

<b>Office of Administrative Hearings (OAH) Procedures Transmittal</b>			<b>Transmittal Number:</b> 08-08
<b>Distribution:</b>			<b>Date:</b> April 2, 2008
			<b>Page:</b> 1 of 1
<b>ALB OAH Staff</b> <input checked="" type="checkbox"/>	<b>UPS ALJs</b> <input checked="" type="checkbox"/>	<b>Upstate LDSS</b> <input type="checkbox"/>	<b>Subject:</b>  New Request Sources AV and NV (Voice Mails Received in Albany and processed in Albany or NYC)
	<b>SUP ALJs</b> <input checked="" type="checkbox"/>		
<b>NYC OAH Staff</b> <input checked="" type="checkbox"/>	<b>NYC ALJs</b> <input checked="" type="checkbox"/>	<b>NYC Agencies</b> <input type="checkbox"/>	
	<b>SUP ALJs</b> <input checked="" type="checkbox"/>		

Two new request sources were created to identify requests made via the regular IVR (Interactive Voice Recognition) and the CNS/IVR (Client Notice System/Interactive Voice Recognition) voice mail message systems. They are AV (Albany Voice Mail) and NV (NYC Voice Mail). These will be available for use effective April 7, 2008.

Currently, when IVR messages are processed, Communications Intake Unit (CIU) staff use the sources AT (Albany Telephone) or NT (New York City Telephone) depending on where the request was processed. Once activated, staff should begin using the AV or NV source designation, as appropriate. Whether staff use only the information left by the client on the voice mail to process the request, or if the client is subsequently called to obtain additional information, the request date should be the date the voice mail message was left--not the date additional information was gathered.

Currently, when CNS/IVR requests are processed, Communication Intake Unit (CIU) staff use the source AT (Albany Telephone), however, since voice mail requests often provide less complete information than can be obtained via telephone intake interview, staff are directed to enter "CNS/IVR" on the FHIS Comment screen. Effective April 7, staff should enter as the source AV (or NV, although NYC CIU staff are not currently processing the CNS/IVR workload), and there is no longer a need to enter the additional comments.

Any unapproved fair hearing requests will be stored in the regionally appropriate bucket, either Type 002 Upstate Phone/Walk Ins or 004 NYC Phone/Walk Ins.

If there are any questions with respect to this transmittal, you may contact your supervisor or Susan Fiehl at (518) 473-4779 or via email [susan.fiehl@otda.state.ny.us](mailto:susan.fiehl@otda.state.ny.us).




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