ERIE COUNTY

Department of Social Services Informational Handbook

(Detailed Description of ECDSS Services)

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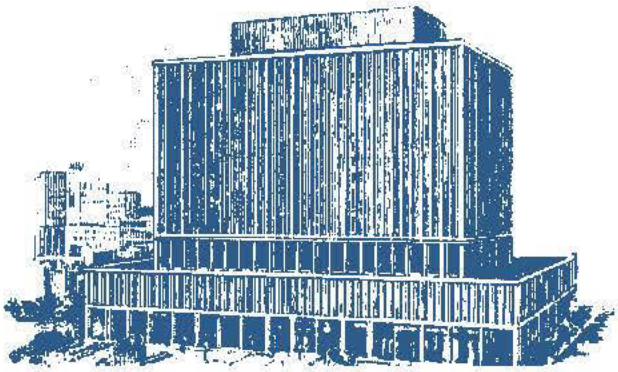

DEPARTMENT OF SOCIAL SERVICES

858-7511

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Erie County Department of Social Services (DSS)

The Department is responsible for administering social services programs to individuals and families in Erie County. Services provided are based on the needs and eligibility of the applicants, and are directed at encouraging independence and self-sufficiency.

The major programs include Temporary Assistance, Food Stamps, Medical Assistance, Home Energy Assistance, Child Support, Employment Services, Day Care, and a wide range of preventive and supportive services for children, youth, families and adults. Client eligibility criteria, benefit levels, administrative procedures and administrative systems are all prescribed by law and regulation.

This handbook provides an overview of each of the services provided, with contact information. Additional information may be obtained by calling **(716) 858-8000,** or by visiting the ECDSS Web Site at **http://www2.erie.gov/socialservices/** .

MOST FREQUENTLY REQUESTED TELEPHONE NUMBERS

SERVICE	NUMBER (Area code: 716)
Reporting Child Abuse/Neglect	1-800-342-3720
Fair Hearing Office	1-800-342-3334
Lost/Stolen EBT Cards	1-888-328-6399
Social Security Administration	1-800-772-1213
Child Health Plus	1-800-698-4543
Family Health Plus	1-877-934-7587
Erie County Works Center *(automated)*	858-8000
Emergency Housing/Services	858-6265
Domestic Violence	923-7483
Day Care Unit	858-8953
SNAP	858-8347
Foster Care/Adoption	858-7274
Child Support	1-888-208-4485
Landlords—lost or stolen rent checks	858-6676
Landlord Information Line: (rent, evictions, arrears, security deposits)	858-6265
Medicaid Applications	858-6244
Medicaid Long Term Care Eligibility	858-1901
Medical Transportation	858-4877
CASA	858-2323
HEAP Hotline	858-7644
HEAP Hotline	858-7870
Adult Protection (up to age 59)	858-6901
Senior Services Adult Protection (60+)	858-6877
Legal Advocacy for the Disabled	858-1702

The Division of Children, Youth and Families

The Division of Children, Youth, and Families provides a wide array of protective and preventive services to children and adults who are or may become victims of abuse, neglect, or exploitation. Services are designed to ensure the safety and well-being of families and individuals, while assisting them to acquire the life skills necessary to function in positive and adaptive ways. A particular focus of many of these services is to promote permanency for children, preferably by maintaining them in their own homes whenever possible.

Services in this division include Child Protective Services, Adult Protective Services, Foster Care, Adoption, Preventive Services, and supportive services to empower youth, adults, and families.

Child Protective Services

The Child Protective Services (CPS) unit exists to promote the safety of children. CPS investigates claims of alleged abuse or neglect, and intervenes when necessary to protect children from any further abuse or maltreatment from those who might cause them harm. CPS links families and children with rehabilitative and support services that promote healthy behaviors and homes in which children can be safe.

Mandated Reporters are professionals who are required by law to report suspected child abuse or neglect. They include: medical and hospital personnel, teachers and school personnel, child care workers, social service workers, residential care workers and volunteers, and law enforcement personnel. All employees of ECDSS are mandated reporters, and are committed to the safety of children in Erie County.

