

**New York State  
Office of Temporary and  
Disability Assistance**

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**Annual Report**



**2013**

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## OTDA Mission/Purpose

### *Mission*

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- To enhance the economic security of low-income working families
- To assist work-capable public assistance recipients in achieving entry into the workforce
- To assist individuals with priority needs other than work-readiness in accessing appropriate benefits and services
- To enhance child well-being and reduce child poverty

### *Purpose*

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To oversee a range of the State's most important programs for its low-income residents, with a focus on employment wherever possible, and to provide leadership, guidance and support to local departments of social services in the administration of those programs.

OTDA is measured by the extent to which it:

- assists recipients and potential recipients of public assistance in entering employment;
- promotes access to economic supports for low-income working New Yorkers;
- connects individuals with special needs to appropriate services; and
- helps to reduce child poverty.

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## Initiatives

### *Removing Barriers to Nutrition Assistance*

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At the Governor's direction, OTDA eliminated the finger-imaging requirement for all Supplemental Nutrition Assistance Program (SNAP) applicants and recipients, effective November 2012, helping to simplify the application process. The elimination of finger imaging removed a major barrier to combatting hunger among New York's older adults and working families.

New York State has remained in compliance with the federal requirement to prevent duplication of SNAP benefits through a combination of previously existing statewide computer matches and an enhanced statewide clearance function that allows all 58 local departments of social services to check for duplicate participation in real time.

### *Expanded SNAP Outreach*

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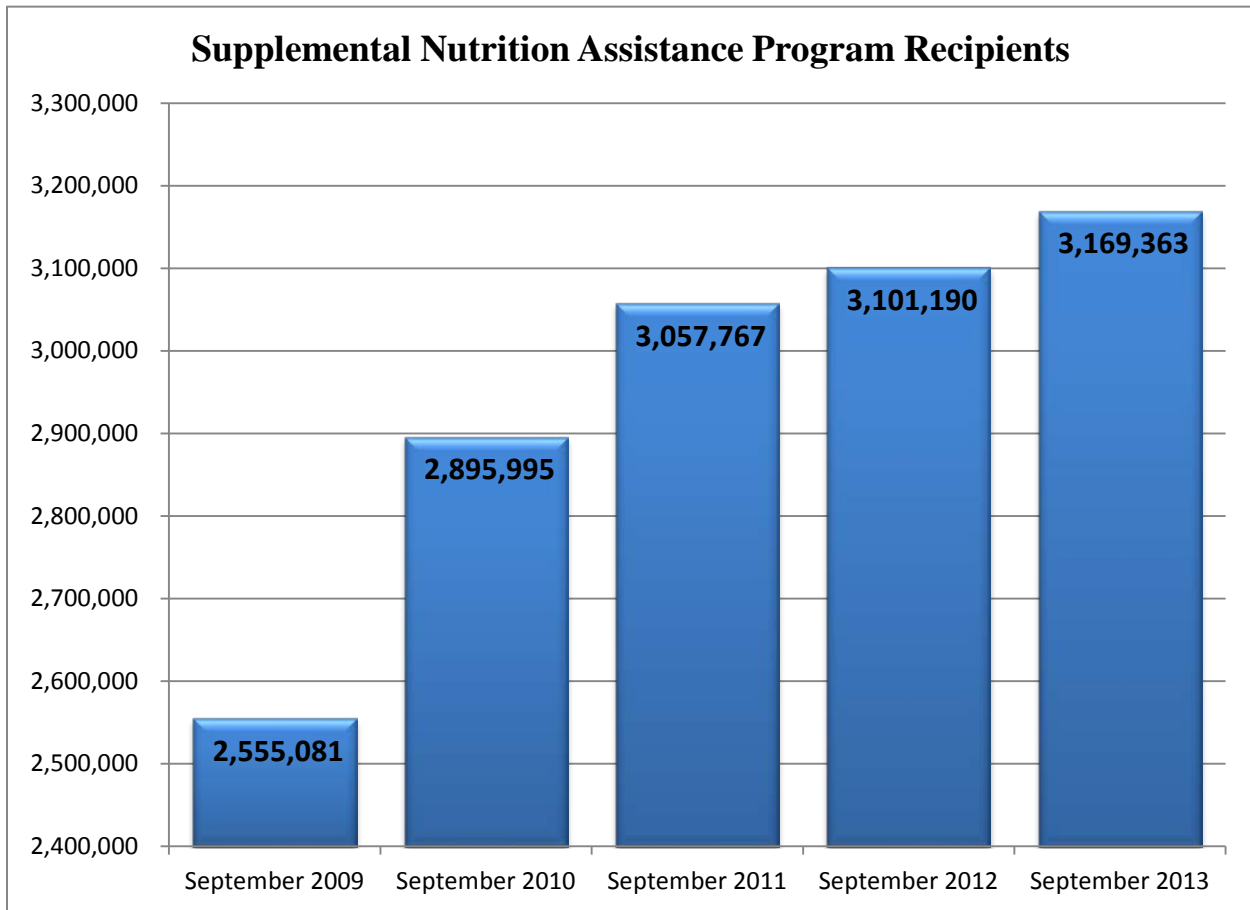
Addressing the issue of food insecurity is a priority of the Governor. Increasing participation in SNAP and other federal nutrition programs, such as the Special Supplemental Nutrition Program for Women, Infants and Children (WIC), school meals, and the Farmers' Market Nutrition programs, helps households in need while bringing millions in additional federal dollars into New York State's economy.

OTDA launched a SNAP awareness campaign in the second half of 2012 that included collaboration with a consortium of grocery stores, community partners and other State agencies, as well as direct outreach. An expanded campaign was underway in the fall of 2013.

In addition to encouraging potentially eligible New Yorkers to apply for SNAP, the campaign focused on maximizing the use of OTDA's online SNAP application, reducing stigma associated with receiving benefits, and encouraging the purchase of healthy, nutritious foods.

Also in the past year, OTDA provided an increase of \$1 million for additional nutrition outreach in areas where a significant percentage or number of those potentially eligible for food assistance programs are not participating. This additional funding was provided by OTDA to its Nutrition Outreach and Education Program contractor, Hunger Solutions New York, to support an expansion of existing efforts in Brooklyn and Queens in New York City, as well as in Nassau, Westchester, Erie and Monroe counties. The additional funding also allowed new outreach efforts to be launched in the following 16 upstate counties: Allegany, Cayuga, Chautauqua,

Clinton, Fulton, Genesee, Ontario, Oswego, Otsego, Putnam, Rensselaer, Seneca, St. Lawrence, Sullivan, Ulster, and Washington.



### *Centralized SNAP Processing*

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In recognition of the continuing challenges faced by local social services districts, OTDA has been studying the effectiveness of centralizing certain case management processes. In January 2013, OTDA launched the SNAP Processing Center pilot project, testing the feasibility of centralizing the recertification of non-Temporary Assistance SNAP cases.

This project was launched in Schoharie County and later expanded to include Greene, Dutchess and Albany counties. The pilot project is being evaluated for its effectiveness in improving recertification rates and reducing local social services district SNAP case workload.

