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| LOCAL COMMISSIONERS MEMORANDUM |
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DSS-4037EL (Rev. 9/89)

Transmittal No: 93 LCM-177

Date: December 22, 1993

Division: Management Support
and Quality
Improvement

TO: Local District Commissioners

SUBJECT: Termination of Toll-Free General Information Number;
Change in County Line Number

ATTACHMENTS: None

The Department's toll free general information number (1-800-342-3715) will be disconnected on or about 1/1/94 and will be replaced by a toll number (518-473-3170). The proliferation of program-specific hotlines, as well as the new Department information line (which have occurred since the inception of the general information number), obviates the need for a separate toll-free number. Additionally, studies of the incoming traffic on this line had indicated that the majority of callers were calling for the purpose of requesting a fair hearing, and we anticipate reinvesting a portion of the savings to effect compensating enhancements to the fair hearings intake operation.

We will also be changing the county line number (1-800-342-4100) to a new toll free number, 1-800-343-8859, on or about 1/1/94. Although the sole purpose intended for the line is to facilitate State/Local business, traffic studies indicate significant other usage. Therefore, to maintain the integrity of the line for use only by county staff, we have asked our own staff to refrain from using this line in order to ensure its maximum availability for county use. Similarly, we would appreciate your asking staff to limit knowledge of this new number to county personnel only.

Please make a note of these changes. We will ensure that the new numbers are reflected in pending ADMs, INFs, forms, etc..

Questions on these changes may be directed to Pat Bartlett, Director of the Office of Administrative Support Services at (518) 474-9489.

Thank you for your attention to these matters.

Nelson Weinstock
Deputy Commissioner
for Administration