If anyone has reasonable cause to suspect that a child is being abused or neglected, they should call the **New York Central Register** at **1-800-342-3720.**

Family Services Team

The Family Services Team is a multidisciplinary team of caseworkers, probation officers, and clinicians who work with at-risk youth and their families, with the goal of keeping children out of the criminal justice system. Intake workers assess the needs of each youth and family, and match them to the appropriate level of service, which includes PINS (Persons in Need of Supervision) Diversion, Children's Services, and community providers. The Family Services Team also processes truancy referrals and warrants for runaway youth, and provides reports to Family Court.

The Family Services Team can be contacted at **(716) 858-8349**.

Foster Care and Adoption

The Erie County Department of Social Services is committed to the concept that the best place for children to live and grow is in their own homes. When circumstances arise that make an alternative necessary, ECDSS works to secure a nurturing environment that allows the child as much stability and consistency as possible. The Foster Care and Adoption Units share a goal of linking abused or neglected children to a safe, caring, and stable home environment in which to grow.

Foster care provides a temporary safe haven until the risk of harm to the child has substantially decreased, making it possible for the child to be reunified with their family.

Adoption results in a long-term, permanent home for children whose caregivers' parental rights have been terminated. Services are provided to children and families to assess their needs and match them with the most appropriate resources. The Adoption Unit conducts pre-placement planning, and facilitates the decision-making process with prospective families.

For information on becoming an Erie County Foster or Adoptive Family, call **(716) 858-8349.**

Preventive Services

Preventive Services provide support and rehabilitation to children and their families for the purpose of preventing out-of-home placement or expediting a discharge from placement. For information about Preventive Services, please call the Family Services Team Intake Line at **(716) 858-8349**.

Protective Services for Adults

The Adult Protection Unit provides a variety of specialized protective services to adults who by condition or circumstance are vulnerable to abuse, neglect, or exploitation. Services provided are designed to strengthen the individual's capacity to function independently.

Any concerned person who observes an individual having difficulty providing for their basic needs, or suspects abuse, neglect, or exploitation should contact Adult Protective Services to make a referral.

Adult Protection Referral Number: **(716) 858-6877.**

Day Care Services

Child care assistance is available to eligible families through a variety of programs.

Temporary Assistance Day Care is available to recipients of cash benefits (Temporary Assistance to Needy Families or Safety Net Assistance) who are also employed or engaged in approved vocational or educational training programs. Temporary Assistance recipients should contact their caseworker or employment counselor to discuss day care assistance eligibility.

Transitional Day Care Assistance is available to recipients of Temporary Assistance who become ineligible for cash benefits due to earned income. Transitional Day Care is guaranteed for 12 months after case closing if the working family earns less than or equal to a designated percentage of the State Income Standard (which is based on the Federal Poverty Level and subject to change). Parents contribute to the cost of care according to a sliding scale based on their household income.

Non-Temporary Assistance Day Care is available to working families who earn less than or equal to a designated percentage of the State Income Standard. Parents contribute to the cost of care according to a sliding scale. Assistance is also available to teen parents attending high school. For information about Non-Temporary Assistance Day care, contact the Erie County Day Care Unit at **(716) 858-8953** (TYKE). The Day Care Unit is located

at 290 Main Street, 3rd Floor, Buffalo, NY 14202.

Preventive/Protective Services Day Care is available to recipients of Children's Services when day care is a mandated part of the family's service plan. For information about this type of day care, contact Children's Services at **(716) 858-8349**.

Domestic Violence Unit

ECDSS takes domestic violence very seriously. Issues related to domestic violence keep victims from living full and productive lives.

The Domestic Violence Unit employs specially-trained liaisons to assist victims to achieve safety and independence from their abusers. The Unit reviews claims of domestic violence made by applicants and recipients of social service programs. Liaisons evaluate the extent to which participation in required activities such as employment programs, pursuit of paternity declarations, child support, and spousal support could jeopardize the individual's safety. Where appropriate, liaisons will issue temporary exemptions from those requirements until such time that the recipient can safely engage in required activities.