### *myBenefits Enhancements*

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The myBenefits web portal, at [myBenefits.ny.gov](http://myBenefits.ny.gov), has become an important pre-screening tool to help low-income New Yorkers determine their potential eligibility for an array of public benefit programs and economic supports for low-income working families. These programs include SNAP, temporary assistance, the Home Energy Assistance Program (HEAP) and the Earned Income Tax Credit (EITC), among others.

In addition to the pre-screening capabilities, households statewide can file an online SNAP application through myBenefits. Since May 2008, nearly 490,000 SNAP applications have been submitted electronically through myBenefits.

SNAP applicants and recipients outside New York City can also use myBenefits to renew benefits, report changes in household circumstances and submit documents electronically, helping to streamline the process of verifying their eligibility for assistance.

During the past year, the myBenefits site became accessible in seven languages in addition to English.

For the 2013-14 HEAP season, OTDA has introduced an online application available on myBenefits for residents living outside New York City.

### *SSI State Supplement Program Takeover*

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OTDA continues to make progress on the takeover of administration of the Supplemental Security Income (SSI) State Supplement Program (SSP) from the U.S. Social Security Administration. The SSI Program is currently administered by Social Security, and provides cash assistance to needy elderly, blind or disabled persons. New York State provides additional support to SSI recipients through a State supplemental payment, and since 1974 has contracted with the federal government to administer the SSI State Supplement Program on its behalf.

New York State will pay the federal government an administrative fee of \$11.32 for each SSP payment made in the current federal fiscal year. By administering this program directly, New York State is projected to save more than \$90 million per year when the takeover is implemented.

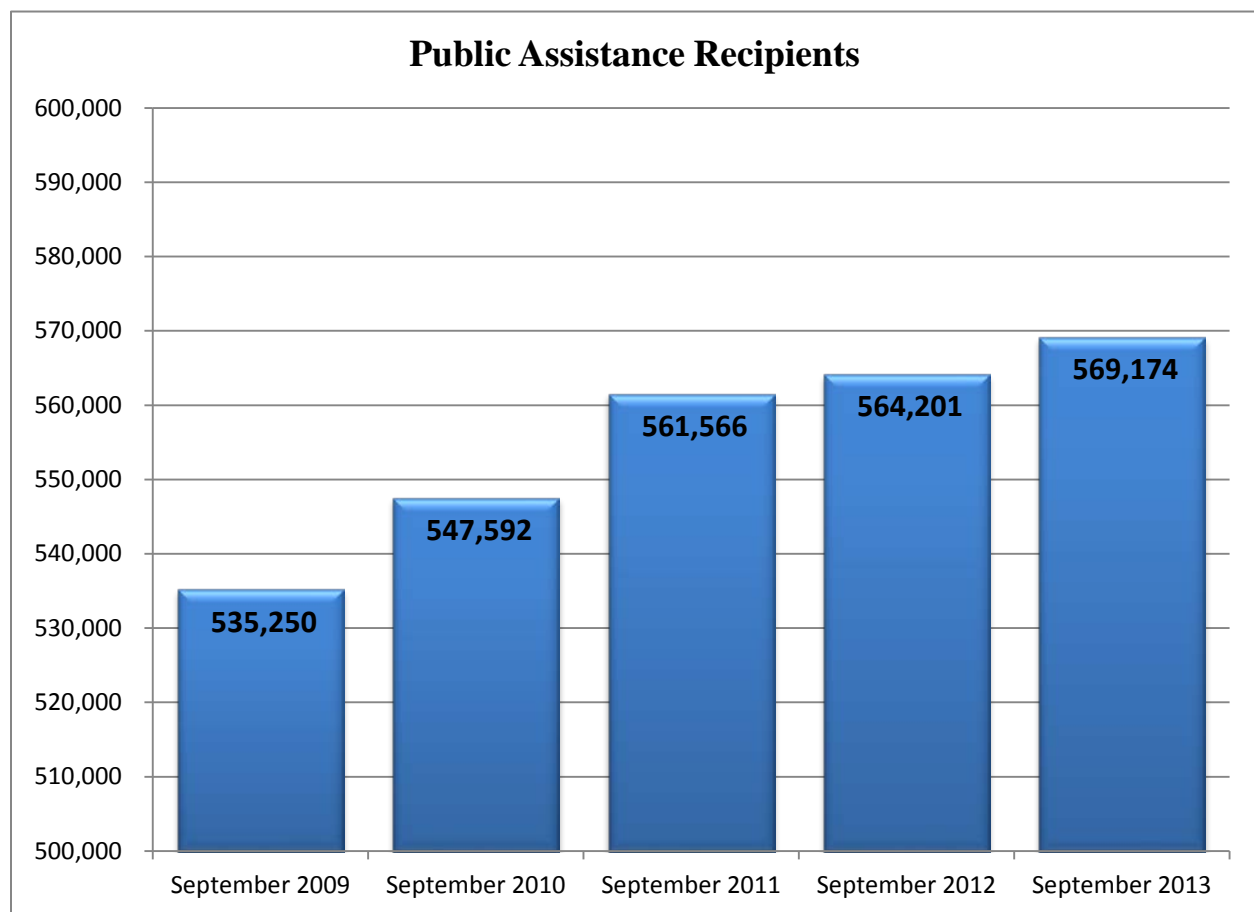
Working together with staff from the New York State Office of Information Technology Services, OTDA will be ready on October 1, 2014, to administer the SSP and process monthly benefits for nearly 692,000 recipients.

### *Strengthening the Safety Net*

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To provide greater support to low-income families and individuals during the national economic downturn, the Temporary Assistance basic allowance was increased 5 percent in October 2012. This follows several increases to the regular portion of the Temporary Assistance basic allowance since 2009, resulting in a cumulative increase of 41 percent.

This increase strengthens the safety net for New York's most vulnerable residents, including tens of thousands of children, who are facing unprecedented economic pressures.



### *Disaster Relief*

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OTDA played a prominent role in ensuring that low-income families impacted by recent storms and severe flooding received the assistance they needed to help purchase food.

The provision of SNAP benefits became especially important during the relief efforts in the wake of Superstorm Sandy. OTDA partnered with the U.S. Department of Agriculture (USDA) to provide an unprecedented amount of food assistance and to ease administrative requirements for New Yorkers in the downstate region and New York City neighborhoods that were devastated by the storm.

OTDA secured waivers that allowed SNAP benefits to be used to purchase hot and prepared foods, to extend certification periods for SNAP and temporary assistance cases in declared disaster areas, and to provide replacement SNAP benefits for food lost as a result of the superstorm.

OTDA also assisted with disaster relief in response to the severe flooding in parts of the state this past summer. Again, OTDA partnered with USDA to ease administrative requirements, due to the extraordinary circumstances created by the flooding in certain areas, extending the time SNAP households had to apply for replacement benefits for food lost as a result of flood damage.

### *Income Tax Assistance*

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OTDA hosted a Volunteer Income Tax Assistance (VITA) site at its main office in downtown Albany helping income-eligible individuals prepare and file their income tax returns at no charge.

OTDA staff prepared more than 1,000 returns for families and individuals, saving the clients hundreds of dollars in tax preparation fees. Total refunds for those assisted exceeded \$2 million, including more than \$1 million from the federal and State Earned Income Tax Credits. The Earned Income Tax Credits serve as critical work incentives and are vital to helping low-income households meet their basic needs.



