

### Statewide Report of Fair Hearing Issues Decided by Outcome Reason for the Year 2016

| Outcome Reason Code             | Category of Assistance |               |            |              |              |               |           |               |              |              | TOTAL          |  |
|---------------------------------|------------------------|---------------|------------|--------------|--------------|---------------|-----------|---------------|--------------|--------------|----------------|--|
|                                 | FA                     | SNA           | HEAP       | ADH          | EA           | MA            | FHP       | SNAP          | SERV         | SSP          |                |  |
| <b>Reversal Codes</b>           |                        |               |            |              |              |               |           |               |              |              |                |  |
| 01                              | 227                    | 186           | 0          | 0            | 8            | 504           | 1         | 183           | 30           | 0            | 1,139          |  |
| 02                              | 232                    | 129           | 3          | 1            | 44           | 706           | 2         | 354           | 9            | 4            | 1,484          |  |
| 03                              | 1,605                  | 948           | 1          | 27           | 90           | 894           | 4         | 1,133         | 36           | 28           | 4,766          |  |
| 04                              | 272                    | 116           | 0          | 6            | 42           | 296           | 0         | 118           | 6            | 2            | 858            |  |
| 05                              | 498                    | 344           | 0          | 0            | 4            | 592           | 1         | 386           | 16           | 1            | 1,842          |  |
| 06                              | 1,648                  | 700           | 11         | 46           | 167          | 3,260         | 27        | 926           | 91           | 46           | 6,922          |  |
| 07                              | 14                     | 19            | 0          | 0            | 2            | 6             | 0         | 20            | 0            | 0            | 61             |  |
| <b>Affirmance Code</b>          |                        |               |            |              |              |               |           |               |              |              |                |  |
| 10                              | 4,208                  | 2,502         | 132        | 1,048        | 2,570        | 4,867         | 13        | 3,691         | 371          | 948          | 20,350         |  |
| <b>Remand Codes</b>             |                        |               |            |              |              |               |           |               |              |              |                |  |
| 41                              | 38                     | 32            | 0          | 0            | 4            | 1             | 0         | 32            | 0            | 0            | 107            |  |
| 42                              | 294                    | 109           | 3          | 0            | 95           | 25            | 0         | 579           | 6            | 3            | 1,114          |  |
| 43                              | 2,610                  | 1,004         | 0          | 7            | 254          | 32            | 0         | 5,843         | 33           | 8            | 9,791          |  |
| 44                              | 510                    | 228           | 6          | 0            | 369          | 7             | 1         | 637           | 2            | 2            | 1,762          |  |
| 45                              | 1,104                  | 437           | 0          | 0            | 52           | 20            | 0         | 1,859         | 2            | 0            | 3,474          |  |
| 46                              | 1,975                  | 754           | 4          | 2            | 251          | 69            | 0         | 4,872         | 154          | 33           | 8,114          |  |
| 47                              | 21                     | 12            | 0          | 0            | 5            | 0             | 0         | 79            | 0            | 4            | 121            |  |
| <b>Withdrawal Codes</b>         |                        |               |            |              |              |               |           |               |              |              |                |  |
| 20                              | 1,466                  | 704           | 1          | 45           | 367          | 380           | 2         | 806           | 166          | 3            | 3,940          |  |
| 22                              | 1,118                  | 494           | 6          | 21           | 204          | 425           | 1         | 766           | 15           | 8            | 3,058          |  |
| 24                              | 0                      | 0             | 0          | 0            | 0            | 0             | 0         | 1             | 0            | 0            | 1              |  |
