony and written evidence, written argument, and other verbal and written statements submitted in hearings before the hearing

¹ The Board's website (<https://humanservices.vermont.gov/human-services-board>) includes information about filing a complaint against a hearing officer and a link to the "Code of Conduct for Executive Branch Hearing Officers," as well as an on-line form for submission of fair hearing requests. Petitioners are also given the option of contacting the Board by phone to make a complaint and fair hearing requests may be made verbally by calling the Board, as well.

officer as well as the full Human Services Board. For obvious reasons, the Board's hearing officers are not in a position to advise unrepresented petitioners concerning what they should or should not say in a hearing. Despite the opportunities and avenues for submitting information to the hearing officer and Board, there are times that the Rules of Evidence and the Board's Fair Hearing Rules restrict the information that may be submitted – and petitioners may still go through the fair hearing process feeling as though they did not have the opportunity to present a complete personal narrative and may also become overwhelmed and confused about the fair hearing process. At the same time, available data from HSB outcomes suggests that a meaningful percentage of petitioners who are unrepresented by attorneys achieve satisfactory results.²

One suggestion that was made during the process of meeting with AHS and AHS Departments is to give petitioners an optional time-restricted opportunity to make any statement they wish to make (verbally or in writing) *after* all evidence has been submitted and the evidentiary record has closed, with the purpose of ensuring that any such statement would not be considered evidence.³ However, it cannot be guaranteed with 100 percent certainty that any statement in this format would not negatively impact a petitioner's case. Nonetheless, this suggestion is in line with the intent of applying a balanced approach towards this issue and also consistent with the more formal elements of the fair hearing process.⁴

Ultimately, amongst stakeholders, advocates who assist unrepresented petitioners expressed **significant** concerns that unrestricted opportunities for personal statements would be more likely to jeopardize a petitioner's case. This includes abuse substantiation cases, where liberty interests are implicated and the Department has the burden of proof.

Alternate or additional suggestions to achieve this goal included providing more funding to organizations representing and advising petitioners, so that

² This information is attached as Attachment C.

³ This also presumes that the Department would be given an opportunity to respond to any such statement by a petitioner.

⁴ Particularly in cases involving a contested evidentiary hearing, parties are typically given the opportunity to make closing statements. In the estimation of the Board's hearing officers, in situations where petitioners may feel they have not been fully heard, it is not a matter of whether petitioners have the opportunity to provide a personal statement of some kind, it is whether they are given as much time as they would like to do so.

petitioners are better prepared to present their story while not compromising the merits of their appeal.

Overall, there was not a consensus on whether or how to build in, more formally, additional ways for petitioners to present a personal narrative, while avoiding unfair detriment to their legal interests and ensuring that Department attorneys, the Board and hearing officers meet their legal obligations. No matter what, this issue also falls within the discretionary role of the hearing officer to manage the hearing and give the parties sufficient opportunity to be heard while following the Board's rules, and to do so efficiently and effectively, particularly given the timelines for resolving appeals and the underlying legal nature of the process.

(4) recommendations to improve the reporting and analysis of data to the General Assembly, including information related to appeal requests resolved prior to reaching the stage of hearing officer or full Board involvement.

The Board currently tracks the number of cases that are withdrawn before hearing and the number of cases withdrawn overall, which necessarily occurs without the need for issuance of a Board order. If it can be ascertained whether a case is withdrawn "in favor of" the petitioner or conversely the Department, this is also noted and tracked. If this cannot be ascertained, a withdrawal is noted and tracked as withdrawn with an "unknown" outcome. This represents the Board's current level of tracking and reporting of appeal requests resolved prior to hearing officer or Board involvement.⁵

The primary information missing from the Board's reporting of these outcomes is any specific information about the substantive outcome, e.g., whether a particular benefit or other outcome was provided to a petitioner and whether that involved the application of a particular legal or procedural issue. The hearing officers routinely issue recommendations and memoranda in cases that are ultimately resolved without a final Board order, and as such there is no public record of the reasons for the resolution of those cases. Department attorneys also routinely review appeals independently which results in a resolution for the petitioner, and similarly Vermont Legal Aid, End Homeless VT, and other petitioner advocates become involved in cases that are resolved without hearing officer or Board involvement. While it may be possible to establish a fairly easy way for a petitioner to indicate the reasons for a withdrawal, some federal laws applicable to the fair hearing process provide an unqualified right to the petitioner to

⁵ The Board's most recent legislative report is attached as Attachment B.

withdraw an appeal, and some petitioners may wish to do so without providing any additional information about the reasons for the withdrawal.

Overall, it makes sense to track, if possible, more specific data regarding appeal outcomes. How to accomplish this and what specific information to track should be reviewed further. This may require additional funding and/or time to update the Board's case management system, as well as update the Board's case resolution procedures, to meet any requirement along these lines.

Other recommendations on data reporting (so long as it is possible for the Board's case management system to track this information and any required IT development work is funded):

- Data on time frames for resolving appeals – including the time it takes to schedule the hearing, complete the record, issue a recommendation, and issue a final Board order.
- Include in the above data the type of case and how many cases involved a request for a continuance by either party or any applicable exception to any legally-required deadline for resolving any given type of appeal.
- Data further specifying the types of appeals, to the extent not addressed by the Board's current reporting obligations.

OTHER GENERAL SUGGESTIONS

The following suggestions arose during the process of reviewing and discussing Act 22 with stakeholders, and while related, do not directly address four areas of inquiry in Act 22:

- A requirement or assurance should be developed so that Board orders or Departmental agreement to implement a hearing officer's recommendation will be applied to other petitioners or participants in the same situation, to ensure equal treatment of similarly situated individuals.
- Adopt elements of the Unemployment Insurance appeals process which explicitly provide that the hearing officer has certain obligations and some leeway during the hearing to develop the record, consider all relevant issues, and assist unrepresented appellants:

- “All hearings before an ALJ shall be conducted informally and in such manner as to ascertain the substantial rights of the parties. All issues relevant to the appeal shall be considered and passed upon. The interested parties may present such evidence as may be pertinent. The ALJ may examine or cross-examine all parties and witnesses.”
- “The ALJ may take such additional evidence as is deemed necessary, provided that where additional evidence is so taken, the parties shall be given an opportunity of examining, cross-examining, and refuting such evidence. An opportunity to present argument shall be afforded the parties, which argument shall be made a part of the record.”
- “Where a party is not represented by counsel or other agent the ALJ shall advise said party of his or her rights, aid the party in examining and cross-examining witnesses, and give the party every assistance compatible with the impartial discharge of the ALJ's duties.”⁶
- Review and update as necessary the Fair Hearing Rules to explicitly cover the process in abuse substantiation appeals.
- Referrals should be made by HSB to organizations that assist or represent petitioners in addition to Vermont Legal Aid and the Vermont Bar Association.
- HSB hearing and status conference notices should be reviewed with stakeholder input to potentially improve notice clarity. Petitioners should be referred to community partners/advocates if they are not able to understand a notice.⁷

⁶ A complete copy of these rules are online at: https://labor.vermont.gov/sites/labor/files/doc_library/EmploymentSecurityBoardRules_Amended_Effective10.01.19.pdf. A couple of points should be emphasized about this suggestion. One, the historical practice of the Board's hearing officers includes the obligation to develop the record, consider all relevant issues (given that all applicable rules must be considered), and assist unrepresented petitioners in the process so long as compatible with maintaining an impartial role, although these are not explicit features of the Board's Fair Hearing Rules (Attachment A). Secondly, the approach specified by the Unemployment Compensation rules may not be appropriate in non-benefit cases that the Board hears, i.e. substantiations, licensing, etc.

⁷ Materials that are currently sent to petitioners when an appeal is received and first scheduled include referral information for the Vermont Community Support Project, for the assignment of a Communication Support Specialist, if the petitioner is eligible for such services.

LIST OF ATTACHMENTS

- Attachment A: HSB Fair Hearing Rules
- Attachment B: HSB January 2026 Annual Report (covering years 2023-2025)
- Attachment C: 2023-2024 Outcomes for Petitioners (with and without an attorney)

ATTACHMENT A

Fair Hearing Rules

1000 Overview (09-01, 9/1/08)

These are the rules that govern all proceedings conducted by the Vermont Human Services Board. They were promulgated by the Board pursuant to 3 V.S.A. § 3091(b).

1000.1 Requests for fair hearing (09-01, 9/1/08)

- A. A hearing may be requested by an applicant or recipient of assistance, benefits, or social services, or by a licensee or an applicant for a license, as provided at § 3091 of Title 3, or by any other individual as specifically provided by statute.
- B. Appeals shall be commenced by communicating a request for fair hearing with the clerk of the Human Services Board. Requests shall include the name, address, and phone number of the appellant and a statement of the basis for the appeal, if known.
- C. Any department or office in the Agency of Human Services, including contractors and delegates of any such office or department, shall respond to any clear indication (oral or written) that a person wishes to present his or her case to a higher authority by helping that person to submit a request for hearing in the form provided by this rule or by advising that person to obtain legal representation. The department or office shall promptly forward all such requests to the Board.
- D. The Board shall mail a copy of all requests to the attorney representing the department or office that is the subject of the appeal.

1000.2 Timeliness (09-01, 9/1/08)

As a general matter, timeliness for appeals is based on the statutes and/or regulations governing a particular program.

- A. Appeals involving eligibility, benefits, coverage and financial assistance decisions by the Department of Disabilities, Aging and Independent Living; or the Economic Services Division or Health Access Eligibility Unit of the Department for Children and Families; or the Office of Vermont Health Access in cases not covered by the MCO rules shall not be considered by the Board unless the applicant or recipient has made a request for fair hearing **within 90 days** from the date when his or her grievance with that office or department arose.
- B. Appeals involving coverage of services or service disagreements by the Managed Care Organization (MCO) shall not be considered by the Board unless the applicant or recipient has made a request for fair hearing within 90 days of the initial notice of adverse action or within 30 days of notice of the MCO internal appeal decision or as otherwise provided by law.
- C. Food Stamp cases. In Food Stamp cases, a household may also request a fair hearing at any time within a certification period to dispute its current level of benefits.
- D. Office of Child Support. Appeals from decisions involving the Office of Child Support must be filed **within 30 days** from the date the appellant's grievance with that office arose.

