



2019

Department of Social Services

annual report

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staff engagement

Throughout 2019, Social Services staff participated in numerous events to call attention to causes that resonate for the department and the employees as well as raise morale for the department.



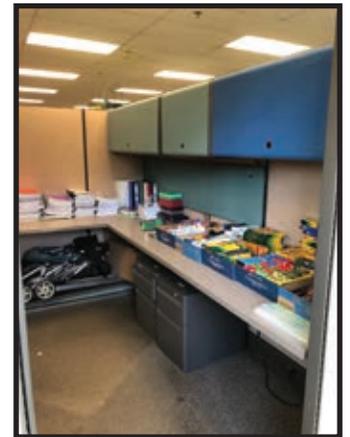
One of the morale boosters run by the recognition team was raffling off the Commissioner, Deputy Commissioner and Director of Services parking spots for a week



DPW supervisors and DSS staff with Christmas presents they donated to foster children in care.



DSS staff in June wearing purple to bring awareness to Adult Abuse



DSS staff donate school supplies each year for foster children to come in and "shop" for school



The SNAP unit was recognized by the Legislature for going above and beyond during the federal Government shutdown



Anthony Turano, Commissioner

It is always a challenge to summarize the services and the efforts of our staff each year. It is sincerely hoped that this report provides some insight into the work that was done on behalf of the most vulnerable members of our community in 2019.

During the year, we worked to connect to staff and the public through enhanced technology. While DSS is not typically known on the state or local level to be on the cutting edge of evolutionary technology, a concerted effort was made to modernize. More staff were provided with laptops and smartphones to facilitate better connection with our community. We began exploring and establishing community based staff by placing Caseworkers in schools and embedding them in community based organizations. The response was immediate and extremely positive from our staff and the community. It is our belief in the value of community connectedness for our staff. What stood to reason, stood up in 2019.

Later in the year, we began using robo-call and robo-text technology to reach out to income program recipients to remind them of appointments and documents that were required to maintain their cases.

Response from the community and staff was strong. The result was fewer trips to our office by the public to drop off paperwork and less time spent by staff handling cases. The increase in efficiency was immediate and impactful.

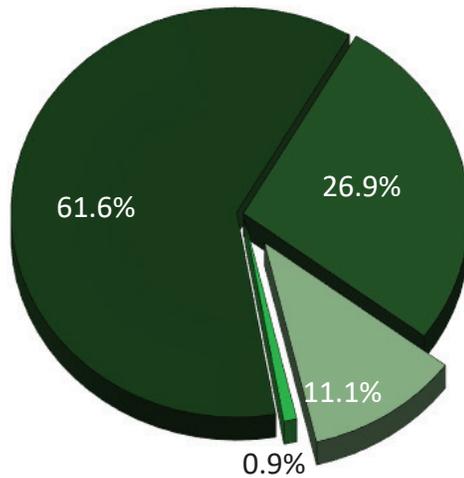
Our administrative team looked different in August with the retirement of Tammy Hinman, our Director of Income Programs, who wrapped up a 37 year career with the department. Her replacement was found in-house with the promotion of CPS Case Supervisor Nichole Zink to Deputy Commissioner.

Beyond technology and staff changes, we worked to be a more welcoming organization, positioned better to connect with those in need in our area with representation on the executive committees of the county's Trauma Informed Care Coalition and Leadership Cattaraugus. Helping to connect local leaders and decision makers with those serving residents who have experienced trauma allows the department the best opportunity to meet its mission.

Decades ago, prior to the adoption of the title, "Commissioner" the person in charge of local districts of social services in New York State was referred to as "The Poormaster". If the current title sounds more refined, it has not damped the spirit of the department's efforts to work to provide "services which sustain, protect and empower families and individuals."

Perhaps more that we could know, 2019 taught us that innovation and the ability to think on our feet would serve us well for what was then unknown heading into 2020.

Revenue



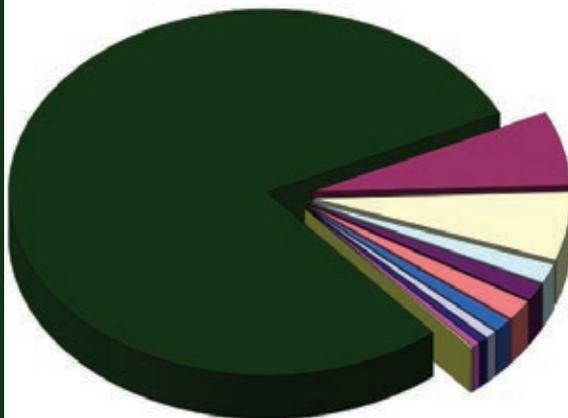
Revenue Percentage

- Federal
- State
- County
- Repays

Revenue by Source

| | 2018 | 2019 | Change |
|---------|-------------|-------------|------------|
| Federal | 143,131,606 | 150,792,366 | 7,660,760 |
| State | 63,168,656 | 66,342,064 | 3,173,408 |
| Repays | 1,981,764 | 2,293,483 | 311,719 |
| County | 27,836,431 | 27,337,536 | (498,895) |
| Totals | 236,118,457 | 246,765,449 | 10,646,992 |