| 25                              | 0                      | 0             | 0          | 0            | 0            | 0             | 0         | 2             | 0            | 0            | 2              |  |
| 26                              | 5,718                  | 3,026         | 12         | 101          | 751          | 2,973         | 5         | 3,332         | 401          | 151          | 16,470         |  |
| <b>Other Codes</b>              |                        |               |            |              |              |               |           |               |              |              |                |  |
| 30                              | 17                     | 24            | 0          | 0            | 2            | 7             | 0         | 4             | 5            | 0            | 59             |  |
| 31                              | 625                    | 338           | 3          | 4            | 111          | 327           | 0         | 422           | 40           | 35           | 1,905          |  |
| 32                              | 66                     | 56            | 2          | 0            | 54           | 15            | 0         | 28            | 14           | 0            | 235            |  |
| 33                              | 233                    | 145           | 0          | 1            | 95           | 147           | 0         | 95            | 22           | 2            | 740            |  |
| 34                              | 2,214                  | 905           | 0          | 0            | 60           | 117           | 5         | 623           | 20           | 6            | 3,950          |  |
| 35                              | 1,694                  | 811           | 5          | 2            | 180          | 303           | 21        | 1,161         | 18           | 75           | 4,270          |  |
| <b>Correct When Made Codes</b>  |                        |               |            |              |              |               |           |               |              |              |                |  |
| 50                              | 646                    | 328           | 1          | 0            | 30           | 1,124         | 8         | 184           | 22           | 14           | 2,357          |  |
| 51                              | 164                    | 133           | 2          | 0            | 29           | 79            | 0         | 169           | 13           | 11           | 600            |  |
| <b>Settlement Code</b>          |                        |               |            |              |              |               |           |               |              |              |                |  |
| 60                              | 40,767                 | 20,957        | 1          | 0            | 2            | 30            | 0         | 4,680         | 47           | 0            | 66,484         |  |
| 61                              | 5                      | 0             | 0          | 0            | 0            | 0             | 0         | 10            | 0            | 0            | 15             |  |
| <b>TOTAL</b>                    | <b>69,989</b>          | <b>35,441</b> | <b>193</b> | <b>1,311</b> | <b>5,842</b> | <b>17,206</b> | <b>91</b> | <b>32,995</b> | <b>1,539</b> | <b>1,384</b> | <b>165,991</b> |  |
| <b>Sub Totals:</b>              |                        |               |            |              |              |               |           |               |              |              |                |  |
| Reversals (Codes 1-7)           | 4,496                  | 2,442         | 15         | 80           | 357          | 6,258         | 35        | 3,120         | 188          | 81           | 17,072         |  |
| Affirmances (Code 10)           | 4,208                  | 2,502         | 132        | 1,048        | 2,570        | 4,867         | 13        | 3,691         | 371          | 948          | 20,350         |  |
| Remands (Codes 41-47)           | 6,552                  | 2,576         | 13         | 9            | 1,030        | 154           | 1         | 13,901        | 197          | 50           | 24,483         |  |
| Withdrawals (Codes 20-26)       | 8,302                  | 4,224         | 19         | 167          | 1,322        | 3,778         | 8         | 4,907         | 582          | 162          | 23,471         |  |
| Others (Codes 30-35)            | 4,849                  | 2,279         | 10         | 7            | 502          | 916           | 26        | 2,333         | 119          | 118          | 11,159         |  |
| Correct When Made (Codes 50-51) | 810                    | 461           | 3          | 0            | 59           | 1,203         | 8         | 353           | 35           | 25           | 2,957          |  |
| Settlement (Code 60)            | 40,772                 | 20,957        | 1          | 0            | 2            | 30            | 0         | 4,690         | 47           | 0            | 66,499         |  |

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| Outcome Reason Code             | Category of Assistance |                |                |                |                |                |                |               |                |                | TOTAL         |