- E. Child Development Division. Appeals from decisions by the Child Development Division of the Department for Children and Families must be made within 30 days from the date the grievance with that department arose, unless otherwise provided by statute or regulation.
- F. All other appeals. All other appeals must be made **within 30 days** from the date the grievance with the action of the affected office or department arose, unless otherwise provided by statute or regulation.
- G. Computation of time limits. In computing any period of time prescribed or allowed by these rules, the day from which the designated period begins to run is not counted. The last day of the prescribed period shall be included, except if the last day falls on a weekend or a state or federal holiday. Weekends and all state and federal holidays are excluded only in determining the last day of the prescribed period.

1000.3 The Fair Hearing (09-01, 9/1/08)

- A. Hearing Officer. The hearing shall be conducted by an impartial hearing officer appointed by the Board who is not involved in any way with the action in question. The hearing officer shall rule upon all motions and questions relating to the presentation of the appeal.
- B. Right to representation. The appellant may present his or her own case or obtain representation by a friend, relative or legal counsel. Attorneys representing appellants shall file a notice of appearance with the Board and with the department or office involved in the appeal as soon as practicable.
- C. Setting the hearing. Upon the filing of an appeal with the Board the hearing officer or the clerk shall set the date, time, and place of the hearing, or shall set the matter for a preliminary status conference. Upon setting the hearing or status conference the hearing officer or the clerk shall mail an appropriate notice to the parties and to their attorneys. The notification to the appellant shall include a copy of these rules.
- D. Status Conferences. Status conferences, either in person or by telephone, may be held to determine factual, legal, and procedural issues, plan a hearing, consider motions, facilitate exchange of documents and information regarding witnesses, track the progress of a case, or to consider any other matter that may aid the disposition of the appeal.
- E. Timelines. When possible, the hearing or status conference will be scheduled for a date not sooner than 7 days nor later than 30 days from the filing of the appeal. Hearings or status conferences will be scheduled consistent with any program specific statutory or regulatory requirements governing timeliness. When practicable, hearings will be scheduled at a time, date, and within a district convenient to the appellant.

- F. Time, manner and location of hearing. The hearing officer shall rule on requests for changing the timing, manner, or location of the hearing. Such requests shall be made to the hearing officer within a reasonable time. The opposing party shall have the right to oppose such a request. In ruling on such a request the hearing officer shall include consideration of the sufficiency of the grounds for the request, the length of time appropriate for a continuance, and the degree of prejudice, if any, to the party opposing the request.
- G. Agency review. Prior to the hearing, the commissioner or director of the department or office involved in the appeal, or his or her designee, shall review the appellant's stated grievance and determine whether or not the appellant is entitled to relief, and shall provide the appellant and the hearing officer with a rationale for its decision.
- H. Production of documents. Prior to the hearing, or at any time when directed by the hearing officer, the department or office involved in the appeal, unless prohibited by statute or the compelling confidentiality rights of others, shall make available to the appellant all documents and records relevant to its decision. The hearing officer may at any time also direct an appellant to make available to the department or office any appropriate documents and records requested by the department or office.
- I. Travel expenses. If the hearing or Board meeting is held outside the town of residence of the appellant, the department or office shall pay the appellant's reasonable travel expenses in accordance with and if required by existing policies and guidelines.
- J. Subpoenas. Requests for subpoenas shall be submitted to the hearing officer, except for licensed attorneys as provided in 3 V.S.A. § 809(h).
- K. Medical evidence. In an appeal of a department or office decision involving an appellant's medical condition the hearing officer may obtain a medical assessment other than that of the person or persons involved in making the original decision at the department's or office's expense from a source satisfactory to the appellant. The parties may agree to obtain and submit updated medical reports to the assessing authority. When such agreement is reached, the new assessment shall be completed as rapidly as practicable and the hearing officer may, upon being advised of the agreement by the parties, continue the matter until the new assessment is completed and reviewed by the department or office.
- L. Motions to dismiss and other preliminary motions. Motions to dismiss and other preliminary motions, including claims for relief due to non-compliance with these rules, may be submitted for the hearing officer's consideration prior to the time the case in chief is submitted. The hearing officer may submit any ruling on a motion to the Board prior to holding a hearing on the merits if it is likely to expedite the final resolution of the appeal.

- M. Closed session. The proceedings (including the fair hearing, status conferences, and the meeting of the Human Service Board) shall be conducted in closed session unless the appellant is a licensee of or an applicant for a license from the department. When the appellant is a licensee of the department or an applicant for a license, the proceedings shall be public to the extent that public access does not violate confidentiality rights of people receiving department services. Where public access threatens confidentiality rights or the ability of the hearing officer to conduct the hearing, the hearing officer may take necessary steps to protect client confidentiality and the integrity of the hearing.
- N. Telephone hearings. If deemed appropriate in the discretion of the hearing officer, and upon consideration of any objection by either party, hearings may be held by telephone, but shall otherwise be conducted in accordance with these rules.
- O. Evidence.
1. Copies. Upon request, and subject to a ruling on any objection made by the affected party, a party shall promptly furnish an adverse party with copies of all documents and records that are or may become relevant to the issues raised by the appeal.
 2. Relevance. Disputes on the question of relevance shall be resolved by the hearing officer in the first instance, subject to the Board's review on the motion of either party.
 3. Testimony. Any party or his or her representative shall have the opportunity to produce witnesses and cross-examine adverse witnesses; to express all pertinent facts and circumstances through evidence, oral or written; to advance any arguments without undue interference; and to question or refute any testimony or evidence.
 4. Burden of proof. The burden of proving facts alleged as the basis for decisions to terminate or reduce benefits, services or assistance, or to revoke or fail to renew a license, shall be on the office or department by a preponderance of evidence, unless otherwise provided by law. Otherwise, the burden of proof by a preponderance of evidence shall be on the appellant.
 5. Rules of evidence. The rules of evidence applied in civil cases by the courts of the State of Vermont shall be followed, except that the hearing officer may allow evidence not admissible thereunder where, in his or her judgment, application of the exclusionary rule would result in unnecessary hardship and the evidence offered is of a kind commonly relied upon by reasonably prudent persons in the conduct of their affairs.
- P. Records. All proceedings relating to the presentation of evidence and rulings on procedural matters shall be recorded. The evidence presented, both oral and written, and any oral or written arguments submitted in a timely manner shall constitute the exclusive record for decision. Under the supervision of the hearing officer or the Board's clerk either party shall be given the opportunity to listen to or receive a copy of the recording of the proceeding.

- Q. Failure to appear. If neither the appellant nor his or her representative appears at the time and place noticed for the hearing, or is not available for a duly noticed telephone status conference, the Board's clerk shall inquire by mail as to what caused the failure to appear. If no response to this inquiry is received by the Board within 7 working days of the mailing thereof, or if the hearing officer determines that no good cause has been shown for the failure to appear, the clerk may dismiss the appeal.
- R. Recommendation by the hearing officer. After the hearing record is complete, the hearing officer shall timely, and in accordance with any applicable statutes, mail his or her findings, a recommended order, and a statement of reasons in support of that order to the Board and the parties.

1000.4 Decisions and orders by the Human Services Board (09-01, 9/1/08)

- A. Notice of Board meeting. The hearing officer's recommendation shall inform the parties to the appeal of the date, time and place of the Board meeting at which the hearing officer's recommendation will be considered.
- B. Oral argument before the Board. At its meeting the Board shall hear oral arguments in the case upon the request of either party. The argument before the board shall be recorded. Objections to facts found, or not found, by the hearing officer shall be made to the Board by written or oral motion. To the extent practicable, such objections shall be submitted to the hearing officer at least 7 days prior to the day of the scheduled Board meeting. A motion to present additional evidence must identify good cause why the evidence was not presented during the initial fair hearing.
- C. Questions before the Board. In reaching its decision in a fair hearing, if raised by either party, or presented by the evidence, the Board will consider: 1) an act, decision, omission or delay which adversely affects the appellant; and 2) the office or department's application of the law if the appellant is aggrieved by its application to his or her situation.
- D. Scope of authority. The Board will reverse a decision that conforms with office or department policy only if it determines that the policy is in conflict with state or federal law. The Board will not reverse or modify a decision that is found to be in compliance with the applicable law and policy even though the Board might disagree with the results effected by that decision.
- E. Quorum. The members of the Human Services Board constitute the hearing authority and a majority of the Board shall constitute a quorum. However, three members shall constitute a quorum at any meeting upon the written authorization of the chair.
- F. Decision. Upon considering all of the facts and arguments in the case the Board may adopt the recommendation of the hearing officer, or reject it and reach different conclusions on the basis of the evidence at hand, or refer the matter back to the hearing officer for a continuation of the hearing or for the receipt of additional evidence. At the request of a party, or on its own motion, the Board may authorize the hearing officer to submit additional or amended findings of fact without further hearing. The Board shall approve the findings of the hearing officer and adopt them as the findings of the Board unless good cause is shown for disapproving them.

- G. Orders. Upon deciding the case the Board shall enter an appropriate order. The order shall include a statement of the facts that the Board relied on, a statement of the reasons for its decision, and a statement of the parties' right to appeal to the Vermont Supreme Court. When the decision of the Board is unanimous, the chairperson at that meeting may sign the order on behalf of the entire Board.
- H. Timeliness. A copy of the order will be mailed to the parties within 75 days of the Board's receipt of the request for fair hearing, unless a continuance in the case is granted or there is a program specific statutory or regulatory requirement directing another timeline by which an order shall be mailed to the parties. For example, in food stamp cases the Board shall issue its order within 60 days, and any continuance may not exceed an additional 30 days. An order of the Board issued after the expiration of any of the above time periods shall be valid notwithstanding the other provisions of this rule.
- I. Retroactive benefits. If the Board reverses or modifies a decision, the department or office shall issue corrected benefits retroactively to the date the incorrect action was taken.
- J. Record on appeal. The Board's order may be appealed as provided by law and as specified by the Vermont Rules of Appellate Procedure. When an appeal from a decision of the Board has been taken, the Board's clerk, at the request of either party and in accordance with Rule 10, Vermont Rules of Appellate Procedure, shall furnish the parties with a printed transcript of the proceedings.
- K. Motions to reopen. Within 30 days of the Board's issuance of any order, a party may move the Board to reopen and reconsider that order. Motions to reopen shall be referred to the hearing officer for recommendation as to disposition in accordance with the above rules. Such motions shall be granted only upon a showing of good cause by the moving party.