## Program Updates

### *Enhancing Child Well-Being*

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The child support enforcement program remains a key component of OTDA's commitment to enhancing child well-being.

OTDA's Division of Child Support Enforcement helps to strengthen families and reduce public assistance spending by recognizing the responsibility for supporting children resides with both parents. The state-supervised program helps parents in obtaining financial and medical support through location of noncustodial parents, establishing paternity, establishing and reviewing support obligations, and enforcing child support orders.

For custodial parents receiving public assistance, receiving child support provides a step toward self-sufficiency. For custodial parents not receiving public assistance, receiving child support can help avoid future dependence on public assistance.

OTDA's child support program also oversees the access and visitation grant initiative, which is designed to improve parenting skills and increase noncustodial parenting time. The seven supervised visitation programs strive to increase parents' capacity to fulfill the financial and emotional needs of their children through a combination of mediation, counseling, education, development of parenting plans and supervised visitation. Since the program's inception, 17,727 children have been served.

Child supports collections during the 2013 Federal Fiscal Year remained relatively flat, compared with the previous year. OTDA collected more than \$1.8 billion on behalf of more than 760,000 families this past year.

Of the \$1.8 billion collected, 34 percent went to more than 325,000 families who formerly received public assistance, helping them to maintain economic security. During the same time period, 66 percent of all current child support due was distributed and 57 percent of cases with past-due child support received a payment. Also, OTDA achieved a paternity establishment percentage of 88 percent and a child support order establishment rate of 81 percent.

OTDA continues to identify opportunities to increase efficiencies in the child support program. Families receiving child support services can check child support payments online through OTDA's website. Through modernization efforts, the program currently receives approximately 57 percent of child support payments through electronic means, and has leveraged technology to streamline paper notices.

## Home Energy Assistance

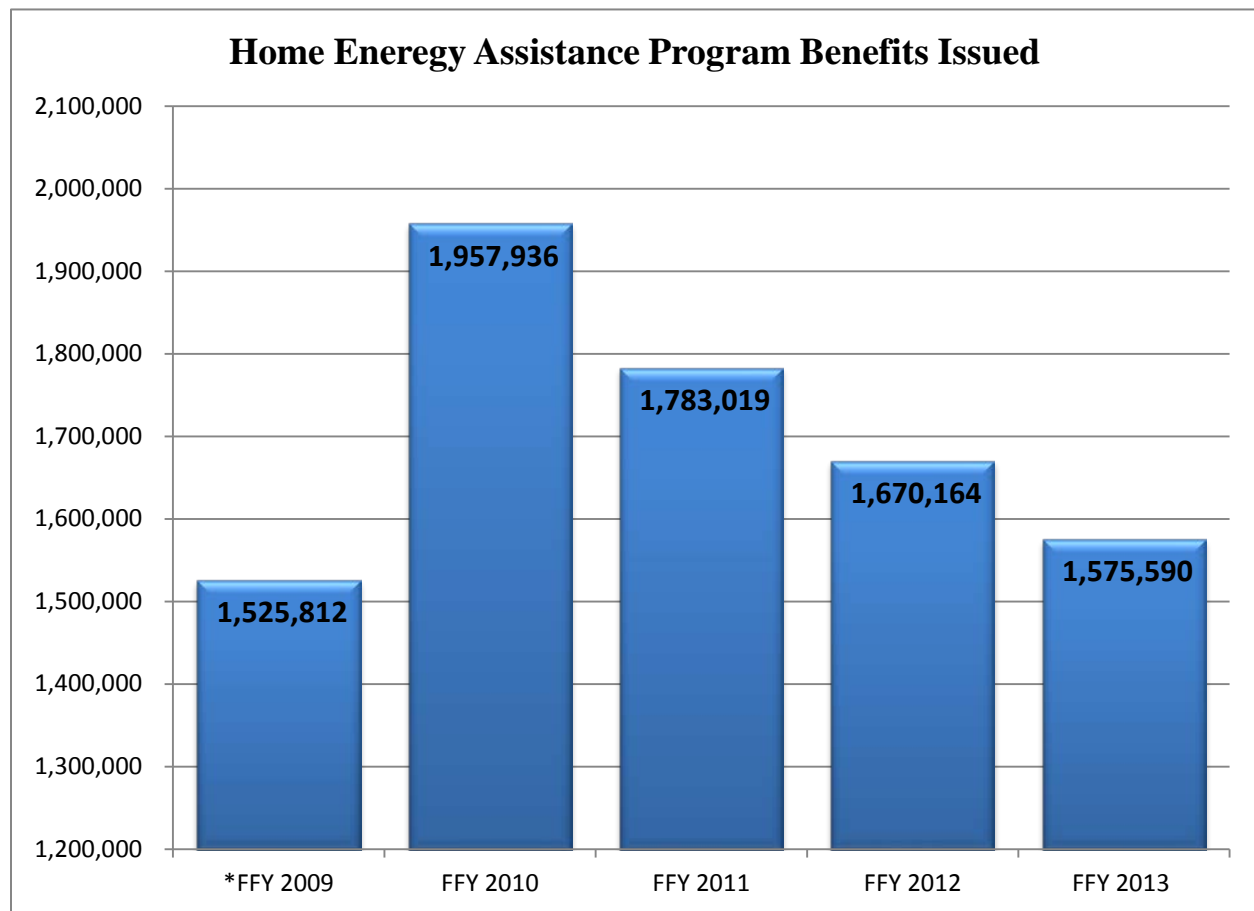
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The Home Energy Assistance Program (HEAP) is a federally-funded program that issues heating benefits to supplement a household's annual energy cost. HEAP also offers an emergency benefit for households in a heat, or heat-related energy, emergency.

Last winter, more than 1.4 million households received a regular HEAP benefit and approximately 110,000 households received an emergency HEAP benefit.

During the 2013-14 HEAP season, for the first time, anyone living outside of New York City who is seeking a regular HEAP benefit may submit an application online at [myBenefits.ny.gov](http://myBenefits.ny.gov).

In the summer of 2013, OTDA used \$3 million in HEAP funding to provide air conditioning units to eligible households statewide. Recipients of this assistance had to meet income guidelines and have at least one member of the household that suffers from a documented medical condition which is exacerbated by heat.



### *Summer Youth Employment*

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New York State's Summer Youth Employment Program put more than 17,500 teens to work this past summer.

OTDA provided \$25 million in funding to all 57 counties and New York City to help bring youth into the workforce, and help them acquire skills that can improve their schoolwork and propel them to greater educational and career achievements.

The Summer Youth Employment Program serves young people ages 14 to 20, whose families are recipients of public assistance, or have a family income below 200 percent of the federal poverty level, or \$39,060 for a family of three. Funding can be used to subsidize wages, to support education and training activities, and to provide counseling and employment-related services, such as transportation to and from work or training.

### *Employment Services*

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A primary objective of OTDA and local social services districts is to help able-bodied applicants and recipients of temporary assistance obtain employment. Employment reduces the need to provide publicly-funded support for households, and is the most certain strategy to enable individuals and families to escape poverty and become financially secure. Those who work are encouraged to receive any work support benefits they may be eligible for, including earned income tax credits that can substantially increase a family's financial resources.

