




# OFFICE OF POLICY, PROCEDURES, AND TRAINING

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Office of Procedures

## POLICY BULLETIN #16-16-OPE

### NEW FORM: CENTRALIZED PACKET REVIEW UNIT (CPRU) OUTREACH LETTER (FHA-3)

<p><b>Date:</b> February 25, 2016</p>	<p><b>Subtopic(s):</b> Fair Hearing</p>
<p> This procedure can now be accessed on the FIAweb.</p>	<p>The purpose of this policy bulletin is to introduce the new Centralized Packet Review Unit (CPRU) Outreach Letter (<b>FHA-3</b>).</p> <p>When an applicant/participant requests a fair hearing, the Office of Temporary and Disability Assistance (OTDA)/Office of Administrative Hearings (OAH) sends notification of the request to the HRA Fair Hearing Administration (FHA). Within FHA, these requests are initially forwarded to CPRU to try and resolve the issue prior to scheduling of the fair hearing by OAH.</p> <p>During the file review of cases, if CPRU staff believe that a resolution is possible with additional information, CPRU must attempt to contact the individual. If this initial outreach is unsuccessful (i.e. no phone number in the record, phone number on record is no longer working, no one answers the phone, etc.), CPRU must complete the <b>FHA-3</b>, scan and index it into the electronic case record, and mail it to the applicant/participant.</p> <p><b>Note:</b> The FHA staff member completing the <b>FHA-3</b> must place both his/her phone number and name as well as the phone number and name of his/her supervisor on the form.</p> <p>If the applicant/participant responds to the <b>FHA-3</b>, CPRU must work with the individual to resolve the issue as per current procedure.</p> <p><i>Effective Immediately</i></p>

HAVE QUESTIONS ABOUT THIS PROCEDURE?  
Call 718-557-1313 then press 3 at the prompt followed by 1 or  
send an e-mail to *FIA Call Center Fax* or fax to: (917) 639-0298

🖨 Please use Print on Demand to obtain copies of forms.

**Attachments:**

- FHA-3 (E)** Centralized Packet Review Unit (CPRU) Outreach Letter
- FHA-3 (S)** Centralized Packet Review Unit (CPRU) Outreach Letter (Spanish)

Date: \_\_\_\_\_  
Case Number: \_\_\_\_\_  
Case Name: \_\_\_\_\_  
Center: \_\_\_\_\_  
Fair Hearing Number: \_\_\_\_\_  
Date of Fair Hearing Request: \_\_\_\_\_

**Centralized Packet Review Unit (CPRU)  
Outreach Letter**

The New York State Office of Temporary and Disability Assistance/Office of Administrative Hearings (OAH) advised us that you requested a Fair Hearing concerning your Cash Assistance (CA) and/or Supplemental Nutrition Assistance Program (SNAP) case.

We attempted to call you to discuss how we can address the issues(s) of your Fair Hearing request and potentially resolve them prior to the hearing.

You can contact us at \_\_\_\_\_ or \_\_\_\_\_  
Monday through Friday between the hours of 8:00AM and 5:00PM.

\_\_\_\_\_  
Worker Name

\_\_\_\_\_  
Supervisor Name

Fecha: \_\_\_\_\_  
Número del Caso: \_\_\_\_\_  
Nombre del Caso: \_\_\_\_\_  
Centro: \_\_\_\_\_  
Número  
de la Audiencia Imparcial: \_\_\_\_\_  
Fecha de la Petición  
de la Audiencia Imparcial: \_\_\_\_\_

**Carta de Contacto  
de la Unidad Centralizada de Revisión de Paquete (CPRU)**

La Oficina de Asistencia Temporal y para Discapacitados del Estado de Nueva York/Oficina de Audiencias Administrativas (OAH) nos ha informado que usted solicitó una Audiencia Imparcial que concierne su caso de Asistencia en Efectivo (CA) y/o del Programa de Asistencia de Nutrición Suplementaria (SNAP).

Nosotros intentamos comunicarnos con usted por teléfono para tratar de el/los problema(s) de la petición de Audiencia Imparcial y posiblemente resolverlo(s) antes de la audiencia

Usted puede comunicarse con nosotros al \_\_\_\_\_ o al \_\_\_\_\_  
de lunes a viernes entre las 8:00AM y las 5:00PM.

\_\_\_\_\_  
Nombre del trabajador

\_\_\_\_\_  
Nombre del supervisor