| Office of Administrative Hearings (OAH) Procedures Transmittal | | | Transmittal Number: | 04-01 (Amended) |
|---|--------------------------|----------------|-----------------------|-------------------|
| | | | Date: | March 15, 2004 |
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| ALB OAH Staff X | UPS ALJs X | Upstate LDSS X | Subject: | |
| | SUP ALJs X | | Implementation of OAH | Гoll-Free Nu mber |
| NYC OAH Staff X | NYC ALJs X SUP ALJs X | NYC Agencies X | | |

As part of a continuing effort to improve access, effective March 15, 2004, the Office of Administrative Hearings (OAH) has established a statewide toll-free number for clients and representatives to use when requesting a hearing or calling for other hearing-related purposes. The currently used remote call-forward phone lines in Buffalo (716-852-4868), Rochester (716-266-4868), Syracuse (315-428-4868), Hempstead (516-739-4868), and New York City (212-417-6550) and the Albany local lines (518-474-8781, 474-5603, 474-5604) will be eliminated.

The new statewide toll-free request number is 800-342-3334.

All notices containing right-to-hearing information will be updated accordingly. Call intercepts directing callers to call the toll-free number will be placed on the above-referenced call-forward lines for a minimum of three months to allow time for the necessary adjustments to client notices. In addition, please advise all appropriate staff of the change to insure that clients are afforded accurate information when being referred to the fair hearing process. Notices will also be updated to include the following website address to request a hearing:

http://www.otda.state.ny.us/oah/forms.asp

There is no change to the fax request line, the NYC walk-in addresses or the mailing address to request a hearing.

MAILING ADDRESS NYS OTDA Office of Administrative Hearings P.O. Box 1930 Albany, NY 12201-1930 **FAX NUMBER** 518-473-6735

WALK-IN LOCATIONS

14 Boerum Place, Brooklyn, NY 330 West 34th Street, Third Floor, Manhattan, NY

A statewide toll-free number for use by clients and representatives to request an adjournment of a scheduled fair hearing has also been established (877-209-1134). This number will be printed on the OAH-457 scheduling notice and is also effective March 15, 2004.

A NYC Emergency toll-free request line is also being established to replace 212-417-3614. This number is to be used for shelter/homeless-related issues and denials of Emergency Assistance applications for HRA clients only. The number is 800-205-0110 and will also be effective March 15, 2004.

If you have any questions with regard to implementation of the new telephone numbers, please contact Mark Lacivita at 518-473-7051 or Louise Finkell at 518-473-4969 for assistance.

Mark Jacuita

Mark Lacivita, Director of Administration Office of Administrative Hearings