In addition to supporting employment services provided by local social services districts, OTDA Jobs Program staff provides direct job placement assistance to help those seeking or receiving public assistance obtain work. Currently, OTDA has 45 staff providing job placement services throughout the State.

From July 2012 through June 2013, an average of 44,097 public assistance families a month were engaged in work or work-readiness activities. During this same time period, social services districts achieved 112,423 job placements for those applying for, or receiving, temporary assistance.

### *Supportive Housing*

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OTDA's Bureau of Housing awarded \$27.2 million for 16 new projects in the past year through the Homeless Housing and Assistance Program (HHAP). This funding will help create 572 units of housing for homeless individuals and families throughout New York State.

Of the \$27.2 million, \$5.2 million was allocated by the Governor's Medicaid Redesign Team (MRT), which has recognized the role supportive housing can play in helping to rein in Medicaid costs while more effectively managing the chronic conditions of 4,000 high-need New Yorkers. Providing stable housing along with supportive services has been shown to be one of the most important factors in continued long-term recovery, sobriety, and a more positive prognosis for this high-need population.

In addition, the New York State Supportive Housing Program (NYSSHP) provides essential supportive services to ensure housing stability to tenants of permanent and transitional supportive housing programs. Over the past year, NYSSHP, which is funded with \$6 million in MRT funds and \$19.9 million in State funds, supported 16,610 units serving families, singles and young adults throughout New York State.

NYSSHP provides reimbursement to providers for the cost of services to assist their residents in achieving greater self-reliance and housing stability. The supports provided under this program include a range of services that are not funded by other State or local funding sources and include: employment and educational services; counseling; daily living skills assistance; case management; crisis intervention; social and informational services to foster independent living skills; and security staffing. NYSSHP residents have shown notable improvement in the following areas: overall stability/life skills (94 percent experienced improvement); physical health (57 percent); employment/income (56 percent); and mental health (42 percent).

The Solutions to End Homelessness Program (STEHP), funded at \$15.7 million, provides case management and assistance, including eviction prevention services, to households that are experiencing, or are at risk of, homelessness. In the past year, STEHP-funded programs have served more than 10,000 individuals through emergency shelters and drop-in centers, rapidly transitioned 2,500 individuals from homeless crisis to permanent housing, and preserved housing for nearly 21,000 individuals who were in unstable housing situations.

### *Shelter Services*

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OTDA's Bureau of Shelter Services inspected more than 239 shelters operated by local social services districts and not-for-profit organizations during 2013. Each night in New York State there are more than 60,000 homeless individuals who stay in emergency shelters. Nearly 80 percent of these homeless persons are staying in shelter with family members or intimate partners.

## *Disability Determinations*

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OTDA's Division of Disability Determinations (DDD) is responsible for making medical determinations on disability claims filed with the U.S. Social Security Administration under the Social Security Disability Insurance (SSDI) and/or Supplemental Security Income (SSI) programs. While there are different financial supports for the disability programs, the medical factors considered are the same. Both programs are administered by Social Security, and individuals who have a disability and meet medical criteria may qualify for benefits under either program. The entire disability program is 100 percent federally funded.

In 2013, DDD determined 219,359 cases, exceeding the clearance goal set by the federal government.

Using Social Security's Quick Disability Determination process, DDD also continued to lead the nation, processing cases in 5.5 days, twice as fast as the national average.

The division has implemented video conferencing for disability hearings, allowing hearing officers to reduce the pending hearings workload and increase decisions, while ensuring individuals receive their hearings as quickly as possible. This has also reduced staff travel time and cost.

DDD continues to work closely with the federal government to improve service and expand outreach to wounded veterans and their families by expediting disability claims for men and women serving in the U.S. military who become disabled while on active duty.

## *Human Trafficking*

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OTDA has played a prominent role in assisting victims of human trafficking since the Human Trafficking Law was enacted in November 2007.

Human trafficking victims often suffer physical and psychological abuse at the hands of their traffickers, resulting in health problems, mental illness, and addiction. Victims of human trafficking are eligible for services in New York State that can help them rebuild their lives.

There have been accomplishments in the areas of prosecution, services to victims and cross-agency policy efforts.

Since 2008, OTDA has assisted 272 victims who have received critical services such as emergency shelter, food and medical care.

Through education and technical assistance, OTDA has improved the capacity of law enforcement and the human services sector to identify and address human trafficking, training

more than 5,500 law enforcement agents and service providers. As co-chair of the Interagency Task Force on Human Trafficking, OTDA has worked to increase quality services for survivors of human trafficking and has implemented a statewide training for agency employees to help identify victims.

### *Aiding Refugees*

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OTDA's Bureau of Refugee and Immigrant Assistance is responsible for developing the State Plan for the Refugee and Entrant Assistance Program, including coordination between public and not-for-profit service providers. Moreover, the bureau is responsible for monitoring and evaluating the performance and effectiveness of refugee and entrant programs that have been allocated federal and State funding.

OTDA provides cash assistance, medical assistance, and support services to assist refugees and others in similar immigration statuses, such as asylees, entrants, certified trafficking victims and some family members, as well as Special Immigrant Visa holders from Afghanistan and Iraq, to achieve economic self-sufficiency as quickly as possible. The bureau is responsible for administering formula-driven direct service grants, as well as the Unaccompanied Refugee Minors Program, which is currently operated in two local social services districts, repatriation of U.S. citizens, in addition to funding health screening for new arrivals.

Helping refugees attain economic security has remained the highest priority. Program delivery, with an emphasis on occupational and linguistics skills, offers the most immediate access to self-sufficiency. Services include employment services, including orientation to the world of work, counseling on work-related topics, job development, job placement, and retention services.

In addition, OTDA is committed to securing federal discretionary grant funding to provide services which are an integrated part of our statewide service provision. The bureau has successfully implemented a program that assists schools with helping newly-arriving refugee children to transition to a formal education in the U.S., a transitional program for out-of-school youth ages 16 to 21, a program that links older refugees to mainstream senior services, and an immigration assistance program, which consists of improving access to accredited services to Cuban and Haitian entrants.

## Administrative Support

### *Program Integrity*

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OTDA is responsible for preventing and detecting fraud in New York's public assistance programs.

OTDA collects and processes data on applicants' and recipients' income, resources and residence, and compares it against caseload information, then disseminates the resulting matches to local social services district fraud investigators for action.

Additionally, OTDA issues policy and program guidance, presents extensive annual training programs for local district fraud investigators and conducts corrective action audits of local social services districts. OTDA also oversees local district fraud control activities, working extensively with local, state and federal partners to coordinate efforts to detect, prevent and prosecute fraudulent activities.

OTDA administers many programs to detect and prevent welfare fraud, including the Public Assistance Recipient Information System (PARIS) match used to identify clients receiving Temporary Assistance and/or Supplemental Nutrition Assistance Program (SNAP) benefits in multiple states. Multi-agency data matches are run with the New York State Department of Corrections and Community Supervision, the New York State Division of Criminal Justice Services, the New York State Department of Labor and the New York State Department of Taxation and Finance, and federal agencies such as the U.S. Social Security Administration and the U.S. Department of Agriculture (USDA) to verify client eligibility. OTDA also administers a statewide contract with the nation's largest employment verifier, to support verification of client employment information.

