

# Signature Page and Attestation

We hereby approve and submit the Child and Family Services Plan for Erie County Department of Social Services and Youth Bureau for the period of April 1, 2018, through March 31, 2023.

**We also attest to our commitment to maintain compliance with the Legal Assurances outlined below.**

## Legal Assurances

All signatures must be included, along with the date(s). The signatures on this page attest to the district's compliance with assurances A through H (below), which are incorporated by reference into your plan. The legal assurances are statutorily mandated; districts must indicate that they are complying with these standards or must provide a remediation plan if they are not.

### A. General

1. All providers of service under this plan operate in full conformance with applicable federal, state, and local fire, health, safety and sanitation, and other standards prescribed in law or regulations. Where the county is required to provide licensure for provision of services, agencies providing such services shall be licensed.
2. All recipients of funds are required to operate each program or activity so that, when viewed in its entirety, the program or activity is readily accessible to and usable by persons who are handicapped to the extent required by law.
3. Benefits and services available under the state plan are provided in a non-discriminatory manner as required by Title VI of the *Civil Rights Act of 1964* (as amended).
4. The activities covered by this plan serve only those individuals and groups eligible under the provisions of the applicable state and federal statutes.
5. No requirements as to duration of residence or citizenship will be imposed as a condition of the participation in the State's program for the provision of services.
6. There is in operation a system of fair hearings and grievances under which applicants for or recipients of services and care may appeal denial, exclusion, reduction, termination, or choice of services/care; mandatory nature of service/care; or failure to take timely action upon an application for services/care.
7. Adequate and timely notice is provided to applicants for and recipients of services and care as required by NY 18 NYCRR 407.5(h) (2) (I).
8. Title XX-funded services are available to eligible individuals in every geographic area within the district. Where different services are made available to a specific category of individuals in different geographic areas, services are available to all eligible individuals in that category who reside in that area.
9. Title XX reporting and fiscal systems includes level of care, maintenance, and services provided to children and families and costs of services provided.

### B. Child Protective Services

1. The district maintains an organizational structure and staffing, policies, and practices that maintains compliance with 18 NYCRR 432.
2. The district has specifically reviewed 18 NYCRR 432.2 (f)(3) and is in compliance with all assurances outlined in those regulations.

### C. Preventive Services for Children

1. Children and families in need of the core preventive services have these services provided to them in a timely manner. Core services include day care, homemaker, transportation, 24-hour access to emergency services, parent aide or parent training, clinical services, crisis respite care, services for families with AIDS/HIV+, and housing services.
2. The district maintains efforts to coordinate services with service agencies and other public and

private agencies within the district that provide services to children including the use of referral procedures with these agencies and formal and informal agreements.

3. The district has prepared plans and procedures for providing or arranging for 24-hour access to emergency services for children who are at risk of foster care as specified in 18 NYCRR 423.4. Staff is aware of such plans and procedures.

#### **D. Youth Development**

1. Where the county receives state funds pursuant to Executive Law 420, the municipality's youth development program maintains an organizational structure and staffing, policies, and practices that comply with Article 19-A of the Executive Law and 9 NYCRR Subpart 165-1.
2. Executive Law section 420(1)(c) sets forth statutory options for RHYA services in Executive Law 420(2). This information is located in the RHYA/Youth Bureau Administrative Component.

#### **E. Adult Protective Services**

1. The district has established a process that enables the commissioner to act as a guardian and representative or protective payee on behalf of a client in need of adult protective services (APS) when no one else is available or willing and capable of acting in this capacity.
2. In providing protective services for adults, the district will implement each responsibility contained in 18 NYCRR Part 457.
3. The district attests that following has been established for PSA:
  - Financial management system with written procedures;
  - The roles and responsibilities have been defined and written for the delivery of protective services for adults for the various divisions and offices of the social services district, including accounting, income maintenance, medical assistance, protective services for adults, and all relevant services; and
  - An interagency service delivery network has been developed with other appropriate agencies including, but not limited to, the Office for the Aging, the Department of Health, community mental health services, psychiatric center(s), legal services and appropriate law enforcement agencies.

#### **F. Domestic Violence Services**

1. Domestic violence victims seeking non-residential services are provided with all needed core services directly from the provider in a timely manner and as otherwise specified in 18 NYCRR Part 462.
2. Non-residential services are provided regardless of the person's financial eligibility; must provide services in a manner that addresses ethnic composition of the community; must provide services in a manner that addresses needs of victims who are disabled, hearing impaired, or non-English speaking, and must provide services in a safe and confidential location.

#### **G. Child Care**

The district assures that when providing child care services under the New York State Child Care Block Grant (NYSCCBG), the Social Services Block Grant (Title XX), and other child care services funded with state or federal funds, it is in compliance with all pertinent state and federal laws, regulations, and policies, which include but are not limited to the following:

1. Providing parents or other eligible caretakers with information about the full range of providers eligible for payment with child care subsidy funds.
2. Offering child care certificates to assist parents in accessing care.
3. Informing clients of criteria to consider when selecting a child care provider.
4. Allowing parents or other eligible caretakers to select any legal, eligible child care provider (districts may disapprove providers chosen by families with a preventive or protective case under certain circumstances).
5. Establishing at least one method of paying for child care provided by caregivers who do not have a contract with the county.
6. Determining that legally exempt child care providers are operating in compliance with any additional state-approved local standards.
7. Giving priority for child care subsidies to children of families with very low income, to families

that have children with special needs, and to families experiencing homelessness.

8. Guaranteeing child care services to families that have applied for or are in receipt of public assistance when such services are needed for children under 13 years of age in order to enable custodial parents or caretaker relatives to participate in activities required by a social services official including orientation, assessment, or work activities as defined in 18 NYCRR Part 385.
9. Guaranteeing child care services to families who are in receipt of public assistance when such services are needed for children under 13 years of age in order to enable the parents or caretaker relatives to engage in work as defined by the social services district.
10. Guaranteeing child care services to applicants for or recipients of public assistance who are employed and would otherwise be financially eligible for public assistance benefits that choose to receive child care subsidies for children under 13 years of age in lieu of public assistance benefits for such period of time as the applicants/recipients continue to be financially eligible for public assistance.
11. Guaranteeing child care services to families transitioning from public assistance whose cases have been closed or who voluntarily close their public assistance cases, and who are no longer financially eligible for public assistance due to an increase in earned income or child support. The family must include an eligible child under the age of 13 who needs child care in order for the parent to be engaged in work, and the family's gross income must be at or below 200 percent of the state income standard. For transitional child care, the eligibility period begins with the first month in which a family becomes ineligible for public assistance or "child care in lieu of public assistance" and is limited to 12 months in duration.
12. Informing recipients of public assistance and former public assistance recipients of the child care guarantees for eligible families.
13. Informing families in receipt of public assistance of their responsibility to locate child care.
14. Informing families in receipt of public assistance of the criteria the district will use to determine that a family has demonstrated an inability to obtain needed child care because of the following reasons:
  - Unavailability of appropriate child care within a reasonable distance from the individual's home or work site;
  - Unavailability or unsuitability of informal child care by a relative or under other arrangements; or
  - Appropriate and affordable regulated child care arrangements.
15. Offering two choices of legal child care, at least one of which must be a licensed or registered provider, to recipients of public assistance who have requested assistance in locating child care for a required work activity and who have demonstrated an inability to obtain care.
16. Informing recipients of public assistance that their public assistance benefits cannot be reduced or terminated when they demonstrate that they are unable to work due to the lack of available child care for a child under the age of 13.
17. Advising recipients of public assistance that the time during which they are exempted from their required activity due to the lack of available child care will still count toward the families' time limit on public assistance.
18. Providing payment for the actual cost of care (rate charged by the provider to non-subsidized families unless a lower payment rate has been established in a negotiated contract) up to the applicable market rate.
19. Allocating NYSCCBG subsidy funds in a manner that provides eligible families equitable access to child care assistance funds.
20. Providing child care to families who are eligible, as long as funds are available, and to other families that are eligible if funds are available and if the social services district has listed such families as eligible in the Child and Family Services Plan (CFSP).
21. Not requiring a contract with child care providers as a condition for payment when providing child care subsidies under the NYSCCBG. The district provides parents or other eligible caretakers the option to either enroll the child with an eligible provider who has a contract with the district or to receive a child care certificate to arrange child care services with any eligible provider.
22. Obtaining approval from the New York State Office of Children and Family Services (OCFS) as part of the district's CFSP before imposing any additional requirements on child care providers that serve subsidized children.

## H. Staffing

Organizational Chart requirements will be met by the social services district's assurance that the organizational chart submitted to the Bureau of Financial Operations for the Random Moment Survey process is current.

The Preventive Services Planning requirements will be met by the social services district's assurance that names and addresses of agencies providing purchased preventive services entered into the CONNECTIONS system or the Benefits Issuance and Control System (BICS) is current.

I attest to our commitment to maintain compliance with these legal assurances.

**Commissioner County Department of Social Services**

Name / Signature:

Marie A. Cannon

Date:

2018-07-02

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I hereby approve and submit the PINS Diversion Service section of the Child and Family Services Plan for Erie County Probation Department for the period of April 1, 2018, through March 31, 2023.

**Director/Commissioner County Probation Department**

Name / Signature:

Brian McLaughlin

Date:

2018-07-26

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I hereby approve and submit the Youth and Young Adult section of the Child and Family Services Plan for Erie County Youth Bureau for the period of April 1, 2018, through March 31, 2023.

**Executive Director County Youth Bureau**

Name / Signature:

Ben Hilligas

Date:

2018-07-02

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Enclosed is the Child and Family Services Plan for Erie County. My signature below constitutes approval of this report.

**Chief Elected Officer** (or Chairperson of the legislative body if the county does not have a Chief Elected Officer)

Name / Signature:

Maria Whyte

Date:

2018-08-07



# Public Hearing Requirements

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The law requires that at least one public hearing must be held during the development of and prior to the submission of the plan. Such public hearing(s) shall be held only after at least a 15-day notice is provided in a newspaper of general circulation in the district. Such notice must specifically identify the times during the public hearing when child protective services, adult services, and family and children's services components of the plan are to be considered.

One goal of the public hearing is to inform the community of the services available in the district and how they can be accessed. The public hearing also allows the public to raise issues and offer ways to improve delivery and provision of services in the district. Comments and issues raised at the hearing must be incorporated into the planning process if they are deemed to be valid. Implementing strategies that provide for meaningful public input can help to enhance the local planning process. The plan should not be completed prior to the public hearing and should be considered a draft until after the public hearing.

## **The plan is not to be submitted until 15 days after the public hearing.**

*Complete the form below to provide information on the required elements of the public hearing.*

Date Public Hearing held:

2018-03-27

*(at least 15 days prior to submittal of Plan)*

Date Public Notice published:

2018-03-07

*(at least 15 days in advance of Public Hearing)*

Name of Newspaper:

The Challenger and the Amherst Bee

Number of Attendees:

0

Topics and Comments Addressed at Hearing:

N/A

## **Areas represented at the Public Hearing:**

- Health
- Legal
- Child Care
- Adolescents
- Mental Health
- Law Enforcement
- Aging
- General Public
- Other

*Please specify:*

Other  
*Please specify:*

Other  
*Please specify:*

Issues identified at the Public Hearing:

# MOU Between DA's Office and CPS

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Please upload a copy of your signed MOU to this system or include a narrative summary of the cooperative procedures to be followed by both parties in the investigation of incidents of child abuse and maltreatment, consistent with their respective obligations for the investigation or prosecution of such incidents, or as otherwise required by law.

- A copy of our MOU has been uploaded to the system
- A narrative summary of our MOU is below and a copy of the signed MOU is on file with OCFS

If providing a narrative summary, please enter it here:

## **Roles:**

Child Protective Services - provide immediate and long term protection from further abuse or maltreatment, and rehabilitation services

District attorney - authorize criminal investigation of alleged child abuse/maltreatment

## **Responsibilities:**

CPS - investigate, evaluate, notify persons involved in writing, determine if there is credible evidence of abuse/maltreatment, initiate Family Court action where necessary, provide and coordinate preventive and rehabilitative services

DA's Office - advise law enforcement in all matters of the alleged incident, notify CPS upon conviction, identify suitable locations for infant abandonment

## **Referral of Reports of Suspected Abuse**

1. CPS telephones DA immediately and forwards report copies.
2. CPS immediately provides any additional copies or other reports requested, and will continue to do so.
3. If a report is unfounded, CPS will notify DA in writing.
4. DA will then destroy all records determined to be unfounded.

## **Upon Receipt of Referral**

1. DA makes a determination whether or not to initiate a criminal investigation.
2. If yes, DA contacts the designated police agency and requests initiation of investigation.

## **Communication During Investigations**

1. CPS and designated police agency follow standardized procedures for interviews, evidence gathering, arrangement for medical examination, and procedures for joint investigations.
2. CPS shares all information with DA's office and police officials involved.
3. CPS will furnish all other information necessary to conduct a criminal investigation.
4. CPS is required to provide records of unfounded reports as well.
5. CPS or DA's office may request a case conference at any time. CPS will notify DA of subsequent family Court Action or any other litigation.
6. DA will notify CPS of any court disposition.





# County Overview

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If the district has one, please enter the district's mission or vision.

The Vision of the Department of Social Services is a community where children, adults and families are healthy and safe and enjoy a quality of life. As a responsive and efficient organization, we seek to continually engage the community in defining the role of Social Services. We strive to always meet our Core Values of Integrity, Respect, Quality Customer Service, Collaboration and Diversity.

Describe the district's demographic, economic, and social characteristics.

Erie County is the largest county outside of the New York City area, with a population of approximately 921,584 and a 15% county poverty rate. 23.1% of children under the age of 18 and 8.4% of senior citizens ages 65 and older are living in poverty. The racial makeup of Erie County is 75.8% White alone, 13.9% Black alone; with the remaining 10.3% covered by two or more races or other populations.

Describe the district's successes and achievements in the last five years.

Erie County Department of Social Services (ECDSS) collaborated since 2015 with University at Buffalo Masters of Social Work to offer internships for graduate students. The students were trained on ECDSS programs and services and assist community members throughout Erie County with questions about ECDSS benefits and services, with special attention to those who experienced transportation and technology obstacles. In addition to assisting individuals in community settings, many of the interns are paired with workers from the Child Protective Service division to shadow and observe.

ECDSS, in collaboration with community partners Buffalo Urban League and Catholic Charities, administered the 2017 Summer Youth Employment Program (SYEP). Funding supported 724 youth participants between 14 and 20 years of age with a meaningful work experience. Financial literacy and educational activities were also components of the 8 week program. Educational components included: The Fatherhood Connection (Boys to Men), Junior Achievement (Be Entrepreneurial and Career Success Programs), Kaleidoscope (STEM), Helping Mentoring & Uniting (HMU), and Young Entrepreneurship Preparation (YEP). The SYEP concentrated its efforts to help high need youth such as youth in foster care, homeless/runaway youth and youth with disabilities.

Erie County Department of Social Services partnered with Society for the Advancement of Construction –Related Arts (SACRA). This is an instructor-led, hands-on training program with a project-based curriculum designed to teach the skills of craftsmanship to individuals in need of employment. Participants that successfully complete the program receive consideration for placement in Construction or Advanced manufacturing positions as businesses are committed to interview and hire candidates from the program.

The Erie County Department of Social Services met monthly with Child Care Resource Network (CCRN), CSEA/Voice and day care providers to continue collaborative efforts, facilitate communication, share information, and support efforts of child care program stakeholders for funding and quality child care. These meetings enabled us to evaluate and respond to community needs in order to increase our impact on children and families.

Describe the financing for the district's services. Include general information about the types of funds used (e.g. federal, State, local, TANF, or innovative funding approaches). Include new uses of TANF or Flexible Funds for Family Services for program services. Include any innovative approaches to funding or new uses of funds to support the service delivery system.

The County initially pays for most expenses related to Social Services programming including child welfare services, public assistance and administration. The big exception is the payment of Medicaid, as the State pays medical providers directly for most medical services. The local share for those medical expenses is paid by counties through a weekly wire transfer of 100 percent county funds to the State's Medicaid bank account.

Each month, the County submits complete expenditure summary information on a set of forms housed in the Automated Claims System. These claim forms are submitted by the County to the State to obtain Federal and State reimbursement. The rules and procedures for claim filing are prescribed by the State. The State in turn submits quarterly reports to the Federal government to obtain Federal funding.

The County does not participate in the claim filing with the Federal government.

Counties receive both Federal and State funds from the State as advances for certain programs that are subsequently reconciled through monthly settlement of Federal and State share claims. This settlement process is generally subject to a three-month delay. This delay makes the State Fiscal Year (April 1 - March 30) correspond with the County Fiscal Year (January 1 - December 31).

Some programs receive partial Federal reimbursement dependent upon the eligibility of individual clients for Federal funding. That eligibility is, in some cases, dependent upon family income as a percent (such as 200%) of the Federal Poverty Level. In other cases, that eligibility is without regard to family income, but instead is dependent upon family circumstances or individual behavior (like domestic violence or substance abuse).

Some programs are fully reimbursed by the Federal government through Temporary Assistance to Needy Families Block Grant (TANF), the Social Services Block Grant (Title XX) or the Child Care Development Block Grant, subject to the limits of allocation ceilings. Other allocations include the Foster Care Block Grant, the Independent Living Allocation, a Training Cap, Food Stamps Education and Training and a Domestic Violence allocation. State Legislation defines the rules and framework of reimbursement within broader federal requirements for each of these special allocations.

The claiming and settlement process has changed from years ago when there was a more simplified reimbursement process based on fixed percentages of expenditure. The use of more complicated funding mechanisms has increased in recent years as the State has used the flexibility of TANF funding to finance a broad array of services to clients and families. Relative shares, reimbursable from State, Federal and Local funds has changed substantially over time.

A Maintenance of Effort (MOE) requirement is set forth in the TANF Block grant.

The MOE requires that the State maintain current Federal Fiscal Year (FFY) spending at 75% of historic non-Federal (i.e. State and Local combined) shares levels. If MOE is not achieved on a statewide basis, the State is subject to a number of block grant reduction actions and penalties as prescribed in Federal law.

The State has devised innovation claim strategies that increase local and State spending for certain services which qualify for MOE (like public assistance), while using Federal funding for those services which do meet TANF goals but do not qualify for MOE expenses, such as diversion and supportive services to juvenile delinquents and persons in need of supervision (JD and PINS).

The funding process is dynamic and ever changing. It is a challenge to work within this process to meet the needs of Erie County's most vulnerable children, adults, and families.

If purchase of service agreements are used, describe the criteria and procedures used by the district for selecting providers for all child welfare, adult protective, and non-residential domestic violence purchase of services (e.g. RFP process, news releases on availability of funds, sister agencies panel).

RFPs are developed for program areas and released to the public by means of the County's website, local newspapers and e-mail distribution. Erie County conducts targeted outreach to address special needs, such as specific service contracts to address the disproportionate removal of children in certain communities. Upon release of the RFP an informational briefing may be held to allow interested agencies the opportunity to ask questions and become better acquainted with the requirements.

Proposals are reviewed and scored by a review committee. Agency Annual Performance Reviews sheets are developed by program staff and given to the review committee, giving a summary of the agency program's past performance. Prospective agencies may then be asked to partake in a brief interview with the review committee. The proposer has the opportunity to further discuss their program and the review committee is given the opportunity to clarify any questions that may have come about during the proposal's review. The review committee takes into account the written proposal, past performance and interview when scoring the proposals. The review committee submits its recommendations to the Commissioner. Funds are distributed based on performance criteria and targets reached in the specific area. Once approved by DSS and the County Executive, the recommendations are presented to the Erie County Legislature for final approval.