ATTACHMENT B

**HSB January 2026 Annual Report
(covering years 2023-2025)**



MEMORANDUM

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STATE OF VERMONT

HUMAN SERVICES BOARD
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TO: Rep. Theresa Wood, Chair, House Committee on Human Services
FROM: Joseph Reinert, Chief Hearing Officer
DATE: January 16, 2026
RE: Human Services Board (HSB) Annual Report
CC: Michael Donohue, Chair, HSB

Pursuant to 3 V.S.A. § 3090(e), please find attached summaries of appeals filed with the HSB and appeal outcomes for calendar years 2023, 2024 and 2025. In addition, we report the following general information:

Year	Total Appeals Received
2023	1049
2024	1112
2025	1463
TOTAL	3624

Please note that these case numbers include a limited number of 3SquaresVT “Intentional Program Violation” hearing requests from the Department for Children and Families, cases that the Board’s hearing officers hear by arrangement with the Department and that are not covered by the Board’s jurisdictional statute. In addition, the outcomes reported cover cases that were withdrawn by the petitioner—with a favorable, unfavorable or unknown outcome—or resolved by a Board order.¹

In 2023, the Board received over 35 percent more appeals compared to 2022 (when 776 appeals were received). This was followed by more appeals filed in 2024 compared to 2023, equating to a 43 percent increase in 2024 appeals compared to

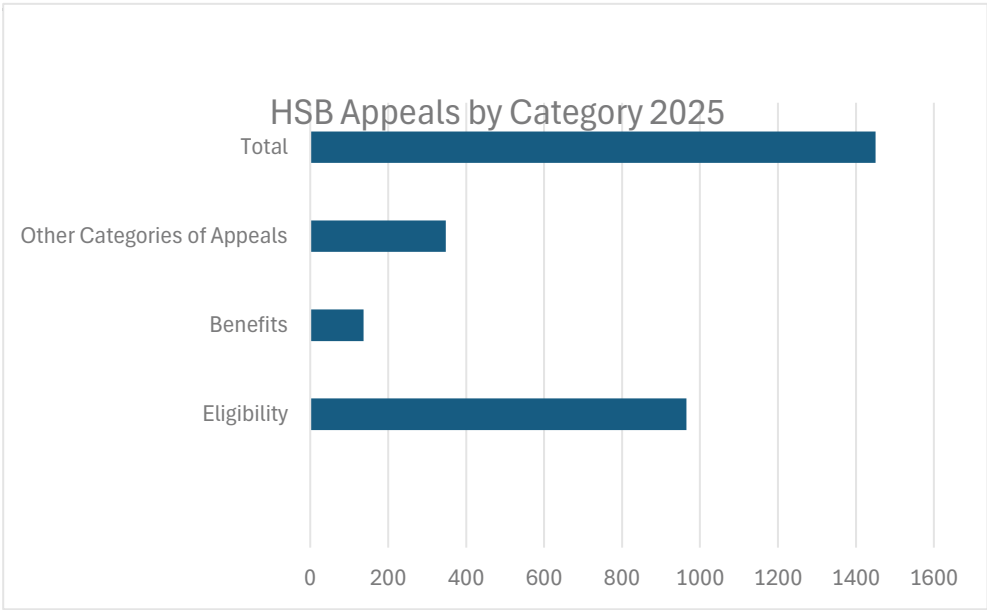
¹ The number of fair hearings requested each year does not represent how many appeals result in a Board order, as many cases are resolved or settled without the need for a final Board order.

2022. In 2025, the Board received 32 percent more appeals compared to 2024, equating to 89 percent more appeals compared to 2022. The increase in 2025 was driven by a precipitous increase in General Assistance emergency housing appeals. Regardless of the reason, the numbers show a persistent and significant increase in our workload over the last 3 years. Managing this caseload is not sustainable with our current level of staffing, which has remained level for several years.

Please do not hesitate to contact me if you have questions or need more information. Thank you.

HSB Appeals by Category 2025

Appeal Category ↑		Column1
Eligibility	Count	965
Benefits	Count	137
Other Categories of Appeals	Count	348
Total	Count	1450



Dept-program-category 2025 HSB appeals received

Department ↑	Program ↑	Appeal Category ↑	Appeal: ID
Department for Children and Families - Child Development Division (CDD)	Licensing-Childcare	Benefits	
		Subtotal Count	1
		Other Categories of Appeals	
		Subtotal Count	3
	Subtotal	Count	4
	Variance Request	Eligibility	
		Subtotal Count	1
	Subtotal	Count	1
	Other	Other Categories of Appeals	
		Subtotal Count	1
	Subtotal	Count	1
Subtotal		Count	6
Department for Children and Families - Economic Services Division (ESD)	3SquaresVT	Eligibility	
		Subtotal Count	15
		Benefits	
		Subtotal Count	34
		Other Categories of Appeals	
		Subtotal Count	23
	Subtotal	Count	72
	ADH	Other Categories of Appeals	
		Subtotal Count	24
	Subtotal	Count	24
	Fuel Assistance	Eligibility	
		Subtotal Count	11
		Benefits	
		Subtotal Count	2
		Other Categories of Appeals	
		Subtotal Count	1
	Subtotal	Count	14
	RUFA ("Reach Up Financial Assistance")	Eligibility	
		Subtotal Count	3
		Benefits	
		Subtotal Count	11
		Other Categories of Appeals	
		Subtotal Count	7
	Subtotal	Count	21
	General Assistance	Unspecified Category	
		Subtotal Count	4
		Eligibility	
		Subtotal Count	571
		Benefits	
		Subtotal Count	5
		Other Categories of Appeals	
		Subtotal Count	87
	Subtotal	Count	667
	AABD-EP (Aid to Aged, Blind or Disabled or Essential Person)	Eligibility	
		Subtotal Count	4
		Benefits	
		Subtotal Count	1
	Subtotal	Count	5
	Transitional Housing	Eligibility	
		Subtotal Count	3
		Other Categories of Appeals	
		Subtotal Count	2
	Subtotal	Count	5
	Other	Eligibility	
		Subtotal Count	5
		Benefits	
		Subtotal Count	1
		Other Categories of Appeals	
		Subtotal Count	1
	Subtotal	Count	7
Subtotal		Count	815
Department for Children and Families - Family Services Division (FSD)	Substantiation	Other Categories of Appeals	
		Subtotal Count	53
	Subtotal	Count	53
	Expungement	Other Categories of Appeals	
		Subtotal Count	8
	Subtotal	Count	8
	Licensing-Foster	Eligibility	
		Subtotal Count	3
		Other Categories of Appeals	
		Subtotal Count	7
	Subtotal	Count	10
	Other	Other Categories of Appeals	
		Subtotal Count	1
	Subtotal	Count	1
Subtotal		Count	72
Department of Disabilities, Aging, and Independent Living (DAIL)	Choices for Care - Clinical eligibility	Eligibility	
		Subtotal Count	20
		Benefits	
		Subtotal Count	2
	Subtotal	Count	22
	CFC - Level of Services	Eligibility	
		Subtotal Count	3

		Benefits		
		Subtotal	Count 2	
		Other Categories of Appeals		
		Subtotal	Count 1	
Subtotal			Count 6	
Developmental Services - Eligibility		Eligibility		
		Subtotal	Count 6	
		Benefits		
		Subtotal	Count 1	
Subtotal			Count 7	
Developmental Services - Services		Eligibility		
		Subtotal	Count 3	
		Benefits		
		Subtotal	Count 2	
		Other Categories of Appeals		
		Subtotal	Count 1	
Subtotal			Count 6	
NH-RCH Discharge ("Nursing Home-Residential Care Home")		Other Categories of Appeals		
		Subtotal	Count 4	
Subtotal			Count 4	
Adult Protective Services-Substantiation		Other Categories of Appeals		
		Subtotal	Count 7	
Subtotal			Count 7	
Vocational Rehabilitation		Benefits		
		Subtotal	Count 1	
		Other Categories of Appeals		
		Subtotal	Count 1	
Subtotal			Count 2	
Variance Request		Eligibility		
		Subtotal	Count 1	
		Other Categories of Appeals		
		Subtotal	Count 1	
Subtotal			Count 2	
Other		Other Categories of Appeals		
		Subtotal	Count 1	
Subtotal			Count 1	
Subtotal			Count 57	
Department of Mental Health (DMH)	CRT (Community Rehabilitation and Treatment)	Benefits		
		Subtotal	Count 10	
		Other Categories of Appeals		
		Subtotal	Count 11	
Subtotal			Count 11	
Department of Vermont Health Access (DVHA)	VT Health Exchange/QHP	Unspecified Category		
		Subtotal	Count 1	
		Eligibility		
		Subtotal	Count 141	
		Benefits		
		Subtotal	Count 30	
		Other Categories of Appeals		
		Subtotal	Count 67	
		Subtotal	Count 239	
		DDS ("Disability Determination Services")	Eligibility	
		Subtotal	Count 1	
	Subtotal		Count 1	
	Medicaid-MCA ("Medicaid for Children and Adults")*		Eligibility	
			Subtotal	Count 89
			Benefits	
			Subtotal	Count 15
			Other Categories of Appeals	
		Subtotal	Count 29	
	Subtotal			Count 133
	MCA Dr. Dynasaur		Eligibility	
			Subtotal	Count 21
			Benefits	
			Subtotal	Count 6
			Other Categories of Appeals	a3Ceq000005iRhZ a3Ceq00000DrhSL
			Subtotal	Count 2
	Subtotal			Count 29
	Medicaid-LTC ("Long Term Care")* Eligibility		Eligibility	
			Subtotal	Count 23
			Benefits	
			Subtotal	Count 1
			Other Categories of Appeals	
			Subtotal	Count 4
Subtotal			Count 28	
M-LTC Patient Share		Eligibility		
		Subtotal	Count 1	
		Other Categories of Appeals		
		Subtotal	Count 5	
Subtotal			Count 6	
Medicaid-MABD ("Medicaid for the Aged, Blind and Disabled")*		Eligibility		
		Subtotal	Count 8	
		Benefits		
		Subtotal	Count 3	
		Other Categories of Appeals		
		Subtotal	Count 4	
Subtotal			Count 15	