OTDA works with local social services districts on a wide range of additional programs to assist with detecting and prosecuting fraud. These include the Front End Detection system (FEDS), which utilizes indicators to identify applications requiring further review prior to approving and issuing benefits; Eligibility Verification Review and ad hoc data analysis projects for identifying active cases for investigation; the Fraud Referral webpage for collecting, processing and distributing citizen fraud and trafficking complaints to local investigators; and the State Law Enforcement Bureau, a cooperative SNAP retailer investigative process using OTDA, USDA and local law enforcement resources to detect and prosecute SNAP retailer trafficking.

### *Administrative Hearings*

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OTDA's Office of Administrative Hearings, also known as Fair Hearings, is responsible for providing prompt and impartial administrative hearings, and to issue timely and accurate hearing decisions which review local social services district and OTDA determinations regarding social services programs. The office also performs administrative hearings on behalf of other agencies and is required to process a very high volume of requests.



# Appendix

This appendix includes data on fair hearings covering the period from October 1, 2012, through September 30, 2013.

The tables include the total number of hearings requested and heard, as well as the number of issues requested and heard, for each local social services district. A hearing may review more than one issue.

Also included are hearing outcomes broken down by social services district and program. These tables reflect the number of issues that were affirmed, reversed, withdrawn by the local district, were correct when made (the local district's determination was correct at the time the district took its action and would have been affirmed, but the facts presented at the hearing supported a reversal), or "other" (consisting of cases which could not be reviewed because of subject matter jurisdiction or the statute of limitations, or because the client withdrew the hearing request).

Additionally, there is a summary of formal requests for reconsideration or rehearing of appeals and a summary of court actions on hearing decisions.

In the interest of space, the following acronyms are used in the tables as column headings:

SNA - Safety Net Assistance

FA - Family Assistance

EA - Emergency Assistance

SNAP - Supplemental Nutrition Assistance Program

MA - Medical Assistance

SERV - Services

HEAP - Home Energy Assistance Program

ADH - Administrative Disqualification Hearing

FHP - Family Health Plus

EPIC - Elderly Pharmaceutical Insurance Coverage

## Fair Hearings

Table 1 - Hearings and Issues Requested, by Program by Social Services District

Social Services District	Total Hearings Requested	Issues Requested									
		SNA	FA	EA	SNAP	MA	SERV	HEAP	ADH	FHP	EPIC
New York State	303,232	63,392	105,440	8,418	62,176	53,666	2,397	1,878	673	7,423	0
New York City	255,447	55,054	92,415	7,057	51,715	40,747	1,208	1,198	217	4,625	0
Rest of State	47,785	8,338	13,025	1,361	10,461	12,919	1,189	680	456	2,798	0
Albany	1,818	407	440	141	441	405	36	38	0	121	0
Allegany	54	11	12	1	15	15	0	3	0	3	0
Broome	653	146	247	5	104	139	9	5	0	22	0
Cattaraugus	131	20	19	0	31	51	0	9	0	10	0
Cayuga	146	13	19	3	19	34	3	2	48	3	0
Chautauqua	339	72	112	7	49	92	7	6	0	11	0
Chemung	217	46	49	3	59	47	3	3	0	11	0
Chenango	85	20	17	0	29	21	1	3	0	3	0
Clinton	89	22	25	16	17	21	0	0	0	4	0
Columbia	151	27	19	24	19	48	1	3	6	9	0
Cortland	75	8	12	0	8	20	17	0	0	4	0
Delaware	46	6	8	0	9	20	1	1	0	6	0
Dutchess	1,045	179	227	95	194	301	17	18	29	63	0
Erie	3,583	508	985	76	755	1,008	79	57	120	216	0
Essex	44	10	8	3	13	15	0	1	0	4	0
Franklin	112	18	32	3	34	17	1	4	0	2	0
Fulton	131	22	34	1	29	39	0	3	0	10	0
Genesee	134	19	29	1	39	49	1	3	1	8	0
Greene	147	28	26	3	36	47	2	5	0	12	0
Hamilton	4	1	0	0	0	1	1	0	0	1	0
Herkimer	109	25	18	4	27	33	0	1	0	5	0
Jefferson	220	54	39	13	67	49	3	2	0	14	0
Lewis	17	2	3	0	6	8	1	1	0	1	0
Livingston	77	18	14	2	16	29	0	0	0	3	0
Madison	55	6	11	0	10	29	1	1	0	4	0
Monroe	10,728	2,266	4,288	123	2,474	1,407	291	86	45	339	0
Montgomery	106	18	18	1	24	37	1	0	0	6	0
Nassau	5,287	886	1,088	197	1,172	1,661	188	78	31	301	0
Niagara	1,181	215	372	19	261	300	4	45	0	76	0
Oneida	677	129	141	9	135	246	7	10	0	52	0
Onondaga	2,635	455	682	21	691	607	45	21	92	161	0
Ontario	165	26	36	4	36	65	0	3	0	14	0
Orange	1,264	164	202	26	426	383	20	29	7	80	0
Orleans	83	18	20	2	20	25	1	2	0	8	0
Oswego	358	50	69	5	52	109	4	17	44	26	0
Otsego	68	13	4	4	22	26	1	3	0	6	0
Putnam	221	20	20	4	33	142	1	3	0	27	0
Rensselaer	431	41	88	18	147	109	10	12	0	35	0
Rockland	658	74	70	6	157	329	14	12	0	79	0
Saratoga	183	17	19	15	33	94	3	3	4	19	0
Schenectady	1,115	178	279	48	300	274	12	14	0	61	0
Schoharie	48	7	12	0	10	20	0	2	0	2	0
Schuyler	21	2	6	0	4	8	2	1	0	2	0
Seneca	43	8	3	1	9	14	0	2	0	3	0
St. Lawrence	215	64	68	2	42	37	2	5	0	4	0
Steuben	155	21	34	6	35	53	4	2	0	12	0
Suffolk	6,674	1,214	1,715	127	1,028	2,483	188	75	14	505	0
Sullivan	355	60	68	11	78	108	4	25	0	25	0
Tioga	67	5	11	0	20	29	0	1	0	4	0
Tompkins	117	18	30	1	23	43	1	2	0	10	0
Ulster	362	45	49	9	85	152	4	3	0	29	0
Warren	149	24	26	22	24	57	4	2	0	4	0
Washington	145	21	11	29	15	68	1	2	0	12	0
Wayne	146	19	27	1	38	56	2	8	0	11	0
Westchester	4,577	559	1,152	249	1,028	1,413	191	39	15	330	0
Wyoming	40	8	8	0	8	14	0	3	0	5	0
Yates	29	5	4	0	5	12	0	1	0	0	0