The Domestic Violence Unit is a resource for other county departments. The Unit provides information and referrals to assist anyone with a domestic violence issue. To contact the Domestic Violence Unit, call **(716) 923-7483**. **ALL CALLS ARE CONFIDENTIAL**.

Employment Services

Comprehensive Employment Division

The Comprehensive Employment Division (CED) provides integrated employment and training activities to applicants and recipients of Temporary Assistance (TA) and recipients of Non-TA Food Stamps. CED also offers services to non-custodial parents of children receiving Temporary Assistance to Needy Families (TANF).

Securing employment is a key component to living independently. To that end, ECDSS takes a "Work First" approach to self-sufficiency. The expectation of all applicants and recipients of assistance is that they will obtain gainful employment at the earliest possible opportunity. Applicants are screened for barriers to employment, such as medical, substance abuse, or domestic violence issues. Referrals are made to appropriate staff who can work with the individual to overcome those barriers. All able-bodied applicants are required to complete a job search and participate in a supervised "Job Club" as a condition of eligibility. If the applicant fails to find a job prior to case opening, the individual will be assigned to an appropriate work activity such as vocational training, community service, or a work assignment at a designated site.

The Comprehensive Employment Division completes the necessary assessments and provides job skills training,

day care services, substance abuse treatment monitoring, and coordinates all work activity assignments.
CED is located at 290 Main Street, 5th floor, Buffalo, NY 14202. To contact **Job Development Services**, call **(716) 858-1060**. To reach **Employment Training Services**, call **(716) 858-1000**.

Placing Individuals in Vital Opportunity Training (PIVOT) Program

The PIVOT program is based on the premise that Welfare Reform requires the support and involvement of the local business community in order to succeed. To that end, ECDSS began a unique wage subsidy initiative in 2000 that bridges the gap between local businesses and recipients of Temporary Assistance to Needy Families (TANF). This program provides quality job opportunities to the employable TANF population, while also serving as a resource for the labor needs of local employers.

The success of the PIVOT program is directly attributable to the time dedicated to matching the education and skill level of TANF recipients to the needs of the local work force. Such careful planning has resulted in a six-month job retention rate of 85% for participating recipients. In addition, the average wage for TANF recipients participating in the PIVOT program is higher than the local minimum wage.

For information on the PIVOT program, call
(716) 858-1060.

Multi-Abuse Assessment Team (MAAT)

The Multi-Abuse Assessment Team is a specialized unit of the Comprehensive Employment Division that services applicants and recipients of Temporary Assistance who struggle with drug or alcohol addiction. MAAT counselors refer individuals to approved treatment providers and monitor their progress. As individuals advance in their treatment, they are transitioned into work-readiness activities, with the goal of meaningful employment. Participation in MAAT activities is required for applicants and recipients of public assistance with identified substance abuse issues.

The MAAT Unit is located at 290 Main Street, 9th floor, Buffalo, NY. To contact the MAAT Unit, call **(716) 858-1319**.

SNAP Division

This division administers the Federal Supplemental Nutrition Assistance Program (SNAP) for low income households in order to reduce hunger and improve nutrition and health. Households must meet certain income guidelines in order to be eligible to receive benefits; however, resources are not considered for most SNAP applicants.

Expedited SNAP Benefits

Certain households qualify for expedited processing of their SNAP application. This means that their benefits will be available within five (5) days of their application. A household may be eligible for expedited service if it meets the following criteria:

- Meets all eligibility criteria and is under the established income limit; AND
- Has not received SNAP benefits during the month of application; AND
- Has not received expedited SNAP benefits in the past, or, if so, has submitted all requested verification; AND
- Has less than $100 in cash, savings, and other liquid resources and expects to receive less than $150 in gross income during the month of application; OR
- The total gross income during the month of application plus the total of cash, savings, and other liquid resources is less than the cost of the month's rent or mortgage payment and utility expenses.

Applying for Supplemental Nutritional Assistance

Applications for SNAP can be obtained by calling **(716) 858-7239**.