The Erie County Youth Bureau release Request for Proposals for eligible not-for-profit 501(c)(3) organizations and Municipal Town and Village Governments to provide Youth Development Program (YDP), Runaway and Homeless Youth ACT (RHYA), and Supervision and Treatment Services for Juveniles Program (STSJP) on an annual or bi-annual basis. Organizations must provide services to at-risk youth ages 5-21, and provide outcome based positive youth development and juvenile delinquency prevention strategies. Due to the limited amount of funding available, programs providing services to at risk youth in the following categories are prioritized for consideration: School Based Positive Youth Development Programs, After School Community Based Positive Youth Development Programs; this includes programs run by a specific agency with programming offered at various sites, Mentoring Programs, Juvenile Diversion Programs, Runaway and Homeless Youth Programs, Youth Employment Programs.

Describe procedures that will be used to ensure that the services being purchased are effective in meeting the outcomes as outlined in the contract and your plan. Include the frequency of monitoring, tools that will be used, and who will be involved.

At the onset of a contracts, establishment agencies are required to provide the district with the following:

- 1) Documentation of Insurance, not for profit status, a list of current Board members and an organizational flow chart;
- 2) Job descriptions, qualifications and resumes for all positions funded through the contract;
- 3) A copy of the agency's last independent fiscal audit;
- 4) Delineation of all Direct Program Expenditures, Administrative Expenditures and Overhead costs;
- 5) A listing of the amounts of all other county and other government and private funding streams;
- 6) A detailed program narrative that describes measurable outcomes; and
- 7) Reporting matrixes required for quarterly reporting.

Contract providers are required to submit quarterly reports which document the number of families served, service units of service delivered and the amount of time spent in various methods of services provision. Quarterly reports are analyzed within the division by category (such as Preventive Services, Foster Care, Domestic Violence, Visitation) for utilization trends.

A Contract Monitor, Contract liaisons and a Contract Compliance Team monitor services, reporting requirements and providers' fiscal records to ensure accurate record keeping and service delivery.

On-site audits are conducted by ECDSS staff. Program audits include a review of selected case records, agency policies and procedures, and interviews with selected casework and administrative staff. Financial records are reviewed as well. Random audits of other programs are scheduled for quality assurance purposes. Finally, untoward events, such as a fatality, or a formal complaint filed by agency staff or clients, or fiscal concerns may trigger an agency audit. Corrective Action or Recovery of funds ensues depending upon the nature of any material findings.

All programs funded by the ECYB are monitored annually to ensure youth are receiving the highest level of quality programming available. These unannounced onsite monitoring visits are completed by

the Program Planning Coordinator, the Director of the ECYB, and members of the Youth Board.

Basic field monitoring is a periodic, brief and structured field visit (announced or unannounced) whose purpose is to review ongoing operations and the status of activities at intervals over the course of the contract period. This type of monitoring allows the monitor to become familiar with the operations, make casual observations and generally verify that everything is in order. During the onsite visit, the Program Planning Coordinator observes the program by observing the activities being performed by the program participants, reviewing the schedule submitted with the contract, speaking with youth participants, reviewing documents related to monitoring, and gaining other information pertinent to the compliance of the contract. The visit may be an opportunity for the monitor to offer encouragement, identify or resolve minor problems, provide technical assistance, meet with staff, clients, or community members. The Erie County Youth Board is updated on all agencies monitoring at their monthly meetings. Each program funded by the Erie County Youth Bureau is monitored at least once during the contract period. Agencies that are found to not be meeting all of their program description components are given a corrective action plan and are monitored more than once, until compliance is achieved.

In addition to the onsite monitoring, a Performance Accountability process for each Erie County funded agency is closely monitored. Agencies are trained in "Performance Accountability" to measure the work they do quantitatively to provide programmatic outcomes/data. The Erie County Youth Bureau is concerned about the well-being of the youth population in Erie County, and how funded programs and agencies are serving them. Performance Accountability looks at how well a program or agency is working on three levels:

- 1) How much did we do?
- 2) How well did we do it?
- 3) Is anyone better off? = Program/Agency Outcomes

These performance measures are based on the NYS OCFS Youth Development Touchstones and are each tied to individual and specific service types which fall within the Touchstones frame work. The Youth Bureau is regularly assessing its ability to collect relevant information and data around program outcomes and quality. New performance measures and reporting requirements are introduced as necessary and appropriate.

ECDSS has a "Contract Compliance" unit under the Division of Legal Affairs. This division works with the Program Areas to coordinate contracts for purchased services.

Some program areas (such as Child Welfare) have a Contract Monitor who collects data from Purchase of Service agencies, generating reports to Administration.

The Program Support Unit is responsible for drafting RFPs and establishing outcome measures for purchased services, with assistance from Program staff. The Program Support Unit also collects quarterly reports and data from the Non-Residential Domestic Violence service providers and generates reports to Senior Staff to assist with planning initiatives.

Describe any existing situations where child protective services information is shared with service providers or coordinators of services and the agreements whereby such disclosure of Child Protective Services information is allowed. Disclosure of Child Protective Services information with providers or coordinators of services is unlawful unless the county documents herein any such existing agreements (SSL 422(4)(A)(o)).

Erie County Department of Social Services does not disclose child protective information with service providers or coordinators of services except as described in SSL 422(4). Agencies that contract with Erie County to provide preventive, foster care or adoptive services are provided the information that is necessary to develop a service plan, provide care and supervision of a child named in a State Central Registry report as outlined in SSL, NYCRR, and the Child Protective Manual.

## **Relationship Between County Outcomes and Title IV-B Federal Goals**

**Erie County:** County Overview

Each district seeks to improve outcomes that support the achievement of the Federal Safety, Permanency and Well-Being goals. The outcomes, identified in the New York State Child Welfare Practice Model, are listed below and the strategies to reach these outcomes are located throughout this county's Child and Family Services Plan.

- Through effective intervention, parent, caregivers, and families improve their ability to develop and maintain a safe, stable environment for themselves and their children.
- Children are safely maintained in their own home, families and communities with connections, culture and relationships preserved.
- When it is necessary to place children in out-of-home care, it is a safe, short and stable experience concluding with permanent attachments to caring adults.
- Parents and caregivers have the capacity to provide for their children's needs. Children are cared for in safe, permanent, and nurturing environments that meet their needs and develop their physical, cognitive, behavioral/emotional and social functioning. As youth transition to adulthood, they benefit from services that promote health development, academic success and/or self-sustainability and safe living conditions.
- Organizations are diverse, flexible, professionally and culturally competent and use child-centered, family-focused practice, and demonstrate partnership at all levels.

# Safety / Prevention

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## Outcome

Children are safely maintained in their own home, families and communities with connections, culture and relationships preserved.

*(Child Welfare Practice Model Safety Outcome)*

## Indicator

We have noted that Erie County had a recurrence rate of **18.3%** which is comparable to the National Average of 9.1% during the Wave 3 timeframe.

*(CFSR Round 3 Recurrence Indicator - Children with at least one indicated report in FFY 2014 with another indicated report within 12 months of the initial report)*

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## Underlying Factors

Based on local data, input from stakeholders, and business process mapping we believe that the following underlying factor(s) contribute to our performance:

*(Please list at least one barrier; we encourage you not to exceed one or two barriers and one or two bright spots.)*

Factors (barriers) that negatively impact the outcome:

- Failure to consolidate all eligible cases
- Failure to enter the incident date on new indications of the same event
- Timeliness of investigation determinations
- Timeliness of the Provision of Services to families.
- Lack of consistency as to the intensity and depth of services initially offered to families.

Factors (bright spots) that positively impact the outcome:

69.6% of children who experienced recurrence of maltreatment had active Services cases prior to the incident of recurrence. This data can be seen as both a bright spot and a barrier. On the bright side, Erie County CPS appears to open Services cases for a substantial proportion of high risk families, if "high risk" is seen through the lens of subsequent recurrence. On the other hand, it is disconcerting to see that 69.6% of the children who experienced recurrence of maltreatment did so *in spite of the fact that Services were active with their families*. Erie County is conducting further data analysis to explore this statistic and the efficacy of service provision in Erie County. The County will be looking at factors including the rapidity with which the family was linked with Services, the time to initial engagement, the regularity and type of service provision, discrepancies in outcomes between different service providers/agencies, length of service provision, types of substantiated allegations in which recurrence occurred in families with open Services cases, timing of recurrence of maltreatment within the Services case, whether court mandates were involved, etc. The County will also be looking for patterns in the cases of the 15.6% of children who experienced recurrence, but for whose families no services were identified as needed at the time of closing of the initial indication.

# Strategies and Measures

Based on these identified factors we plan to:

Recurrence Strategy(s) for 2018-2020	Activities	What evidence will you use to know the strategy was effective?
<b>Implement an evidence based model for Preventive Services (Kinship, Traditional and Intensive services) to address not having families come back through the CPS system.</b>	<ul style="list-style-type: none"> <li>• Obtain baseline data</li> <li>• Train staff and provide a desk aid regarding selecting appropriate program choices to ensure accurate data going forward</li> </ul>	Quarterly data review to assess whether another call is indicated

Protective / Prevention Services Strategy(s) for 2018-2020	Activities	What evidence will you use to know the strategy was effective?
<b>Increase communication with sources and mandated reporters to understand safety plans and minimum degree of care.</b>	<ul style="list-style-type: none"> <li>• Communicate with sources and provide a contact number</li> <li>• Facilitate a partnership between parents and schools, building a circle of trust.</li> <li>• Work with community service providers to build relationships and trust with the Child Protective Services department to increase ongoing communication on cases.</li> </ul>	Whether another call is indicated

The strategies listed will result in a decrease of **14** children who will experience recurrence.

## Planning Team and Technical Assistance

Describe the district's planning team and how they assisted in the identification of underlying factors and the development of strategies.

The planning team consisted of various levels of staff in DSS. They met and engaged in a thorough diagnostic and planning process to assess bright spots and barriers. They process mapped, identified underlying factors and suggested strategies to address any shortcomings.

Describe technical assistance or training, if any, requested by the district to implement this plan. Please be as specific as possible.



Risk assessment training and evaluating potential new safety concerns prior to making new reports.

Train staff and provide resources regarding selecting appropriate program choices to ensure accurate data input.

## Outcome

When it is necessary to place children in out-of-home care, it is a safe, short and stable experience concluding with permanent attachments to caring adults.  
*(Child Welfare Practice Model Permanency Outcome)*

## Indicator

We have noted that Erie County had a Permanency Indicator 4 rate of **13%** which is comparable to the National Average of 8.3% during the Wave 3 timeframe.

*(CFSR Round 3 Permanency Indicator)*

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## Underlying Factors

Based on local data, input from stakeholders, and business process mapping we believe that the following underlying factor(s) contribute to our performance:  
*(Please list at least one barrier; we encourage you not to exceed one or two barriers and one or two bright spots.)*

Factors (barriers) that negatively impact the outcome:

- Caseworkers are not aware of support services available to kinship providers.
- Services put in place for PINS/JD youth have not been successful in addressing the needs for the JD/PINS population.

Factors (bright spots) that positively impact the outcome:

A large percentage of children successfully discharged from RTC placements had placement in one facility.

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## Strategies and Measures

Based on these identified factors we plan to:

Permanency Strategy(s) for 2018-2020	Activities	What evidence will you use to know the strategy was effective?
<p><b>Continue to develop and enhance our Kinship placements and services provided to kinship providers.</b></p>	<ul style="list-style-type: none"> <li>• Rapid Permanency reviews</li> <li>• Permanency round tables</li> <li>• Family group conferencing</li> <li>• Ongoing training and</li> </ul>	<p>When children are placed with kinship providers, the children will remain there successfully without further entering the foster care system.</p>

	coaching of staff	
<b>Adopt an evidence based model to deliver preventive services.</b>	<ul style="list-style-type: none"> <li>• Implementation of programming</li> <li>• Community engagement and education of the new model</li> <li>• Training for contract agencies and ECDSS staff</li> </ul>	Fewer children and youth will enter the foster care system. JD/PINS youth will be provided services in their own communities so that further system penetration is not necessary.

<b>Protective / Prevention Services Strategy(s) for 2018-2020</b>	<b>Activities</b>	<b>What evidence will you use to know the strategy was effective?</b>
<b>Adopt the evidence based model to deliver Preventive Services</b>	<ul style="list-style-type: none"> <li>• Provider Agencies will receive training and support from CCNY</li> <li>• ECDSS staff will receive training on an evidence based preventive model and a data system that will collect data to use for evaluation.</li> </ul>	A data collection system will allow for data driven evaluation techniques to determine efficacy of the program; i.e., fewer children will enter and re-enter foster care; families will not re-enter the child welfare system.

The strategies listed will result in a decrease of **36** children re-entering foster care.

## Planning Team and Technical Assistance

Describe the district's planning team and how they assisted in the identification of underlying factors and the development of strategies.

The planning team consisted of DSS, ITS and OCFS staff. The DSS staff reviewed the specific cases to identify underlying factors and develop strategies to address the factors.

Describe technical assistance or training, if any, requested by the district to implement this plan. Please be as specific as possible.

- Staff training regarding engagement of fathers.
- Ongoing technical assistance to ensure accurate coding.
- Ongoing training, technical assistance, and coaching to support continued development of our kinship programs.

# Youth and Young Adult

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## Outcome

As youth transition to adulthood, they benefit from services that promote healthy development, academic success and/or self-sustainability and safe living conditions.

*(Adapted from Child Welfare Practice Model Outcomes)*

## Indicator

**Other:** We have noted that in Erie County,

Juvenile Delinquency Prevention/Diversion remains a high priority as it pertains to youth and young adult services. We believe that despite positive trends there remains opportunities to divert youth from juvenile justice penetration. We also believe that efforts to prevent youth from engaging in juvenile delinquency provides the greatest opportunity for diversion. Raise the Age implementation requires us to continue to emphasize diversion/prevention as we anticipate more youth entering the system with diverse individual service needs.

*(Counties who choose this indicator must inform with locally collected data as needed)*

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## Underlying Factors

Based on local data, input from stakeholders, and business process mapping we believe that the following underlying factor(s) contribute to our performance:

*(Please list at least one barrier; we encourage you not to exceed one or two barriers and one or two bright spots.)*

Factors (barriers) that negatively impact the outcome:

Various factors act as barriers to successfully preventing and diverting youth from penetrating the juvenile justice system in Erie County. These barriers include school absenteeism and school suspensions, lack of family resources, lack of adequate aftercare for youth returning from placement, communication between juvenile justice system and law enforcement and having adequate capacity in diversionary and preventive programs/services.

Factors (bright spots) that positively impact the outcome:

Erie County has, since 2015, steadily decreased its detention utilization from a daily attendance average of approximately 27 youth to approximately 13 in 2017. This decrease is the result of intentional, collaborative planning with relevant stakeholders including the judiciary, probation, social services, youth services, detention, mental health, county attorneys, attorneys for the child, law enforcement, the school system, community organizations, service providers and many others. This work is part of the Juvenile Detention Alternatives Initiative in which Erie County Participates and which is Coordinated by the Erie County Youth Bureau Director. JDAI provides relationships and infrastructure to continue to work towards successfully preventing and diverting youth from penetrating the juvenile justice system. We believe this will become more critical as implementation of Raise the Age begins this year.

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# Strategies and Measures

Based on these identified factors we plan to:

Youth and Young Adult Services Strategy(s) for 2018-2020	Activities	What evidence will you use to know the strategy was effective?
<p><b>Ensure prevention and diversion services have adequate capacity and are designed to meet the specific individual needs of existing and emerging populations of PINS and JD youth.</b></p>	<ul style="list-style-type: none"> <li>• Continue to facilitate regular meetings of the JDAL steering committee.</li> <li>• Identify service needs for existing and emerging juvenile delinquent population.</li> <li>• Collaborate across systems to develop services to meet needs/gaps.</li> <li>• Work with stakeholders and service providers to develop and implement programs to meet service needs/gaps</li> <li>• Provide prevention programs to at risk youth who are either not involved or at the early stages of family court further penetration in juvenile justice system.</li> <li>• Continuously monitor and evaluate outcomes to insure services are meeting identified needs and attaining identified outcomes.</li> </ul>	<ul style="list-style-type: none"> <li>• Youth will avoid detention</li> <li>• Youth will avoid intake or violation of probation</li> <li>• Youth will avoid PINS referral/warrant</li> <li>• Youth will avoid out of home placement</li> <li>• Youth will avoid arrest</li> <li>• Youth will improve school attendance</li> <li>• Youth will achieve successful adjustment of appearance ticket</li> </ul>

Implementing these strategies will impact the underlying factors noted above.

## Planning Team and Technical Assistance

Describe the district's planning team and how they assisted in the identification of underlying factors and the development of strategies.

The district planning team includes all relevant members of the juvenile justice system in Erie County including the individuals and representatives of the JDAL steering committee as well as numerous stakeholders and relevant organizations. Planning around these issues is ongoing and happens within the formal structure of JDAL collaborative work groups and committees. Underlying factors and strategies to address them have been discussed and developed in early 2018 to plan for the current year, identify priorities and prepare for Raise the Age implementation.

Describe technical assistance or training, if any, requested by the district to implement this plan. Please be as specific as possible.

Technical assistance is currently provided by OCFS from detention specialists and through JDAI. Additional technical assistance might become more necessary as Raise the Age implementation begins.

# PINS Diversion Services

The PINS Reform Law (Chapter 57 of the Laws of 2005) requires an LDSS's Consolidated Services Plan or its Child and Family Services Plan (Integrated County Plan) to include a Persons In Need of Supervision (PINS) diversion services section. This requirement applies to all counties and supports increased services to PINS youth and families, reduced use of detention, and collaboration to develop productive responses to status offenders and their families.

Please note that the information in this form is specific to the PINS Diversion Services population and process in your county, **not** to the post-petition PINS population or the juvenile delinquent (JD) population.

## Designation of Lead Agency

*Counties should configure their PINS diversion services according to their individual efficiencies and strengths. The designation may be changed in the future through an update to the plan or at the time of the next plan submission. While the LDSS is required to identify one lead agency, cooperative procedures may require other agencies to perform certain functions or services.*

### Select the Lead Agency for PINS Diversion Services:

- Probation
- LDSS

## Inventory of PINS Diversion Service Options

*Describe PINS diversion services that are available in your county and indicate whether a service gap exists. For each service, include the geographic area (countywide or specific cities or towns). Please note that the first three service categories are required. Counties may coordinate efforts with providers to establish regional services.*

Service Category	Service Gap
<b>a. Residential Respite (required)</b>	
<p><b>Providers:</b> Compass House</p> <p><b>Geographic Area:</b> All of Erie County</p> <p><b>Number of Youth Able to Serve:</b> depends on space and availability</p>	<p><input checked="" type="checkbox"/> There is a service gap in this service</p> <p><b>If there is a gap:</b></p> <p>Reason for Gap: funding limitations, bed limitations</p> <p>Dates of Gap: ongoing</p> <p>Plan for Addressing Gap: No present plans to address. We will focus on use of natural community supports and intensive in</p>

	home services to resolve conflict and ensure ongoing safety within the home.
<b>b. Crisis Intervention 24 Hours</b>	
<p><b>Providers:</b> Spectrum CARES Mobile Crisis responds 24 hours to calls for FST and the community at large</p> <p><b>Geographic Area:</b> All of Erie County</p> <p><b>Number of Youth Able to Serve:</b> unlimited</p>	<input type="checkbox"/> There is a service gap in this service
<b>c. Diversion Services / Other Alternatives to Detention (required)</b>	
<p><b>Providers:</b> Columbia Impairment Scale is used to assess Parent’s perceived level of youth impairment. That with the interview assessing parental reputed risked the triage to Early Intervention or Formal diversion is completed. When a case is opened in Formal Diversion a referral is provided to a contracted community provider, who is certified and responsible for completing the NYS CANS. Erie County is transitioning to the North Carolina Family Assessment Scale for Reunification. Officer plays an oversight role of the diversion intervention. Early intervention includes community based monitoring services through Southwest Keys.</p> <p><b>Geographic Area:</b> All of Erie County</p> <p><b>Number of Youth Able to Serve:</b> 100</p>	<input type="checkbox"/> There is a service gap in this service
<b>d. Alternative Dispute Resolution Services (optional)</b>	
<p><b>Providers:</b> N/A</p> <p><b>Geographic Area:</b></p> <p><b>Number of Youth Able to Serve:</b></p>	<input type="checkbox"/> There is a service gap in this service
<b>e. Other</b>	
	<input type="checkbox"/> There is a service gap in this service
<b>f. Other</b>	
	<input type="checkbox"/> There is a service gap in this service



# PINS Diversion Procedures

Please provide a description of the following procedures, including any collaborative team processes.