## Fair Hearings

Table 2 - Hearings Held and Issues Heard, by Program by Social Services District

Social Services District	Total Hearings Held	Issues Heard									
		SNA	FA	EA	SNAP	MA	SERV	HEAP	ADH	FHP	EPIC
New York State	116,160	24,667	37,771	5,221	30,541	15,435	1,297	327	818	2,271	0
New York City	101,125	21,657	33,583	4,542	27,845	11,949	845	171	352	1,383	0
Rest of State	15,035	3,010	4,188	679	2,696	3,486	452	156	466	888	0
Albany	869	194	222	92	214	149	14	14	0	59	0
Allegany	11	0	3	1	4	3	0	0	0	1	0
Broome	197	60	86	1	21	30	3	1	0	4	0
Cattaraugus	33	3	4	0	7	10	0	2	0	3	0
Cayuga	47	5	7	2	1	7	0	0	24	0	0
Chautauqua	40	8	14	1	4	12	1	0	0	1	0
Chemung	28	4	5	0	9	6	4	1	0	0	0
Chenango	28	10	7	0	8	5	0	1	0	0	0
Clinton	18	3	5	3	1	5	0	0	0	1	0
Columbia	55	10	10	15	3	16	0	3	4	3	0
Cortland	18	1	1	0	0	4	10	0	0	1	0
Delaware	10	2	3	0	3	5	0	0	0	2	0
Dutchess	415	91	98	61	61	96	8	10	33	26	0
Erie	1,278	189	311	38	142	323	28	7	231	68	0
Essex	9	1	1	0	2	5	0	0	0	1	0
Franklin	27	10	8	0	9	1	0	1	0	0	0
Fulton	25	6	8	1	3	9	0	1	0	3	0
Genesee	26	5	4	1	6	9	0	0	1	1	0
Greene	37	5	7	1	8	20	0	3	0	4	0
Hamilton	5	1	0	0	0	2	1	0	0	1	0
Herkimer	27	9	7	3	5	5	0	0	0	0	0
Jefferson	66	27	19	3	15	12	2	1	0	0	0
Lewis	5	0	0	0	3	2	1	0	0	0	0
Livingston	18	4	3	2	4	7	0	0	0	1	0
Madison	10	2	1	0	0	7	0	0	0	0	0
Monroe	2,714	731	1,198	59	387	247	50	11	37	77	0
Montgomery	35	8	3	0	5	18	0	0	0	5	0
Nassau	2,063	383	433	95	396	591	54	32	27	151	0
Niagara	412	92	134	9	96	82	0	10	0	23	0
Oneida	266	64	65	3	43	82	4	4	0	25	0
Onondaga	1,165	187	317	12	319	245	25	5	44	66	0
Ontario	41	11	5	2	5	15	2	1	0	4	0
Orange	307	60	43	14	85	77	13	5	4	20	0
Orleans	11	4	1	0	3	2	0	0	0	1	0
Oswego	79	16	21	3	5	19	1	1	17	4	0
Otsego	23	6	3	3	3	9	1	1	0	3	0
Putnam	52	4	7	2	3	33	1	2	1	4	0
Rensselaer	104	19	31	8	26	21	3	1	0	12	0
Rockland	190	22	26	3	49	75	5	6	0	22	0
Saratoga	60	11	8	9	7	24	0	1	6	3	0
Schenectady	446	105	142	26	126	64	3	6	0	19	0
Schoharie	13	2	3	0	3	4	0	1	0	0	0
Schuyler	8	1	3	0	1	2	1	0	0	1	0
Seneca	13	1	2	0	2	9	0	0	0	2	0
St. Lawrence	81	27	30	1	12	8	2	0	0	1	0
Steuben	19	2	4	0	1	11	1	0	0	4	0
Suffolk	2,191	403	555	57	235	732	167	12	19	154	0
Sullivan	56	15	12	1	2	19	1	4	0	12	0
Tioga	9	0	3	0	5	2	0	0	0	0	0
Tompkins	18	2	5	1	3	5	0	0	0	1	0
Ulster	87	12	9	4	16	34	3	1	1	12	0
Warren	57	10	10	7	5	28	2	0	0	1	0
Washington	39	2	5	13	2	18	0	0	0	2	0
Wayne	18	3	7	0	2	10	0	1	0	0	0
Westchester	1,140	154	266	122	315	247	41	4	17	78	0
Wyoming	6	2	1	0	0	1	0	1	0	1	0
Yates	10	1	2	0	1	2	0	1	0	0	0

## Fair Hearings

Table 3 - Decisions Affirmed, by Program by Social Services District

Social Services District	Affirmances							
	SNA	FA	EA	SNAP	MA	SERV	HEAP	ADH
New York State	3,944	5,789	2,193	2,755	5,943	382	209	1,227
New York City	2,140	3,537	1,858	1,398	3,841	195	115	435
Rest of State	1,804	2,252	335	1,357	2,102	187	94	792
Albany	161	147	57	132	96	7	9	0
Allegany	0	1	1	4	2	0	0	0
Broome	57	70	1	19	26	2	1	0
Cattaraugus	2	6	0	7	10	0	2	0
Cayuga	2	4	0	0	9	0	0	22
Chautauqua	2	9	2	3	9	0	0	0
Chemung	2	2	0	6	4	3	1	0
Chenango	9	5	0	6	5	0	1	0
Clinton	4	3	0	0	5	1	0	0
Columbia	7	6	9	2	9	0	3	7
Cortland	0	0	0	0	0	8	0	0
Delaware	1	0	0	3	4	0	0	0
Dutchess	69	79	41	43	76	6	6	59
Erie	94	183	17	97	207	13	3	397
Essex	2	3	0	1	2	0	0	0
Franklin	12	6	0	9	2	0	0	0
Fulton	7	5	0	2	5	0	0	0
Genesee	3	2	1	4	6	0	0	4
Greene	3	4	0	5	14	0	1	0
Hamilton	0	0	0	0	2	1	0	0
Herkimer	7	5	4	1	3	0	0	0
Jefferson	31	17	1	7	9	1	1	0
Lewis	0	0	0	2	1	1	0	0
Livingston	1	0	0	4	3	0	0	0
Madison	2	2	0	0	5	0	0	0
Monroe	299	473	16	117	141	25	4	94
Montgomery	2	1	0	6	10	0	0	0
Nassau	231	211	35	184	187	33	11	47
Niagara	52	76	2	54	49	0	9	0
Oneida	41	46	3	41	67	1	2	0
Onondaga	129	182	11	189	174	10	2	74
Ontario	6	5	3	1	14	0	1	0
Orange	47	32	9	35	37	9	2	5
Orleans	4	0	0	4	3	0	0	0
Oswego	11	11	3	2	13	0	0	25
Otsego	3	2	1	4	11	0	1	0
Putnam	0	4	0	0	14	0	2	0
Rensselaer	8	28	6	17	17	1	1	0
Rockland	18	24	3	29	58	2	5	0
Saratoga	12	5	6	6	23	1	1	9
Schenectady	54	56	18	48	40	6	6	0
Schoharie	2	4	0	5	2	0	2	0
Schuyler	2	1	0	1	3	0	0	0
Seneca	0	1	0	2	7	0	0	0
St. Lawrence	31	26	1	12	8	2	0	0
Steuben	2	3	0	1	5	1	0	0
Suffolk	256	351	31	110	480	41	6	16
Sullivan	10	11	1	1	15	1	5	0
Tioga	0	1	0	3	0	0	0	0
Tompkins	0	5	1	2	4	0	0	0
Ulster	10	10	4	15	40	2	1	1
Warren	11	13	5	3	14	1	0	0
Washington	2	4	7	1	11	0	0	0
Wayne	2	7	0	1	7	0	1	0
Westchester	79	99	35	106	134	8	2	32
Wyoming	1	0	0	0	0	0	1	0
Yates	1	1	0	0	0	0	1	0