Applications can also be filed online at **www.myBenefits.ny.gov** .

Applicants may apply for SNAP benefits in person at 158 Pearl St., Buffalo, NY 14202 Monday-Friday, 8:00 am – 4:00 pm.

PLEASE NOTE: SNAP benefits issued to recipients of Temporary Assistance are authorized through the Temporary Assistance Division and do not require a separate SNAP application.

Home Energy Assistance Program (HEAP)

HEAP is a federally-funded program designed to assist eligible households with the costs of heating their homes. The HEAP season runs from approximately November – May of each year, and provides a basic benefit to eligible households to assist with heating or heating-related energy bills. HEAP may also provide an emergency benefit to households at imminent risk for utility shut-off. Limited funds are available to assist with furnace repairs or replacements and weatherization efforts to eligible households.

HEAP is administered locally through the joint efforts of the Department of Social Services and the Department of Senior Services. Each season, outreach is conducted at various community locations throughout Erie County. Basic HEAP benefits are awarded automatically to recipients of Temporary Assistance and Food Stamps.

To apply for HEAP benefits, contact the HEAP Hotline at **(716) 858-7644**, or the HEAP Application Line at **(716) 858-1969**. Applications for Emergency HEAP must be submitted in person at 478 Main Street, 1st floor, Buffalo, NY.

When the HEAP season is closed (approximately mid-May), utility emergencies can be handled at the ECDSS Emergency Services Unit at 158 Pearl Street, 1st floor, Buffalo, NY.

My Benefits:

Legal Services

Child Support Enforcement

The Office of Child Support Enforcement (OCSE) enhances the well-being of families by assisting custodial parents with obtaining financial and medical support for their children. This is accomplished by locating absent parents, establishing paternity, establishing support obligations, and monitoring and enforcing those obligations.

Individuals in receipt of Temporary Assistance or Medicaid may be required as a matter of eligibility to cooperate with the Office of Child Support Enforcement in obtaining this support.

Individuals not in receipt of Temporary Assistance or Medicaid may also utilize the services of the Office of Child Support Enforcement. The OCSE is located on the 7th floor of the Rath Building, 95 Franklin Street, Buffalo, NY. To contact the Office of Child Support Enforcement, please call **(888) 208-4485**.

Family Court Assistance:

Individuals wishing to file a petition in Family Court for the enforcement of a current child support order should appear at the Family Court offices located at the Family Court Building, 1 Niagara Plaza, Petition Processing Unit-

4th floor, Buffalo, NY 14202.
If the court order is from another state, individuals should first contact the County Attorney's Office to schedule an appointment at **(716) 858-2200**.

Legal Advocacy for the Disabled (LAD)

The LAD Unit assists applicants and recipients of public assistance with navigating the application and appeal process for Social Security Disability and Supplemental Security Income (SSI) benefits. Applicants for services agree to appoint LAD as their legal representative in all interactions with the Social Security Administration. Referrals to LAD are made by ECDSS staff or other community agencies that advocate for public assistance clients.

LAD can be contacted by calling **(716) 858-1702**.

Public Health Insurance

Community Alternative Systems Agency (CASA)

The CASA Unit is part of the Long-Term Care Division of Erie County's Public Health Insurance Program (Medicaid). The function of CASA is to determine the suitability and need for Medicaid long-term care services for community-based elderly or disabled individuals in Erie County. CASA is responsible for the prior-approval of several Medicaid long-term care services which ensure the most appropriate and least restrictive delivery of care. CASA Medicaid workers, in conjunction with staff from Jewish Family Services, interview applicants who are seeking home health care services from Medicaid to determine their eligibility and to develop an appropriate care plan. Services may include personal care aide services, environmental aide services, and private duty nursing care. If home-based care is not appropriate, CASA staff must preapprove placements at skilled nursing or assisted living facilities for all Medicaid recipients needing such care. Eligibility is income-based, and recertified annually.

To contact CASA, call **(716) 858-2323**.

