

<b>Office of Administrative Hearings (OAH) Procedures Transmittal</b>		<b>Transmittal Number:</b> 01-15
<b>Distribution:</b>		<b>Date:</b> April 13, 2001
		<b>Page:</b> 1 of 1 plus Attach.
ALB OAH Staff <input checked="" type="checkbox"/>	UPS ALJs <input checked="" type="checkbox"/>	Upstate LDSS <input checked="" type="checkbox"/>
	SUP ALJs <input checked="" type="checkbox"/>	
NYC OAH Staff <input checked="" type="checkbox"/>	NYC ALJs <input checked="" type="checkbox"/>	NYC Agencies <input checked="" type="checkbox"/>
	SUP ALJs <input checked="" type="checkbox"/>	
		<b>Subject:</b> Procedure for Handling Non-hearing Inquiries and Complaints

From time to time, appellants appear at hearings or contact the Communications Intake Unit and present an inquiry or complaint other than one that is within the jurisdiction of the Office of Administrative Hearings (OAH). The following procedures have been established to ensure that such appellants are properly assisted.

New York City appellants who, in the course of a hearing, bring up an issue outside the purview of the OAH, can be directed to the Reception staff at 14 Boerum Place, 109 East 16<sup>th</sup> Street, or 330 West 34<sup>th</sup> Street to obtain a listing of appropriate agencies to whom to address their issues. This Referral Listing is attached for informational purposes. The listing consists of agencies that appellants may be directed to contact, including the Director of their Income Support Center or Food Stamp Center or Medical Assistance or Services agency.

Upstate appellants who, in the course of a hearing, bring up an issue outside the purview of the OAH, can be referred to any of the numbers on the Upstate version of the Referral Listing or may be provided with the form itself. Upstate appellants can also be directed to contact the Commissioner of the local district, as appropriate.

Communications Intake Unit staff can refer appellants who access the OAH by telephone or in person to the phone numbers and addresses provided on the Referral Listing, as well. Commonly requested inquiries/complaints include those handled by the Social Security Administration, The Family Court, the NYC Housing Authority, the State Child Support Enforcement Unit or Pass-Through Unit, and the Office of Family and Children's Services.

If there are any questions with respect to this transmittal, you may contact your supervisor or Sue Fiehl at (518) 473-4779 or via email [90J029@dfa.state.ny.us](mailto:90J029@dfa.state.ny.us).



Mark Lacivita, Director of Administration  
Office of Administrative Hearings

Attachment

## REFERRALS

New York City

Appellants with issues other than those reviewed by the administrative hearing process can access the following addresses and phone numbers for appropriate assistance, depending on the program area:

<u>Program Area</u>	<u>Complaint Handled By</u>	<u>Phone Number</u>
TANF (SNA/FA) PA (ADC/HR) FS HEAP SSPNA \$20 Checks	NYS OTDA Division of Temporary Assistance 40 North Pearl Street Albany, New York 12243	(518) 474-9222
Medicaid Program	HRA Infoline  Toll Free Within NYC's Five Boroughs ..... 1-877-472-8411	(718) 291-1900 -or- 1-877-472-8411
SNA/FA-Related or Non-SNA/FA-Related Employment Issues	NYS Department of Labor Welfare to Work Division Box 668 New York, New York 10014-0668	(212) 352-6501
Child Support Enforcement	NYS OTDA Child Support Enforcement 40 North Pearl Street, Room 13C Albany, New York 12243	(518) 474-9081
Pass-Through Program	NYS OTDA Child Support Desk Review 40 North Pearl Street, Room 7C Albany, New York 12243	1-800-342-3009
Family and Children's Services	NYS Office of Family and Children's Services 52 Washington Street Rensselaer, New York 12144	(518) 473-7793
NYC Housing Issues	New York City Housing Authority 90 Church Street New York, New York 10007	(212) 306-3000
Social Security Issues	Social Security Administration (Call toll-free number for address of nearest office )	1-800-772-1213
Family Court Issues	Family Court Administration 60 Lafayette Street New York, New York 10013 (Varies by borough; call for nearest office)	(718) 374-3650

Please Note: Clients wishing to have a caseworker changed and who are unsuccessful after talking to the caseworker's supervisor, should request referral to the Director of the Income Support Center, Food Stamp Center, or Medical Assistance or Services agency.