*Record the agency that is responsible for each procedure and a brief description of how each procedure will be provided.*

PINS Diversion Services Protocol	Responsible Agency(ies)
<b>a. Determines the need for residential respite services and need for alternatives to detention</b>	
<p><b>Describe how provided:</b></p> <p>The Family Services Team (Collaboration between MH, DSS, and Probation) and the Early Intervention Program makes recommendation/offers services to families as needed. Targeting the risk that is placing youth at emerging or imminent risk of out of home care.</p> <p>The contracted residential respite program was closed over five years ago due to underutilization, as well as the inability to sustain it financially. When needed, natural supports are utilized and in emergencies, Compass House (the local runaway shelter) can be considered, but it is not an option in all cases (due to the youth's behavior or past history with this agency). Due to the fact that respite is not readily available, it is somewhat of a "service gap," although as stated, options are sought and utilized. This issue is an ongoing issue across the state, and not unique to Erie county.</p>	<input checked="" type="checkbox"/> Probation <input checked="" type="checkbox"/> LDSS <input checked="" type="checkbox"/> Other Mental Health manages community service contracts
<b>b. Provides an immediate response to youth and families in crisis (includes 24 hours a day response capability)</b>	
<p><b>Describe how provided:</b></p> <p>Mobile Crisis Response Team continues to respond to 24 hr. crisis calls. This service is contracted through the Department of Mental Health.</p>	<input type="checkbox"/> Probation <input checked="" type="checkbox"/> LDSS <input checked="" type="checkbox"/> Other Mental Health
<b>c. Serves as intake agency—accepts referral for PINS diversion services, conducts initial conferencing, and makes PIN eligibility determinations</b>	
<p><b>Describe how provided:</b></p> <p>The Family Services Team continues to accept referrals for PINS Diversion. The team conducts initial conferencing with parents, youth and other interested parties to determine PINS eligibility and referrals for appropriate community based interventions.</p>	<input checked="" type="checkbox"/> Probation <input checked="" type="checkbox"/> LDSS <input checked="" type="checkbox"/> Other Mental Health
<b>d. Conducts assessment of needs, strengths, and risk for continuing with PINS behavior</b>	
<p><b>Name of assessment instrument used:</b></p> <p><input checked="" type="checkbox"/> YASI</p> <p><input type="checkbox"/> YLSI</p> <p><input checked="" type="checkbox"/> Other</p> <p>CANS transitioning to North Carolina Family Assessment Scale</p>	<input checked="" type="checkbox"/> Probation <input checked="" type="checkbox"/> LDSS <input checked="" type="checkbox"/> Other Mental Health

<b>Describe how provided:</b>	
Services that complete the North Carolina Family Assessment Scale include MST, High Fidelity Wrap around, Community Connections, Urgent Access. As the State moves forward with the North Carolina Family Assessment Scale as the primary Assessment tool, Erie County will continue to utilize the tool as a support service for treatment planning.	
<b>e. Works with youth and family to develop case plan</b>	
<b>Describe how provided:</b>	<input checked="" type="checkbox"/> Probation <input checked="" type="checkbox"/> LDSS <input checked="" type="checkbox"/> Other Mental Health
Both the Family Services Team and Early Intervention sit with families to develop targeted trajectory case plans, including crisis planning, assessing risk and needs, as well as family/youth strengths. Targeted Case plans are shared with community services providers to support services to mitigate emerging or imminent risk of out of home care Case plans are updated and amended as necessary to ensure the successful servicing of families.	
<b>f. Determines service providers and makes referrals</b>	
<b>Describe how provided:</b>	<input checked="" type="checkbox"/> Probation <input checked="" type="checkbox"/> LDSS <input checked="" type="checkbox"/> Other Mental Health
Both the Family Services Team and Early Intervention Program look at the youth, family and community risk, and identify family programs that best meet the individual families' needs. The focus is addressing those risk and needs that are placing youth at emerging or imminent risk out of home care.	
<b>g. Makes case closing determination</b>	
<b>Describe how provided:</b>	<input checked="" type="checkbox"/> Probation <input checked="" type="checkbox"/> LDSS <input checked="" type="checkbox"/> Other Mental Health
Both the Family Services Team and Early Intervention Program work with the community-based programs and family to assess decreased risk and improved stability in the home that have mitigated the risk of emerging and imminent risk of out of home care. . Final approval of closing is done in the High Fidelity Electronic Health Record (EHR) system needing clinical sign-off in both programs.	

# PINS Diversion Services Plan

## A. Planning Activities

Briefly describe all PINS Diversion Services Planning activities the county has engaged in related to this current plan. Include every organization in the county that are involved to date in the PINS Diversion Services planning process. Schools, law enforcement officials, and the local family court are critical partners. Respite service providers, youth bureaus, detention facilities, and others also are important to the planning process.

Describe the development of the PINS Diversion Services Plan and MOU:

There has been an expansion of high-end services, based on the assessed needs of youth that continue to be placed in non-secure detention. There are currently two evidence based Catholic Charities Multisystemic Therapy (MST) teams which have been proven effective with youth with primary substance abuse issues in a short time frame. Southwest Keys Runaway Outreach Support Services was

developed as an alternative to detention for PINS Youth. The Probation Department was able to secure a Runaway Probation Officer through DSS funding. The Runaway Outreach Support Services and Runaway Probation Officer provide immediate support and assistance to families while their youth is missing from home. The primary goal of the service is location and safe retrieval of the missing youth and diversion of these youth from further penetration into the juvenile justice system. Since the program's inception, the service has successfully retrieved approximately 90% of youth reported missing. Collaboration efforts continue with the Buffalo Public Schools, having created a Prevention/Diversion sub committee to address truancy. Goals include developing procedures and policies to address truancy, identify youth and families in need of services and guidelines to meet the needs of youth. PINS Diversion Services planning and operational activities include collaborations among Erie County Department of Social Services (Child Welfare, Family Services Team, Preventive Services), Department of Mental Health, Department of Probation, Youth Services and Detention, Erie County Family Court, various law enforcement agencies and legal entities, and the network of service providers in Erie County who work with at-risk youth and families. The gap in access to needed respite services at the time of crisis for the PINS Diversion population is being addressed, using several collaborative work groups, comprised of ECDSS, Detention/JDST, ECDMH and Probation. Work groups meet weekly, bi-weekly or monthly. Goals include development of natural community supports, including the use of a stress pass. The stress pass identifies a mutually agreed upon location where a youth can reside during a crisis in the home. Further planning includes strategies for utilizing mental health and clinical support services to provide stabilization of the families and strategies to sustain youth in their homes. The focus is diversion from detention admission before entering the JD/PINS portal and on individualized service plans at the time of discharge to reduce return of youth.

List stakeholder and service agency involvement in planning:

ECDSS/Youth Services, Mental Health Department, Probation, Family Court, Catholic Charities, Youth Services and Detention, Southwest Keys, Buffalo Public Schools, Erie County Youth Bureau, various law enforcement agencies.

## **B. PINS Diversion Services Population**

Please define the PINS Diversion Services population in your county for 2017. Specifically, please provide the following as whole numbers (not %):

Number of Youth carried over from previous year:

78

Number of PINS Diversion Services referrals filed by parents:

792

Number of PINS Diversion Services referrals by schools:

18

Number of PINS Diversion Services referrals by police:

3

Number of PINS Diversion Services referrals by victim:

0

Number of PINS Diversion Services referrals other sources:

14

Please identify other sources:

Family Court judges (through active neglect dockets)

Number of PINS Diversion Services cases closed as Successfully Diverted:

789

Number of PINS Diversion Services cases closed as Unsuccessful and Referred to Petition:

38

Number of PINS Diversion Services cases that remain open:

79

### **C. Data Collection**

How was data collected?

Data is collected in Caseload Explorer, a NYS Probation data base, High Fidelity Electronic Health Record System (Fidelity EHR) and through manual record keeping techniques.

### **D. Pre-PINS Diversion Efforts**

Is your county performing any pre-PINS diversion techniques?

Yes

No

If "Yes" please list and describe:

Erie County utilizes Southwest Keys - Family Keys Pre-Pins Diversion Program. This is a family centered, strength based service that provides linkages to youth and their families with the goal of preventing youth from further penetrating the Juvenile Justice System.

### **E. Needs Analysis**

Include a summary of the data and the analysis used to determine the needs of the PINS Diversion Services population.

*List data sources (e.g., Communities That Care, youth assessment and screening instrument aggregate reports, PINS/complaint [source or type] information, status at closing, cases referred for petition, etc.). Specify whether the findings relate to county, city, town, neighborhood, school or other specific groups within the PINS Diversion Services population. Describe any conclusions drawn or changes made to strategies to address the needs of this population. Data collected through the needs assessment process can be useful in selecting outcomes in the next section.*

There is a need to strengthen the Runaway Outreach Support Services with the addition and expansion of community based services to address the needs of this population. Since the inception of the service, Erie County has identified several youth who are human trafficking victims. More individualized services are needed to address the unique needs of this population, including intensive home based services. School truancy continues to be an issue for the PINS youth. We have identified the need for alternative educational programs for older youth, specifically 16 and 17 year olds. Collaboration with our local school districts is necessary to explore the development of vocational and non-traditional school programs. Additionally, State level advocacy to change Education Law to best serve youth that are not on track to graduate and are in need of alternative job readiness education is a must. Efforts will continue to reduce the number of youth admitted to non-secure detention. Intensive case management services have been expanded to service PINS youth, both in the diversion stage and after the filing of a PINS petition in court. Efforts will continue to improve and strengthen the collaboration between staff in the juvenile justice system and in the child welfare system to reduce the number of youth who cross over from one system to another, thereby reducing further system penetration and providing individualized service plans to youth and families.

### **F. Desired Changes**

List desired changes in community, family, or individual behaviors or conditions in terms that are specific, measurable, achievable, realistic, and timely. Identify the intended outcomes to be achieved for the PINS Diversion Services population. Outcomes should be derived from the aggregate needs, and could include specific populations (e.g., truants, ungovernable youth, females, males, special education youth); specific PINS Diversion Services processes (e.g., pre-PINS collaborative work, improved service timelines, improved services, focus on evidence based interventions); or aggregate data based outcomes (e.g., reduced number of PINS referred to petition, reduced parental PINS, reduced school PINS, or reduction in specific YASI risk assessment scores). It is important to note that the outcomes in this section are **only** for the PINS Diversion Services population and/or process.

For each outcome:

1. Identify the specific raw number or percentage change indicator sought for that outcome.
2. Identify quantifiable and verifiable outcomes of the desired change in conditions or behaviors for the PINS Diversion Services population.
3. Describe the strategies to be implemented to achieve the identified indicator and outcome. Each strategy should include the timeframe for completion, and a designation of who is responsible for implementation.

Desired Change	Numerical or Percentage Change Sought	Identify Outcome (for PINS Diversion Services population)	Strategy / Plan to achieve (who, what, and when)
<b>Change #1</b>			
Further system penetration of high-risk youth will be diverted due to youth/families being referred to the Family Services Team.	1%	In 2017, 827 families presented to the Family Services Intake requesting general early intervention/diversion. Of these 827 families who presented, 38 were referred to Court for filing of petitions (this includes 14 petitions filed on active neglect cases). 95% did not move further into the Juvenile Justice System.	There is a plan for expansion of existing services which now include STSJP (Supervision and Treatment Services for Juveniles Programs) programs. The implementation of evidence based and individualized services which target risk and needs of youth and their families and build upon strengths of families to increase the likelihood of youth remaining in their homes and not penetrating the Juvenile Justice System further. The goal in 2019 is to maintain or increase the number of youth who avoid further penetration into the Juvenile Justice System.
<b>Change #2</b>			
Increased collaboration between Juvenile Justice and Child Welfare Systems.	20%	A reduction in the number of youth who cross over from the Child Welfare System (Child Protection Services and Children's Services) to the Juvenile Justice System, thereby leading to the filing of PINS petitions.	Increased case conferences for all potential crossover cases prior to the acceptance of a case into PINS diversion. Develop training for staff involved in both systems to better understand the goals, objectives and limitations of each system.
<b>Change #3</b>			

<p>Continue to reduce the number of non-secure detention admissions.</p>	<p>50%</p>	<p>By reducing the number of admissions into non-secure detention, we will see a corresponding reduction in the number of RTC placements for PINS youth in 2018.</p>	<p>In 2018, we will strengthen the Runaway Outreach Support Services and increase the usage of intensive community based services, including STSJP (Supervision and Treatment Services for Juveniles Programs) and preventive services. Services will be individualized and target the risks and needs of youth and families while building upon the strengths of families to maintain youth in their homes and communities.</p>
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# Adult Services

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## Outcome Statements

Vulnerable/dependent adults are protected from abuse, neglect, and financial exploitation while respecting their rights to self-determination and, through the least restrictive means possible, are able to remain safely in the community, to the extent possible.

Vulnerable/dependent adults who require residential placement will receive quality care which respects their wishes in compliance with the law.

*(Adapted from the NYS Adult Services Practice Model Outcomes)*

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## Goal

### Selected Goal:

APS will utilize multi-disciplinary teams and community resources to improve investigations, assessments and service delivery to reduce risk and protect vulnerable adults.

### Needs and Resource Assessment

Describe below the underlying conditions related to your goal in your county. Use the prompt questions in the accompanying resource materials to help guide your thinking.

**The underlying conditions that affect Erie County APS and its ability to serve vulnerable adults are high caseloads, limited resources, and staff turnover. Erie County also has experienced a large number of refugees resettling in the area (35.8% of all refugees who entered NYS in 2016 resettled in Erie County.) This may impact service delivery due to cultural differences and language barriers.**

**Erie County's resource network consists of a variety of community providers from many disciplines, including, but not limited to: law-enforcement, physical and behavioral health, aging, developmental disabilities, domestic violence, government, fiduciary, and other community service providers. Notable challenges over the past several years include the mutually beneficial working relationships between APS and both fiduciary institutes and hospitals.**

**Referrals to APS increased from 2,453 in 2016 to 2,836 in 2017. There were 1,613 and 1,963 referrals assigned for assessment respectively. Of the 3,576 combined total referrals assigned for assessment in 2016 and 2017, 3,021 were closed while on assessment (84%). The 84% closed are from closings that do not include cases that were open as preventive cases. This figure reflects the need for Erie County to better triage referrals and consequently re-evaluate its intake structure and procedures.**

### Strategies and Activities

Describe below the strategies related to your chosen goal and the activities you will attempt to further them. Use the prompt questions in the accompanying resource materials to help guide your thinking.

**ECDSS APS will complete a Community Needs Assessment to identify gaps and barriers in service delivery and collaboration, prepare and implement strategies to improve practice and consequently reduce risk and protect vulnerable adults.**

**Erie County APS will formalize agreements with hospitals regarding referrals and from respective organizations, develop a training regimen for hospital and APS staff regarding the other disciplines' provisions of service, and adopt a procedure for conferencing successes and challenges as well as systemic improvements.**

**Erie County APS will increase participation and contribution to the Financial Crimes and Identity Theft Task Force. Focus in doing so will be on the working relationship between APS and financial institutions.**

**Erie County APS will engage the refugee community by coordinating efforts with the Child Welfare System.**

**Erie County APS will develop and implement a sustainable practice of interviewing employees separating from employment. Data from the evaluation will be used to develop strategies for reducing staff turnover.**

**APS will employ supervisory practices consistent with Solution Focused Trauma Informed System of Care (SFTIC). All supervisors and direct-line staff will be trained in SFTIC, and a system of follow-up and monitoring will be implemented.**

**APS will evaluate the efficacy of the intake unit. Focus groups will be conducted to assist with re-structuring the staffing pattern and practices of thoroughly triaging referrals.**

## **Measuring and Monitoring**

Describe below how you will measure and monitor your strategies and activities to ensure effectiveness. Use the prompt questions in the accompanying resource materials to help guide your thinking.

**Completion of two-phased community needs assessment: Pre- and Post-assessment data will be compared at year three of the five-year plan.**

**Formal written agreements will be established with follow-up evaluations for both health and fiduciary disciplines.**

**Exit interview data will be evaluated at year 2, and 4. Data will be compared to turnover rates in the division.**

**Staff satisfaction surveys will be completed year one and again in year four. Data from the first will generate the implementations of strategies for improving satisfaction and compared to year four data.**

**Percentage rates of assessments closed at intake will be used as a routine benchmark of success at improving triage practices. It is expected that cases closed at assessment will be reduced by 20%, and consequently a reduction in caseload sizes by 10-15%.**

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# Goal

## **Selected Goal:**

Youth aging out of foster care or other child welfare services who could benefit from Adult Services as they reach adulthood will be identified, have their needs assessed and be protected.

## **Needs and Resource Assessment**



Describe below the underlying conditions related to your goal in your county. Use the prompt questions in the accompanying resource materials to help guide your thinking.

**Erie County APS observed a significant increase in referrals of individuals aged 18-24. In 2017, there were 122 in that age group marking an increase of 64% over 2016. ECDSS does not track if young adults referred to APS have been previously active with Child Welfare. ECDSS does not have a process established regarding collaboration between APS and Child Welfare.**

**In 2016, Erie County supported focus groups conducted by Community Connections of NY (CCNY) and International Institute of Buffalo. Although the inquiry targeted the young adult population residing in homeless shelters, the report and summary generated by these focus groups lend insight into the needs of young adults, and can be used as a baseline. System strengths, barriers to services, needed but unavailable services, perception of supports and awareness of community services were identified. Erie County APS has not previously identified this population as a priority; however, the recent and remarkable influx of referrals stimulates a need to further explore and respond to the needs of young adults in order to prevent further penetration into the adult services system.**

### **Strategies and Activities**

Describe below the strategies related to your chosen goal and the activities you will attempt to further them. Use the prompt questions in the accompanying resource materials to help guide your thinking.

Erie County APS will conduct county wide research on young adults to determine the needs of vulnerable youth in the community and aging out of Child Welfare System. This will be completed by securing unidentifiable client data on APS clients who have a history of Child Welfare involvement. Erie is only interested in aggregate information as opposed to client specific information. APS cases will also be reviewed to determine common and uncommon needs of youth aged 18-24, and cross referencing those needs with available services to determine gaps. Strategies will then be developed and implemented to bridge the gaps between needs and services.

Erie APS will develop a formal information and referral process for agencies or individuals seeking services. This will be accomplished by developing formal protocols with the Child Welfare System, the local Independent Living Center, and NY Connects (operated by the Department of Senior Services).

Erie County APS will increase its resource network by expanding into the base of community service collaboratives that currently exist.

Erie County APS will increase its education and outreach efforts. 20 presentations will be conducted annually.

