



NEW YORK STATE  
OFFICE OF TEMPORARY AND DISABILITY ASSISTANCE  
40 NORTH PEARL STREET  
ALBANY, NEW YORK 12243-0001

George E. Pataki  
Governor

Robert Doar  
Acting Commissioner

March 2, 2004

Greater Upstate Law Project, Inc.  
119 Washington Avenue  
Albany, NY 12210

Dear Advocate:

As part of a continuing effort to improve access, effective March 15, 2004 the Office of Administrative Hearings will establish a statewide toll-free number for clients and representatives to use when requesting a hearing or calling for other hearing related purposes. The currently used remote call forward phone lines in Buffalo (716-852-4868), Rochester (716-266-4868), Syracuse (315-428-4868), Hempstead (516-739-4868), and New York City (212-417-6550) and the Albany local lines (518-474-8781, 474-5603, 474-5604) will be eliminated.

**The new statewide toll-free request number is 800-342-3334.**

All notices containing right to a hearing information will be updated accordingly. Call intercepts directing callers to call the toll-free number will be placed on the above-referenced call forward lines for a minimum of three months to allow time for the necessary adjustments to client notices. In addition, please advise all appropriate staff of the change to insure that clients are afforded accurate information when being referred to the fair hearing process.

Notices will also be updated to include the following website address for requesting a hearing.

**<http://www.otda.state.ny.us/oah/forms.asp>**

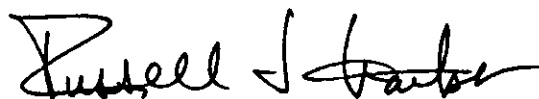
A statewide toll free number for use by clients and representatives to request an adjournment of a scheduled fair hearing has also been established (877-209-1134). This number will be printed on the OAH-457 scheduling notice and will also be effective March 15, 2004.

There is no change to the fax request line, the NYC walk-in addresses or the mailing address to request a hearing.

A NYC Emergency toll-free request line is also being established to replace 212-417-3614. All appropriate parties will be notified in the near future of the implementation date and number so that all notices currently indicating the NYC Emergency request line of 212-417-3614 can be updated accordingly. This number remains restricted to homeless shelter issues and denials of emergency assistance.

If you have any questions with regard to implementation of the new telephone numbers, please contact Mark Lacivita at 518-473-7051 or Louise Finkell at 518-473-4969 for assistance.

Sincerely,

A handwritten signature in black ink, appearing to read "Russell J. Hanks". The signature is written in a cursive style with a large initial "R".

Russell J. Hanks  
Deputy General Counsel  
Office of Administrative Hearings

RJH:LF:dh