Access and Coordination Team

Referrals for CASA services are processed through the **Ac-**

cess and Coordination Team (ACT). ACT is designed to link consumers to the appropriate services within the Long Term Care system. ACT receives, reviews, and processes all new referrals for home care services. ACT staff is committed to the coordination of quality care, community education, and the most efficient use of Medicaid resources.

For more information, or to make a referral for CASA services, contact the Access and Coordination Team at **(716) 858-2323.**

Consumer Directed Personal Attendant Program

The Consumer Directed Personal Attendant Program is a service that allows the recipient to recruit, hire, and supervise their own aides. This program is designed to empower eligible individuals to choose who is performing their care. Those interested in this program should discuss the option when coordinating care with ACT and CASA staff.

For more information on this program, contact CASA at **(716) 858-2323**.

Long-term Home Health Care Program

The Long-Term Home Health Care Program (LTHHCP) is also referred to as "a nursing home without walls." It consists of a coordinated plan of care and services that are provided to individuals at home or in adult care facil-

ities, in lieu of a residential skilled nursing facility. CASA assesses the Medicaid eligibility of these individuals, and assures that they are receiving appropriate and cost-effective services.

For more information, contact CASA at
(716) 858-2323.

Community Medicaid Program

Medicaid is the state and federally funded health insurance program designed to assist low income individuals and families to obtain medical care for themselves and their children. Medicaid covers hospital, doctor, and emergency room visits, prenatal care, pharmacy and lab services, and other treatments. All applicants for Medicaid must meet certain state and federal eligibility requirements.

New York State offers many different Medicaid options covering individuals of varying circumstances. Factors such as income, resources, disability, age, citizenship, and pregnancy can affect which program an individual may be eligible for. Many types of Medicaid do not consider the value of resources when determining eligibility, so an individual who owns a car and a home may still be eligible for Medicaid. Income of relatives who are legally responsible for the care of an individual will be considered in the eligibility determination, however.

Applications can be obtained by calling **(716) 858-6244,** or in person at 158 Pearl Street, Buffalo, NY. When applying for Medicaid a face-to-face interview is optional, and available upon the request of the applicant. Applications can be mailed to the address above. In-person interviews are available upon request of the applicant. Telephone interviews can also be conducted.

Medicaid Managed Care Program

Medicaid Managed Care provides health insurance coverage to Medicaid recipients through various community-based managed care plans. Managed care fosters a relationship between the patient and their primary care physician.

All individuals who are Medicaid eligible are required to enroll in a Medicaid Managed Care Plan unless they have been determined to be exempt or excluded.

Participating Managed Care Plans:

HealthNow/Community Care (Senior Blue 600 - Medicare & Medicaid
257 W. Genesee Street
Buffalo, New York 14202
(716) 887-7520
1-800-888-5407

Fidelis Care of New York
40 John Glenn Drive
Amherst, New York 14228
1-888-343-3547

Independent Health/MediSource
511 Farber Lakes Drive
Buffalo, New York 14221
(716) 631-1355
1-800-453-1910

Univera Community Health/Plus Med
205 Park Club Lane
Buffalo, New York 14221
(716) 847-0881
1-800-427-8490

Plans may be contacted directly for assistance in completing the application process. Plans will collect an individual's information and forward it to the ECDSS Medicaid staff for processing.

Child Health Plus

Child Health Plus is New York State's health insurance plan for children under the age of 19. There are two types of Child Health Plus coverage:

- Child Health Plus "A"- provides Medicaid coverage
- Child Health Plus "B"- provides coverage through specific health maintenance organizations (HMO's)

Whether a child qualifies for Child Health Plus "A" or "B" depends on the family's gross income. Children who are not eligible for Child Health Plus "A" can enroll in Child Health Plus "B" if they do not already have health insurance and are not eligible for coverage under the public

employees' state health benefits plan. A waiting period may apply to children recently covered by employer-based health insurance. This determination depends on household income and the reason the child lost employer-based coverage.

Child Health Plus "B" is open to children of all income levels. Families may have to pay a percentage of the premium, up to 100%, depending on household income.