	MABD-Spenddown	Other Categories of Appeals	
		Subtotal	Count
			1
	Subtotal		Count
			1
	Medicaid-Katie Beckett*	Eligibility	
		Subtotal	Count
			17
		Benefits	
		Subtotal	Count
			3
	Subtotal		Count
			20
	Medicaid-Covered Services*	Eligibility	
		Subtotal	Count
			4
	Subtotal		Count
			4
	Medicaid-Non-Covered Services	Eligibility	
		Subtotal	Count
			11
	Subtotal		Count
			11
	Medicare Savings Program	Eligibility	
		Subtotal	Count
			3
		Benefits	
		Subtotal	Count
			3
	Subtotal		Count
			6
	Medicaid-WPVD	Benefits	
		Subtotal	Count
			2
	Subtotal		Count
			2
	VPharm	Eligibility	
		Subtotal	Count
			2
		Benefits	
		Subtotal	Count
			1
		Other Categories of Appeals	
		Subtotal	Count
			1
	Subtotal		Count
			4
	Other	Eligibility	
		Subtotal	Count
			1
	Subtotal		Count
			1
Subtotal			Count
			500
Vermont Department of Health	Other	Benefits	
		Subtotal	Count
			1
Subtotal			Count
			1
Subtotal			Count
			1
Total		Count	1462

Human Services Board 2025 outcomes

Department ↑	Program ↑	Final Appeal Outcome ↑	Record Count
Department for Children and Families - Child Development Division (CDD)	Licensing-Childcare	Withdrawn before hearing-Outcome unknown	3
		Withdrawn in Petitioners Favor	1
	Subtotal		4
	Variance Request	Withdrawn - Outcome Unknown	1
	Subtotal		1
	Other	Withdrawn in Petitioners Favor	1
	Subtotal		1
Subtotal			6
Department for Children and Families - Economic Services Division (ESD)	3SquaresVT	Affirmed	10
		Dismissed for lack of Jurisdiction	1
		Remanded to the Department	1
		Reversed	1
		Vermont Supreme Court Decision	2
		Withdrawn before hearing-Dept's favor	1
		Withdrawn before hearing-Outcome unknown	30
		Withdrawn before hearing-Petitioner's favor	4
		Withdrawn in Departments Favor	1
		Withdrawn in Petitioners Favor	4
		Withdrawn - Outcome Unknown	11
			66
	Subtotal		1
	ADH	Withdrawn before hearing-Petitioner's favor	1
	Subtotal		1
	Fuel Assistance	Affirmed	3
		Reversed	1
		Withdrawn before hearing-Outcome unknown	6
		Withdrawn in Petitioners Favor	1
		Withdrawn - Outcome Unknown	3
	Subtotal		14
	RUFA ("Reach Up Financial Assistance")	Affirmed	6
		Withdrawn before hearing-Outcome unknown	3
		Withdrawn in Petitioners Favor	1
	Subtotal		10
	General Assistance*	Affirmed	21
		Dismissed for lack of Jurisdiction	13
		Reversed	1
		Vermont Supreme Court Appeal	1
		Withdrawn before hearing-Dept's favor	1
		Withdrawn before hearing-Outcome unknown	37
		Withdrawn before hearing-Petitioner's favor	12
		Withdrawn in Departments Favor	20
		Withdrawn in Petitioners Favor	58
		Withdrawn - Outcome Unknown	90
			254
	Subtotal		1
	AABD-EP (Aid to Aged, Blind or Disabled or Essential Person)	Affirmed	1
		Remanded to the Department	1
		Withdrawn before hearing-Outcome unknown	1
	Subtotal		3
	Transitional Housing	Withdrawn before hearing-Petitioner's favor	1
		Withdrawn in Petitioners Favor	3
		Withdrawn - Outcome Unknown	1
	Subtotal		5
	Other	Dismissed for lack of Jurisdiction	1
		Withdrawn before hearing-Outcome unknown	2
		Withdrawn before hearing-Petitioner's favor	1
		Withdrawn in Petitioners Favor	2
	Subtotal		6
Subtotal			359
Department for Children and Families - Family Services Division (FSD)	Substantiation	Affirmed	6
		Dismissed for lack of Jurisdiction	2
		Motion to reopen - Denied	1
		Reversed	7
		Vermont Supreme Court Decision	4
		Withdrawn in Departments Favor	1
		Withdrawn in Petitioners Favor	15
		Withdrawn - Outcome Unknown	5
			41
			1
	Expungement	Affirmed	1
		Vermont Supreme Court Decision	2
		Withdrawn before hearing-Outcome unknown	1
	Subtotal		4
	Licensing-Foster	Affirmed	2
		Withdrawn before hearing-Outcome unknown	3
		Withdrawn before hearing-Petitioner's favor	1
		Withdrawn - Outcome Unknown	2
	Subtotal		8
Subtotal			53
Department of Disabilities, Aging, and Independent Living (DAIL)	Choices for Care - Clinical eligibility	Affirmed	1
		Withdrawn before hearing-Dept's favor	2
		Withdrawn before hearing-Outcome unknown	5
		Withdrawn in Departments Favor	2
		Withdrawn in Petitioners Favor	3
		Withdrawn - Outcome Unknown	7
			20
	Subtotal		1
	CFC - Level of Services	Withdrawn in Departments Favor	1
		Withdrawn - Outcome Unknown	1
	Subtotal		2
	Developmental Services - Eligibility	Withdrawn in Departments Favor	1
		Withdrawn in Petitioners Favor	1
		Withdrawn - Outcome Unknown	3
	Subtotal		5
	Developmental Services - Services	Withdrawn before hearing-Petitioner's favor	2
		Withdrawn in Petitioners Favor	2
		Withdrawn - Outcome Unknown	2
	Subtotal		6
	NH-RCH Discharge ("Nursing Home-Residential Care Home")	Withdrawn in Departments Favor	1
		Withdrawn - Outcome Unknown	1
	Subtotal		2
	Adult Protective Services-Substantiation	Affirmed	2
		Withdrawn in Petitioners Favor	1
		Withdrawn - Outcome Unknown	1