### **Measuring and Monitoring**

Describe below how you will measure and monitor your strategies and activities to ensure effectiveness. Use the prompt questions in the accompanying resource materials to help guide your thinking.

**Erie County APS will track and collect data on referrals to APS for young adults aged 18-24 years to determine the effect of the collaborative on presenting needs; i.e., homelessness, linkages with OMH, OPWDD, intensive case management, rep payee, etc. Reviews by APS management will occur bi-monthly, and quarterly meetings with Child Welfare will be scheduled to review, discuss, and adjust strategies if indicated.**

**Needs assessments will be completed on 50% of youth referred to APS and assigned for assessment. Results of the year one effort will drive the implementation of strategies. Follow-up needs assessments will also be conducted in year three to determine impact of implemented strategies.**

**Established and monitored formal agreements will be reviewed bi-annually.**

**The number of APS presentations and number of participants will be gathered. Evaluations for these presentations will be gathered at 30% of the presentations to determine effectiveness.**

# Child Care

## Appendix K: Child Care Administration

Describe how your district is organized to administer the child care program, including any functions that are subcontracted to an outside agency.

### 1. Identify the unit that has primary responsibility for the administration of child care for:

- a. **Public Assistance Families:** Temporary Assistance Units
- b. **Transitioning Families:** Day Care Unit
- c. **Income Eligible Families:** Day Care Unit
- d. **Title XX:** Children Services

### 2. Provide the following information on the use of New York State Child Care Block Grant (NYSCCBG) Funds.

Item	Amount
<b>a. FFY 2016-2017 Rollover funds:</b> <i>(available from the NYSCCBG ceiling report in the claiming system)</i>	\$1560435
<b>b. Estimate FFY 2017-2018 Rollover Funds:</b>	\$4643920
<b>c. Estimate of Flexible Funds for Family Services transferred to the NYSCCBG:</b>	\$0
<b>d. NYSCCBG Allocation 2018:</b>	\$24681364
<b>e. Estimate of Local Share:</b>	\$1708287
<b>Total Estimated NYSCCBG Amount:</b>	\$26241799
<b>f. Subsidy:</b>	\$19028780
<b>g. Other program costs excluding subsidy:</b>	\$1787258
<b>h. Administrative costs:</b>	\$781841

### 3. Does your district have a contract or formal agreement with another organization to perform any of the following functions using the NYSCCBG?

Function	Organization	Amount of Contract
----------	--------------	--------------------

- a. Subsidy eligibility screening \$
- b. Determining if legally-exempt providers meet OCFs-approved additional local standards \$  
*(must be noted in Appendix Q with the corresponding additional standard)*
- c. Assistance in locating care \$
- d. Child care information systems \$
- e. Payment processing \$
- f. Other \$  
*Please specify function:*

## Appendix L: Other Eligible Families if Funds are Available

Listed below are the optional categories of eligible families that your district can include as part of its County Plan. Select any categories your district wants to serve using the NYSCCBG funds and describe any limitations associated with the category.

Optional Categories	Option	Limitations
<b>1. Public Assistance (PA) families participating in an approved activity in addition to their required work activity.</b>	<input checked="" type="radio"/> Yes <input type="radio"/> No	Both activities must be approved by the Employment Division
<b>2. PA families or families with incomes up to 200% of the State Income Standard when child care services are needed for the child to be protected because the caretaker is:</b>		
<b>a) participating in an approved substance abuse treatment program</b>	<input checked="" type="radio"/> Yes <input type="radio"/> No	PA families with an approval from MAAT Unit
<b>b) homeless</b>	<input checked="" type="radio"/> Yes <input type="radio"/> No	Families seeking housing and: seeking employment or, engaged in work or, participating in an approved educational or vocational activity approved by the employment division
<b>c) a victim of domestic violence and participating in an approved activity</b>	<input checked="" type="radio"/> Yes <input type="radio"/> No	PA families with an approval from Employment Division

<b>d) in an emergency situation of short duration</b>	<input type="radio"/> Yes <input checked="" type="radio"/> No	
<b>3. Families with an open child protective services case when child care is needed to protect the child.</b>	<input checked="" type="radio"/> Yes <input type="radio"/> No	Approval by the child protective service worker required
<b>4. Families with incomes up to 200% of the State Income Standard when child care services are needed for the child to be protected because the child's caretaker:</b>		
<b>a) is physically or mentally incapacitated</b>	<input type="radio"/> Yes <input checked="" type="radio"/> No	
<b>b) has family duties away from home</b>	<input checked="" type="radio"/> Yes <input type="radio"/> No	Active Military Duty only
<b>5. Families with incomes up to 200% of the State Income Standard when child care services are needed for the child's caretaker to actively seek employment for a period up to six months. Child care services will be available only for the portion of the day the family is able to document is directly related to the caretaker engaging in such activities.</b>	<input checked="" type="radio"/> Yes <input type="radio"/> No	Family must have an active subsidy child care case and reported loss of employment within 10 days would be eligible for a period not to exceed 3 months to actively job search and for a maximum of 25hrs/week
<b>6. PA families where a sanctioned parent or caretaker relative is participating in unsubsidized employment, earning wages at a level equal to or greater than the minimum amount under law.</b>	<input checked="" type="radio"/> Yes <input type="radio"/> No	
<b>7. Families with incomes up to 200% of the State Income Standard when child care services are needed for the child's caretaker to participate in:</b>		
<b>a) a public or private educational facility providing a standard high school curriculum offered by or approved by the local school district</b>	<input checked="" type="radio"/> Yes <input type="radio"/> No	Limited to Parent/Caretaker under the age of 21
<b>b) an education program that prepares an individual to obtain a NYS High School equivalency diploma</b>	<input checked="" type="radio"/> Yes <input type="radio"/> No	Limited to Parent/Caretaker under the age of 21
<b>c) a program providing basic remedial education in the areas of reading, writing, mathematics, and oral communications for individuals functioning below the ninth month of the eighth-grade level</b>	<input type="radio"/> Yes <input checked="" type="radio"/> No	
<b>d) a program providing literacy training designed to help individuals improve their ability to read and write</b>	<input type="radio"/> Yes <input checked="" type="radio"/> No	

<p><b>e) an English as a second language (ESL) instructional program designed to develop skills in listening, speaking, reading, and writing the English language for individuals whose primary language is other than English</b></p>	<input type="radio"/> Yes <input checked="" type="radio"/> No	
<p><b>f) a two-year full-time degree granting program at a community college, a two-year college, or an undergraduate college with a specific vocational goal leading to an associate's degree or certificate of completion</b></p>	<input type="radio"/> Yes <input checked="" type="radio"/> No	
<p><b>g) a training program, which has a specific occupational goal and is conducted by an institution other than a college or university that is licensed or approved by the State Education Department</b></p>	<input type="radio"/> Yes <input checked="" type="radio"/> No	
<p><b>h) a prevocational skill training program such as a basic education and literacy training program</b></p>	<input type="radio"/> Yes <input checked="" type="radio"/> No	
<p><b>i) a demonstration project designed for vocational training or other project approved by the Department of Labor</b></p>	<input type="radio"/> Yes <input checked="" type="radio"/> No	
<p><b>Note:</b> <i>The caretaker must complete the selected programs listed within 30 consecutive calendar months. The caretaker cannot enroll in more than one program.</i></p>		
<p><b>8. PA recipients or low-income families with incomes up to 200% of the State Income Standard who are satisfactorily participating in a two-year program other than one with a specific vocational sequence (leading to an associate's degree or certificate of completion and that is reasonably expected to lead to an improvement in the caretaker's earning capacity) as long as the caretaker is also working at least 17½ hours per week. The caretaker must demonstrate his or her ability to successfully complete the course of study.</b></p>	<input type="radio"/> Yes <input checked="" type="radio"/> No	
<p><b>9. PA recipients or low-income families with incomes up to 200% of the State Income Standard who are satisfactorily participating in a two-year college or university program (other than one with a specific vocational sequence) leading to an associate's degree or a certificate of completion that is reasonably expected to lead to an improvement in the caretaker's earning capacity as long as the caretaker is also working at least 17½ hours per week. The caretaker must demonstrate his or her ability to successfully complete the course of study.</b></p>	<input type="radio"/> Yes <input checked="" type="radio"/> No	

<p><b>10. PA recipients or low-income families with incomes up to 200% of the State Income Standard who are satisfactorily participating in a four-year college or university program leading to a bachelor's degree and that is reasonably expected to lead to an improvement in the caretaker's earning capacity as long as the caretaker is also working at least 17½ hours per week. The caretaker must demonstrate his or her ability to successfully complete the course of study.</b></p>	<input type="radio"/> Yes <input checked="" type="radio"/> No	
<p><b>11. Families with incomes up to the 200% of the State Income Standard when child care services are needed for the child's caretaker to participate in a program to train workers in an employment field that currently is or is likely to be in demand in the future, if the caretaker documents that he or she is a dislocated worker and is currently registered in such a program, provided that child care services are only used for the portion of the day the caretaker is able to document is directly related to the caretaker engaging in such a program.</b></p>	<input type="radio"/> Yes <input checked="" type="radio"/> No	

# Appendix M #1: Reasonable Distance, Recertification Period, Family Share, Very Low Income, Federal and Local Priorities

## I. Reasonable Distance

Define "reasonable distance" based on community standards for determining accessible child care.

1. The following defines "reasonable distance":

90 minutes or less each way

The amount of travel time indicated by the applicant will be accepted as indicated if the travel time is one hour or less each way. If the amount indicated is more than one hour each way, additional information or documentation must be provided to determined reasonable distance.

2. Describe any steps/consultations made to arrive at your definition:

Consultations with Day Care Unit, Employment Program, Temporary Assistance staff and Child Care providers.

## II. Recertification Period

**The district's recertification period for low income child care cases is every:**

- Six months
- Twelve months

### III. Family Share

"Family Share" is the weekly amount paid towards the costs of the child care services by the child's parent or caretaker. Your district must select a family share percentage from 10% to 35% to use in calculating the amount of family share. The weekly family share of child care costs is calculated by applying the family share percentage against the amount of the family's annual gross income that is in excess of the State Income Standard divided by 52.

Family Share Percentage selected by the district:

35%

**Note:** The family share percentage selected here must match the percentage entered in the Program Matrix in the Welfare Management System (WMS).

### IV. Very Low Income

Define "very low income" as it is used in determining priorities for child care benefits.

"Very Low Income" is defined as **100%** of the State Income Standard.

### V. Federal and Local Priorities

1. The district must rank the federally mandated priorities. Cases that are ranked 1 have the highest priority for receiving child care assistance. These rankings apply to case closings and case openings.

#### a. Very low income as defined in Section IV:

- Rank 1
- Rank 2
- Rank 3

#### b. Families with incomes up to 200% of the State Income Standard that have a child with special needs and a need for child care:

- Rank 1
- Rank 2
- Rank 3

#### c. Families with incomes up to 200% of the State Income Standard that are experiencing homelessness:

- Rank 1
- Rank 2
- Rank 3

### 2. Does the district have local priorities?

- Yes
- No



If yes, list them below and rank beginning with Rank 4.

## Appendix M #2: Case Openings, Case Closings, and Waiting List

### I. Case Openings When Funds Are Limited

If a social services district does not have sufficient funds to provide child care services to all families who are applying, the district may decide to open certain categories of families as funds become available. The district must open federal priorities first. If the district identified local priorities, they must be opened next. **After the federal and local priorities**, identify the basis upon which the district will open cases if funds become available. Select one of the options listed below and describe the process for opening.

- 1. Open cases based on **FIRST COME, FIRST SERVED**.
- 2. Open cases based on **INCOME**.

#### If opening based on income...

- The district will open cases starting from the lowest income to the highest income.
- The district will open cases based on income bands, starting from the lowest income band to the highest income band.

If using income bands, list the bands, starting from the one that will be opened first:

0-99% SIS

100%-125% SIS

126%-149% SIS

150%-174% SIS

175%-200% SIS

- 3. Open cases based on **CATEGORY OF FAMILY**.
- 4. Open cases based on **INCOME AND CATEGORY OF FAMILY**.
- 5. Open cases based on **OTHER CRITERIA**.

### II. Case Closings When Sufficient Funds Are Not Available

If a social services district does not have sufficient funds to continue to provide child care assistance to all families in its current caseload, the district may decide to discontinue child care assistance to certain categories of families. The district must close federal priorities last. If the district identified local priorities, they must be closed next to last. **After the federal and local priorities**, describe the basis upon which the district will close cases if sufficient funds are not available.

**If no priorities are established beyond the federally mandated priorities** and all funds are committed, case closings for families that are not eligible under a child care guarantee and are not under a federally

mandated priority must be based on the length of time they have received services (must choose #1 below).

Select one of the options listed below and describe the process for closing.

- 1. Close cases based on **AMOUNT OF TIME** receiving child care services.
- 2. Close cases based on **INCOME**.

**If closing based on income...**

- The district will close cases starting from the highest income to the lowest income.
- The district will close cases based on income bands, starting from the highest income band to the lowest income band.

If using income bands, list the bands, starting from the one that will be closed first:

- 175%-200% SIS
- 150%-174% SIS
- 126%-149% SIS
- 100%-125% SIS
- 0-99% SIS

- 3. Close cases based on **CATEGORY OF FAMILY**.
- 4. Close cases based on **INCOME AND CATEGORY OF FAMILY**.
- 5. Close cases based on **OTHER CRITERIA**.

**III. Waiting List**

The district will establish a waiting list when there are not sufficient funds to open all eligible cases.

- No
- Yes

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# Appendix M #3: Fraud and Abuse Control Activities and Inspections

## I. Fraud and Abuse Control Activities

1. Describe below the criteria the district will use to determine which child care subsidy applications suggest a higher than acceptable risk for fraudulent or erroneous child care subsidy payments in addition to procedures for referring such applications to the district's front-end detection system.

The District conducts FEDS investigations on child care subsidy applications if an application contains 1

or more indicator(s) as listed below and the eligibility worker is not confident that the indicator in question has been explained or supported adequately. Once identified, the application is referred to the Special Investigations Division (SID) via the completion of form B-5390 with documentation of the identified indicator for a FEDS investigation. Upon receipt of a child care FEDS referral, an SID Special Investigator is assigned to the case. The Special Investigator schedules an office or home visit with the applicant. The Special Investigator will conduct an investigation and respond to the Day Care Unit within 21 days of the receipt referral as to the findings of the investigation. The eligibility worker will respond to SID within 45 days of the receipt of the findings, by completing the B-5389 SID FEDS/Child CARE Unit Survey Response form and indicating the action taken on the case.

- Information on Child Care Assistance Application is inconsistent with case information
- Applicant indicates he/she is working off the books
- Applicant is self-employed, but cannot provide adequate business records
- Applicant has a prior history of case denial, case closing or overpayment
- Child Care provider lives in the same residence as the child being provided care
- Applicant is employed by the Child Care Facility/provider that the child attends

2. Describe the sampling methodology used to determine which cases will require verification of an applicant's or recipient's continued need for child care, including, as applicable, verification of participation in employment, education, or other required activities.

*The district cannot use criteria such as the age of provider, the gender of provider, a post office box address, or evidence that the child lives in the same residence as the provider as indicators in drawing the sample.*

Applicant's/Recipients are subject to a 90 day review of income verification to determine continued need for child care assistance

3. Describe the sampling methodology used to determine which providers of subsidized child care services will be reviewed for the purpose of comparing the child care provider's attendance forms for children receiving subsidized child care services with any Child and Adult Care Food Program inspection forms to verify that child care was actually provided on the days listed on the attendance forms.

A random sample of 25 child care providers will be selected on a quarterly basis for the purpose of comparing the child care providers attendance forms for children receiving subsidized child care services with any Child and Adult Care Food program inspection forms to verify that child care was actually provided on the days list on the attendance forms. Any provider selected in the calendar year will not be included in subsequent samples unless a discrepancy is found.

## **II. Inspections of Child Care Provider Records and Premises**

The district may choose to make announced or unannounced inspections of the records and premises of any provider/program that provides child care for subsidized children to determine if the child care provider is in compliance with applicable laws and regulations and any additional requirements imposed on such a provider by the social services district per 18 NYCRR §415.4(h)(3).

The district has the right to make inspections *prior to subsidized children receiving care* of any child care provider, including care in a home, to determine whether the child care provider is in compliance with applicable laws and regulations and any additional requirements imposed on such a provider by the district.

The district must report violations of regulations as follows:

1. Violations by a licensed or registered child care provider must be reported to the applicable Office

- of Children and Families (OCFS) Regional Office.
2. Violations by an enrolled or enrolling legally-exempt child care provider must be reported to the applicable Enrollment Agency.

**Does the district choose to make inspections of such child care providers/programs?**

- No.
- Yes. Provide the details of your inspections plan below.

**The following *types* of subsidized child care providers/programs are subject to this requirement:**

**Legally-Exempt Child Care**

- In-Home
- Family Child Care
- Group programs not operating under the auspices of another government agency
- Group programs operating under the auspices of another government agency

**Licensed or Registered Child Care**

- Family Day Care
- Registered School-Age Child Care
- Group Family Day Care
- Day Care Centers
- Small Day Care Centers

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## Appendix N: District Options

Districts have some flexibility to administer their child care subsidy programs to meet local needs. Districts must complete Question I below. Note that all districts must complete the differential payment rate table in Appendix T.

**I. The district selects:**

- None of the options below
- One or more of the options below

**II. Districts must check the options that will be included in the district's county plan and complete the appropriate appendix for any option checked below.**

1. The district has chosen to establish funding set-asides for NYSCCBG (complete Appendix O).
2. The district has chosen to use Title XX funds for the provision of child care services (complete

Appendix P).

- 3. The district has chosen to establish additional local standards for child care providers (complete Appendix Q).
- 4. The district has chosen to make payments to child care providers for absences (complete Appendix R).
- 5. The district has chosen to make payments to child care providers for program closures (complete Appendix S).
- 6. The district has chosen to pay for transportation to and from a child care provider (complete Appendix T).
- 7. The district has chosen to pay a differential rate for licensed or registered child care providers that have been accredited by a nationally recognized child care organization (complete Appendix T).
- 8. The district has chosen to pay a differential rate above the required 5% minimum differential rate for child care services during non-traditional hours (complete Appendix T).
- 9. The district has chosen to pay a differential rate for child care providers caring for children experiencing homelessness above the required minimum differential rate (complete Appendix T).
- 10. The district has chosen to pay a differential rate in excess of the 25% maximum differential rate for child care providers that qualify for multiple differential rates to allow sufficient access to child care providers or services within the district (complete Appendix T).
- 11. The district has chosen to pay up to 75% of the enhanced market rate for legally-exempt family and in-home child care providers who have completed 10 hours of training, which has been verified by the Legally-Exempt Caregiver Enrollment Agency (complete Appendix T).
- 12. The district has chosen to pay for child care services while a caretaker who works the second or third shift sleeps (complete Appendix T).
- 13. The district has chosen to make payments to child care providers who provide child care services exceeding 24 consecutive hours (complete Appendix U).
- 14. The district has chosen to include 18-, 19- or 20-year-olds in the Child Care Services Unit (complete Appendix U).
- 15. The district requests a waiver from one or more regulatory provisions. Waivers are limited to those regulatory standards that are not specifically included in law (complete Appendix U).
- 16. The district has chosen to pay for breaks in activity for low income families (non-public assistance families) (complete Appendix U).
- 17. The district has chosen to use local equivalent(s) of OCFS required form(s). Prior to using a local equivalent form the district must obtain OCFS, Division of Child Care Services (DCCS) written approval. **Any previous approvals for local equivalent forms will not be carried forward into this county plan. Therefore, any local equivalent forms a district wishes to establish or renew must be included in this plan and will be subject to review and approval by OCFS.**

List below the names and attach copies of the local equivalent form(s) that the district would like to use.

