



8. When all entries are completed, press Enter to transmit. This will update the comment section of the Inquiry Program (PFHINQ) with the compliance action taken.

NOTE: If you wish to report on another fair hearing, you may enter the next fair hearing number in the "NEXT FAIR HEARING"\_\_\_\_\_field and then press Enter to transmit. This option will bring you directly to the "Agency Tracking Sheet" for the next fair hearing number entered.

The Office of Administrative Hearings requests that local agencies report on fair hearing decisions before they become complaints of non-compliance. This will enable the Office of Administrative Hearings to relay the efforts of the local district to the appellant, in the event of an appellant inquiry, and may avoid the need for the appellant to file a Complaint of Non-Compliance.

Aid-to-Continue Directive:

When responding to an Aid-to-Continue Directive, the LDSS worker should follow these steps:

1. Enter the fair hearing number on which you wish to report feedback in the field provided on the FHIS menu.
2. Enter "X" in the "REDIRECT FEEDBACK" field (required).
3. Enter the LDSS worker's name and telephone number (required).
4. If the Aid-to-Continue feedback deals with a public assistance issue, enter the relevant data in the "PA BENEFIT ISSUED \$\_\_\_\_\_FOR PERIOD \_\_\_\_\_TO\_\_\_\_\_ISSUED\_\_\_\_\_ " field.
5. If the AID-to-Continue feedback deals with a food stamp issue, enter the relevant data in the "FS BENEFIT ISSUED \$\_\_\_\_\_FOR PERIOD \_\_\_\_\_TO \_\_\_\_\_ISSUED\_\_\_\_\_ "field.
6. If the Aid-to-Continue feedback deals with a medical assistance issue, enter the relevant data in the "MA ACTIVATED ON\_\_\_\_\_FOR PERIOD\_\_\_\_\_ TO\_\_\_\_\_ " field.
7. The "EXPLANATION" field provides free-form text for any additional information an LDSS worker feels is important to clarify the Aid-to-Continue Directive feedback provided to this office.
8. When all entries are completed, press Enter to transmit. This will update the comment section of the Inquiry Program (PFHINQ) with the Aid-to-Continue Directive feedback.

Other:

An "OTHER" field has been created in the event you wish to report on issues other than Complaints of Non-Compliance or Aid-to-Continue Directives. To utilize this field, the LDSS worker should follow these steps:

1. Enter the fair hearing number you wish to report on in the field provided on the FHIS menu.
2. Enter "X" in the "OTHER" field (required).
3. Enter the LDSS worker's name and telephone number (required).
4. If the public assistance benefit is being reported on, enter the relevant data on the line that states "PA BENEFIT ISSUED \$\_\_\_\_\_FOR PERIOD\_\_\_\_\_ TO \_\_\_\_\_ ISSUES\_\_\_\_\_".
5. If the food stamp benefit is being reported on, enter the relevant data on the line which states "FS BENEFIT ISSUED \$\_\_\_\_\_ FOR PERIOD\_\_\_\_\_ TO\_\_\_\_\_ ISSUED\_\_\_\_\_".
6. If the medical assistance benefit is being reported on, enter the relevant data on the line which states "MA ACTIVATED ON\_\_\_\_\_ FOR PERIOD\_\_\_\_\_ TO\_\_\_\_\_".
7. The "EXPLANATION" field provides for free-form text for any additional information an LDSS worker feels is important to provide to the Office of Administrative Hearings.
8. When all entries are completed, press Enter to transmit. This will update the comment section of the Inquiry Program (PFHINQ).

If you need assistance in adding FHIS functions to the USER ID or terminal of designated local district staff, or if you have any questions regarding the implementation of the Agency Tracking Program, feel free to contact Lisa A. Hauth at (518) 474-2453 or via e-mail 89A110.

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Office of Administrative Hearings