|---------------------------------|------------------------|----------------|----------------|----------------|----------------|----------------|----------------|---------------|----------------|----------------|---------------|
|                                 | FA                     | SNA            | HEAP           | ADH            | EA             | MA             | FHP            | SNAP          | SERV           | SSP            |               |
| <b>Reversal Codes</b>           |                        |                |                |                |                |                |                |               |                |                |               |
| 01                              | 0.32%                  | 0.52%          | 0.00%          | 0.00%          | 0.14%          | 2.93%          | 1.10%          | 0.55%         | 1.95%          | 0.00%          | 0.69%         |
| 02                              | 0.33%                  | 0.36%          | 1.55%          | 0.08%          | 0.75%          | 4.10%          | 2.20%          | 1.07%         | 0.58%          | 0.29%          | 0.89%         |
| 03                              | 2.29%                  | 2.67%          | 0.52%          | 2.06%          | 1.54%          | 5.20%          | 4.40%          | 3.43%         | 2.34%          | 2.02%          | 2.87%         |
| 04                              | 0.39%                  | 0.33%          | 0.00%          | 0.46%          | 0.72%          | 1.72%          | 0.00%          | 0.36%         | 0.39%          | 0.14%          | 0.52%         |
| 05                              | 0.71%                  | 0.97%          | 0.00%          | 0.00%          | 0.07%          | 3.44%          | 1.10%          | 1.17%         | 1.04%          | 0.07%          | 1.11%         |
| 06                              | 2.35%                  | 1.98%          | 5.70%          | 3.51%          | 2.86%          | 18.95%         | 29.67%         | 2.81%         | 5.91%          | 3.32%          | 4.17%         |
| 07                              | 0.02%                  | 0.05%          | 0.00%          | 0.00%          | 0.03%          | 0.03%          | 0.00%          | 0.06%         | 0.00%          | 0.00%          | 0.04%         |
| <b>Affirmance Code</b>          |                        |                |                |                |                |                |                |               |                |                |               |
| 10                              | 6.01%                  | 7.06%          | 68.39%         | 79.94%         | 43.99%         | 28.29%         | 14.29%         | 11.19%        | 24.11%         | 68.50%         | 12.26%        |
| <b>Remand Codes</b>             |                        |                |                |                |                |                |                |               |                |                |               |
| 41                              | 0.05%                  | 0.09%          | 0.00%          | 0.00%          | 0.07%          | 0.01%          | 0.00%          | 0.10%         | 0.00%          | 0.00%          | 0.06%         |
| 42                              | 0.42%                  | 0.31%          | 1.55%          | 0.00%          | 1.63%          | 0.15%          | 0.00%          | 1.75%         | 0.39%          | 0.22%          | 0.67%         |
| 43                              | 3.73%                  | 2.83%          | 0.00%          | 0.53%          | 4.35%          | 0.19%          | 0.00%          | 17.71%        | 2.14%          | 0.58%          | 5.90%         |
| 44                              | 0.73%                  | 0.64%          | 3.11%          | 0.00%          | 6.32%          | 0.04%          | 1.10%          | 1.93%         | 0.13%          | 0.14%          | 1.06%         |
| 45                              | 1.58%                  | 1.23%          | 0.00%          | 0.00%          | 0.89%          | 0.12%          | 0.00%          | 5.63%         | 0.13%          | 0.00%          | 2.09%         |
| 46                              | 2.82%                  | 2.13%          | 2.07%          | 0.15%          | 4.30%          | 0.40%          | 0.00%          | 14.77%        | 10.01%         | 2.38%          | 4.89%         |
| 47                              | 0.03%                  | 0.03%          | 0.00%          | 0.00%          | 0.09%          | 0.00%          | 0.00%          | 0.24%         | 0.00%          | 0.29%          | 0.07%         |
| <b>Withdrawal Codes</b>         |                        |                |                |                |                |                |                |               |                |                |               |
| 20                              | 2.09%                  | 1.99%          | 0.52%          | 3.43%          | 6.28%          | 2.21%          | 2.20%          | 2.44%         | 10.79%         | 0.22%          | 2.37%         |
| 22                              | 1.60%                  | 1.39%          | 3.11%          | 1.60%          | 3.49%          | 2.47%          | 1.10%          | 2.32%         | 0.97%          | 0.58%          | 1.84%         |
| 24                              | 0.00%                  | 0.00%          | 0.00%          | 0.00%          | 0.00%          | 0.00%          | 0.00%          | 0.00%         | 0.00%          | 0.00%          | 0.00%         |