## Fair Hearings

Table 4 - Decisions Reversed, by Program by Social Services District

Social Services District	Reversals							
	SNA	FA	EA	SNAP	MA	SERV	HEAP	ADH
New York State	5,240	9,947	993	4,249	5,637	316	44	152
New York City	4,832	9,403	863	3,971	5,132	250	29	96
Rest of State	408	544	130	278	505	66	15	56
Albany	49	49	16	23	28	4	2	0
Allegany	0	0	0	0	0	0	0	0
Broome	10	15	1	4	8	1	0	0
Cattaraugus	2	1	0	0	4	0	0	0
Cayuga	0	2	2	0	0	0	0	5
Chautauqua	3	2	0	1	4	0	0	0
Chemung	0	0	0	0	0	2	0	0
Chenango	0	1	0	1	1	0	0	0
Clinton	0	0	0	0	3	0	0	0
Columbia	3	1	5	1	5	0	0	0
Cortland	0	0	0	0	3	2	0	0
Delaware	1	2	0	0	0	0	0	0
Dutchess	30	22	10	13	25	4	0	4
Erie	30	69	10	12	93	5	0	12
Essex	0	0	0	1	5	0	0	0
Franklin	0	3	0	0	0	0	0	0
Fulton	0	1	0	0	5	0	0	0
Genesee	1	0	0	0	2	0	0	0
Greene	5	5	0	1	3	0	0	0
Hamilton	1	0	0	0	1	0	0	0
Herkimer	5	0	0	0	0	0	0	0
Jefferson	2	3	0	1	1	1	0	0
Lewis	0	0	0	1	0	0	0	0
Livingston	1	2	1	0	0	0	0	0
Madison	0	0	0	0	1	0	0	0
Monroe	62	99	9	23	23	5	3	16
Montgomery	4	2	0	0	4	0	0	0
Nassau	35	48	14	33	17	5	4	0
Niagara	12	17	0	8	10	0	0	0
Oneida	2	9	0	2	3	0	0	0
Onondaga	18	35	4	23	21	4	0	8
Ontario	2	0	0	1	2	4	0	0
Orange	7	9	6	16	10	3	1	1
Orleans	0	1	0	0	0	0	0	0
Oswego	0	3	0	4	1	0	1	3
Otsego	3	2	2	1	2	0	0	0
Putnam	0	1	0	1	3	0	0	1
Rensselaer	15	4	3	7	2	0	0	0
Rockland	1	4	0	12	6	1	0	0
Saratoga	1	1	2	1	3	1	0	0
Schenectady	18	8	4	12	9	0	1	0
Schoharie	0	0	0	4	1	0	0	0
Schuyler	0	4	0	0	0	1	0	0
Seneca	1	0	0	0	0	0	0	0
St. Lawrence	2	4	0	2	1	0	0	0
Steuben	0	2	0	0	2	0	0	0
Suffolk	29	37	3	12	127	8	1	5
Sullivan	3	0	0	0	2	0	0	0
Tioga	0	0	0	0	0	0	0	0
Tompkins	1	1	0	1	2	0	0	0
Ulster	3	0	2	1	3	0	0	0
Warren	1	0	1	0	7	0	0	0
Washington	0	0	4	1	5	0	0	0
Wayne	1	1	0	0	2	0	0	0
Westchester	42	74	31	54	45	15	2	1
Wyoming	2	0	0	0	0	0	0	0
Yates	0	0	0	0	0	0	0	0

## Fair Hearings

Table 5 - Decisions Withdrawn by Agency, by Program by Social Services District

Social Services District	Agency Withdrawal							
	SNA	FA	EA	SNAP	MA	SERV	HEAP	ADH
New York State	29,195	47,714	2,105	25,877	4,979	805	74	251
New York City	27,333	44,644	1,878	24,617	3,153	664	34	121
Rest of State	1,862	3,070	227	1,260	1,826	141	40	130
Albany	92	178	20	76	35	4	2	0
Allegany	0	2	0	2	0	0	0	0
Broome	3	4	0	0	0	1	0	0
Cattaraugus	0	1	0	2	4	0	0	0
Cayuga	3	0	0	0	3	0	0	0
Chautauqua	7	3	0	0	3	1	0	0
Chemung	5	7	0	3	3	0	0	0
Chenango	1	2	0	1	0	0	0	0
Clinton	0	1	0	0	0	0	0	0
Columbia	3	2	0	0	1	0	0	7
Cortland	1	0	0	0	1	0	0	0
Delaware	0	0	0	0	0	0	0	0
Dutchess	13	14	1	1	2	0	0	2
Erie	98	131	13	27	100	4	3	113
Essex	0	0	0	0	0	0	0	0
Franklin	0	0	0	1	0	0	0	0
Fulton	0	2	0	0	0	0	0	0
Genesee	3	0	0	3	2	0	0	0
Greene	0	0	1	0	0	0	0	0
Hamilton	1	0	0	0	0	0	0	0
Herkimer	1	4	2	2	0	0	0	0
Jefferson	7	11	0	8	3	1	0	0
Lewis	0	0	0	0	0	0	0	0
Livingston	3	2	2	1	1	0	0	0
Madison	0	0	0	0	0	0	0	0
Monroe	615	1,081	32	245	157	24	4	0
Montgomery	0	0	0	0	5	0	0	0
Nassau	288	365	51	221	637	23	16	0
Niagara	58	117	5	48	46	0	1	0
Oneida	49	41	0	13	29	3	0	0
Onondaga	108	218	0	128	97	7	1	2
Ontario	1	0	0	1	0	0	0	0
Orange	35	16	1	35	37	2	2	2
Orleans	0	0	0	0	0	0	0	0
Oswego	3	1	0	0	3	0	0	0
Otsego	0	0	0	0	0	0	0	0
Putnam	5	2	2	2	20	1	0	0
Rensselaer	2	11	0	0	9	1	0	0
Rockland	18	21	0	13	15	1	0	0
Saratoga	0	0	0	0	1	0	0	0
Schenectady	84	132	5	79	14	1	0	0
Schoharie	0	0	0	0	0	0	0	0
Schuyler	0	0	0	0	0	0	0	0
Seneca	0	0	0	0	2	0	0	0
St. Lawrence	1	0	0	3	2	0	0	0
Steuben	0	1	0	0	5	0	0	0
Suffolk	180	367	22	125	479	48	7	0
Sullivan	17	3	0	0	5	0	1	0
Tioga	0	0	0	2	0	0	0	0
Tompkins	1	0	0	0	0	0	0	0
Ulster	1	1	0	3	2	0	0	0
Warren	1	1	0	2	6	0	0	0
Washington	0	1	1	0	1	0	0	0
Wayne	0	4	0	1	0	0	0	0
Westchester	153	321	69	209	96	19	3	4
Wyoming	0	0	0	0	0	0	0	0
Yates	1	2	0	3	0	0	0	0