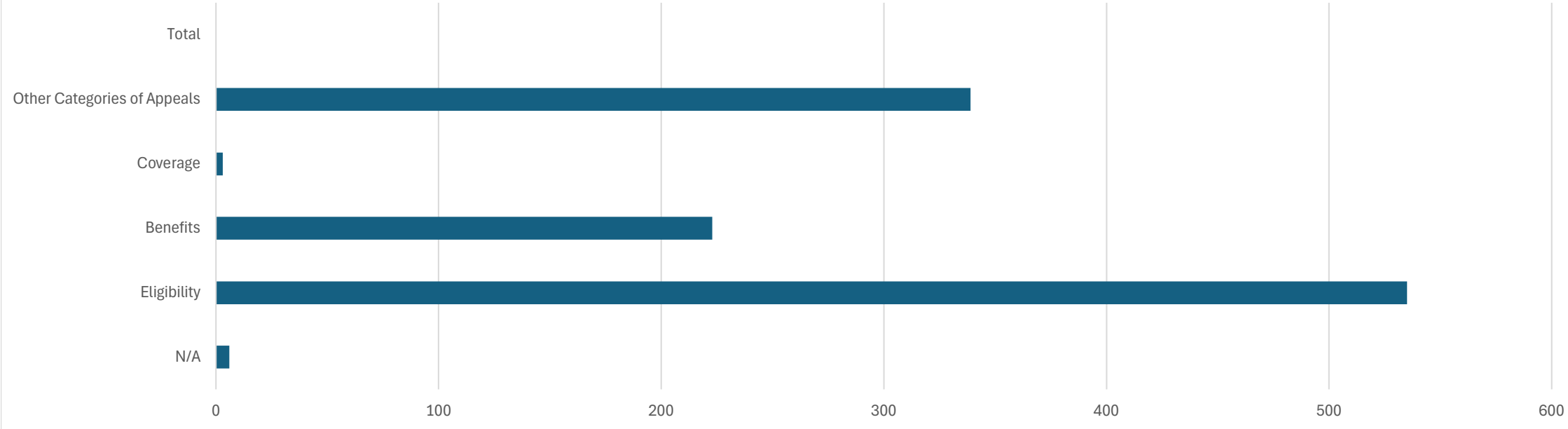
	Subtotal		4
	Vocational Rehabilitation	Withdrawn - Outcome Unknown	1
	Subtotal		1
	Variance Request	Withdrawn in Petitioners Favor	1
	Subtotal		1
	Other	Withdrawn before hearing-Outcome unknown	1
		Withdrawn - Outcome Unknown	2
	Subtotal		3
Subtotal			44
Department of Mental Health (DMH)	CRT (Community Rehabilitation and Treatment)	Withdrawn before hearing-Outcome unknown	2
		Withdrawn in Departments Favor	2
		Withdrawn in Petitioners Favor	1
		Withdrawn - Outcome Unknown	4
	Subtotal		9
Subtotal			9
Department of Vermont Health Access (DVHA)	VT Health Exchange/QHP	Affirmed	33
		Dismissed for lack of Jurisdiction	3
		Remanded to the Department	1
		Reversed	2
		Withdrawn before hearing-Dept's favor	3
		Withdrawn before hearing-Outcome unknown	75
		Withdrawn before hearing-Petitioner's favor	3
		Withdrawn in Departments Favor	8
		Withdrawn in Petitioners Favor	6
		Withdrawn - Outcome Unknown	27
	Subtotal		161
	DDS ("Disability Determination Services")	Reversed	1
		Withdrawn before hearing-Outcome unknown	1
		Withdrawn - Outcome Unknown	1
	Subtotal		3
	Medicaid-MCA ("Medicaid for Children and Adults")*	Affirmed	6
		Dismissed for lack of Jurisdiction	1
		Vermont Supreme Court Appeal	1
		Withdrawn before hearing-Outcome unknown	51
		Withdrawn before hearing-Petitioner's favor	2
		Withdrawn in Departments Favor	1
		Withdrawn in Petitioners Favor	3
		Withdrawn - Outcome Unknown	18
	Subtotal		83
	MCA Dr. Dynasaur	Affirmed	2
		Withdrawn before hearing-Outcome unknown	8
		Withdrawn before hearing-Petitioner's favor	1
		Withdrawn in Departments Favor	2
		Withdrawn in Petitioners Favor	1
		Withdrawn - Outcome Unknown	5
	Subtotal		19
	Medicaid-LTC ("Long Term Care")* Eligibility	Affirmed	2
		Dismissed for lack of Jurisdiction	1
		Vermont Supreme Court Decision	1
		Withdrawn before hearing-Outcome unknown	7
		Withdrawn before hearing-Petitioner's favor	2
		Withdrawn in Petitioners Favor	1
		Withdrawn - Outcome Unknown	9
	Subtotal		23
	M-LTC Patient Share	Affirmed	2
		Withdrawn in Petitioners Favor	1
	Subtotal		3
	Medicaid-MABD ("Medicaid for the Aged, Blind and Disabled")*	Affirmed	3
		Dismissed - Other	1
		Withdrawn before hearing-Dept's favor	1
		Withdrawn before hearing-Outcome unknown	5
		Withdrawn in Petitioners Favor	3
		Withdrawn - Outcome Unknown	2
	Subtotal		15
	Medicaid-Katie Beckett*	Affirmed	1
		Reversed	2
		Vermont Supreme Court Appeal	1
		Withdrawn before hearing-Dept's favor	1
		Withdrawn before hearing-Outcome unknown	1
		Withdrawn in Departments Favor	1
		Withdrawn in Petitioners Favor	3
		Withdrawn - Outcome Unknown	2
	Subtotal		12
	Medicaid-Covered Services*	Affirmed	2
		Reversed	1
		Withdrawn before hearing-Dept's favor	1
		Withdrawn in Petitioners Favor	1
	Subtotal		5
	Medicaid-Non-Covered Services	Affirmed	2
		Remanded to the Department	1
		Withdrawn before hearing-Outcome unknown	2
		Withdrawn - Outcome Unknown	1
	Subtotal		6
	Medicare Savings Program	Affirmed	1
		Remanded to the Department	1
		Withdrawn before hearing-Outcome unknown	1
		Withdrawn in Petitioners Favor	1
		Withdrawn - Outcome Unknown	1
	Subtotal		5
	Medicaid-WPWD	Withdrawn - Outcome Unknown	1
	Subtotal		1
	VPharm	Withdrawn before hearing-Outcome unknown	1
	Subtotal		1
Subtotal			337
Total			808

HSB 2024 Appeals by Category

Appeal Category ↑		
N/A	Count	6
Eligibility	Count	535
Benefits	Count	223
Coverage	Count	3
Other Categories of Appeals	Count	339
Total	Count	*1106

*this total is slightly lower than the number of appeals received because of appeals concering 2 programs but in the same category.

HSB 2024 Appeals by Category



Dept-program-category 2024 HSB appeals

Filtered By

Show: All appeals

Received Date greater or equal 1/1/2024 12:00 AM

Received Date less or equal 12/31/2024 4:30 PM

Department ↑	Program ↑	Appeal Category ↑	Appeal: ID
Department for Children and Families - Child Development Division (CD)	Licensing-Childcare	Other Categories of Appeals	
		Subtotal	Count 1
		Subtotal	Count 1
		Other	
		Benefits	
		Subtotal	Count 1
		Other Categories of Appeals	
		Subtotal	Count 2
		Subtotal	Count 3
		Subtotal	Count 4
Department for Children and Families - Economic Services Division (ESD)	3SquaresVT	N/A	
		Subtotal	Count 2
		Eligibility	
		Subtotal	Count 27
		Benefits	
		Subtotal	Count 79
		Other Categories of Appeals	
		Subtotal	Count 24
		Subtotal	Count 132
		ADH	
		Other Categories of Appeals	
		Subtotal	Count 35
		Subtotal	Count 35
		Fuel Assistance	
		Eligibility	
		Subtotal	Count 13
		Benefits	
		Subtotal	Count 3
		Other Categories of Appeals	
		Subtotal	Count 2
		Subtotal	Count 18
		RUFA ("Reach Up Financial Assistance")	
		Eligibility	
		Subtotal	Count 5
		Benefits	
		Subtotal	Count 9
		Other Categories of Appeals	
		Subtotal	Count 5
		Subtotal	Count 19
		General Assistance*	
		N/A	
		Subtotal	Count 1
		Eligibility	
		Subtotal	Count 140
		Benefits	
		Subtotal	Count 17
		Other Categories of Appeals	
		Subtotal	Count 59
		Subtotal	Count 217
		AABD-EP (Aid to Aged, Blind or Disabled or Essential Person)	
		Eligibility	
		Subtotal	Count 1
		Benefits	
		Subtotal	Count 1
		Subtotal	Count 2
		3SquaresVT PHE Supplement Reduction	
		Benefits	
		Subtotal	Count 1
		Subtotal	Count 1
		Other	
		Benefits	
		Subtotal	Count 1
		Other Categories of Appeals	
		Subtotal	Count 2
		Subtotal	Count 3
		Subtotal	Count 427
Department for Children and Families - Family Services Division (FSD)	Substantiation	Other Categories of Appeals	
		Subtotal	Count 63
	Subtotal	Count	63
	Expungement	Other Categories of Appeals	
		Subtotal	Count 7
	Subtotal	Count	7
	Licensing-Foster	Eligibility	

		Subtotal	Count	6
		Other Categories of Appeals		
		Subtotal	Count	2
	Subtotal	Count	8	
Subtotal		Count	78	
Department of Disabilities, Aging, and Independent Living (DAIL)	Choices for Care - Clinical eligibility	Eligibility		
		Subtotal	Count	11
		Benefits		
		Subtotal	Count	1
	Subtotal	Count	12	
	CFC - Level of Services	Eligibility		
		Subtotal	Count	1
	Subtotal	Count	1	
	Developmental Services - Eligibility	Eligibility		
		Subtotal	Count	3
		Benefits		
		Subtotal	Count	3
	Subtotal	Count	6	
	Developmental Services - Services	Eligibility		
		Subtotal	Count	8
		Benefits		
		Subtotal	Count	1
		Coverage		
		Subtotal	Count	1
		Other Categories of Appeals		
		Subtotal	Count	2
	Subtotal	Count	12	
	Attendant Services	Eligibility		
		Subtotal	Count	1
	Subtotal	Count	1	
	NH-RCH Discharge ("Nursing Home-Residential Care Home")	Other Categories of Appeals		
		Subtotal	Count	2
	Subtotal	Count	2	
	Adult Protective Services-Substantiation	Other Categories of Appeals		
		Subtotal	Count	3
	Subtotal	Count	3	
	Vocational Rehabilitation	Benefits		
		Subtotal	Count	2
	Subtotal	Count	2	
	Other	Eligibility		
		Subtotal	Count	1
		Benefits		
		Subtotal	Count	1
	Subtotal	Count	2	
	Subtotal	Count	41	
Department of Mental Health (DMH)	CRT (Community Rehabilitation and Treatment)	Eligibility		
		Subtotal	Count	4
	Subtotal	Count	4	
Subtotal	Count	4		
Department of Vermont Health Access (DVHA)	VT Health Exchange/QHP	Eligibility		
		Subtotal	Count	79
		Benefits		
		Subtotal	Count	23
		Other Categories of Appeals		
	Subtotal	Count	68	
	Subtotal	Count	170	
	DDS ("Disability Determination Services")	Eligibility		
		Subtotal	Count	4
		Benefits		
		Subtotal	Count	1
	Subtotal	Count	5	
	MCA-PHE-Redetermination			
		Subtotal	Count	1
		Eligibility		
		Subtotal	Count	9
		Benefits		
		Subtotal	Count	9
		Other Categories of Appeals		
	Subtotal	Count	2	
	Subtotal	Count	21	
	Medicaid-MCA ("Medicaid for Children and Adults")*	N/A		
		Subtotal	Count	2
		Eligibility		

