

Office of Administrative Hearings (OAH) Internal Procedures Transmittal		Transmittal Number: 11-001
		Date: January 6, 2011
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Distribution:		Subject:
ALB OAH Staff <input checked="" type="checkbox"/>	UPS ALJs <input checked="" type="checkbox"/>	Reissued Document Imaging Instructions for Local Agencies
	Upstate LDSS <input checked="" type="checkbox"/>	
	SUP ALJs <input checked="" type="checkbox"/>	
NYC OAH Staff <input checked="" type="checkbox"/>	NYC ALJs <input checked="" type="checkbox"/>	
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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 and again in OAH Transmittal 08-04 issued on February 14, 2008. **This transmittal updates and supersedes OAH 08-04 (which superseded OAH 07-01) and is being reissued as certain requirements continue to be problematic in the submission of documents, including the need for evidence packets to be appropriately numbered prior to submission.**

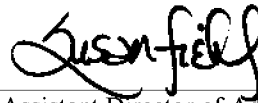
To the extent possible, please ensure that new documents inserted in the file are **free of staples. Also, pages should be clearly numbered as, e.g. "1 of 10," "2 of 10," etc.** This will greatly assist staff assigned to the document imaging task.

We have identified a number of problems associated with poor imaging quality based on variations in sizes and types of paper submitted. You might note that colored documents are more readily accommodated by our upgraded scanners so "colored documents" have been removed from the list of things to avoid, although agencies were previously requested to 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, avoid the following:

- 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 8 ½" by 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. **You may note that our scanners can now accommodate doubled-sided paper.**

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: Vicki.Buchanan@otda.state.ny.us or Audrey.Maurer@otda.state.ny.us.



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