
HRA Policy Bulletin # 01-2016

Date: May 5, 2016

DISTRIBUTION: ALL STAFF

AVAILABILITY OF OTDA AND HRA POLICY DOCUMENTS

Subtopic(s): Client or Representative Requests for Policy Documents

■ INTRODUCTION

The purpose of this policy bulletin is to inform all staff of the policy for handling requests for policy material.

It is the policy of the New York City Human Resources Administration/Department of Social Services (HRA) to, upon request, provide an applicant, recipient, or his/her representative, with a copy of specific policy material that is necessary to determine: (1) whether a Fair Hearing (FH) should be requested in connection with a determination made by HRA; or (2) to prepare for a FH challenging HRA's determination. The specific policy material must be provided free of charge.

Examples of policy materials include: New York State Office of Temporary and Disability Assistance (OTDA) Administrative Directives (ADM's), Informational Letters (INF's), Local Commissioners Memoranda (LCM's), General Information System Messages (GIS), the Temporary Assistance Source Book, the Supplemental Nutrition Assistance Program Source Book, as well as HRA Policy Directives, Policy Bulletins, and Manuals. HRA need not provide each and every policy on the subject, but will provide the appropriate specific policy material that explains how the agency reached its determination.

■ PROCESSING OF REQUESTS FOR OTDA AND HRA POLICY DOCUMENTS

Requests for specific HRA policy material must be made through the Fair Hearing Administration's (FHA) Centralized Rivera Office (CRO). Such requests must be directed to the CRO as follows:

Mail or in-person	HRA Division of Fair Hearing, 14 Boerum Place, 6 th Floor Brooklyn, NY 11201
Telephone	(718) 722-5042
Fax	(718) 722-5018
Email	CRO@hra.nyc.gov

Upon request for specific OTDA policy material, FHA's CRO may advise the requestor that the fastest way to access the material is to go to the OTDA website at otda.ny.gov/legal. However, if the requestor states that they want HRA to make the OTDA materials available, or is requesting HRA materials, FHA's CRO will provide the specific policy material within a reasonable time from the date of the request via mail or e-mail. However, if there is a request

less than five business days before the scheduled hearing for policy material to be mailed, the agency may present the specific policy material at the hearing.

In instances where a request is made at a Job Center, Supplemental Nutrition Assistance Program (SNAP) Center, Medicaid Office or other HRA office, the applicant, recipient, or representative must be advised that all requests for specific policy material must be made through the CRO.

Effective Immediately

REFERENCES:

18 NYCRR § 300.5(b)

OTDA's GIS 16 TA/DC001