- 18. The district elects to use the OCFS-6025, Application for Child Care Assistance. The local district may add the district name and contact information to the form.

---

# Appendix O: Funding Set-Asides

## I. Total NYSCCBG Block Grant Amount, Including Local Funds

Category	Amount
	\$
	\$
	\$
	\$
	\$
	\$
<b>Total Set-Asides (NYSCCBG):</b>	\$

Describe the rationale behind specific set-aside amounts from the NYSCCBG (e.g., estimated number of children) for each category.

Category:

Description:

Category:

Description:

Category:

Description:

Category:

Description:

II. The following amounts are set aside for specific priorities from the Title XX block grant:

Category	Amount
	\$
	\$
	\$
<b>Total Set-Asides (Title XX):</b>	<b>\$</b>

Describe the rationale behind specific amounts set aside from the Title XX block grant (e.g., estimated number of children) for each category.

Category:

Description:

Category:

Description:

Category:

Description:

## Appendix P: Title XX Child Care

1. Enter the projected total of Title XX expenditures for the plan's duration: \$

Indicate the financial eligibility limits (percentage of State Income Standard) your district will apply based on family size. Maximum reimbursable limits are 275% for a family of one or two, 255% for a family of three, and 225% for a family of four or more. Districts that are utilizing Title XX funds only for child protective and/or preventive child care services must not enter financial eligibility limits as these services are offered without regard to income.

**Family Size**  
**Two People**

**Eligibility Limit**  
%

**Three People**

%

**Four People**

%

**2. Programmatic Eligibility for Income Eligible Families (check all that apply)**

- Employment
- Seeking employment
- Homelessness
- Education / training
- Illness / incapacity
- Domestic violence
- Emergency situation of short duration
- Participating in an approved substance abuse treatment program

**3. Does the district apply any limitations to the programmatic eligibility criteria?**

- Yes
- No

If yes, describe eligibility criteria:

**4. Does the district prioritize certain eligible families for Title XX funding?**

- Yes
- No

If yes, describe which families will receive priority:

**5. Does the district use Title XX funds for child care for open child protective services cases?**

- Yes
- No

**6. Does the district use Title XX funds for child care for open child preventive services cases?**

- Yes
- No



# Appendix Q: Additional Local Standards for Child Care Providers

The district may propose local standards in addition to the State standards for legally-exempt providers who will receive child care subsidies issued by the district. This appendix must be completed for **each** additional local standard that the district wants to implement.

The district must coordinate with the local Enrollment Agency, including, but not limited to:

- Informing the Enrollment Agency of the intent to request an additional standard.
- Developing the stepwise process referenced in Question 5.
- Ensuring that no significant burden of work shall be incurred by the Enrollment Agency as a result of the additional local standard, unless such work is addressed in a separate contract or a formal agreement is in place, which are referenced in Question 3.
- Sharing any consent/release form that may be required.
- Keeping the Enrollment Agency informed of the approval status.

## 1. Select the additional local standard that will be required of child care providers/programs.

Verification, using the district's local records, that the provider has given the caretaker complete and accurate information regarding any report of child abuse or maltreatment in which he or she is named as an indicated subject

Local criminal background check

Require providers caring for subsidized children for 30 or more hours a week participate in the Child and Adult Care Food Program (CACFP).

*Note that districts are required to notify the Enrollment Agency, using the OCFS-2114, District Notification to Legally-Exempt Caregiver Enrollment Agency, of all providers on the referral list for whom the requirement is "not applicable."*

Site visits by the district

Other  
*Please describe:*

## 2. Check below the type of child care program to which the additional local standard will apply and indicate the roles of the persons to whom it will apply in cases where the standard is person-specific.

Legally-exempt family child care program

Provider

Provider's employee

Provider's volunteer

Provider's household member age 18 or older

Legally-exempt in-home child care program

- Provider
- Provider's employee
- Provider's volunteer

Legally-exempt group provider / program not operating under the auspices of another government agency

- Provider / director
- Provider's employee
- Provider's volunteer

Legally-exempt group provider / program operating under the auspices of another government or tribal agency

- Provider / director
- Provider's employee
- Provider's volunteer

**2a. Exceptions: There may be instances when the district may be unable to enact the additional standard, such as, the applicable person may reside outside of the district's jurisdiction, or the site of care may not be located within the district. In such cases, the district may create an exception to the applicability stated above.**

*Note: The Child Care Facility System cannot track such exceptions and, therefore, the district remains responsible for notifying the applicable Enrollment Agency, using the OCFS-2114, District Notification to Legally-Exempt Caregiver Enrollment Agency, that an additional standard is "not applicable" to the specific provider/person named on the referral list.*

**Place a check mark below to show any exception to the applicability of this Local Additional Standard to programs or roles previously identified.**

- a. The district will not apply this additional local standard when the applicable person **resides** outside of the subsidy-paying district.
- b. The district will not apply this additional local standard when the **program's site of care is located outside** of the subsidy-paying district.
- c. The district will not apply this additional local standard when **the informal provider is younger than 18 years** of age.

**3. Districts are responsible for implementation of the additional local standard unless they have a formal agreement or contract with another organization. Check the organization that will be responsible for the implementation of the additional local standard.**

Local social services staff  
*Provide the name of the unit and contact person:*  
 Day Care Unit, Patricia Musial

Contracted agency (must correspond to Appendix K, Question 3b)  
*Provide the name of the agency and contact person:*

Note: Costs associated with the additional local standard cannot be passed on to the provider.

#### 4. Are there any fees or other costs associated with the additional local standard?

Yes

No

Note: Costs associated with the additional local standard cannot be passed on to the provider.

#### 5. Describe, in chronological order, the steps for conducting the additional local standard. Include how the district will retrieve referrals from CCFS, communicate with providers and other applicable persons, determine compliance with the additional local standard, inform the Enrollment Agency whether the additional local standard has been "met," "not met" or is "not applicable" and monitor its timeliness. Include all agencies involved and their roles. Note that the district's procedures must be in accordance with 12-OCFS-LCM-01.

*Erie County Department of Social Services (ECDSS) will arrange for a background check of criminal convictions to be conducted for the purpose of verifying that the individuals checked in question #2 above have accurately reported their criminal convictions history to the Enrollment Agency (EA). The checks will be conducted by the local district utilizing the Office of Court Administration.*

*The district will provide an OCFS Approved District Created Criminal Background Check Authorization and Release Form in the enrollment package, which will authorize the local criminal history database check. The individuals checked in question #2, will be required to complete and sign the Criminal Background Check Authorization and Release Form, allowing ECDSS, its agents or employees, to conduct a criminal background check to retrieve criminal convictions information. The individual checked in question #2 will be instructed to return to the EA, the completed and signed Criminal Background Check Authorization and Release Form. If the individual checked in question #2 refuses to complete, sign, and/or submit the Criminal Background Check Authorization and Release Form, the enrollment package will be considered incomplete. As a result, the enrollment process cannot move forward and the enrollment package will be withdrawn by the EA in accordance with OCFS policy.*

*To initiate the additional standards check, per 12-OCFS-LCM-01, the Child Care Facility System will automatically generate the referral for the applicable child care program types and individual roles. Designated district staff will run the LE Additional Local Standard Referral List report in CCFS to obtain the list of persons subject to the additional local standard.*

*The district will conduct the check utilizing the Office of Court Administration. If the search results in the findings of a misdemeanor and/or felony conviction/s, the child care unit staff will provide the conviction information to the EA. In accordance with the Guide to Enrollment, the EA will evaluate any discrepancies of the conviction/s and the sworn statement of the applicable individual(s).*

*The district provides detailed information with the EA to that of crimes where there was a subsequent conviction using the OCFS 2114 for consideration in making full enrollment decisions. The EA compares the results with the sworn statement submitted by the provider to the EA and will take action in accordance with OCFS policy.*

*In accordance with the Guide to Enrollment, the EA will evaluate any discrepancies of the conviction/s and the sworn statement of the applicable individual(s). In accordance with 12-OCFS-LCM-01, For each person referred, Erie County Department of Social Services will complete the OCFS-2114, District Notification to Legally-Exempt Caregiver Enrollment Agency, and send it to the applicable Enrollment Agency to notify the Enrollment Agency of the determination of: "Met", "Not Met" or "Not Applicable*

*The standard is "met" when:*

- The Criminal Background Check Authorization and Release Form is completed, signed by those that are required to do so and submitted to the EA*

AND

- *The criminal background check is conducted for all the applicable parties.*

*The standard is considered to be "not met" when:*

- *The Criminal Background Check Authorization and Release Form is not completed, signed or submitted to the Enrollment Agency*

*AND/OR*

- *The criminal background checks cannot be completed due to the lack of cooperation of the provider or those who are required to participate according to their roles as indicated in question #2*

*The standard is considered to be "not applicable" when:*

- *the applicable person resides outside of the subsidy-paying district.*
- *the program's site of care is located outside of the subsidy-paying district.*
- *the informal provider is younger than 18 years of age.*

**6. Indicate how frequently the additional local standard will be applied. Answer both questions.**

**1. The Standard will be applied:**

- At initial enrollment and re-opening
- At each re-enrollment

**2. The district will assess compliance with the additional local standard:**

- During the enrollment **review** period, and the district will notify the Enrollment Agency of the results within 25 days from the E-Notice referral date.*
- During the 12-month enrollment period, and the district will notify the Enrollment Agency of the results promptly. Note that this option is always applicable to an additional local standard requiring participation in CACFP.*

**7. Describe the justification for the additional local standard in the space below.**

The additional information gained through the local criminal history check will be shared with the Enrollment Agency to provide them with an informed background on the potential provider when making their final full enrollment decision.

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## Appendix R: Payment to Child Care Providers for Absences

**1. The following providers are eligible for payment for absences (check all that are eligible):**

- Day care center
- Group family day care

- Family day care
- Legally-exempt group
- School-age child care

**2. Our district will only pay for absences to providers with which the district has a contract or letter of intent.**

- Yes
- No

**3. Base Period:**

- 3 months
- 6 months

**4. Number of absences allowed per child during base period:**

Period	Routine Limits (# of days)	Extenuating Circumstances (# of days)	Total Number of Absences Allowed (# of days)
In a Month	12	3	15
Base Period	12	8	20

**5. List reasons for absences for which the district will allow payment:**

Court appointments related to provision of preventive, foster care, adoption, child protective services, or other needs set forth in the child's Service's Plan; child has an illness, handicap or other condition that requires medical care or treatment; child's family is homeless and that homelessness necessitates the child's absence from day care.

**6. List any limitations on the above providers' eligibility for payment for absences:**

Provider must be contracted with Erie County Department of Social Services

*Note: Legally-exempt family child care and in-home child care providers are **not** eligible to receive payment for absences.*

## Appendix S: Payment to Child Care Providers for Program Closures

**1. The following providers are eligible for payment for program closures:**

- Day care center
- Group family day care
- Family day care
- Legally-exempt group
- School-age child care

**2. The district will only pay for program closures to providers with which the district has a contract or letter of intent.**

- Yes
- No

**3. Enter the number of days allowed for program closures (maximum allowable time for program closures is five days):**

**4. List the allowable program closures for which the district will provide payment.**

*Note: Legally-exempt family child care and in-home child care providers are not allowed to be reimbursed for program closures.*

## Appendix T: Transportation, Differential Payment Rates, Enhanced Market Rate for Legally-Exempt Family and In-Home Providers, and Sleep

**1. Are there circumstances where the district will reimburse for transportation?**

- No
- Yes

**2. If the district will reimburse for transportation, describe any circumstances and limitations the district will use to reimburse. Include what type of transportation will be reimbursed (public and/or private) and how much your district will pay (per mile or trip). Note that if the district is paying for transportation, the Program Matrix in the Welfare Management System (WMS) should reflect this choice.**

### II. Differential Payment Rates

1. Districts must complete the Differential Payment Rate Percent (%) column in the table below for each of the four (4) differential payment rate categories. For the two (2) categories that require a state minimum five percent (5%) differential payment rate, the district must enter "5%" or, if it chooses, a higher rate up to 15%.

The other two (2) differential payment rate categories in the table below are optional. If the district chooses not to set differential payment rates, the district must enter zero. If the district chooses to set a differential payment rate, enter the appropriate percentage up to 15 percent (15%). Note that if the district selects a differential payment rate for nationally accredited programs, then that rate must be in the range of five percent (5%) to 15 percent (15%).

Differential Payment Rate Category	Differential Payment Rate Percent	Instructions
<b>Homelessness: Licensed and Registered Providers</b> State required minimum of 5%	5%	Enter a percentage (%): 5% to 15%. ( <i>Must</i> enter at least 5%)
<b>Homelessness: Legally-Exempt Providers</b>	0%	Enter 0% or a percentage (%) up to 15%.
<b>Non-traditional Hours: All Providers</b> State required minimum of 5%	5%	Enter a percentage (%): 5% to 15%. ( <i>Must</i> enter at least 5%)
<b>Nationally Accredited Programs: Licensed and Registered Providers</b> <i>Legally-exempt child care providers are not eligible for a differential payment rate for accreditation.</i>	0%	Enter 0% or a percentage (%) from 5% to 15%.

**2. Generally, differential payment rates may not exceed 25% above the applicable market rate or actual cost of care. However, a district may request a waiver from the Office to establish a payment rate that is in excess of 25% above the applicable market rate upon showing that the 25% maximum is insufficient to provide access within the district to child care providers or services that offer care addressing more than one of the differential payment rate categories. However, if your district wants to establish a payment rate that is more than 25% above the applicable market rate, describe below why the 25% maximum is insufficient to provide access to such child care providers or services.**

### III. Enhanced Market Rate for Legally-Exempt Family and In-Home Child Care Providers

**1. Indicate if the district is electing to establish a payment rate that is in excess of the enhanced market rate for legally-exempt family and in-home child care providers who have completed 10 or more hours of training annually and the training has been verified by the legally-exempt caregiver enrollment agency.**

- No
- Yes

**2. If yes, indicate percent, not to exceed 75% of the child care market rate established for registered family day care.**

%

### IV. Sleep

**1. Does the district choose to pay for child care services while a caretaker that works a second or third shift sleeps?**

- No

Yes

**2. The following describes the standards the district will use to evaluate whether to pay for child care services while a caretaker that works a second or third shift sleeps, as well as any limitations pertaining to payment:**

**3. Indicate the number of hours allowed by your district per day (maximum number of hours allowed is eight).**

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## Appendix U: Child Care Exceeding 24 Hours, Child Care Services Unit, Waivers, and Breaks in Activities

### I. Child Care Exceeding 24 Hours

**1. Child care services may exceed 24 consecutive hours when such services are provided on a short-term emergency basis or in other situations where the caretaker's approved activity necessitates care for 24 hours on a limited basis. Check below under what circumstances the district will pay for child care exceeding 24 hours.**

- On a short-term or emergency basis
- The caretaker's approved activity necessitates care for 24 hours on a limited basis

**2. Describe any limitations on the payment of child care services that exceed 24 consecutive hours.**

### II. Child Care Services Unit (CCSU)

**1. Indicate below if your district will include 18-, 19-, or 20-year-olds in the CCSU for determining family size and countable family income.**

**a. The district will include the following in the CCSU (check all that apply)**

- 18-year-olds
- 19-year-olds
- 20-year-olds

**OR**

**b. The district will only include the following in the CCSU when it will benefit the family (check all that apply)**

- 18-year-olds
- 19-year-olds



20-year-olds

**2. Describe the criteria your district will use to determine whether or not 18-, 19-, or 20-year olds are included in the CCSU.**

### III. Waivers

**1. Districts have the authority to request a waiver of any regulatory provision that is non-statutory. The waiver must be approved by OCFs before it can be implemented. Describe and justify why your district is requesting a waiver.**

Waivers of regulatory provisions that are non-statutory for the Early Head Start-Child Care Partnership program. To create strong partnerships with the child care provider community to expand the number of high quality slots for infants and toddlers. The focus for the partnership is to promote school readiness by providing family-centered services for low income children by enhancing their cognitive, social and emotional development and by providing a high quality early childhood experiences and continuity of services.

**Family co-pay:** Waive 18 NYCRR § 415.3(e) which requires that each family receiving child care services, with the exception of a family on temporary assistance, pay a family share based on income. This waiver pertains only to families in receipt of child care in lieu of Temporary Assistance and only for the child(ren) participating in an Early Head Start-Child Care Partnership program.

**Flexibility in eligibility periods:** Waive 18 NYCRR § 404.1(d) which requires that redetermination be made not less than every 12 months. This waiver will allow the district to match child care eligibility periods to the Early Head Start-Child Care Partnership program period regardless of disruption in the parent's eligibility. This waiver only applies to the child(ren) participating in an Early Head Start-Child Care Partnership program.

**Flexibility in reporting changes in family circumstances:** Waive 18 NYCRR § 415.3(b) which requires applicants and recipients to report immediately any change in financial circumstances, living arrangements, employment, household composition, or other circumstances that affect the family's need or eligibility for child care services. Erie County will continue to require clients to report income documentation/verification requirements and will determine on a case by case situation if this waiver would pertain only if the parent only has a child participating in an Early Head Start-Child Care Partnership program.

### IV. Breaks in Activities

**1. Districts may pay for child care services for low-income families during breaks in activities either for a period not to exceed two weeks or for a period not to exceed four weeks when child care arrangements would otherwise be lost and the subsequent activity is expected to begin within that period. If your district will pay for breaks in activities, indicate below for how long of a break that the district will pay for (check one):**

Two weeks

Four weeks

**2. Districts may provide child care services while the caretaker is waiting to enter an approved activity or employment or on a break between approved activities. The following low-income families are eligible for child care services during a break in activities (check all that are eligible):**

Entering an activity

Waiting for employment

On a break between activities

# Non-Residential Domestic Violence Services

In accordance with the Domestic Violence Prevention Act and subsequent budget provisions, districts are required to provide non-residential services to victims of domestic violence, either directly or through a purchase of service agreement. Whether provided directly or through a purchase of service, **each program** must be approved through the Child and Family Services Plan process.

Non-residential domestic violence programs **must** comply with 18 NYCRR Part 462.

Please provide the information required below.

## County Contact Person

County Contact Person:

Gavin Kasper

Phone Number:

716-858-6347

E-Mail address:

Gavin.Kasper@erie.gov

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## Program Information

*Complete this section for every program that provides non-residential domestic violence services in the district.*

*To promote accuracy through the review and approval process, OCFS **recommends** that this section be completed by the non-residential domestic violence program.*

Agency Name:

Erie County District Attorney's Office

Program Name (if different):

BE SAFE Program

Business Address:

25 Delaware Avenue, Buffalo, NY 14202

Contact Person:

Tina Pilkey

Telephone number:

716-858-4635

E-mail Address:

tina.pilkey@erie.gov

### Program Requirements

*This program is intended to be a separate and distinct program offering specializing in services for victims of domestic violence. 70% of the clientele served must consist of victims of domestic violence and their children.*

All questions must be answered

Describe how the program is separate and distinct and how it fits into the overall agency?

The Erie County District Attorney's Office is comprised of 167 employees, ninety of whom are attorneys. The Office is divided into eleven (11) separate prosecution bureaus, one of which is the Domestic Violence (DV) Bureau. Additionally, the office has 2 victim advocacy programs employing ten victim advocates. One of these programs is the BE SAFE (Buffalo and Erie County - Stopping Abuse in the Family Environment) Domestic Violence Advocacy Program. The BE SAFE Advocate Program is comprised of confidential victim advocates and social workers who assist survivors of domestic violence with needed services, including, but not limited to, court advocacy and accompaniment, supportive counseling, safety planning, information and referral, discussing options for filing charges, shelter, and housing. Prosecutors, investigators and support staff are also assigned to work with the BE SAFE Program.