| 25                              | 8.17%                  | 8.54%          | 6.22%          | 7.70%          | 12.86%         | 0.00%          | 0.00%          | 0.01%         | 0.00%          | 0.00%          | 0.00%         |
| 26                              | 0.00%                  | 0.00%          | 0.00%          | 0.00%          | 0.00%          | 17.28%         | 5.49%          | 10.10%        | 26.06%         | 10.91%         | 9.92%         |
| <b>Other Codes</b>              |                        |                |                |                |                |                |                |               |                |                |               |
| 30                              | 0.02%                  | 0.07%          | 0.00%          | 0.00%          | 0.03%          | 0.04%          | 0.00%          | 0.01%         | 0.32%          | 0.00%          | 0.04%         |
| 31                              | 0.89%                  | 0.95%          | 1.55%          | 0.31%          | 1.90%          | 1.90%          | 0.00%          | 1.28%         | 2.60%          | 2.53%          | 1.15%         |
| 32                              | 0.09%                  | 0.16%          | 1.04%          | 0.00%          | 0.92%          | 0.09%          | 0.00%          | 0.08%         | 0.91%          | 0.00%          | 0.14%         |
| 33                              | 0.33%                  | 0.41%          | 0.00%          | 0.08%          | 1.63%          | 0.85%          | 0.00%          | 0.29%         | 1.43%          | 0.14%          | 0.45%         |
| 34                              | 3.16%                  | 2.55%          | 0.00%          | 0.00%          | 1.03%          | 0.68%          | 5.49%          | 1.89%         | 1.30%          | 0.43%          | 2.38%         |
| 35                              | 2.42%                  | 2.29%          | 2.59%          | 0.15%          | 3.08%          | 1.76%          | 23.08%         | 3.52%         | 1.17%          | 5.42%          | 2.57%         |
| <b>Correct When Made Codes</b>  |                        |                |                |                |                |                |                |               |                |                |               |
| 50                              | 0.92%                  | 0.93%          | 0.52%          | 0.00%          | 0.51%          | 6.53%          | 8.79%          | 0.56%         | 1.43%          | 1.01%          | 1.42%         |
| 51                              | 0.23%                  | 0.38%          | 1.04%          | 0.00%          | 0.50%          | 0.46%          | 0.00%          | 0.51%         | 0.84%          | 0.79%          | 0.36%         |
| <b>Settlement Code</b>          |                        |                |                |                |                |                |                |               |                |                |               |
| 60                              | 58.25%                 | 59.13%         | 0.52%          | 0.00%          | 0.03%          | 0.17%          | 0.00%          | 14.18%        | 3.05%          | 0.00%          | 40.05%        |
| 61                              | 0.01%                  | 0.00%          | 0.00%          | 0.00%          | 0.00%          | 0.00%          | 0.00%          | 0.03%         | 0.00%          | 0.00%          | 0.01%         |
| <b>TOTAL</b>                    | <b>99.99%</b>          | <b>100.00%</b> | <b>100.00%</b> | <b>100.00%</b> | <b>100.00%</b> | <b>100.00%</b> | <b>100.00%</b> | <b>99.97%</b> | <b>100.00%</b> | <b>100.00%</b> | <b>99.99%</b> |
| <b>Sub Totals:</b>              |                        |                |                |                |                |                |                |               |                |                |               |
| Reversals (Codes 1-7)           | 6.42%                  | 6.89%          | 7.77%          | 6.10%          | 6.11%          | 36.37%         | 38.46%         | 9.46%         | 12.22%         | 5.85%          | 10.28%        |
| Affirmances (Code 10)           | 6.01%                  | 7.06%          | 68.39%         | 79.94%         | 43.99%         | 28.29%         | 14.29%         | 11.19%        | 24.11%         | 68.50%         | 12.26%        |
| Remands (Codes 41-47)           | 9.36%                  | 7.27%          | 6.74%          | 0.69%          | 17.63%         | 0.90%          | 1.10%          | 42.13%        | 12.80%         | 3.61%          | 14.75%        |
| Withdrawals (Codes 20-26)       | 11.86%                 | 11.92%         | 9.84%          | 12.74%         | 22.63%         | 21.96%         | 8.79%          | 14.87%        | 37.82%         | 11.71%         | 14.14%        |
| Others (Cods 30-35)             | 6.93%                  | 6.43%          | 5.18%          | 0.53%          | 8.59%          | 5.32%          | 28.57%         | 7.07%         | 7.73%          | 8.53%          | 6.72%         |
| Correct When Made (Codes 50-51) | 1.16%                  | 1.30%          | 1.55%          | 0.00%          | 1.01%          | 6.99%          | 8.79%          | 1.07%         | 2.27%          | 1.81%          | 1.78%         |
