



Office of Temporary and Disability Assistance

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Governor

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Commissioner

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Executive Deputy Commissioner

December 22, 2025

To: Appellants, Advocates, Representatives, Fair Hearing Participants, and Agencies:

Subject: Upcoming Fair Hearing Demonstration Project and New Technology

The Office of Temporary and Disability Assistance (OTDA) Office of Administrative Hearings (OAH) will implement a new demonstration project covering, among other things, a new pilot program for phone hearings.

OAH expects to pilot a new telephone fair hearings process starting in early 2026. Under the new process, appellants residing in identified counties will start calling into scheduled fair hearings during specific time periods. The goal is to improve customer service for appellants and their authorized representatives by giving them control over when to participate in phone hearings instead of waiting for OAH to call them.

OAH anticipates expanding the new process to all areas of the state by August 2026.

Emergency Assistance, Department of Homeless Services, and Expedited Medical Assistance hearings will not require appellants to call into scheduled hearings. These hearings will be scheduled with OAH calling appellants and their authorized representatives or scheduled with one or more parties appearing in a specific physical location. The scheduling notice and oral directions provided when requesting hearings will clarify the hearing modality.

Emergency Assistance and Department of Homeless Services hearings for appellants in New York City will generally be conducted at 5 Beaver Street, New York, New York, instead of by phone.

Emergency Assistance outside New York City and all Expedited Medical Assistance hearings will generally be conducted by phone with OAH calling appellants and their authorized representatives.

The anticipated pilot county rollout is attached. The new phone hearing insert for calling into hearings is also attached. Both remain subject to change and are marked as draft. More details will be published before the pilot starts.

Please direct questions to OAHTransmittals@otda.ny.gov.

Sincerely,

Samuel L. Spitzberg
Associate Deputy Commissioner
Office of Administrative Hearings