Office of Administrative Hearings (OAH) Procedures Transmittal			Transmittal Number:	08-04
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ALB OAH Staff 🔀	UPS ALJs X	Upstate LDSS X	Subject:	
	SUP ALJs 🔀		Reissued Document Imaging Instructions for Local Agencies	
NYC OAH Staff 🔀	NYC ALJs X	NYC Agencies X		
	SUP ALJs X			

Since 1999, staff in the Office of Administrative Hearings Administrative Support Unit has been utilizing the Panagon document imaging system for on-line storage and retrieval of all documents entered into evidence at administrative hearings. Use of the Panagon document imaging system has replaced the need to physically store vast numbers of paper files while making the documents readily accessible on-line.

As the success of OAH's document storage and retrieval is based on image quality, we have established certain criteria that are essential to achieving good quality images. These guidelines were modified in OAH Transmittal 07-01 issued on January 22, 2007. This transmittal updates and supersedes OAH 07-01 and is being reissued as certain requirements continue to be problematic in the submission of documents. Also, the requirement that evidence packets should be appropriately numbered prior to submission was not previously stated (see additions in bold below).

To the extent possible, please ensure that new documents inserted in the file are staple free. Also, pages should be clearly numbered as, e.g. "1 of 10," "2 of 10, etc.

This will greatly assist staff assigned to the document imaging task. Also, colored paper creates imaging problems and should be avoided.

We have identified a number of problems associated with poor imaging quality based on variations in sizes, colors, or types of paper. As a result, we had requested that districts continue producing notices and any attachments on white paper. In order to assure clear copies and to enable us to expedite the imaging process, it remains helpful if all social services districts and other entities submitting evidence at hearings, to the extent possible, would avoid the following:

Colored documents Legal-size documents Faxed documents Onion-skin documents Documents containing "Post-Its" Illegible documents Stapled documents **Evidence Packets/Summaries with unnumbered pages** When submitting evidentiary packets for inclusion in the fair hearing file, please avoid the above-mentioned types of documents, submitting photocopies on single-sided 8 1/2" x 11" paper when possible, utilizing paper clips if it is necessary to group documents, or by using no fastener whatsoever--with particular attention to avoiding staples.

The responsibility for document imaging is being coordinated by Vicki Buchanan under the direction of Audrey Maurer. If you have any questions as to the impact of document imaging on your office's operations, you may contact Ms. Buchanan at (518) 473-8920 or Ms. Maurer at (518) 474-3265 or via email addresses: <u>Vicki.Buchanan@otda.state.ny.us</u> or <u>Audrey Maurer@otda.state.ny.us</u>.

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