| Settlement (Code 60)            | 58.25%                 | 59.13%         | 0.52%          | 0.00%          | 0.03%          | 0.17%          | 0.00%          | 14.18%        | 3.05%          | 0.00%          | 40.05%        |

### Report of Fair Hearing Decisions by Outcome Reason for the Year 2016

| Category of Assistance Code | Explanation of Codes  |
|-----------------------------|---|
| FA                          | Family Assistance   |
| SNA                         | Safety Net Assistance   |
| HEAP                        | Home Energy Assistance Program  |
| ADH                         | Administrative Disqualification Hearings  |
| EA                          | Emergency Assistance [includes Emergency Assistance to Families (EAF), Emergency Assistance for |
| MA                          | Medical Assistance (Medicaid)   |
| FHP                         | Family Health Plus  |
| SNAP                        | Supplemental Nutrition Assistance Program (SNAP) [previously known as Food Stamps]              |
| SERV                        | Social Services funded through the New York State Department of Family Assistance               |
| SSP                         | State Supplement Program  |

**Report of Fair Hearing Decisions by Outcome Reason for the Year 2016**

| <b>Outcome Reason Code</b>     | <b>Explanation of Codes</b>  |
|--------------------------------|--|
| <u>Reversal Codes</u>          |  |
| 01                             | Agency Notice Defective  |
| 02                             | Agency Verification and/or Eligibility Determination Procedure Defective   |
| 03                             | Agency Hearing Presentation Defective (insufficient documents, testimony etc., but all or part of case record was present)   |
| 04                             | Agency Either Misapplied Law, Regulation or Policy or There Was No Authority for Their Action  |
| 05                             | Agency Failed to Produce Appellant's Case Record   |
| 06                             | Factual Issues Found in Favor of Appellant   |
| 07                             | Agency Failed to Send Requested Documents to Appellant   |
| <u>Affirmance Code</u>         |  |
| 10                             | Agency Action Affirmed   |
| <u>Remand Codes</u>            |  |
| 41                             | Agency Notice Defective  |
| 42                             | Agency Verification and/or Eligibility Determination Procedure Defective   |
| 43                             | Agency Hearing Presentation Defective (insufficient documents, testimony etc., but all or part of case record was present)   |
| 44                             | Agency Either Misapplied Law, Regulation or Policy or There Was No Authority for Their Action  |
| 45                             | Agency Failed to Produce Appellant's Case Record   |
| 46                             | Factual Issues Found in Favor of Appellant   |
| 47                             | Agency Failed to Send Requested Documents to Appellant   |
| <u>Withdrawal Codes</u>        |  |
| 20                             | Agency Is Not Prepared to Proceed and/or Does Not Have Appellant's Case Record   |
| 21                             | Agency Re-Evaluated Its Position and/or Settled the Issue with the Appellant (Code Discontinued Effective 8/11/14)   |
| 22                             | Appellant Submitted Information/Verification/Documentation Following Agency Determination But Before or At Fair Hearing, Accepted by Agency                                      |
| 23                             | Agency Failure to Send Requested Documents to Appellant (Code Discontinued Effective 8/11/14)  |
| 24                             | Agency Resolved Issue to Client's Satisfaction (Code Discontinued Effective 8/11/14)   |
| 25                             | Agency Stipulated to Settle a Non-Notice of Intent Based Issue (Code Discontinued Effective 8/11/14)   |
| 26                             | Agency Re-Evaluated Position Prior to Hearing (Including Stipulation of Settlement Process (Effective 8/11/14)   |
| 29                             | Agency Re-Evaluated Position Prior to Scheduling of Hearing (Code Discontinued Effective 8/11/14)  |
| <u>Other Codes</u>             |  |
| 30                             | Appellant Has No Standing to Request a Hearing   |
| 31                             | Commissioner Has No Jurisdiction to Hear Issues (Either Subject Matter or 60 Day Statute of Limitations)   |
| 32                             | Commissioner Has No Authority to Grant Relief Requested (Payment on Closed Case, Determination of Validity of Agency Lien, etc.)   |
| 33                             | Improper Request by Appellant for Fair Hearing (Request for Hearing Premature - No Agency Action Yet Taken, Previous Hearing Decision on Same Issue, No Change in Circumstances) |
| 34                             | Client Withdrew on Issue at Hearing  |
| 35                             | Issue Is Moot  |
| <u>Correct When Made Codes</u> |  |
| 50                             | Agency Action Was Correct When Taken   |
| 51                             | Agency Action Was Correct When Taken – Remand.   |
| <u>Settlement</u>              |  |
| 60                             | Agency Settled Issue Prior to Scheduling of Hearing  |
| 61                             | Agency and Appellant Settled Issue Between Scheduling & Hearing Date Settled in Lieu of Fair Hearing   |