For information on Child Health Plus, call **(800) 698-4543**. The participating insurers listed below can assist with the application for Child Health Plus and with determining the right plan for each child.

Participating Insurers/Enrollers:

Blue Cross/Blue Shield of Western N.Y.
1901 Main Street
Buffalo, New York 14208
1-800-888-5407
(716) 887-7520

Fidelis Care of N.Y.
40 John Glen Drive
Amherst, New York 14228
1-888-343-3547
(716) 564-3630

Univera Community Health
205 Park Club Lane
Williamsville, New York 14221
(716) 504-0560

Family Health Plus

1-800-494-2215

Family Health Plus is a public health insurance program for New York State residents aged 19-64 whose income is too high to qualify for Medicaid. Individuals must be United States citizens or fall under one of the qualifying immigration categories.

Family Health Plus provides comprehensive health coverage, including prevention, primary care, hospitalization, prescriptions, and other services. Some co-payments may apply. Coverage is provided through participating managed care providers.

Eligibility for Family Health plus is based on household income and family size. There is no resource limit for Family Health Plus. Eligible individuals who are paying for employer-sponsored health insurance may be eligible for assistance with paying premiums, deductibles, coinsurance, and co-payments through the Family Health Plus Premium Assistance Program.

For more information on Family Health Plus, including current income guidelines, visit

http://www.health.ny.gov/health_care/family_health_plus/

Medicaid Utilization Review (MUR)

The Medicaid Utilization Review Unit exists to ensure the

appropriate use of Medicaid benefits for medical transportation, home health reviews, Medicaid disability reviews, and other services. Medical transportation involves the use of ambulances, wheelchair vans, and taxis as needed to assist qualified Medicaid recipients with getting to their approved medical appointments.

For more information on MUR, or to apply for transportation services, call **(716) 858-1750.**

Nursing Home Unit

The Nursing Home Unit is a specialized division that determines Medicaid eligibility for persons in skilled nursing facilities, intermediate care facilities, or hospitals with a discharge plan of placement into a skilled nursing facility. The Nursing Home Unit works with families or legal representatives of the applicant to gather the necessary verification for eligibility. Interviews are conducted on the second floor of the Rath Building, 158 Pearl Street, Buffalo, NY. For more information or to begin the application process, call **(716) 858-1901**.

Special Investigations Unit (SID)

The Special Investigations Unit investigates allegations of actual or potential fraud on the part of public benefits recipients. Referrals are made by caseworkers as well as concerned citizens. SID gathers evidence to support or refute the claim, and if appropriate, will present the evidence package to the District Attorney and State prosecutors. SID also investigates questionable information provided by an applicant for assistance, which may prevent the case from being opened for an individual that does not meet program requirements.

Other functions of the Special Investigations Unit include the recovery of benefits that were overpaid to recipients of public assistance, and assisting with the burial of indigent county residents.

For more information, contact the Special Investigations Unit at **(716) 858-1801**. For the Fraud Hotline, call **(716) 858-1886**.

Temporary Assistance (TA)

Homeless Unit/ Emergency Services

The Homeless Unit is a specialized team of eligibility specialists and caseworkers that provide intensive services to homeless individuals and those at risk of becoming homeless. The unit coordinates emergency shelter with local community partners such as the City Mission, Salvation Army, and Haven House. It also assists individuals with personalized housing plans, apartment searches, transportation expenses, storage of personal items, and the acquisition of items needed to establish a household. School transportation is also arranged to provide as much stability as possible for children affected by homelessness.

The Emergency Services Unit assists eligible individuals in a crisis by issuing one-time, non-recurring payments to meet emergency situations. The unit may assist with security agreements to landlords, utility arrears payments to avoid shut-offs or to restore service, extermination fees, and moving or storage expenses.

Applications for Emergency Services must be made in person on the first floor of 158 Pearl Street, Buffalo, NY. To contact the Emergency Services Unit by phone, call **(716) 858-6265**.