The BE SAFE Program is a separate and distinct part of the Erie County DA's Office. Confidential advocates cannot disclose

information to the District Attorneys or other agencies without a release of information signed by the client. Services are NOT denied if a client chooses to revoke consent for the release of information or if they choose not to prosecute their abuser. One-hundred percent (100%) of the clientele of the BE SAFE program are survivors of DV. (It is important to note that all clients receive complete access to services and counseling, regardless of their linkage to the court system. Any DV survivor can obtain services by phone or walking into the office, with or without an appointment.)

Describe the eligibility criteria for clients utilizing the services of the non-residential domestic violence program and how special needs populations are accommodated?

BE SAFE serves any person who identifies as an adult survivor of domestic/intimate partner violence. Services are generally available during normal business hours, from Monday through Friday, 8:30 a.m. to 5:00 p.m. at the BE SAFE Program. Services are by phone, appointment, walk-in, or through Buffalo City Court and Erie County Court. Each survivor who frequents the BE SAFE Program receives services from a social worker or victim advocate, regardless of whether they have a criminal case or are interested in pressing charges.

One-hundred percent of BE SAFE's clientele are victims of domestic or intimate partner violence. Services are provided FREE of charge and individuals will not be denied services based on race (actual or perceived), creed, color, national origin, sexual orientation, gender identity or expression, military status, sex, marital status, or disability. The minimum eligibility criteria needed by the BE SAFE program for services to begin is a simple verbal statement from an individual stating that s/he is a survivor of domestic/intimate partner violence (DV). BE SAFE does not discriminate by providing sex-segregated or sex-specific services.

BE-SAFE is dedicated to providing culturally appropriate services and has an on-site bi-lingual Spanish-speaking advocate. When needed, BE SAFE will arrange for professionals from other local agencies, such as Community Services for the Developmentally Disabled, to assist longer-term needs of clients who have physical or mental disabilities. The office is handicapped accessible and sign language interpreters are available on an on-call basis through other local agencies, such as Deaf Access Services. BE SAFE Advocates also utilize 7-1-1 NY Relay Service to place outreach calls to survivors who are Deaf and Hearing impaired, and the BE SAFE office is equipped with a Captioned Telephone for use by those with hearing impairments. Likewise, BE SAFE coordinates with advocates and interpreters from the International Institute of Buffalo to serve other non-English speaking clients. Language Line is utilized frequently for phone outreach. The BE SAFE office is equipped with laminated language cards from Language Line so that clients who walk in seeking services can easily communicate what language services they will need. The BE SAFE Program also has a bi-lingual Spanish-speaking advocate on staff. Additionally, the BE SAFE Program devised brochures describing their services which have been translated into: Spanish, Burmese, Karen, Kirundi, Arabic, Nepali, Somali, and Vietnamese. BE SAFE is will also be looking to expand accessibility by providing Video Remote Interpreting Service.

Explain how the location(s) where the non-residential domestic violence services are provided ensures the safety and confidentiality of the persons receiving services and their identities.

**\*DO NOT PROVIDE LOCATION ADDRESS(ES)\***

BE SAFE Advocates work with all clients and walk-ins, not just those individuals with criminal cases. The BE SAFE Office has a separate entrance and waiting area apart from the ECDA's Office, as well as a separate office/hotline number.

Due to the courts being a main entry point for clients entering the DV system, BE SAFE makes every attempt to ensure a comprehensive approach and coverage. When BE SAFE Advocates are working with clients going through the courts, every effort is made to discuss a client's situation privately in the BE SAFE Office. While outside of the courtroom or office, advocates make every attempt to steer confidential discussions to a more private area. Advocates are aware of their surroundings and will always ask clients if there are concerns regarding certain situations or individuals. While in court, Court Officers are available to secure the abuser in the courtroom while allowing the victim to leave separately with a "head start". Court Officers can also escort victims out to the parking ramp. In addition, an escort service (to and from the building) is available from the Confidential Criminal Investigators of the District Attorney's Office.

BE SAFE Advocates are specifically trained to work with clients on the issue of safety planning within the courts and emotional trauma safety planning for the court experience. With consent, Advocates will liaison with Assistant District Attorneys to attempt to limit the survivor's exposure to the perpetrator and the court process.

BE SAFE Advocates maintain confidential, electronic case files for each client and every service is documented, as well as length of time spent with each client. The BE SAFE Program utilizes a new, one-of-a-kind, confidential case management system software that is tailored to the needs and services of domestic violence survivors, and ensures more detailed records-keeping. The current program is password protected and accessible only to advocates and not attorneys. The new database also has a built-in Danger Assessment and specialized prompts for advocates to better track risk and safety concerns. The BE SAFE office stores copies of referrals and hard copies of the Consent forms signed by clients in a locked cabinet and the key is available only to the BE SAFE advocates. In compliance with non-residential regulations, these documents will be kept for up to six years.

During the intake process, Advocates will explain BE SAFE services, information about the BE SAFE Program's confidentiality policy and practices, their rights under such policy, and how advocates must obtain written permission (i.e. Release of Information) in order to share information with other parties. During intake and client meetings, the survivor may choose how much and what information they would like to provide.

Confidentiality extends to all current and former clients. If a client has an active criminal case and will be working with the District Attorneys or other service providers in any capacity, Advocates will explain that they cannot disclose information to any party without a release of information signed by the client. It is the policy of the BE SAFE Program to maintain confidentiality (to the extent possible under state and federal law) at all times while communications, observations and information are made by or about survivors. All clients are informed that the information they divulge will be accessible to other BE SAFE Advocates in the case of an absent staff member and in order to provide a continuum of care. A client will not be denied services should they decide not to sign a Release of Information. BE SAFE Advocates are informed that their continued employment is contingent on adherence to all privacy, information sharing, and confidentiality policies. Confidentiality policies and procedures are reviewed with all new staff, volunteers and interns before they begin work at the BE SAFE Program. Periodic training for all staff on the confidentiality policies and procedures is conducted. Information shared with the BE SAFE Advocates is confidential until circumstances with a case force a mandated reporter to contact Child Protective Services, Adult Protective Services, or Crisis

Services/police if the client has expressed suicidal/homicidal thoughts. BE SAFE Advocates explain to clients how any information shared could also be shared again by third parties and the ramifications of this consent.

Complete chart below

## Core Services Chart

Core Service	Days Provided	Hours Provided	Service Delivery Method	Location of Service Provided	Position Providing Service
<b>Telephone Hotline Assistance</b>	5	8:30-5:00 After 5:00pm a client is given 2 options: to leave a direct message for BE SAFE staff if they are not in crisis; or to press the second option and be directly linked with the Haven House 24hr hotline.	phone	25 Delaware, BCC	1 social worker, 1 senior case worker, 3 victim advocates
<b>Information and Referral</b>	5	8:30-5:00	phone and in person	25 Delaware, BCC	1 social worker, 1 senior case worker, 3 victim advocates
<b>Advocacy</b>	5	8:30-5:00	phone and in person	25 Delaware, BCC	1 social worker, 1 senior case worker, 3 victim advocates
<b>Counseling</b>	5	8:30-5:00	phone and in person	25 Delaware, BCC	1 social worker, 1 senior case worker, 3 victim advocates
<b>Community Education and Outreach</b>	varied; as requested	varied			social worker, senior case worker
<b>Optional Services (e.g., Support Groups, children's services, translation services, etc.)</b>	Interpreting and Transportation are varied; as needed	varied	phone/in-person for interpreting and tra		

All core services listed are a requirement listed in 18 NYCRR 462.4 and must be provided directly by the program in a timely manner as defined in the regulation.

### Staffing Requirements

Each program must employ **both** a qualified program director **and** a sufficient number of staff who are responsible for providing core and optional services.

List each of the staff/volunteer positions responsible for providing non-residential services including their **title, responsibilities, and qualifications**.

\*Do **NOT** give names or resumes of program staff\*

# Staffing Chart

Position Title	Responsibilities of Position	Qualifications of Position
Social Worker	Advocate staff supervision, provides all core services to direct caseload of DV clients, community outreach and education	Master's level counseling/social work professional with 5 years of direct DV experience one of which must be in a supervisory capacity.
Senior Case Worker	Provides all direct core services; community outreach and education	Bachelor's in counseling/social work or related field with 2 years of direct DV experience.
Victim Advocate (3)	Provides all direct core services to DV clients	Bachelor's or Associates degree in Human Services or related field and 500 hours of direct domestic violence experience.

Agency Name:

Child & Family Services, Haven House

Program Name (if different):

Business Address:

P.O. Box 451, Ellicott Station, Buffalo, NY 14205

Contact Person:

Kimberly Kadziolka, Director of Domestic Violence Intervention

Telephone number:

716-335-7310

E-mail Address:

kkadziolka@cfsbny.org

## Program Requirements

*This program is intended to be a separate and distinct program offering specializing in services for victims of domestic violence. 70% of the clientele served must consist of victims of domestic violence and their children.*

All questions must be answered

Describe how the program is separate and distinct and how it fits into the overall agency?

The non-residential domestic violence (DV) services program provided by at Haven House is called the Counseling and Advocacy Program (CAP). It is located on the same campus as the shelter and transitional housing, but in a separate and private area of the building. Only domestic violence services are provided at this confidential location. CAP receives referrals from the Haven House 24 hour hot-line, as well as from additional community referral sources. 100% of CAP clients are victims/survivors of domestic violence.

Haven House CAP is one program in a continuum of services provided by Child & Family Services. The services provided by CAP are consistent with the mission and vision of Child & Family Services, to "strengthen families and promote the wellbeing of children through prevention, intervention, education and advocacy." Residential and nonresidential services to victims of DV are organized under "one roof" within three distinct cost centers. Haven House has a rich history in the community and serves a very specialized population, but it also works very collaboratively with the other programs offered at Child & Family Services. For instance, clients may utilize the Family Mental Health Center to address additional mental health needs, and children of clients may benefit from in-home preventive services.

Describe the eligibility criteria for clients utilizing the services of the non-residential domestic violence program and how special needs populations are accommodated?

Haven House provides services to victims of domestic violence and their children up to age 18. The minimum requirement for services is a statement documenting that she or he is a victim of domestic violence. The majority of CAP clients are either complainants in a criminal domestic violence incident or petitioners in a Family Offense matter in Family Court. In addition, counseling clients complete a Danger Assessment with their counselor, which defines the level of risk each client may be facing. The core services are provided throughout Erie County in several confidential locations. Demographically, CAP clients represent the full range of the ethnic/racial/income/age composition of Erie County's population, and attempt is made to ensure that CAP staff reflects the ethnic composition of the community served. Haven House is collaborating with the LGBT DV Committee and the Pride Center of WNY to serve lesbian, gay, bisexual, and trans gendered victims of DV.

Fee Policies and Procedures:

All Haven House services in the Counseling and Advocacy Program are provided free of charge.

**Erie County:** Non-Residential Domestic Violence Services

Clients with Special Needs/non-English speaking clients Non-English Speaking:

- Several Haven House staff are bi-lingual, offering fluency in Spanish and Dutch languages.
- Haven House has a long-standing partnership with the International Institute of Buffalo and can utilize their interpretation services for non-English speaking clients
- Haven House can utilize the Language Line either remotely or at the main site on a 24/7 basis.
- In Family Court, an interpreter may be available through the court - if an interpreter is not available, Haven House is able to access the Language Line at Erie County Family Court.
- Written materials about domestic violence, including safety planning, is available in all languages on the internet Haven House Safety Plan has been translated into Spanish, Burmese and Arabic.

Physically Handicapped/Visually Impaired:

- All offices used by CAP are completely handicapped-accessible and accessible for those with visual impairments.

Hearing/Speech Impaired:

- For hearing impaired callers, HH is able to use the TYY/TDY services, and/or inform callers that they may bring a support person to their appointment to interpret or sign for them.
- Child and Family Services employs a staff person who can provide interpretation for the hearing/speech impaired. In addition, Child and Family Services has a contract with Deaf Adult Services for an interpreter to be available as-needed.

Explain how the location(s) where the non-residential domestic violence services are provided ensures the safety and confidentiality of the persons receiving services and their identities.

**\*DO NOT PROVIDE LOCATION ADDRESS(ES)\***

The main Haven House location is confidential (street address is not published), secure and locked, permitting entry only to those who have scheduled appointments. Unless there are unusual circumstances, clients are advised to come to their appointments alone and to keep the meeting place confidential. The primary location of CAP has an extensive security system in place. Haven House CAP reception area is HIPAA compliant, and confidential information is kept in locked file cabinets in locked offices. All staff are trained in responding to emergencies, such as abusers on premises. In addition, the Haven House phone number is a private blocked number that is not displayed on Caller IDs or cell phones.

CAP staff located in public agencies such as the courts or police stations have a private locked office. They also work closely with police agencies to assist with any safety issues for clients, including escorting if necessary. All individuals entering most court buildings are required to pass through metal detectors and are screened by Court Officers. Police and Court Officers are present to provide security assistance if needed for the clients and advocates working in police departments and court buildings. For the off-site services, client records are kept in locked filing cabinets in locked offices, accessible only by authorized Haven House personnel.

No information about a client is ever released without the client's consent, unless there are concerns about child safety or lethality towards self/others. Clients are given written HIPAA Privacy Notices at their initial meeting with an advocate or counselor and the CAP Confidentiality Policy is reviewed orally.

HH CAP complies with the extensive Confidentiality Policies and Procedures of Child & Family Services. Confidentiality is an essential aspect of staff training, and confidentiality issues are discussed at almost every CAP Team Meeting. If clients wish, they may receive services anonymously.

Although community members are able to contact Haven House through email via the Child & Family Services website, staff only provide very basic information in this manner generally, individuals will be directed to contact the Haven House Hotline for personal safety planning and they will be advised about the risks involved with safety planning via email and social media. Haven House does not maintain a presence on social media other than the Child and Family Services website and Facebook.

Complete chart below

## Core Services Chart

Core Service	Days Provided	Hours Provided	Service Delivery Method	Location of Service Provided	Position Providing Service
<b>Telephone Hotline Assistance</b>	7 days a week	24	telephone	Haven House	Counselors
<b>Information and Referral</b>	7 days a week	24	telephone	Haven House	Counselors
<b>Advocacy</b>	5 days M-F	up to 12 hrs per day to accommodate night court	telephone and in person	multiple locations throughout Erie County	Advocates
<b>Counseling</b>	5 days M-F	up to 12 hrs/day	telephone and in person	HH and 4 locations in Erie County	Counselors
<b>Community Education and Outreach</b>	5 days M-F\ weekends as needed.	as needed	in person	various	Community Relations Coordinator

**Optional Services  
(e.g., Support  
Groups, children's  
services, translation  
services, etc.)**

6-7  
days/week

as needed

in person

various

Counselors

All core services listed are a requirement listed in 18 NYCRR 462.4 and must be provided directly by the program in a timely manner as defined in the regulation.

**Staffing Requirements**

Each program must employ **both** a qualified program director **and** a sufficient number of staff who are responsible for providing core and optional services.

List each of the staff/volunteer positions responsible for providing non-residential services including their **title, responsibilities, and qualifications.**

\*Do **NOT** give names or resumes of program staff\*

**Staffing Chart**

Position Title	Responsibilities of Position	Qualifications of Position
Director of Domestic Violence Intervention	Responsible for the overall management of Haven House, ensuring regulatory compliance with local, state, and federal guidelines. Manages program finances and reporting requirements, and seeks additional funding as needed. Represent Haven House in the community, as well as on a state and national level.	Masters Degree in Social Work, Human Services, or Counseling. Five years supervisory experience. Experience with domestic violence.
Program Manager	Responsible for the day-to day supervision and management of Haven House, program development and coordination, assists with compliance of direct services and monitoring with local, state and federal funding sources, Provides on call coverage as needed. Offers Outreach and Community Education. Provides direct supervision to the Supervising Counselors.	Masters Degree in Social Work, Human Services, or Counseling, supervisory experience, three years paid social work experience.
CAP Supervising Counselor	Provide Domestic Violence Education Groups to assigned clients.	Bachelor of Social Work (Master's preferred), a related degree may be accepted in some instances; prior supervisory experience is preferred
Social Worker	Individual and group counseling with victims of domestic violence, safety planning, self-sufficiency planning, crisis intervention, information and referrals, advocacy, facilitate support groups.	Bachelor of Social Work degree (BSW), a related degree with experience may be accepted
Advocate	Provide advocacy, court accompaniment, and safety planning for victims of domestic violence.	Bachelor of Social Work degree (BSW), a related degree with experience may be accepted
Economic Empowerment Specialist	Provides financial education groups to victims of domestic violence and one-on-one financial coaching to Haven House clients.	Bachelor's degree in social work, human services, or a closely related field. Experience in human services and/or finance is preferred.
High Risk Team Coordinator	Works in coordination with the HRT Planning Team to facilitate and expand the innovative work of the multidisciplinary team. The Coordinator is responsible for leadership, management and facilitation of the HRT. Responsible for systemic reform, community collaborations, and social change activism to end domestic violence.	Master of Social Work Degree (MSW) or closely related graduate degree. At least three years of paid field experience.



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Agency Name:

Erie County Sheriff's Office

Program Name (if different):

Domestic Violence Unit

Business Address:

134 W. Eagle Street, 4th Floor, Buffalo, NY 14202

Contact Person:

Brian Mohr, Domestic Violence Coordinator

Telephone number:

716-838-7063 or 716-341-5757

E-mail Address:

Brian.Mohr@erie.gov

### Program Requirements

*This program is intended to be a separate and distinct program offering specializing in services for victims of domestic violence. 70% of the clientele served must consist of victims of domestic violence and their children.*

All questions must be answered

Describe how the program is separate and distinct and how it fits into the overall agency?

Part of a county-wide police agency - Unit Coordinator is a police officer; Advocates are available in police substations and courts throughout Erie County; Seneca-speaking advocate on staff; Liaison and advocate to Tribal Courts; Crisis Services representative/advocate on site; Team Leader for Veteran's Court; Collaborates with the District Attorney's Office; Provides transportation to court if necessary; Provides educational presentations and training to law enforcement agencies; Strategic partner in the development of the Tribute Garden (Isleview Park in Tonawanda, NY) for victims of domestic violence; Established two women's coffee hours discussing a myriad of issues, especially domestic violence (one in Lancaster, NY and the other in Grand Island, NY); Presentations in local schools regarding bullying, cyber-bullying, and teen dating violence; Presentations on Safety Awareness for the elderly throughout Erie County; Receives training from NYS OPDV in Albany, NY.

Describe the eligibility criteria for clients utilizing the services of the non-residential domestic violence program and how special needs populations are accommodated?

The unit staff responds to all domestic violence reports handled by police officers in areas policed by officers of the Erie County Sheriff's Office. All victims reported are eligible for services provided by the Erie County Sheriff's Office Domestic Violence Unit. Other individuals are referred through outside agencies such as schools and outreach programs that cannot provide domestic violence advocacy services. The Domestic Violence Advocates provide support, assistance, and necessary referrals to victims with special needs by ensuring their immediate safety and provide assistance in accessing required and needed services.

Individuals with special needs are serviced by our D.V. Unit by using existing resources available to the Sheriff's Office in the community. Our offices are handicap accessible as are all court buildings. We accommodate these individuals as we would those who do not present any physical disabilities, ensuring that they obtain the services needed for their safety and the safety of their children. If transportation is an issue, we would contact or provide the individual with the local transportation information in their area to address their transportation needs.