		Subtotal	Count	109
		Benefits		
		Subtotal	Count	44
		Coverage		
		Subtotal	Count	1
		Other Categories of Appeals		
		Subtotal	Count	40
Subtotal			Count	196
MCA Dr. Dynasaur		Eligibility		
		Subtotal	Count	13
		Benefits		
		Subtotal	Count	4
		Other Categories of Appeals		
	Subtotal	Count	2	
Subtotal			Count	19
Medicaid-LTC ("Long Term Care")* Eligibility		Eligibility		
		Subtotal	Count	36
		Benefits		
		Subtotal	Count	5
		Other Categories of Appeals		
	Subtotal	Count	3	
Subtotal			Count	44
M-LTC Patient Share		Eligibility		
		Subtotal	Count	3
		Benefits		
		Subtotal	Count	1
		Coverage		
		Subtotal	Count	1
		Other Categories of Appeals		
	Subtotal	Count	6	
Subtotal			Count	11
Medicaid-MABD ("Medicaid for the Aged, Blind and Disabled)		Eligibility		
		Subtotal	Count	26
		Benefits		
		Subtotal	Count	3
		Other Categories of Appeals		
	Subtotal	Count	6	
Subtotal			Count	35
MABD-Spenddown		Eligibility		
		Subtotal	Count	3
		Other Categories of Appeals		
	Subtotal	Count	1	
Subtotal			Count	4
Medicaid-Katie Beckett*		Eligibility		
		Subtotal	Count	12
		Benefits		
		Subtotal	Count	6
		Other Categories of Appeals		
	Subtotal	Count	1	
Subtotal			Count	19
Medicaid-Covered Services*		Eligibility		
		Subtotal	Count	2
		Benefits		
	Subtotal	Count	1	
Subtotal			Count	3
Medicaid-Non-Covered Services		Eligibility		
		Subtotal	Count	10
Subtotal			Count	10
Medicare Savings Program		Eligibility		
		Subtotal	Count	6
		Benefits		
		Subtotal	Count	2
Subtotal			Count	8
Medicaid-WPWD		Benefits		
		Subtotal	Count	1
		Other Categories of Appeals		
		Subtotal	Count	1
Subtotal			Count	2
Medicaid – Other DVHA eligibility		Eligibility		
		Subtotal	Count	1
Subtotal			Count	1
VPharm		Eligibility		
		Subtotal	Count	4

		Benefits		
		Subtotal	Count	4
	Subtotal		Count	8
	Healthy Vermonters	Other Categories of Appeals		
		Subtotal	Count	1
	Subtotal		Count	1
	Other	Other Categories of Appeals		
		Subtotal	Count	1
	Subtotal		Count	1
	Subtotal		Count	558
Total			Count	1112

VT Human Services Board Appeals - 2024 outcomes

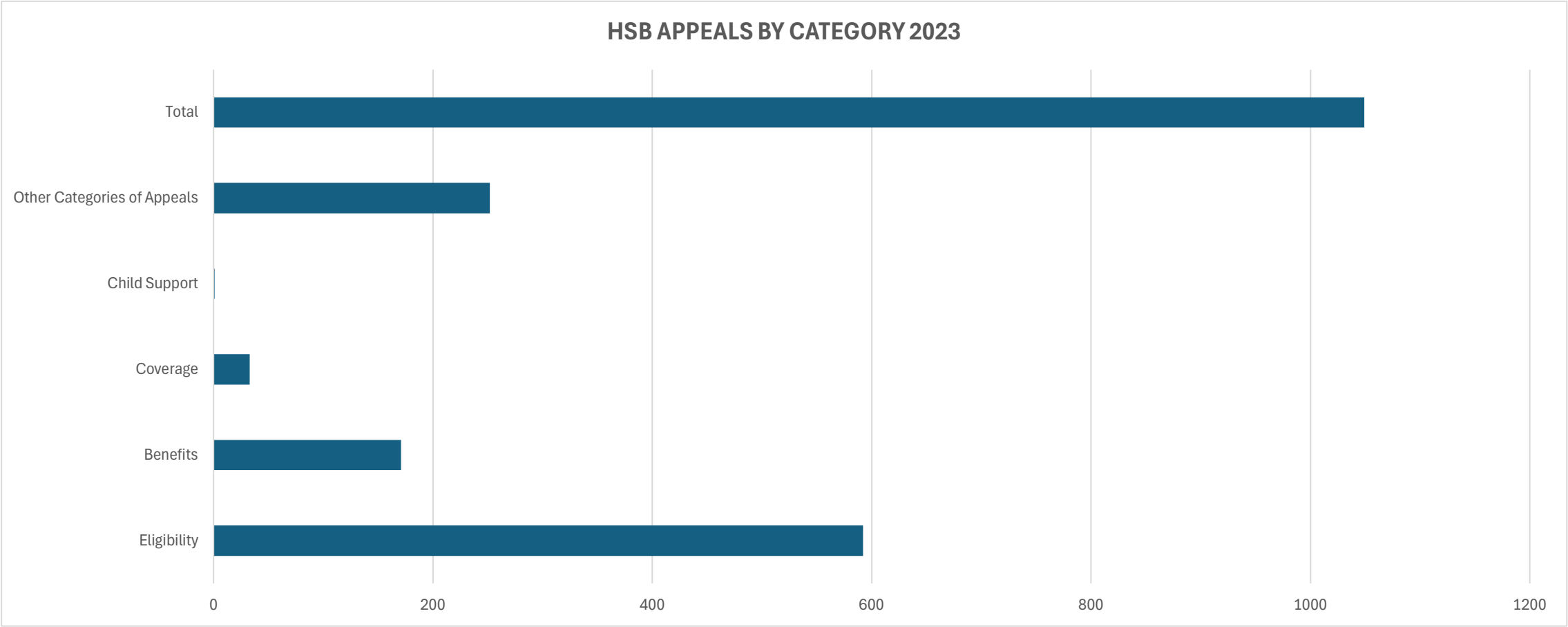
Department ↑	Program ↑	Final Appeal Outcome ↑	Record
Department for Children and Families - Child Development Division (CDD)	Other	Withdrawn before hearing-Petitioner's favor	1
		Withdrawn in Petitioners Favor	1
		Withdrawn - Outcome Unknown	1
	Subtotal		3
Subtotal			3
Department for Children and Families - Economic Services Division (ESD)	3SquaresVT	Affirmed	19
		Dismissed for lack of Jurisdiction	1
		Remanded to the Department	3
		Reversed	1
		Vermont Supreme Court Appeal	1
		Vermont Supreme Court Decision	1
		Withdrawn before hearing-Dept's favor	1
		Withdrawn before hearing-Outcome unknown	17
		Withdrawn before hearing-Petitioner's favor	3
		Withdrawn in Departments Favor	8
		Withdrawn in Petitioners Favor	17
		Withdrawn - Outcome Unknown	40
	Subtotal		112
	ADH	Withdrawn in Petitioners Favor	2
	Subtotal		2
	Fuel Assistance	Affirmed	2
		Reversed	1
		Withdrawn before hearing-Dept's favor	1
		Withdrawn before hearing-Outcome unknown	3
		Withdrawn in Departments Favor	2
		Withdrawn in Petitioners Favor	1
		Withdrawn - Outcome Unknown	5
	Subtotal		15
	RUFA ("Reach Up Financial Assistance")	Affirmed	4
		Dismissed - Other	1
		Vermont Supreme Court Decision	1
		Withdrawn before hearing-Outcome unknown	5
		Withdrawn before hearing-Petitioner's favor	1
		Withdrawn in Departments Favor	1
		Withdrawn in Petitioners Favor	1
	Subtotal		16
	General Assistance*	Affirmed	32
		Dismissed by the Clerk	2
		Dismissed for lack of Jurisdiction	2
		Dismissed - Other	1
		Reversed	1
		Vermont Supreme Court Appeal	1
		Vermont Supreme Court Decision	2
		Withdrawn before hearing-Dept's favor	1
		Withdrawn before hearing-Outcome unknown	18
		Withdrawn before hearing-Petitioner's favor	10
		Withdrawn in Departments Favor	13
		Withdrawn in Petitioners Favor	48
		Withdrawn - Outcome Unknown	45
	Subtotal		176
	AABD-EP (Aid to Aged, Blind or Disabled or Essential)	Withdrawn before hearing-Outcome unknown	1
		Withdrawn in Departments Favor	1
	Subtotal		2
	3SquaresVT PHE Supplement Reduction	Withdrawn in Petitioners Favor	1
	Subtotal		1
	Other	Withdrawn - Outcome Unknown	1
	Subtotal		1
Subtotal			325
Department for Children and Families - Family Services Division (FSD)	Substantiation	Affirmed	5
		Dismissed for lack of Jurisdiction	1
		Remanded to the Department	1
		Reversed	3
		Vermont Supreme Court Appeal	5
		Vermont Supreme Court Decision	2
		Withdrawn in Departments Favor	4
		Withdrawn in Petitioners Favor	20
		Withdrawn - Outcome Unknown	11

	Subtotal		52	
	Expungement	Affirmed	1	
		Dismissed for lack of Jurisdiction	2	
		Vermont Supreme Court Appeal	1	
		Withdrawn in Petitioners Favor	1	
		Withdrawn - Outcome Unknown	1	
	Subtotal		6	
	Licensing-Foster	Reversed	1	
		Withdrawn before hearing-Outcome unknown	1	
		Withdrawn in Departments Favor	2	
		Withdrawn in Petitioners Favor	1	
		Withdrawn - Outcome Unknown	1	
	Subtotal		6	
	Adoption Assistance	Affirmed	1	
	Subtotal		1	
	Other	Vermont Supreme Court Decision	1	
	Subtotal		1	
Subtotal			66	
Department of Disabilities, Aging, and Independent Living (DAIL)	Choices for Care - Clinical eligibility	Withdrawn before hearing-Petitioner’s favor	1	
		Withdrawn in Departments Favor	2	
		Withdrawn in Petitioners Favor	1	
		Withdrawn - Outcome Unknown	4	
	Subtotal			8
	CFC - Level of Services	Withdrawn in Petitioners Favor	1	
	Subtotal			1
	Developmental Services - Eligibility	Withdrawn in Petitioners Favor	4	
		Withdrawn - Outcome Unknown	4	
	Subtotal			8
	Developmental Services - Services	Affirmed	1	
		Withdrawn in Departments Favor	3	
		Withdrawn in Petitioners Favor	3	
		Withdrawn - Outcome Unknown	2	
	Subtotal			9
	NH-RCH Discharge (“Nursing Home-Residential Care)	Withdrawn in Petitioners Favor	1	
	Subtotal			1
	Adult Protective Services-Substantiation	Affirmed	1	
		Reversed	1	
		Vermont Supreme Court Appeal	1	
		Withdrawn in Departments Favor	1	
		Withdrawn in Petitioners Favor	1	
	Subtotal			5
	Vocational Rehabilitation	Withdrawn in Departments Favor	1	
	Subtotal			1
Subtotal			33	
Department of Mental Health (DMH)	CRT (Community Rehabilitation and Treatment)	Affirmed	1	
		Withdrawn in Petitioners Favor	1	
		Withdrawn - Outcome Unknown	1	
Subtotal			3	
Subtotal			3	
Department of Vermont Health Access (DVHA)	VT Health Exchange/QHP	Affirmed	30	
		Dismissed for lack of Jurisdiction	2	
		Dismissed - Other	1	
		Remanded to the Department	1	
		Reversed	4	
		Withdrawn before hearing-Dept’s favor	3	
		Withdrawn before hearing-Outcome unknown	23	
		Withdrawn before hearing-Petitioner’s favor	4	
		Withdrawn in Departments Favor	13	
		Withdrawn in Petitioners Favor	13	
		Withdrawn - Outcome Unknown	42	
	Subtotal		136	
	DDS (“Disability Determination Services”)	Withdrawn in Departments Favor	1	
		Withdrawn in Petitioners Favor	1	
		Withdrawn - Outcome Unknown	1	
	Subtotal		3	
	MCA-PHE-Redetermination	Affirmed	2	
		Vermont Supreme Court Decision	1	
		Withdrawn in Departments Favor	2	
		Withdrawn in Petitioners Favor	2	
		Withdrawn - Outcome Unknown	11	
	Subtotal		18	
	Medicaid-MCA (“Medicaid for Children and Adults”) Affirmed			24