Temporary Assistance to Needy Families (TANF)

TANF is a federal program providing cash assistance to families that include a minor child living with a parent(s) or a caretaker relative. Under the TANF program, eligible adults are limited to receiving benefits for a total of 60 months in their lifetime, including months of TANF-funded assistance granted in other states. The months need not be consecutive, but rather each individual month in which TANF-funded benefits are received is included in the lifetime count. The counting of this 60-month limit began in December 1996. Some cases, such as child-only cases in which the parent or caretaker is not receiving benefits, are exempt from the 60-month time limit.

For more information about the TANF program, call **(716) 858-8000.**

Safety Net Assistance (SNA)

Safety Net Assistance is a cash assistance program in New York State for individuals and families who do not qualify for TANF benefits. This may include single individuals or childless couples, non-relative caretakers of children, and families that have exhausted their 60-month TANF time limit. The Safety Net Cash Assistance program is limited to 24 months in a lifetime. Once Safety Net Assistance is exhausted, individuals are only able to receive non-cash benefits, such as vendor payments made directly to a landlord or utility company, unless they have a change in circumstances that qualifies them for TANF benefits. Non-cash Safety Net

is also issued to individuals with substance or alcohol abuse issues to ensure a stable residence while they work on recovery.

Eligibility for Temporary Assistance is based on a household's income and resources.

For information about Safety Net Assistance, call **(716) 858-8000.**

Erie County Works Center (ECWC)

For most TANF and SNA applicants, the first portal of entry is the Erie County Works Center located on the first floor of 158 Pearl Street, Buffalo NY. (Those applying for a child-only can do so on the 6th floor of 478 Main Street). The ECWC is a collaborative effort between Temporary Assistance and the Comprehensive Employment Division. Each applicant is screened and evaluated for barriers to employment. Employment Counselors will work with each individual to determine the most appropriate service; some individuals will be referred for medical evaluations, and some for substance abuse evaluations. Most applicants will be enrolled in a job club, a job search, and other work-related activities. Participation in these activities is a requirement for eligibility for cash assistance. Many applicants find work before their case ever opens, thereby eliminating their need for assistance altogether.

For information on Temporary Assistance programs, call **(716) 858-8000**. Applications are accepted daily at the Erie County Works Center at 158 Pearl Street, Buffalo, NY.

Youth Services

The Youth Services Division is responsible for operating the Secure and Non-Secure Youth Detention programs for juvenile offenders, juvenile delinquents, and persons in need of supervision (PINS) aged 15 and under. It also operates the Juvenile Delinquency Services Team (JDST) to divert youth from the juvenile justice system. Youth Services administers funding to over 40 community organizations that provide preventive services to the youth of Erie County.

Erie County Youth Bureau (ECYB)

The mission of the Erie County Youth Bureau is to serve youth and families through positive youth development, advocacy, delinquency prevention, and intervention programs that strengthen families and communities.

The Erie County Youth Bureau coordinates and provides funding to more than 75 community based organizations that provide positive youth development programs throughout Erie County. Examples of such programs include after-school programs, mentoring and literacy programs, technology instruction, leadership and job-readiness training, and counseling programs.

For more information, contact the Bureau at
(716) 923-4051.

Juvenile Delinquency Services Team (JDST)

The Juvenile Delinquency Services Team is a multi-disciplinary unit of probation officers, juvenile justice counselors, and mental health specialists who work to divert at-risk youth from the juvenile justice system. The team addresses the underlying issues with the family, school, and community levels that influence a young person toward delinquent behaviors. Services are designed to teach the young person that criminal or delinquent actions have consequences. The JDST is located in the Family Court Building, 1 Niagara Plaza, Buffalo, NY. For more information, contact the Juvenile Delinquency Services Team at **(716) 858-8105**.

Secure Juvenile Detention (SJD)

The Secure Juvenile Detention facility is a temporary residence for juvenile offenders who have been charged with serious crimes and are in custody through either law enforcement arrest, Family Court order, or outstanding warrant. The facility provides health, mental health, and educational services to the youth, as well as a variety of intervention programs designed to promote positive behaviors.

Information about Secure Juvenile Detention is available by contacting Central Administration at **(716) 923-4000**, or Central Intake at **(716) 923-4062**.