We have a Seneca Speaking D.V. Advocate and a Spanish Speaking D.V. Advocate on staff. If an individual requires an interpreter for any another language or if the individual is hearing impaired, we then engage the services of the International Institute located at 864 Delaware Avenue in Buffalo, NY. They provide translation/interpretation and sign language services for the Sheriff's Office free of charge.

Explain how the location(s) where the non-residential domestic violence services are provided ensures the safety and confidentiality of the persons receiving services and their identities.

**\*DO NOT PROVIDE LOCATION ADDRESS(ES)\***

Advocates offer to meet clients in a public setting of their choice so as not to be conspicuous. Advocates wear plain clothes or office attire. Specific locations are available should a client prefer to meet in an office setting. Offices are located in the substations, court buildings, and our main office at 134 W. Eagle Street. The advocates do everything in their power to ensure the safety of their client.

**Complete chart below**

# Core Services Chart

Core Service	Days Provided	Hours Provided	Service Delivery Method	Location of Service Provided	Position Providing Service
<b>Telephone Hotline Assistance</b>	Monday through Friday	24/7 hotline	In person, via telephone	Substations, public places such as coffee shops, main offices	Domestic Violence Coordinator, Domestic Violence
<b>Information and Referral</b>	Monday through Friday	7:45am to 4:00pm	In person, via telephone, electronically	Sheriff Office locations throughout the County, Courts, DSS, DA's Office, Haven House, Cornerstone Manor, CPS, Adult Protection Services	Domestic Violence Coordinator, Domestic Violence Advocates
<b>Advocacy</b>	Monday through Friday	7:45am to 4:00pm	In person, via telephone	Grand Island, Clarence, Akron, Newstead, Elma, Alden, Marilla, Boston, Colden, Holland, Brant, North Collins, Collins, Gowanda, Concord, Springville, Sardinia, Seneca Nation of Indians, Public such as coffee shops, offices at 134 W. Eagle Street in Buffalo	Domestic Violence Coordinator, Domestic Violence Advocates
<b>Counseling</b>	Monday through Friday	7:45am to 4:00pm	In person, via telephone	Substation Offices, Court Offices and all areas listed under Advocacy Locations	Domestic Violence Coordinator, Domestic Violence Advocates
<b>Community Education and Outreach</b>	Monday through Friday	7:45am to 4:00pm	presentations, meetings, email	Schools, Employers, Community-based Agencies, Police Agencies	Domestic Violence Coordinator, Domestic Violence Advocates
<b>Optional Services (e.g., Support Groups, children's services, translation services, etc.)</b>	Monday through Friday	7:45am to 4:00pm	Women's Coffee Hour, Group Meetings, Translation for Spanish-speaking and Seneca speaking individuals	Lancaster, Grand Island, Courts, and other meeting places as previously listed	Domestic Violence Coordinator, Domestic Violence Advocates

All core services listed are a requirement listed in 18 NYCRR 462.4 and must be provided directly by the program in a timely manner as defined in the regulation.

## Staffing Requirements

Each program must employ **both** a qualified program director **and** a sufficient number of staff who are responsible for providing core and optional services.

List each of the staff/volunteer positions responsible for providing non-residential services including their **title, responsibilities, and qualifications**.

*\*Do NOT give names or resumes of program staff\**

## Staffing Chart

Position Title	Responsibilities of Position	Qualifications of Position
Domestic Violence Coordinator/Specialist	Coordinates and administers the program. He ensures that all eligible persons receive the core and optional services appropriate to their needs. He interacts with victims in person and via telephone and provides information regarding safety planning. He provides information and referral services, advocacy, transportation if necessary, telephone hotline assistance, accompanies victims to court proceedings. He also does community outreach and education, and acts as a liaison to all agencies, courts, law enforcement, and municipal organizations necessary to the services needed or provided.	Specialist/Supervisor specifies that the incumbent must be a police officer with at least nine years of sworn police experience, 4 years of relevant experience, one of which must be supervisory.
Domestic Violence Advocate	Responsible for supporting victims of domestic violence by providing information to ensure their immediate safety; referrals to appropriate agencies for needs such as housing, public assistance, court proceedings, application for orders of protection, etc. Advocates also conduct information and educational presentations to groups within the community.	Graduation from a regionally accredited or NY registered four-year college or university with a Bachelor's Degree and two years experience which includes family and domestic violence assessment; or high school graduate or high school equivalency and six years of experience which includes family and domestic violence assessment in a public or private agency; or an equivalent combination of training and experience as defined. NOTE: All advocates employed by the Erie County Sheriff's Office must pass a civil service examination for this position within the County of Erie, NY.
Team Resource Worker	Responsible for maintaining records, statistical database, and reports to the State; produces educational and informational materials, brochures, etc. for mailings and presentations; access to various databases to provide support to advocates regarding active cases; ensures all police reports concerning domestic violence calls are documented and distributed to advocates in their assigned areas.	Graduation from high school or possession of a high school equivalency diploma and three years of office experience, at least one year of which includes computer graphics or related experience.

Agency Name:  
Suicide Prevention and Crisis Services (Crisis Services)

Program Name (if different):  
Advocate Program

Business Address:  
100 River Rock Drive, Suite 300, Buffalo, NY 14207

Contact Person:  
Caitlin Powalski

Telephone number:  
716-834-2310 x4410

E-mail Address:  
CPowalski@crisisservices.org

**Program Requirements**

*This program is intended to be a separate and distinct program offering specializing in services for victims of domestic violence. 70% of the clientele served must consist of victims of domestic violence and their children.*

All questions must be answered

Describe how the program is separate and distinct and how it fits into the overall agency?

Crisis Services (CS) established in 1968, is a private, not for profit mental health, human service and crime victim service agency with a mission dedicated to promoting the health, safety and well-being of the community through prevention, education, immediate intervention and access to community wide resources 24 hours a day. CS employs 68 Full Time and 17 Part Time staff and maintains a core of 55 trained volunteers. Crisis Services is comprised of 3 main departments: the Crisis Counseling Program; Emergency Mental Health Response Services and; the Advocate Program.

Crisis Services is the most comprehensive crisis center in Western New York area and offers the only 24 Hour Hotline of its kind in Erie County. The Crisis Services Advocate Program is a New York State Approved Non Residential Domestic Violence Service Provider as well as certified as the New York State Department of Health Designated Rape Crisis Center for Buffalo and Erie County.

The hub of our agency is our 24-hour Crisis Counseling Program that provides immediate response to all callers, offering assessment, supportive counseling, crisis intervention, referral and information. From the experience of our agency's programs, our hotline counselors have expertise in homelessness, domestic violence, sexual assault, elder abuse, suicide prevention, trauma response, and response to mental health crisis. In addition to our staffed hotline 24 hours a day, the Emergency Mental Health Response Services program provides services 24 hours day with a combination of office hours every day of the week and evening/overnight on-call hours.

The Advocate Program provides services to survivors of domestic violence, family violence, elder abuse and sexual assault. The program averages at least 75% of the caseload as being survivors of domestic violence. The program also provides training and coordination of most Sexual Assault Nurse Examiners in Erie County. Since Sept 30, 2010, the Advocate Program has also been the proud operator of the NYS Domestic and Sexual Violence Hotline as well as the local Domestic Violence Helpline since 2012. Advocate staff have dedicated office space at the main agency address and there are also staff that are co-located at various locations including the Buffalo Police Department, the Town of Tonawanda Police Department and the Erie County Sheriff's office.

Describe the eligibility criteria for clients utilizing the services of the non-residential domestic violence program and how special needs populations are accommodated?

Crisis Services Advocate Program services are free to individuals in Erie County. The minimum eligibility criteria Crisis Services requires is a verbal statement from an individual currently residing within Erie County that s/he is a victim of domestic violence. Any and all victims, their family members or friends who are experiencing domestic violence are eligible for services from the Advocate Program.

Our language access plan includes use of 711/Deaf Relay for clients who are hearing impaired as well as Eriksen Translation services as language line access to be able to provide intervention for non-English speaking clients in their own language. We have service agreements with Journey's End (for face to face interpretation services) and Deaf Adult Services (for Deaf and Hard of Hearing face to face interpretation services) to utilize when needed. We also have a limited number of bilingual, Spanish and English, speaking staff. The agency's facilities are all handicapped accessible. Advocate Program staff is cross trained to assess individuals for mental health concerns and to provide appropriate linkage and/or referral. In an effort to meet the needs of our community, the agency works hard to recruit a diverse staff. Staff composition currently represents various backgrounds including male and female identified staff and staff who identify as African American, Latina and Caucasian.

Explain how the location(s) where the non-residential domestic violence services are provided ensures the safety and confidentiality of the persons receiving services and their identities.

**\*DO NOT PROVIDE LOCATION ADDRESS(ES)\***

Face-to-face contact with victims/survivors occurs at a variety of places throughout Erie County as long as that location is consider a safe space for the survivor and Crisis Services staff. Locations include: Crisis Services; the client's home; the home of the client's friend; a local community site; hospital emergency-rooms; various courts throughout the county; designated meeting rooms and/or staff office space at co-located agencies (e.g. Town of Tonawanda Police Department, the Erie County Sheriff's Office, Buffalo Police Department headquarters, college campuses); the Family Justice Center, and/or any other mutually safe location victims/survivors may choose.

Crisis Services confidentiality policy follows the New York State Mental Hygiene Law and Health Insurance Portability and Accountability Act (HIPPA). All staff, volunteers and board members are required to sign an agency confidentiality statement. All staff and volunteers who have direct contact with clients are required to have a background check and fingerprinting. All clients' information is maintained in designated cabinets, within a locked room, to which only authorized personnel have access. Information on clients is also maintained in a computer database that has a "lock-down" feature and only allows access by designated Advocate Program staff. When a client interacts with this program, permission about means of future contact is always requested and the program utilizes signed releases of information on a regular basis. The only time that confidentiality may be breached is when the client is at harm to self, harm to others, or it is suspected that a child is being abused or maltreated.

The Advocate Program offices are designed to maximize client convenience, safety, and confidentiality. Located on an easily accessed public bus route, there also is a separate, dedicated, lighted parking lot in front of Crisis Services. The building is locked at all times, and there is only one client entrance. All visitors must use the intercom system, and can only be accessed by a staff member unlocking the door from the inside (manually by being electronically "buzzed in.") There are closed circuit cameras outside the building that allow designated staff and managers the ability to view the parking lot, front entrance and areas around the building for enhanced safety measures of our clients, staff and volunteers.

**Complete chart below**

**Erie County: Non-Residential Domestic Violence Services**

# Core Services Chart

Core Service	Days Provided	Hours Provided	Service Delivery Method	Location of Service Provided	Position Providing Service
<b>Telephone Hotline Assistance</b>	24/7	24/7	Hotline	Hotline at agency	Hotline Counselor
<b>Information and Referral</b>	24/7	24/7	Hotline phone. Service is also provided by co-located and in-house FV case managers. This can take place over the phone from their office or out in the community when providing accompaniments.	Hotline, Co-located police departments, In-house at agency	Hotline Counselor, FV Case Managers (2), EA Case Manager
<b>Advocacy</b>	Weekdays (M-F), 24/7 for Hospital Accompaniment	Monday-Thursday 8a-8p, Friday 8a-4p, 24/7 for Hospital Accompaniment	Service is provided by co-located and in-house FV case managers. This can take place over the phone from their office or out in the community when providing accompaniments. face to face for hospital accompaniment	Co-located police departments, In-house at agency	FV Case Managers (2), EA Case Manager, Hospital Accompaniment: all staff
<b>Counseling</b>	24/7	24/7	Hotline phone. Service is also provided by co-located and in-house FV case managers. This can take place over the phone from their office or out in the community when providing accompaniments.	Hotline, Co-located police departments, In-house at agency, Face to face at client meetings and/or hospital	Hotline Counselor, FV Case Managers (2), EA Case Manager, Hospital: all staff
<b>Community Education and Outreach</b>	Monday-Sunday	8am-9pm	Service is provided via presentations, trainings, and workshops.	Community Education takes place at the location of the requestor, so often out and within the community (e.g. high schools, college campuses, other agencies, etc.)	Advocate Educator/Trainer Prevention Education Specialists (2)

**Optional Services (e.g., Support Groups, children's services, translation services, etc.)**

24 hour hospital response by trained staff and/or volunteer to all 10 Erie County emergency departments whenever a victim of domestic violence, family violence, elder abuse, rape or sexual assault presents. Advocate staff also answer the NYS Domestic and Sexual Violence Hotline, on behalf of NYS OPDV.

All core services listed are a requirement listed in 18 NYCRR 462.4 and must be provided directly by the program in a timely manner as defined In the regulation.

**Staffing Requirements**

Each program must employ **both** a qualified program director **and** a sufficient number of staff who are responsible for providing core and optional services.

List each of the staff/volunteer positions responsible for providing non-residential services including their **title, responsibilities, and qualifications.**

*\*Do NOT give names or resumes of program staff\**

**Staffing Chart**

Position Title	Responsibilities of Position	Qualifications of Position
Director, Advocate Program	Manage all aspects of the 24-hour operation of staff and volunteers of the Advocate Program (Erie County's Rape Crisis Center & NYS approved Non-Residential Domestic Violence Service Provider), Sexual Assault Forensic Examiner Program, NYS Domestic and Sexual Violence Hotline, 24-Hour Domestic Violence Hotline Response for Erie County: DV Helpline and Sexual Violence Prevention and Education initiatives. Serve as a member of the Agency's Leadership Team helping to provide guidance and input on agency operations and administrative duties. Provide recruitment, training and on-going clinical supervision of program staff and volunteers. Assure continuity of quality services to survivors of family violence, rape, sexual assault and elder abuse by negotiating and maintaining effective interagency and community multidisciplinary communication. Assure service availability and consultation on a 24-hour basis.	Master's Degree in social work, psychology, counseling, psychiatric/community nursing or any combination of education and experience that would provide an equivalent background. Minimum of 4 years' professional experience, including two years of relevant direct service experience preferably in social work; public health and/or sexual violence prevention work. At least two years of supervisory experience. Successful track record navigating complex budgetary processes and leading cross-functional teams to achieve agency-wide goals preferred. Must successfully complete Advocate Program training.
Advocate	The Supervising Counselor of the Advocate Program is responsible for assisting the Director and program managers in the direction and oversight of the Advocate Program. The Supervising Counselor will	Master's degree in social work and licensure, human services, counseling, or other relevant degree. Minimum two (2) years of recent full-time professional experience providing direct client services required (may substitute field placement experience for one year of professional work experience); minimum

Advocate Supervising Counselor	Advocate Program. The supervising counselor will assist in staff supervision, case management and Hotline operations, staff recruitment, training; assist with community training and liaison activities with other agencies. Provide 24 hour on call consultation to staff.	one (1) year professional experience in staff training, development and supervision preferred. Experience with crisis situations including domestic and sexual violence as well as quickly establishing rapport with clients helpful. Demonstrated ability and experience working with diverse populations. Must successfully complete Advocate Program training.
Family Violence/Domestic Violence Case Manager	Provide crisis intervention, case management, advocacy and follow-up services to victims of Domestic Violence who present in Erie County emergency departments; provide comprehensive services in partnership with police, district attorney and other community-based agencies serving victims of Domestic Violence. Provide linkage to other Crisis Services Programs.	Bachelor's Degree from an accredited college and/or university in human service field, sociology, psychology, social work or relevant field. Minimum of 3 years' experience, preferably providing direct services in family violence. Awareness of best practices of domestic violence prevention, risk reduction and survivor support strategies. Demonstrated ability and experience working with diverse populations. Must have valid, clean NYS driver's license, and access to an automobile. Must successfully complete Advocate Program training.
Elder Abuse Case Manager	Provide crisis intervention, on-going support and advocacy for elder domestic/family/sexual abuse victims in Erie County. Provide comprehensive services in partnership with community-based agencies serving elders as well as criminal justice and family court partners.	Bachelor's Degree from an accredited college and/or university in human service field, sociology, psychology, social work or relevant field. Minimum one (1) year professional experience in human-service industry; preferably providing direct services in elder abuse prevention work. Experience with crisis situations and quickly establishing rapport with clients preferred. Demonstrated ability and experience working with diverse populations. Must have valid, clean NYS driver's license, and access to an automobile. Must successfully complete Advocate Program training.
Prevention Education Specialist	The Prevention Education Specialist will support the agency's philosophies and programs at all times. The primary content areas of this position are domestic/sexual/family/elder violence. This position will provide leadership in the development and presentation of community education, prevention education and outreach and conduct prevention education activities.	Bachelor's Degree in human service field, public health, social work or education. Excellent presentation skills: the ability to plan, prepare, facilitate and process group presentations for classroom or large groups. Minimum of 3 years' experience, preferably providing direct services in sexual assault and family violence prevention work. Awareness of best practices of sexual violence prevention, risk reduction and survivor support strategies. Demonstrated ability and experience to relate and engage diverse populations in a variety of settings. Must have valid, clean NYS driver's license, and access to an automobile. Must successfully complete Advocate Program training.

Advocate  
Educator/Trainer  
(Training Specialist)

Conduct community prevention education and trainings. Provide direct training of volunteer hospital advocates; and volunteer recruitment and retention activities.

Bachelor's degree in human services plus 3 years paid experience, preferably with victims of sexual and domestic violence. Must have valid, clean NYS driver's license, and access to an automobile. Must successfully complete Advocate Program training

Advocate Hotline  
Counselor, (2)  
Advocare Volunteer

Provide immediate support, information, referral, telephone counseling, safety planning and advocacy to callers throughout Erie County on the local Domestic Violence Hotline. Maintain a working knowledge of current information in regards to sexual violence, domestic violence; state wide resources and procedures, including answering the statewide sexual and domestic violence hotline. Maintain a working knowledge of current information in regards to domestic violence, sexual violence; local resources and procedures. 2) Volunteer: Provide 24 hour response to all Erie County Hospitals when victim of rape, sexual assault, domestic violence, family violence, and elder abuse presents for treatment.

Bachelor's Degree in human service field, public health, social work or relevant field required. (2) Volunteer: Must be cleared through an interview, 18+ years of age, able to commit to at least 6 months of service, and successfully complete 40 hours of volunteer training and maintain advance training and supervision to assure competency. Must have valid, clean NYS driver's license, and access to an automobile.

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Agency Name:

Hispanos Unidos de Buffalo, Inc.

Program Name (if different):

New Hope Domestic Violence Program

Business Address:

254 Virginia Street, Buffalo, NY 14201

Contact Person:

Judy Torres

Telephone number:

716-856-7110

E-mail Address:

jtorres@hubwny.org

### Program Requirements

*This program is intended to be a separate and distinct program offering specializing in services for victims of domestic violence. 70% of the clientele served must consist of victims of domestic violence and their children.*

All questions must be answered

Describe how the program is separate and distinct and how it fits into the overall agency?

Hispanos Unidos de Buffalo, Inc. (HUB) New Hope Domestic Violence Program is located in the lower West Side of Buffalo, the heart of the Hispanic community, where we are more accessible to the Hispanic community especially in crisis situations. HUB provides specialized services to Erie County's Hispanic community. We are the region's foremost community based nonprofit providing low income Hispanics, immigrants and others with culturally appropriate bilingual programs addressing serious social and economic needs. We serve a completely underserved population that is most in need of help. Demographic trends indicate that this population will continue to grow. HUB offers an array of services at our location. In addition to our DV program, we have an onsite food pantry, substance abuse clinic, senior adult day care and senior recreation, health home and HIV services, and a Rapid Re-Housing Program for victims with children residing in a shelter where they receive assistance with apartment search and placement and rental assistance. DV program participants may be referred for these services depending on need. All program services at HUB available to the victims are offered in both English and Spanish. Our program and staff are recognized by: the Buffalo Police Department Domestic Violence and Sexual Assault Unit; Haven House Domestic Violence Shelter including other shelters as well; Crisis Services; New York State Hotline; City and Family Court, The Family Justice Center and the Erie County Department of Social Services (ECDSS). Collaborations with all the above makes it so much easier for HUB's clients to obtain legal advice and restraining orders.