Lista de contacto para asuntos que no son relacionados con el proceso de audiencias imparciales

Ciudad de Nueva York

<u>Area de Programa</u>	<u>Quejas Manejadas Por</u>	<u>Numero de Telefono</u>
TANF (SNA/FA) PA (ADC/HR) FS HEAP SSPNA \$20 Checks	NYS OTDA Division of Temporary Assistance 40 North Pearl Street Albany, New York 12243	(518) 474-9222
Medicaid Program	HRA Infoline  Toll Free Within NYC's Five Boroughs .....	(718) 291-1900 -or- 1-877-472-8411
SNA/FA-Related or Non-SNA/FA-Related Employment Issues	NYS Department of Labor Welfare to Work Division Box 668 New York, New York 10014-0668	(212) 352-6501
Child Support Enforcement	NYS OTDA Child Support Enforcement 40 North Pearl Street, Room 13C Albany, New York 12243	(518) 474-9081
Pass-Through Program	NYS OTDA Child Support Desk Review 40 North Pearl Street, Room 7C Albany, New York 12243	1-800-342-3009
Family and Children's Services	NYS Office of Family and Children's Services 52 Washington Street Rensselaer, New York 12144	(518) 473-7793
NYC Housing Issues	New York City Housing Authority 90 Church Street New York, New York 10007	(212) 306-3000
Social Security Issues	Social Security Administration (Call toll-free number for address of nearest office )	1-800-772-1213
Family Court Issues	Family Court Administration 60 Lafayette Street New York, New York 10013 (Varies by borough; call for nearest office)	(718) 374-3650

Por favor Notar: Los clientes deseando que su trabajador social sea cambiado y que no hayan tenido exito despues de hablar con el supervisor de su trabajador, deben solicitar una carta de recomendacion para el Director del Centro de Ayuda Financiera, Centro de Cupones de Alimentos o la Agencia de Asistencia Medica.

REFERRALS

Upstate

Appellants with issues other than those reviewed by the administrative hearing process can access the following addresses and phone numbers for appropriate assistance, depending on the program area:

<u>Program Area</u>	<u>Complaint Handled By</u>	<u>Phone Number</u>
TANF (SNA/FA) PA (ADC/HR) FS HEAP SSPNA \$20 Checks	NYS OTDA Division of Temporary Assistance 40 North Pearl Street Albany, New York 12243	(518) 474-9222
Medicaid Program	NYS Department of Health	(518) 486-9057
SNA/FA-Related or Non-SNA/FA-Related Employment Issues	NYS Department of Labor Welfare to Work Division, Building 12, Room 288 W. Averill Harriman State Office Building Campus Albany, New York 12240	(518) 485-1163
Child Support Enforcement	NYS OTDA Child Support Enforcement 40 North Pearl Street, Room 13C Albany, New York 12243	(518) 474-9081
Pass-Through Program	NYS OTDA Child Support Desk Review 40 North Pearl Street, Room 7C Albany, New York 12243	1-800-342-3009
Family and Children's Services	NYS Office of Family and Children's Services 52 Washington Street Rensselaer, New York 12144	(518) 473-7793
Social Security Issues	Social Security Administration (call toll-free number for address of nearest office )	1-800-772-1213
Family Court Issues	Family Court Administration (Varies by county; look in local telephone directory under "County Offices--Family Court")	Varies

Please Note: Clients wishing to have a caseworker changed and who are unsuccessful after talking to the caseworker's supervisor, should request referral to the local Commissioner's office.

Lista de contacto para asuntos que no son relacionados con el proceso de audiencias imparciales

Afuera de la ciudad de Nueva York (Upstate)

<u>Area de Programa</u>	<u>Quejas Manejadas Por</u>	<u>Numero de Telefono</u>
TANF (SNA/FA) PA (ADC/HR) FS HEAP SSPNA \$20 Checks	NYS OTDA Division of Temporary Assistance 40 North Pearl Street Albany, New York 12243	(518) 474-9222
Medicaid Program	NYS Department of Health	(518) 486-9057
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Family and Children's Services	NYS Office of Family and Children's Services 52 Washington Street Rensselaer, New York 12144	(518) 473-7793
NYC Housing Issues	New York City Housing Authority 90 Church Street New York, New York 10007	(212) 306-3000
Social Security Issues	Social Security Administration (call toll-free number for address of nearest office )	1-800-772-1213
Family Court Issues	Family Court Administration (Varies by county; look in local telephone directory under "County Offices--Family Court")	Varies

Por favor Notar: Clientes deseando que su trabajador social sea cambiado y que no han tenido exito despues de hablar con el supervisor de su trabajador, deben solicitar una carta de recomendacion a la oficina local del Comisionado.