Notes

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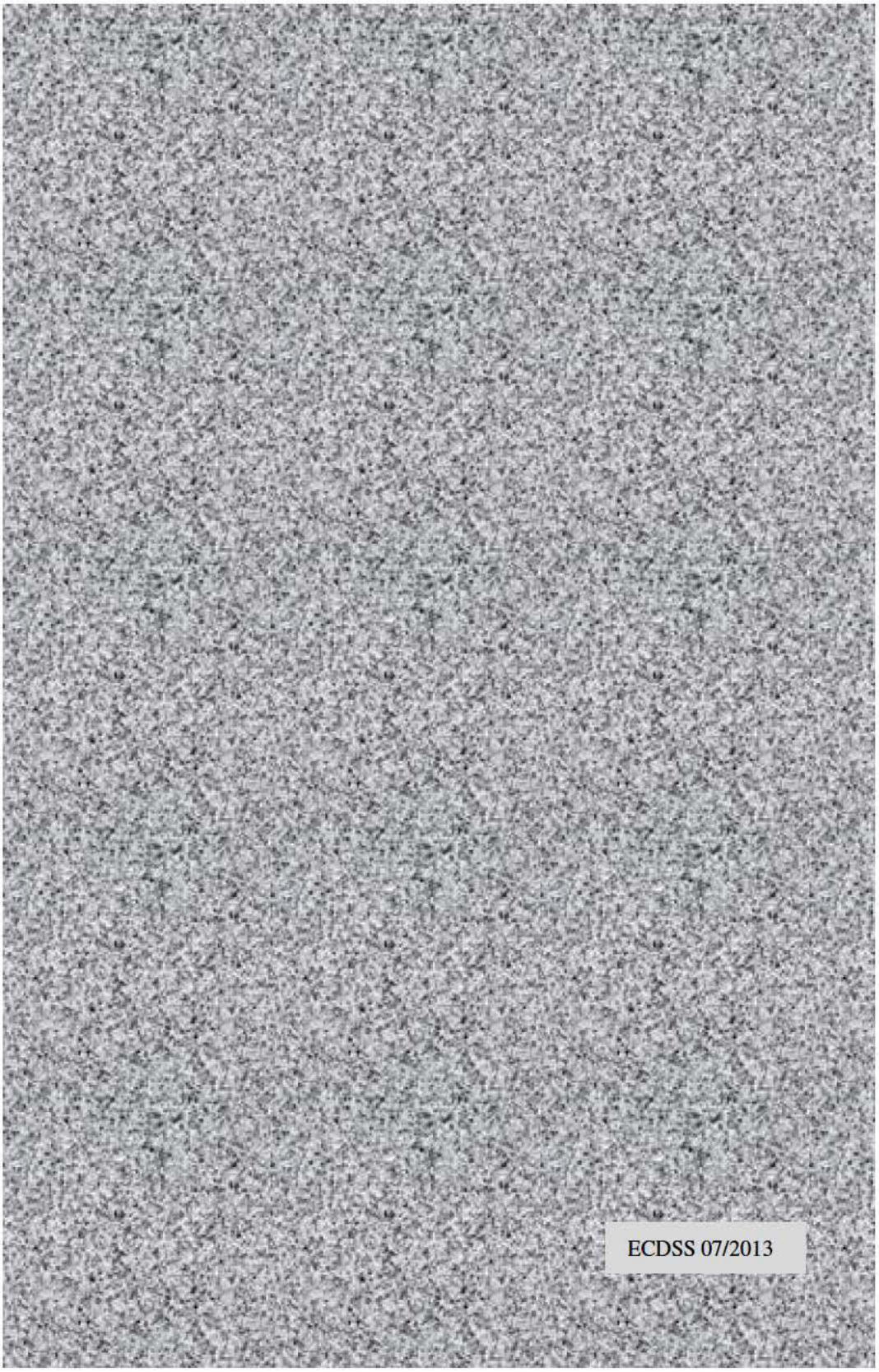
Our services are available to all qualified citizens of Erie County.



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