

<b>Office of Administrative Hearings (OAH) Procedures Transmittal</b>			<b>Transmittal Number:</b> 07-09
<b>Distribution:</b>			<b>Date:</b> August 9, 2007
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ALB OAH Staff <input checked="" type="checkbox"/>	UPS ALJs <input type="checkbox"/>	Upstate LDSS <input type="checkbox"/>	<b>Subject:</b>  <b>Referral Number for DETS-related Inquiries (Cash, FS, HEAP) and Out-of-State Inquiries as to Whether NYS Cash Assistance was Ever Provided</b>
	SUP ALJs <input type="checkbox"/>		
NYC OAH Staff <input checked="" type="checkbox"/>	NYC ALJs <input type="checkbox"/>	NYC Agencies <input type="checkbox"/>	
	SUP ALJs <input type="checkbox"/>		

We have been advised of a new phone number to be utilized by Communications Intake Unit and other staff when transferring appellant/representative inquiries to the Division of Employment and Transitional Supports (DETS). Instructions previously provided involved calling Kathy Wilkes who directs calls for Russell Sykes' office. The new procedure, when callers are looking for information regarding their cash grant, food stamps, or HEAP, is to utilize the Temporary Assistance, **TA Hotline, (518) 473-4499**. Callers may also be transferred to this number when their complaint concerns alleged harassment, rudeness, or inappropriate treatment on the part of local district/NYC agency staff. The call will roll over until it is answered by one of the four trained DETS staff. This number may also be used for Spanish-speaking callers.

For out-of-state inquiries on the part of other states asking if an individual has ever received cash assistance in New York State, DETS has asked that we assist as follows:

When other states contact OAH via fax, email, or correspondence to see if an individual is currently on assistance in NYS, these may be forwarded **via fax to (518) 474-8090, Attn: Out-of State Inquiry Unit**. A response will be provided by DETS in one to two business days. When other states contact OAH via telephone, the call may be transferred to the TA Hotline (518) 473-4499, above, for an explanation as to where such requests should be faxed. Unlike many other states, this agency is precluded by State law from providing such information over the phone.

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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Mark Lacivita, Director of Administration  
Office of Administrative Hearings