One hundred percent (100%) of the program's clients are victims of domestic violence, victims ranging in the ages from 18 to 64 years, the median age being 30. Most clients are non-English speaking and receiving some form of public assistance or having no income at all, have an average between 3-4 school age children, and live in the lower West Side of Buffalo. While our primary



focus is the Hispanic community we serve clients from other communities that are in need of our services. We attend to the physical safety and emotional well-being of all victims.

HUB specifically, uses the Empowerment based approach to DV service provision which emphasizes focus on the victims' ability to control their own decision making. Once an individual service plan is in place and their safety plan is implemented, we provide long term counseling and assistance in achieving financial and social independence. Counseling is designed to increase coping skills and self-confidence and reduce self-blame. Most of our DV victims become engaged in HUB's additional continuum of services from our food pantry, to healthcare, parenting and housing. HUB is recognized for providing bilingual parenting classes which ultimately help the children impacted by DV. The assembling of multiple needed services, under one roof is significant because it reduces stress—and the re-traumatization of victims that Trauma Informed Care warns against.

Hispanos Unidos de Buffalo (HUB) is not an exclusive referral-only agency. HUB's New Hope Domestic Violence Program has dedicated staff and space which includes security staff at all times inside and outside of the agency for the safety and well-being of the clients we serve. HUB's domestic violence program provides soft hand care by navigating clients thru the courts and department of social services system (DSS), assisting clients in obtaining orders of protection and filing police reports, obtaining DSS Benefits, Social Security, and SSI. HUB's program also includes translation and interpretation, transportation, linkages to other resources available, support group and parenting workshops where upon workshop conclusion clients receive a Certificate of Completion. HUB has a Rapid Re-Housing Program dedicated to serving domestic violence victims with children that are residing in shelters. HUB assists DV victims with apartment search/placement, rental assistance and obtaining employment. HUB also offers other services that clients may be referred to if needed such as Health Home Care, Medical appointment assistance, Substance Abuse Treatment, Specialty Care Services, Senior Services, Housing Application Assistance and Food Pantry.

Describe the eligibility criteria for clients utilizing the services of the non-residential domestic violence program and how special needs populations are accommodated?

There are no waiting lists or income qualifications to receive services. All persons are presumed eligible for services. Eligible persons are "Victims of Domestic Violence" 16 years or older and their minor children where he or she is a victim of an act that would constitute a violation of the penal law and (1) Such act(s) have resulted or could result in physical or emotional harm to the person or their child or children & (2) Such act or acts have been committed by a family member or household member." Oral declarations of such need are sufficient to establish eligibility for DV services. Also, Hispanos Unidos de Buffalo, Inc. (HUB) is a handicapped accessible facility.

1. HUB has a very long history of providing services to non-English speakers, including the immigrant community. Though its long standing relationship with organizations such as the International Institute HUB is able to service a variety of other nationalities.
2. HUB has a variety of programs and a long history of providing services to the homeless population via the Food Pantry, Rapid Re-Housing Program, and former Transitional Supportive Housing Program.
3. Via HUB's Preventive Service Program, we offer case management services to families deemed at risk and most of those referrals include issues of Domestic Violence as a reason for the referral to the program.
4. HUB has also serviced individuals with hearing impairments, mental health and Developmental Disabilities, and substance abuse issues.

Hispanos Unidos of Buffalo (HUB) is handicapped accessible. Our building is equipped with wide doors, an elevator, and ramp for clients with wheel chairs and other physical disabilities. HUB's Domestic Violence staff are bilingual and fluent in both Spanish and English. We have other bilingual staff that can serve as interpreters that are fluent in Arabic, Mesadonian and Ukranian and also have a contract with the Language Line. For the hearing-impaired, staff utilizes note and pad to communicate.

Explain how the location(s) where the non-residential domestic violence services are provided ensures the safety and confidentiality of the persons receiving services and their identities.

**\*DO NOT PROVIDE LOCATION ADDRESS(ES)\***

Every person that enters the building must be buzzed in to get inside the building and signed in at the reception area. All entrance are completely secured in which only the staff having access in navigating throughout the building. Each department is notified that someone is waiting to see them, and then the staff person must escort them to their office and back out of the building when they leave. The sign in sheet also provides us with a timetable of when clients or visitors come into our office. For security reasons clients that are identified that they are here to see one of the domestic violence staff, do not have to sign in and are immediately escorted into the office. No one is given information about the victim being there. Also, HUB has security personal inside and outside HUB patrolling the building and area, and security cameras placed throughout the outside of the building

Complete chart below

## Core Services Chart

Core Service	Days Provided	Hours Provided	Service Delivery Method	Location of Service Provided	Position Providing Service
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<b>Telephone Hotline Assistance</b>	Mon-Fri	8:30am-4:30pm. Afterhours, HUB provides an outgoing message with HUB's domestic violence hotline number (716)481-8867 in the event of an emergency where clients can call and speak with an advocate.	Call or Walk-ins	HUB	DV Staff
<b>Information and Referral</b>	Mon-Fri	8:30am-4:30pm	Call or Walk-Ins	HUB	DV Staff
<b>Advocacy</b>	Mon-Fri	8:30am-4:30pm	In person; by phone;	HUB; Court; DSS;	DV Staff
<b>Counseling</b>	Mon-Fri	8:30am-4:30pm	Support Groups and	HUB and as well as	DV Staff
<b>Community Education and Outreach</b>	Mon-Fri	8:30am-4:30pm	Brochures; Media;	Special Events;	Program Coordinator/
<b>Optional Services (e.g., Support Groups, children's services, translation services, etc.)</b>					

All core services listed are a requirement listed in 18 NYCRR 462.4 and must be provided directly by the program in a timely manner as defined in the regulation.

### Staffing Requirements

Each program must employ **both** a qualified program director **and** a sufficient number of staff who are responsible for providing core and optional services.

List each of the staff/volunteer positions responsible for providing non-residential services including their **title, responsibilities, and qualifications**.

\*Do **NOT** give names or resumes of program staff\*

## Staffing Chart

Position Title	Responsibilities of Position	Qualifications of Position
Program Coordinator/Community Educator	Oversight and development of the program including community outreach and educational sessions.	Master's or Bachelor's Degree
Case Manager	Involved in direct victim relationships, assisting with program planning, setting goals and objectives, assisting victims with referrals, advocacy, and crisis intervention.	Bachelor's Degree or minimum of 45 credit hours.
Case Manager/Housing Liaison	Involved in direct victim relationships, assisting with program planning, setting goals and objectives, assisting victims with referrals, advocacy, and crisis intervention, and Provides assistance searching for Safe and secure housing.	Bachelor's Degree or minimum of 45 credit hours.
Operations Manager	Oversees all HUB Programs including Domestic Violence. Responsible for quality assurance, policy development, and performance measures.	Master's or Bachelor's Degree and minimum of seven years in a leadership position of a medium sized organization.

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Agency Name:

Family Justice Center of Erie County

Program Name (if different):

Business Address:

438 Main Street, Suite 201, Buffalo, NY 14202

Contact Person:

Tiffany Pavone

Telephone number:

716-558-5272

E-mail Address:

tpavone@fjcsafe.org

### Program Requirements

*This program is intended to be a separate and distinct program offering specializing in services for victims of domestic violence. 70% of the clientele served must consist of victims of domestic violence and their children.*

All questions must be answered

Describe how the program is separate and distinct and how it fits into the overall agency?

The Family Justice Center is a unique program that provides free, one-stop wrap around services through a collaboration with several on-site and on-call partner agencies. The FJC strives to connect clients with all of the services while in the safety and security of the Center. The FJC is the only service provider in the county that is solely focused on providing the core non-residential domestic violence services. The FJC's is headquartered in downtown Buffalo where staff and services are provided in a designated, secure space. In addition, the FJC has two satellite offices located in Amherst and Orchard Park, New York. The satellites are located in community-owned homes and are strictly used by the FJC for domestic violence services.

The FJC staffs five domestic violence advocates that provide the core non-residential domestic violence services to clients. In addition to the core services, clients can obtain emergency orders of protection from Erie County Family Court through the agency's web-conferencing program with the court and they can have any domestic violence related injuries photographed and documented by a nurse at the on-site Forensic Medical Unit. The Center also has an office and a warrant clerk from the Buffalo Police Department to allow clients to file charges on-site, a patient navigator from the Center of Court Innovation who can help clients access insurance, a primary care provider as well as health education/information, a paralegal from Neighborhood Legal Services who can assist them in obtaining civil legal counsel, an advocate from Community Services for the Developmentally Disabled to assist disabled clients in accessing available resources, as well as therapy dogs to provide additional support for clients.

Describe the eligibility criteria for clients utilizing the services of the non-residential domestic violence program and how special needs populations are accommodated?

All of the services provided by the Family Justice Center are free and provided to any resident of Erie County who has been identified as a victim of domestic violence. Our facilities are handicapped accessible. We have a contract with Deaf Adult Services to provide translation for hearing impaired clients, and we use Language Line Services to provide translation for non-English speaking clients. This service provides translation in more than 170 languages and dialects, around the clock. When available, the International Institute of Buffalo (IIB) will provide direct translation in other languages. IIB also provides in-service trainings annually to FJC staff and volunteers around issues of cultural competency. The Center also has a partnership with Community Services for the Developmentally Disabled which provides for an on-site advocate to assist clients with disabilities.

Explain how the location(s) where the non-residential domestic violence services are provided ensures the safety and confidentiality of the persons receiving services and their identities.

**\*DO NOT PROVIDE LOCATION ADDRESS(ES)\***

The Family Justice Center (FJC) has a strong Security & Confidentiality Policy. All three locations have security systems, including security cameras, that allow the FJC staff to monitor who is accessing the building. No one can gain access into the agency on their own; clients must press the door bell before entering and be "buzzed" in by FJC staff.

Once in the agency, all clients meet with a domestic violence advocate and receive all services in a private "living room." Each client has their own "living room" to protect the confidentiality of the communication within. Each room is also equipped with a white noise machine to insure that any conversation/communication can not be heard outside of the room.

Information that clients share with the FJC is confidential, including personal identifying information such as name, address, and phone number, subject only to a client's specific, informed, written, consent for release or sharing of confidential information. To best protect confidentiality, the FJC staff will complete a central intake assessment. The information obtained is essential in determining the services a client is requesting and protecting the confidentiality of the client.

Any information collected by the FJC cannot be shared with any of the FJC's on-site or off-site partners without written informed

**Erie County: Non-Residential Domestic Violence Services**

consent from the client. All releases of information must be in writing, signed, dated in ink, and indicate a specified time limit for the release.

Complete chart below

## Core Services Chart

Core Service	Days Provided	Hours Provided	Service Delivery Method	Location of Service Provided	Position Providing Service
<b>Telephone Hotline Assistance</b>	Mon-Fri	8:30am-5:00pm. After hours, there is a message indicating that the FJC is closed, but that they can either call the Erie County Hotline Number at 716-862-4357 or wait on the line to be transferred to the County Hotline.	Hotline phone system	All three FJC locations	Domestic Violence Advocate, Intake Coordinator
<b>Information and Referral</b>	Mon-Fri	8:30am-5:00pm	In person at the FJC offices and via the hotline	All three FJC locations	Domestic Violence Advocate
<b>Advocacy</b>	Mon-Fri	8:30am-5:00pm	In person, via telephone	All three FJC locations, the local courts, etc	Domestic Violence Advocate
<b>Counseling</b>	Mon-Fri	8:30am-5:00pm	In person, via telephone	All three FJC locations	Domestic Violence Advocate
<b>Community Education and Outreach</b>	7 days a week	Various hours	In person training	All three FJC locations	Executive Director
<b>Optional Services (e.g., Support Groups, children's services, translation services, etc.)</b>	Mon-Fri	8:30am-5:00pm	in person	All three FJC locations	Domestic Violence Advocate

All core services listed are a requirement listed in 18 NYCRR 462.4 and must be provided directly by the program in a timely manner as defined in the regulation.

### Staffing Requirements

Each program must employ **both** a qualified program director **and** a sufficient number of staff who are responsible for providing core and optional services.

List each of the staff/volunteer positions responsible for providing non-residential services including their **title, responsibilities, and qualifications**.

\*Do **NOT** give names or resumes of program staff\*

## Staffing Chart

Position Title	Responsibilities of Position	Qualifications of Position
Domestic Violence Coordinator- 5 full time	Responsible for providing direct services to clients including intake & referrals, hotline assistance, advocacy and counseling	Bachelor's or Masters in social work or related field; 1-3 years paid experience

Executive Director	Leadership of the agency, including programs and finances. Insures that FJC has the appropriate partners on-site to assist in providing the core and optional services. Leads outreach and education efforts.	Bachelors Degree in related field, five years experience in not-for-profit in management role and fiscal experience preparing budgets and administering agencies with budgets over \$500,000.
Director of Operations	Lead the implementation of the agency's program & operations; supervise direct service staff and ensure they are provided adequate training; assist with community outreach and training	Bachelor's or Masters in social work or related field; 3-5 years paid experience in supervising staff and managing operations
Intake Coordinator	Responsible for monitoring access to the FJC, identifying appropriate clients, and welcoming clients and visitors. Informs clients about rights of confidentiality and what they can expect during their visit. Identifies client situations in which Manager of Client Services needs to get involved. Insures efficient and timely provision of services by all partner agencies.	4-year degree and two years' experience working with victims of domestic violence.

# Title XX Program Services Matrix

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Districts are required to enter Program Matrix information into the Welfare Management System (WMS). Please note below if changes have been made to the matrix since your last annual plan, and what those changes are.

WMS allows local districts to update their Title XX Matrix by using the **Title XX Menu**. The matrix is the basis for the authorization/payment of Title XX services and for child care assistance funded under the New York State Child Care Block Grant for each local district. State income standards are established using the Federal Poverty Levels (FPL), which are updated periodically by the U.S. Department of Health and Human Services. When new FPLs are set, the state updates the WMS Title XX Services Matrix and the Title XX Matrix Update process is initiated.

Each district must designate a worker (or workers) who will receive the yearly notice that the Title XX Matrix is available for the district's update. The district must provide the state with the worker's name and user identification number.

Each district must update its WMS Title XX Matrix as necessary, and submit it to the state for review. Districts are not able to alter state-mandated fields. The updates are done by a district worker who has been assigned security function 180 by the district's LAN administrator (this does not have to be the same person who receives the annual update notice). The worker who makes the update will be notified after the state reviews the district's submission.

The following resources are available to assist with updating the Title XX Matrix in WMS:

- A Computer Based Training (CBT) is available with step by step instructions on how to complete the Appendix F Title XX Program Services Matrix. The link to the CBT is: <https://www.hslcnys.org/hslc/Content/DLT01/3748/player.html>
  - [Click Here for Instructions to Complete the Program Matrix](#)
- 

## **Are there changes to the services your county intends to provide during the 2018 Child and Family Services Planning cycle?**

- Yes
- No

If there are changes to the services, please indicate what those changes are:

# List of Data Sources

The list below contains common data sources often used in county planning. Please check all sources your county used in developing this plan. The list is not all-inclusive; if you have other sources of data, please indicate those as well.

Data Source	Safety	Permanency	Youth & Young Adult	Adult Services
<b>KWIC (Kid's Well-being Indicators Clearinghouse)</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>U.S. Census Data</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Child Trends Data Bank</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>PRISMS (Prevention Risk Indicator/Services Monitoring System (OASAS))</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>NYS Department of Health</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Domestic Violence Information System</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>NYS OCFS Data</b>				
<b>MAPS (Monitoring and Analysis Profiles)</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>QYDS (Quality Youth Development System)</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>OCFS Data Warehouse Reports</b>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Child and Family Services Plan Child Level Data</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>OCFS Juvenile Detention Automated System (JDAS)</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>OCFS Detention Risk Assessment Instrument System (DRAIS)</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>OCFS Agency Online Profile (OAOP)</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>YASI data (Youth Assessment &amp; Screening Instrument)</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Safe Harbour: NY program data</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Adult Services Automation Project (ASAP.Net)</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

<b>Adult Protective Services (APS.Net)—NYC only</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Local Surveys</b>				
<b>County Search Institute Survey</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Communities That Care</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>TAP Survey</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>United Way (Compass Survey or other)</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Other</b>				
<b>Other Data Sources</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Specify Any Other Data Sources:</b>			Data gathered by local quality improvement firm contracted by Erie County Departments of Social Services and Mental Health.	



# Required Interagency Consultations

407(g)(3) As required by sections 423.3(a) and 473.2(b) of the Social Services Law, discussions and meetings with public, private and voluntary organizations which are involved in adult and family and children's services must be held to acquire their advice and consultation in the development of the plan. At a minimum, such organizations must include: health and mental health agencies; aging, legal and law enforcement agencies; societies for the prevention of cruelty to children; family court judges; youth bureaus or boards; and departments of probation.

**Please list below all agencies that participated in the development of this section of the plan.**

<b>Agency Type</b>	<b>Safety</b>	<b>Permanency</b>	<b>Youth and Young Adult</b>	<b>Adult Services</b>
<b>Health</b> <sup>4</sup>	EC Department of Health	EC Department of Health		Hospital Collaborative
<b>Mental Health</b> <sup>4</sup>	Crisis Services	Crisis Services	Erie County Department of Mental Health	Police Mental Health Coordinating Project-Crisis Services
<b>Youth Bureau</b> <sup>3</sup>	Erie County Youth Bureau	Erie County Youth Bureau	Erie County Youth Bureau	
<b>Department of Probation</b> <sup>3</sup>	EC Probation	Erie County Probation	Erie County Department of Probation	
<b>Societies for the Prevention of Cruelty to Children</b> <sup>1</sup>	Child & Family Services (contracted agency)	Child & Family Services (contracted agency)		Child Protective Services-ECDSS
<b>Law Enforcement</b> <sup>1,2,4</sup>	Sheriff's Office	Sheriff's Office	Multiple law enforcement agencies	Police Mental Health Coordinating Project-Monthly and Older Adults Case Conference
<b>Aging</b> <sup>4</sup>		N/A		NY Connects-No Wrong Door-Senior Services
<b>Legal</b> <sup>1,4</sup>	Public Defender's Office & Children's attorneys	Public Defender's Office & Children's attorneys	Erie County Attorneys Office, Legal Aide Bureau	Financial Crimes Task Force
<b>Family Court (judge or designee)</b> <sup>1</sup>	Amy Neri	Amy Neri	Judge Brenda Freedman	
<b>Local Advisory Council</b> <sup>1,2,3</sup>	Local Advisory Focus Group	Local Advisory Focus Group	Erie County Youth Board	

<b>Other Relevant Government Agencies</b>				EC Dept of Senior Services-AAA
<b>Child Care Resource and Referral Agencies</b>			Matt Urban Community Services	
<b>RHYA Providers</b> <sup>3</sup>			Compass House	
<b>Other Public / Private / Voluntary Agencies</b> <sup>1,4</sup>	Contracted Agencies	Contracted Agencies	Multiple Erie County contacted voluntary agencies	Domestic Violence Collaborative
<b>Other (#1)</b>				WNYDHTTF-(Human Trafficking)
<b>Other (#2)</b>				MDT-Financial Exploitation

1. Must be consulted when developing Safety / Prevention section of the Plan.

2. Must be consulted when developing the Permanency / Prevention section of the plan.

3. Must be consulted when developing the Youth and Young Adult section of the plan

4. Must be consulted when developing Adult Services section of the Plan.