## Fair Hearings

Table 6 - Decisions Correct When Made, by Program by Social Services District

Social Services District	Correct When Made							
	SNA	FA	EA	SNAP	MA	SERV	HEAP	ADH
New York State	974	1,778	84	338	923	40	16	0
New York City	555	1,284	29	165	609	6	7	0
Rest of State	419	494	55	173	314	34	9	0
Albany	25	29	6	14	14	0	0	0
Allegany	0	2	0	0	0	0	0	0
Broome	5	15	0	2	3	0	0	0
Cattaraugus	1	1	0	0	0	0	1	0
Cayuga	0	1	0	0	1	0	0	0
Chautauqua	0	4	0	0	0	0	0	0
Chemung	0	0	0	0	0	0	0	0
Chenango	2	1	0	0	0	0	0	0
Clinton	1	2	2	0	0	0	0	0
Columbia	1	2	0	0	1	0	0	0
Cortland	0	0	0	0	3	0	0	0
Delaware	0	0	0	0	0	0	0	0
Dutchess	13	17	18	6	13	1	4	0
Erie	30	60	2	17	50	5	0	0
Essex	0	0	0	0	1	0	0	0
Franklin	0	0	0	0	0	0	0	0
Fulton	1	2	0	0	0	0	0	0
Genesee	2	2	0	0	2	0	0	0
Greene	3	1	0	2	3	0	1	0
Hamilton	0	0	0	0	0	0	0	0
Herkimer	1	0	0	1	0	0	0	0
Jefferson	1	5	1	2	1	2	0	0
Lewis	0	0	0	0	0	0	0	0
Livingston	0	0	0	0	3	0	0	0
Madison	1	0	0	0	1	0	0	0
Monroe	122	112	7	26	16	4	0	0
Montgomery	2	0	0	1	1	0	0	0
Nassau	34	46	2	10	10	4	1	0
Niagara	20	9	1	6	1	0	1	0
Oneida	2	7	0	1	6	0	0	0
Onondaga	22	41	0	32	20	6	0	0
Ontario	3	1	0	2	1	0	0	0
Orange	3	4	0	6	1	0	0	0
Orleans	0	0	0	0	0	0	0	0
Oswego	5	5	0	0	1	1	0	0
Otsego	0	1	0	0	0	0	0	0
Putnam	0	2	0	0	7	0	0	0
Rensselaer	1	2	1	2	5	0	0	0
Rockland	7	0	0	3	12	0	1	0
Saratoga	1	1	0	0	1	0	0	0
Schenectady	10	9	1	10	5	0	0	0
Schoharie	0	0	0	0	3	0	0	0
Schuyler	0	0	0	0	0	0	0	0
Seneca	0	1	0	0	0	0	0	0
St. Lawrence	2	7	0	2	0	0	0	0
Steuben	0	0	0	0	2	0	0	0
Suffolk	68	65	3	13	98	6	0	0
Sullivan	0	0	0	1	0	0	0	0
Tioga	0	1	0	1	2	0	0	0
Tompkins	1	2	0	0	0	0	0	0
Ulster	0	4	0	1	1	0	0	0
Warren	1	4	3	1	5	0	0	0
Washington	1	0	3	0	4	0	0	0
Wayne	0	0	0	0	2	0	0	0
Westchester	27	25	5	11	13	5	0	0
Wyoming	0	1	0	0	1	0	0	0
Yates	0	0	0	0	0	0	0	0

**Fair Hearings**

Table 7 - Decisions Where Outcome was Other, by Program by Social Services District

Social Services District	Other							
	SNA	FA	EA	SNAP	MA	SERV	HEAP	ADH
New York State	5,566	9,143	385	2,097	1,405	92	27	5
New York City	5,226	8,655	314	1,968	1,126	65	16	5
Rest of State	340	488	71	129	279	27	11	0
Albany	38	42	21	14	16	1	1	0
Allegany	0	0	0	0	1	0	0	0
Broome	6	1	0	0	3	0	0	0
Cattaraugus	0	1	0	1	0	0	0	0
Cayuga	2	1	0	1	0	0	0	0
Chautauqua	0	3	0	0	0	0	0	0
Chemung	1	0	0	1	0	0	0	0
Chenango	2	0	0	0	0	0	0	0
Clinton	0	1	1	0	1	0	0	0
Columbia	1	2	1	0	3	0	0	0
Cortland	0	1	0	0	0	0	0	0
Delaware	2	1	0	0	2	0	0	0
Dutchess	15	20	4	4	10	0	0	0
Erie	18	31	3	10	15	4	1	0
Essex	0	0	0	0	1	0	0	0
Franklin	0	3	0	0	0	0	1	0
Fulton	1	0	0	2	2	0	0	0
Genesee	0	0	0	1	2	0	0	0
Greene	3	0	0	1	1	0	1	0
Hamilton	0	0	0	0	0	0	0	0
Herkimer	1	0	0	1	0	0	0	0
Jefferson	1	0	0	1	0	0	0	0
Lewis	0	0	0	0	0	0	0	0
Livingston	0	0	0	0	2	0	0	0
Madison	1	0	0	0	0	0	0	0
Monroe	79	97	4	29	19	2	0	0
Montgomery	0	2	0	0	1	0	0	0
Nassau	41	30	5	7	13	3	1	0
Niagara	6	12	1	1	6	0	0	0
Oneida	4	3	1	3	3	1	3	0
Onondaga	16	44	3	14	29	0	2	0
Ontario	1	2	1	0	4	0	0	0
Orange	14	17	0	9	10	0	0	0
Orleans	0	0	0	0	0	0	0	0
Oswego	3	8	1	0	4	0	0	0
Otsego	1	0	0	1	1	0	0	0
Putnam	0	2	0	0	9	0	0	0
Rensselaer	2	10	0	2	4	2	0	0
Rockland	5	3	0	1	10	1	0	0
Saratoga	3	2	0	0	6	0	0	0
Schenectady	9	18	6	3	9	0	0	0
Schoharie	1	0	0	0	1	0	0	0
Schuyler	0	3	0	0	0	2	0	0
Seneca	0	0	0	0	0	0	0	0
St. Lawrence	1	4	1	1	0	0	0	0
Steuben	0	0	0	0	3	0	0	0
Suffolk	49	70	2	9	51	5	1	0
Sullivan	0	0	0	0	2	0	0	0
Tioga	0	3	0	0	1	0	0	0
Tompkins	0	0	0	0	1	0	0	0
Ulster	4	5	2	1	1	0	0	0
Warren	1	2	2	0	3	1	0	0
Washington	0	2	1	0	5	0	0	0
Wayne	0	3	0	0	0	0	0	0
Westchester	8	39	11	11	24	5	0	0
Wyoming	0	0	0	0	0	0	0	0
Yates	0	0	0	0	0	0	0	0



## Fair Hearings

Table 8 - Summary of Formal Requests for Reconsideration or Rehearing of Appeals

	<b>Decisions Issued</b>	<b>Decisions Reviewed</b>	<b>Sustained</b>	<b>Modified</b>
<b>New York State</b>	117,670	1,372	960	412
<b>New York City</b>	102,731	938	620	318
<b>Rest of State</b>	14,939	434	340	94

## Fair Hearings

Table 9 - Summary of Court Actions on Hearing Decisions

Cases Opened	Cases Closed					
	Stipulation	Favorable Decision	Withdrawn/ Abandoned	Mistake of Law	Deficient	Total
88	18	21	13	8	1	61