

<b>Office of Administrative Hearings (OAH) Procedures Transmittal</b>		<b>Transmittal Number:</b> 08-09
<b>Distribution:</b>		<b>Date:</b> April 3, 2008
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ALB OAH Staff <input checked="" type="checkbox"/>	UPS ALJs <input checked="" type="checkbox"/>	Upstate LDSS <input checked="" type="checkbox"/>
	SUP ALJs <input checked="" type="checkbox"/>	
NYC OAH Staff <input checked="" type="checkbox"/>	NYC ALJs <input checked="" type="checkbox"/>	NYC Agencies <input checked="" type="checkbox"/>
	SUP ALJs <input checked="" type="checkbox"/>	
		<b>Subject:</b>  New Request Sources AV and NV (for Agencies)

Two new request sources for use on the Fair Hearing Information System (FHIS) 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) to identify voice mails received in the Albany Office of Administrative Hearings (OAH) and processed by either Albany-based or NYC-based OAH staff.

AV and NV, as a Request Source, will appear on the OAH-1891, Fair Hearing Request, effective April 7, 2008.

These will more accurately reflect the source of the request, as voice mail requests may provide less complete information than can be obtained via a telephone intake interview. Communications Intake Unit staff at OAH will, therefore, no longer be required to enter "CNS/IVR" on the Comment screen now that this request source is available.

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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