Office of Administrative Hearings (OAH)	Transmittal Number: 99-38
Procedures Transmittal	Date: August 30, 1999
i - -	Page: 1 of 3 (including a 2-page attm't)
Distribution:	
ALB OAH Staff [x] UPS ALJs/ [] Upstate LDSS [x] SUP ALJs []	Subject: Survey of NYC and Upstate Appellants who
NYC OAH Staff [x] NYC ALJs/ [] NYC Agencies [x] SUP ALJs []	

For your information, the attached letter and survey is currently being sent out to a sample of NYC and Upstate appellants who recently withdrew or defaulted their fair hearing. Initially, the survey is being sent to approximately 6,000 appellants, as a pilot.

The survey will be used to collect data as to why appellants do not appear for their fair hearings, and will be useful in assessing the results of prehearing conferencing. This data will allow us to better serve those who use the fair hearing process.

Appellants are being asked to return the survey in a pre-addressed, postage paid envelope which will be easily identified by the red mark along the top crease. The following procedures have been established to process the incoming survey responses:

File Management Unit (FMU) staff will open the envelopes and separate the surveys into two groups, as follows:

- The first group will consist of incoming surveys that contain any language written on the survey or as an answer to the "Other, please explain" box of question #1. These surveys will be forwarded to Terri Caouette who will review the nature of the written language to determine if a a new hearing is being requested (in which case the survey will be sent to the Correspondence Unit) or if the written response contains data that needs to be documented for purposes of the survey.
- The second group will contain incoming surveys that have been completed utilizing checkmarks only. Assigned staff from the File Management Unit will scan the data from these surveys into an established ACCESS '97 program which has been created for this project. After the survey forms have been scanned, they should be batched and banded together and forwarded to Daniel Bloodstein who will retain them, and will be responsible for creating reports to be used in analyzing the collected data.

It will be necessary to date stamp the incoming surveys and staple the incoming postage-paid envelopes to the correspondence contained in the envelopes in the event that information on the survey requires the processing of a new hearing request. Appellant inquiries regarding these surveys received in the Communications Intake Units or the Calendar Management Unit should initially be handled by taking the caller's phone number, providing information to the caller that someone will call him/her back, and forwarding the message to Sue Fiehl at (518) 473-4779. If you have any questions regarding this transmittal, please contact your supervisor or Sue Fiehl at (518) 473-4779 or via e-mail 90J029.

&f0s554y3x1S

Mark Lacivita, Director of Administration Office of Administrative Hearings

Attachments