	Dismissed by the Clerk	1
	Withdrawn before hearing-Outcome unknown	16
	Withdrawn before hearing-Petitioner's favor	4
	Withdrawn in Departments Favor	9
	Withdrawn in Petitioners Favor	16
	Withdrawn - Outcome Unknown	51
Subtotal		121
MCA Dr. Dynasaur	Affirmed	1
	Withdrawn before hearing-Outcome unknown	4
	Withdrawn in Departments Favor	2
	Withdrawn in Petitioners Favor	4
	Withdrawn - Outcome Unknown	4
Subtotal		15
Medicaid-LTC ("Long Term Care")* Eligibility	Affirmed	1
	Withdrawn before hearing-Outcome unknown	4
	Withdrawn in Departments Favor	4
	Withdrawn in Petitioners Favor	16
	Withdrawn - Outcome Unknown	8
Subtotal		33
M-LTC Patient Share	Affirmed	2
	Motion to reopen - Denied	1
	Withdrawn in Departments Favor	2
	Withdrawn in Petitioners Favor	3
	Withdrawn - Outcome Unknown	3
Subtotal		11
Medicaid-MABD ("Medicaid for the Aged, Blind and Disabled")	Affirmed	6
	Dismissed - Other	1
	Remanded to the Department	1
	Vermont Supreme Court Decision	1
	Withdrawn before hearing-Outcome unknown	3
	Withdrawn before hearing-Petitioner's favor	1
	Withdrawn in Departments Favor	4
	Withdrawn in Petitioners Favor	2
	Withdrawn - Outcome Unknown	12
Subtotal		31
MABD-Spenddown	Affirmed	1
	Withdrawn before hearing-Outcome unknown	1
Subtotal		2
Medicaid-Katie Beckett*	Affirmed	3
	Reversed	1
	Withdrawn before hearing-Outcome unknown	1
	Withdrawn in Departments Favor	5
	Withdrawn in Petitioners Favor	1
Subtotal		11
Medicaid-Covered Services*	Affirmed	1
	Withdrawn before hearing-Outcome unknown	1
Subtotal		2
Medicaid-Non-Covered Services	Affirmed	4
	Withdrawn before hearing-Outcome unknown	3
	Withdrawn - Outcome Unknown	3
Subtotal		10
Medicare Savings Program	Affirmed	3
	Withdrawn in Petitioners Favor	2
	Withdrawn - Outcome Unknown	3
Subtotal		8
Medicaid-WPWD	Affirmed	1
	Withdrawn - Outcome Unknown	1
Subtotal		2
Medicaid – Other DVHA eligibility	Withdrawn - Outcome Unknown	1
Subtotal		1
VPharm	Affirmed	1
	Withdrawn before hearing-Outcome unknown	1
	Withdrawn in Departments Favor	1
	Withdrawn in Petitioners Favor	2
	Withdrawn - Outcome Unknown	4
Subtotal		9
Healthy Vermonters	Withdrawn - Outcome Unknown	1
Subtotal		1
Subtotal		414
Total		844

HSB APPEALS BY CATEGORY 2023

Appeal Category ↑		Appeal: ID
Eligibility	Count	592
Benefits	Count	171
Coverage	Count	33
Child Support	Count	1
Other Categories of Appeals	Count	252
Total	Count	1049



Dept-program-category 2023 HSB Appeals

Filtered By

Show: All appeals

Received Date greater or equal 1/1/2023 12:00 AM

Received Date less or equal 12/31/2023 4:30 PM

Department ↑	Program ↑	Appeal Category ↑	
Department for Children and Families - Child Development Division (CDD)	Other	Other Categories of Appeals	
		Subtotal	Count 1
	Subtotal		Count 1
Subtotal			Count 1
Department for Children and Families - Economic Services Division (ESD)	3SquaresVT	Eligibility	
		Subtotal	Count 34
		Benefits	
		Subtotal	Count 48
		Other Categories of Appeals	
	Subtotal	Subtotal	Count 9
			Count 91
	ADH	Benefits	
		Subtotal	Count 15
		Other Categories of Appeals	
	Subtotal	Subtotal	Count 19
			Count 34
	Fuel Assistance	Eligibility	
		Subtotal	Count 7
		Benefits	
		Subtotal	Count 5
		Other Categories of Appeals	
	Subtotal	Subtotal	Count 1
			Count 13
	RUFA ("Reach Up Financial Assistance")	Eligibility	
		Subtotal	Count 11
		Benefits	
		Subtotal	Count 14
		Other Categories of Appeals	
	Subtotal	Subtotal	Count 1
			Count 26
	General Assistance*	Eligibility	
		Subtotal	Count 184
		Benefits	
		Subtotal	Count 23
		Other Categories of Appeals	
	Subtotal	Subtotal	Count 41
			Count 248
	AABD-EP (Aid to Aged, Blind or Disabled or Essential Person)	Eligibility	
		Subtotal	Count 1
		Other Categories of Appeals	
	Subtotal	Subtotal	Count 2
			Count 3
	Other	Other Categories of Appeals	
		Subtotal	Count 1
	Subtotal		Count 1
Subtotal			Count 416
Department for Children and Families - Family Services Division (FSD)	Substantiation	Other Categories of Appeals	
		Subtotal	Count 47
	Subtotal		Count 47
	Expungement	Other Categories of Appeals	
		Subtotal	Count 4
	Subtotal		Count 4
	Licensing-Foster	Eligibility	
		Subtotal	Count 1
		Other Categories of Appeals	
	Subtotal	Subtotal	Count 6
			Count 7
	Adoption Assistance	Benefits	
		Subtotal	Count 1
	Subtotal		Count 1
	Other	Other Categories of Appeals	
		Subtotal	Count 1
Subtotal			Count 60
Department of Disabilities, Aging, and Independent Living (DAIL)	Choices for Care - Clinical eligibility	Eligibility	
		Subtotal	Count 16

		Benefits		
		Subtotal	Count	1
		Other Categories of Appeals		
		Subtotal	Count	1
	Subtotal		Count	18
	CFC - Level of Services	Eligibility		
		Subtotal	Count	1
		Benefits		
		Subtotal	Count	2
		Other Categories of Appeals		
	Subtotal	Count	1	
	Subtotal		Count	4
	Developmental Services - Eligibility	Eligibility		
		Subtotal	Count	7
	Subtotal		Count	7
	Developmental Services - Services	Eligibility		
		Subtotal	Count	3
		Benefits		
		Subtotal	Count	1
		Other Categories of Appeals		
	Subtotal	Count	2	
	Subtotal		Count	6
	NH-RCH Discharge (“Nursing Home-Residential Care Home”)	Eligibility		
		Subtotal	Count	1
		Benefits		
Subtotal		Count	1	
Other Categories of Appeals				
Subtotal	Count	3		
Subtotal		Count	5	
Adult Protective Services-Substantiation	Other Categories of Appeals			
	Subtotal	Count	6	
Subtotal		Count	6	
Other	Other Categories of Appeals			
	Subtotal	Count	4	
Subtotal		Count	4	
Subtotal		Count	50	
Department of Mental Health (DMH)	Other	Other Categories of Appeals		
	Subtotal	Count	2	
	Subtotal	Count	2	
Subtotal		Count	2	
Department of Vermont Health Access (DVHA)	VT Health Exchange/QHP	Eligibility		
		Subtotal	Count	119
		Benefits		
		Subtotal	Count	19
		Coverage		
		Subtotal	Count	10
		Other Categories of Appeals		
	Subtotal	Count	42	
	Subtotal		Count	190
	DDS (“Disability Determination Services”)	Eligibility		
		Subtotal	Count	2
	Subtotal		Count	2
	MCA-PHE-Redetermination	Eligibility		
		Subtotal	Count	1
	Subtotal		Count	1
	Medicaid-MCA (“Medicaid for Children and Adults”)*	Eligibility		
		Subtotal	Count	124
		Benefits		
		Subtotal	Count	24
		Coverage		
		Subtotal	Count	11
		Other Categories of Appeals		
	Subtotal	Count	29	
	Subtotal		Count	188
	MCA Dr. Dynasaur	Eligibility		
Subtotal		Count	15	
Benefits				
Subtotal		Count	4	
Coverage				
Subtotal		Count	1	
Other Categories of Appeals				
Subtotal	Count	5		
Subtotal		Count	25	

	Medicaid-LTC ("Long Term Care")* Eligibility	Eligibility	
		Subtotal Count	30
		Benefits	
		Subtotal Count	3
		Coverage	
		Subtotal Count	1
		Other Categories of Appeals	
		Subtotal Count	2
	Subtotal	Count	36
	M-LTC Patient Share	Eligibility	
		Subtotal Count	1
		Other Categories of Appeals	
		Subtotal Count	5
	Subtotal	Count	6
	Medicaid-MABD ("Medicaid for the Aged, Blind and Disabled)	Eligibility	
		Subtotal Count	10
		Benefits	
		Subtotal Count	3
		Coverage	
		Subtotal Count	3
		Other Categories of Appeals	
		Subtotal Count	2
	Subtotal	Count	18
	MABD-Spenddown	Eligibility	
		Subtotal Count	1
		Other Categories of Appeals	
		Subtotal Count	1
	Subtotal	Count	2
	Medicaid-Katie Beckett*	Eligibility	
		Subtotal Count	3
		Benefits	
		Subtotal Count	1
		Coverage	
		Subtotal Count	3
		Other Categories of Appeals	
		Subtotal Count	1
	Subtotal	Count	8
	Medicaid-Covered Services*	Eligibility	
		Subtotal Count	5
		Other Categories of Appeals	
		Subtotal Count	4
	Subtotal	Count	9
	Medicaid-Non-Covered Services	Eligibility	
		Subtotal Count	5
	Subtotal	Count	5
	Medicare Savings Program	Eligibility	
		Subtotal Count	7
		Benefits	
		Subtotal Count	5
		Coverage	
		Subtotal Count	3
		Other Categories of Appeals	
		Subtotal Count	6
	Subtotal	Count	21
	Medicaid-WPWD	Benefits	
		Subtotal Count	1
	Subtotal	Count	1
	VPharm	Eligibility	
		Subtotal Count	2
		Coverage	
		Subtotal Count	1
		Other Categories of Appeals	
		Subtotal Count	2
	Subtotal	Count	5
	Other	Other Categories of Appeals	
		Subtotal Count	1
	Subtotal	Count	1
	Subtotal	Count	518
I don't know the Department	VT Health Exchange/QHP	Eligibility	
		Subtotal Count	1
	Subtotal	Count	1
	Other	Child Support	
		Subtotal Count	1

	Subtotal	Count	1
Subtotal		Count	2
Total		Count	1049

2023 HSB Appeals with substantive outcome	
Department for Children and Families - Child Development Division (CDD)	1
Licensing-Childcare	1
Affirmed	1
Department for Children and Families - Economic Services Division (ESD)	309
3SquaresVT	77
Affirmed	10
Dismissed for lack of Jurisdiction	1
Withdrawn - Outcome Unknown	43
Withdrawn in Departments Favor	6
Withdrawn in Petitioners Favor	17
AABD-EP (Aid to Aged, Blind or Disabled or Essential Person)	3
Affirmed	1
Withdrawn - Outcome Unknown	2
ADH	3
Withdrawn in Departments Favor	2
Withdrawn in Petitioners Favor	1
Fuel Assistance	13
Affirmed	3
Withdrawn - Outcome Unknown	7
Withdrawn in Departments Favor	1
Withdrawn in Petitioners Favor	2
General Assistance*	185
Affirmed	33
Dismissed for lack of Jurisdiction	3
Reversed	1
Withdrawn - Outcome Unknown	70
Withdrawn in Departments Favor	12
Withdrawn in Petitioners Favor	66
Other	2
Withdrawn - Outcome Unknown	2

RUFA (?Reach Up Financial Assistance?)	26
Affirmed	4
Dismissed - Other	1
Withdrawn - Outcome Unknown	12
Withdrawn in Departments Favor	2
Withdrawn in Petitioners Favor	7
Department for Children and Families - Family Services Division (FSD)	50
Expungement	4
Affirmed	2
Other	1
Withdrawn in Petitioners Favor	1
Licensing-Foster	6
Affirmed	1
Withdrawn - Outcome Unknown	2
Withdrawn in Departments Favor	3
Substantiation	40
Affirmed	4
Reversed	6
Withdrawn - Outcome Unknown	2
Withdrawn in Departments Favor	5
Withdrawn in Petitioners Favor	23
Department of Disabilities, Aging, and Independent Living (DAIL)	52
Adult Protective Services-Substantiation	6
Affirmed	2
Vermont Supreme Court Decision	1
Withdrawn in Petitioners Favor	3
CFC - Level of Services	1
Withdrawn - Outcome Unknown	1
Choices for Care - Clinical eligibility	18
Withdrawn - Outcome Unknown	5
Withdrawn in Departments Favor	7
Withdrawn in Petitioners Favor	6
Developmental Services - Eligibility	10

Dismissed for lack of Jurisdiction	1
Withdrawn - Outcome Unknown	2
Withdrawn in Departments Favor	1
Withdrawn in Petitioners Favor	6
Developmental Services - Services	6
Dismissed for lack of Jurisdiction	1
Reversed	1
Withdrawn - Outcome Unknown	1
Withdrawn in Departments Favor	1
Withdrawn in Petitioners Favor	2
Licensing-NH/RCH	1
Withdrawn in Petitioners Favor	1
NH-RCH Discharge (?Nursing Home-Residential Care Home?)	5
Withdrawn - Outcome Unknown	3
Withdrawn in Petitioners Favor	2
Other	5
Withdrawn - Outcome Unknown	4
Withdrawn in Departments Favor	1
Department of Mental Health (DMH)	3
Other	3
Withdrawn - Outcome Unknown	2
Withdrawn in Petitioners Favor	1
Department of Vermont Health Access (DVHA)	407
DDS (?Disability Determination Services?)	3
Withdrawn - Outcome Unknown	1
Withdrawn in Departments Favor	2
MABD-Spenddown	1
Withdrawn - Outcome Unknown	1
MCA Dr. Dynasaur	19
Affirmed	3
Withdrawn - Outcome Unknown	8
Withdrawn in Departments Favor	4
Withdrawn in Petitioners Favor	4

Medicaid-Covered Services*	8
Affirmed	4
Vermont Supreme Court Appeal	1
Vermont Supreme Court Decision	1
Withdrawn in Departments Favor	2
Medicaid-Katie Beckett*	5
Withdrawn - Outcome Unknown	3
Withdrawn in Departments Favor	1
Withdrawn in Petitioners Favor	1
Medicaid-LTC (?Long Term Care?)* Eligibility	34
Affirmed	2
Withdrawn - Outcome Unknown	15
Withdrawn in Departments Favor	3
Withdrawn in Petitioners Favor	14
Medicaid-MABD (?Medicaid for the Aged, Blind and Disabled?)*	14
Affirmed	3
Withdrawn - Outcome Unknown	6
Withdrawn in Petitioners Favor	5
Medicaid-MCA (?Medicaid for Children and Adults?)*	126
Affirmed	20
Dismissed - Other	1
Remanded to the Department	2
Withdrawn - Outcome Unknown	55
Withdrawn in Departments Favor	9
Withdrawn in Petitioners Favor	39
Medicaid-Non-Covered Services	4
Withdrawn - Outcome Unknown	2
Withdrawn in Departments Favor	2
Medicaid-WPWD	1
Withdrawn - Outcome Unknown	1
Medicare Savings Program	20
Affirmed	6
Vermont Supreme Court Appeal	1

Withdrawn - Outcome Unknown	4
Withdrawn in Departments Favor	2
Withdrawn in Petitioners Favor	7
M-LTC Patient Share	3
Affirmed	1
Withdrawn in Petitioners Favor	2
Other	1
Affirmed	1
VPharm	3
Motion to reopen - Denied	1
Withdrawn in Departments Favor	1
Withdrawn in Petitioners Favor	1
VT Health Exchange/QHP	165
Affirmed	34
Dismissed - Other	2
Dismissed for lack of Jurisdiction	2
Remanded to the Department	2
Reversed	4
Withdrawn - Outcome Unknown	61
Withdrawn in Departments Favor	17
Withdrawn in Petitioners Favor	43
I don't know the Department	1
VT Health Exchange/QHP	1
Withdrawn in Petitioners Favor	1
Grand Total	823

ATTACHMENT C
2023-2024 Outcomes for
Petitioners
(with and without an attorney)

HUMAN SERVICES BOARD APPEAL OUTCOMES 2023-2024

In Dept's Favor: affirmed by the Board or withdrawn by the Petitioner with a known resolution in the Dept's favor

In Petitioner's Favor: reversed by the Board or withdrawn by the Petitioner with a known resolution in the Petitioner's favor

Withdrawn, outcome unknown: Petitioner has withdrawn the appeal without a known outcome. The majority if not most of these withdrawals are understood to be when a case is resolved to the Petitioner's satisfaction, although we are not aware of the specific reason for the withdrawal.

Public Benefits Cases: all cases other than substantiation, licensing, and long-term care facility discharge appeals.

2024 Outcomes (not including Clerk dismissals for failure to appear)

<u>Outcome</u>	<u>#</u>	<u>W/Atty</u>	<u>No Atty</u>
In Dept's Favor	279	12	267
In Petitioner's favor	209	34	175
Withdrawn, Outcome Unknown	369	19	350
Total:	857	65	792

2024 Public Benefits Case Outcomes (not including Clerk dismissals for failure to appear)

<u>Outcome</u>	<u>#</u>	<u>W/Atty</u>	<u>No Atty</u>
In Dept's Favor	252	5	247
In Petitioner's favor	178	13	165
Withdrawn, Outcome Unknown	355	9	346
Total:	785	27	758

2023 Outcomes (not including Clerk dismissals for failure to appear)

<u>Outcome</u>	<u>#</u>	<u>W/Atty</u>	<u>No Atty</u>
In Dept's Favor	267	21	246
In Petitioner's favor	270	40	230
Withdrawn, Outcome Unknown	316	14	302
Total:	853	75	778

2023 Public Benefits Case Outcomes (not including Clerk dismissals for failure to appear)

<u>Outcome</u>	<u>#</u>	<u>W/Atty</u>	<u>No Atty</u>
In Dept's Favor	240	21	219
In Petitioner's favor	234	20	214
Withdrawn, Outcome Unknown	309	10	299
Total:	783	51	732