Community Investment



| | | |
|--|-------------|------------------------|
| ■ | 186,450,184 | Medicaid |
| ■ | 15,498,857 | Food Stamps |
| ■ | 14,359,074 | Program Administration |
| ■ | 4,350,848 | HEAP |
| ■ | 3,956,129 | Child Care |
| ■ | 3,659,326 | Family Assistance |
| ■ | 2,916,510 | Safety Net |
| ■ | 1,796,639 | Services |
| ■ | 1,292,762 | Daycare |
| ■ | 1,187,498 | Grant Programs |
| ■ | 379,235 | Juvenile Delinquents |

Nichole V Zink, Deputy Commissioner



Programs include: Temporary Assistance, Employability, Medicaid/Managed Care, Supplemental Nutrition Assistance Program, Fraud/Recovery and Seasonal Programs

Our financial services units are tasked with administering and monitoring essential support services that assist our community members through some of the most difficult times that they and their families may face. Our dedicated staff worked through 2019 to increase collaboration, communication and community engagement.

The Department continued to find ways to collaborate internally and across agencies to find efficiencies while improving client service. The Temporary Assistance and Adult Protective Services Units continue to collaborate on assisting the homeless population to have the dignity of permanent housing. Through this collaboration time in shelter has been able to decrease significantly. Individuals are able to move into safe, stable housing while reducing the cost of emergency housing by shortening the necessary length of stays. The Medicaid unit collaborated with the state sponsored Maximus program to administer managed care services to the community. Groundwork has been put in place to allow Maximus to station a managed care specialist within the Department. This specialist will be able to assist in enrolling community members in health care plans that will meet their needs and lead to efficiencies gained by improving the health of our residents. The Fraud/Recovery unit collaborated with the Temporary Assistance, Medicaid, Supplemental Nutrition and daycare units to prevent overpayment of benefits. The units collaborate through Front End Detection, investigations and fair hearings to identify, prevent, and recoup the payment of undue benefits. This collaboration continues with our accounting unit to return collected monies to programs.

The units are regularly assessing their programs for areas of success and opportunities for efficiency. Some of these creative policies began to payoff in 2019. The creation of the HEAP and Summer Youth Employment unit saw a significantly reduced need for bringing on temporary staff. By specializing this unit their knowledge of the program areas led to significant efficiencies allowing them to complete higher case numbers. The Supplemental Nutrition unit was able to see the benefit of recent changes in practice of training all staff to complete case transactions from start to finish. Despite significant staffing challenges the unit was able to meet legal mandates to issue benefits to qualified recipients with recognition from the State for maintaining a 98% timely processing rate. The Home Care unit provides assessments and care coordination for some of our communities most medically vulnerable members. They continue to update the client database and location information allowing for more efficient contact during emergency situations. This unit also met mandates for increasing their consumer directed care program allowing the individuals served to have a greater input and responsibility in the choice of oversight of care providers.

Connecting with the community we serve is critical to being able to meet the highly regulated mandates that our workforce is tasked with administering. Our employment units work with members of our community to find, secure and advance in gainful employment. Our employability unit is able to increase contacts with clients by meeting them in their communities reducing travel time and becoming familiar with industries and opportunities accessible to clients. Their location in the One Stop Career center also allows for collaboration on individuals who may meet the qualifications for both programs. The One Stop unit is able to help individuals and industry meet to fulfill needs for high demand occupations through its relationships with community members, the Workforce Development board and the NYS Department of Labor. The Department also arranged for a robocall reminder system to get information and reminders to clientele. It is anticipated that this will create efficiencies by reducing missed appointments and additional work that this creates.

All in all the dedication, creativity and cooperation of our employees led to great efficiencies in 2019. At that time it could not have been known how critical this would be in positioning the agency for meeting challenges ahead. Our employees truly are our greatest asset.

temporary assistance

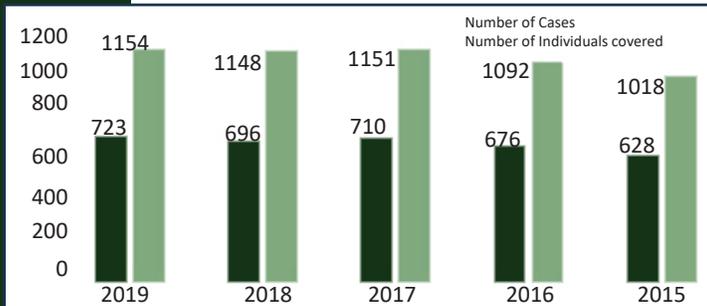
Standing: Standing: Senior Examiner Anita Bliss (L) and Senior Examiner Amy Brown (R).
 Seated: Senior Examiner Jody Blackwell (L) and Chief Examiner Michelle Imhoff (R).



In 2019, our unit worked with an increased number of homeless county residents. We saw those numbers soar to 400 homeless individuals and 86 families. We assisted 275 individuals and 30 families in 2018. Due to the low inventory of affordable housing, combined with the large number of parolees and sex offenders, staff has experienced challenges in finding appropriate living arrangements. In addition to the homeless population, we continue to serve those applying for Temporary Assistance for Needy Families, Safety Net Assistance, or one-time emergency assistance, most often to prevent eviction, foreclosure and utility shut-offs.

Temporary Assistance for Needy Families (TANF)

Federal cash assistance program for families with children under 18. This program has a sixty-month time limit and has a work activity requirement for adults. Usually when a family receives TANF it also receives SNAP benefits and Medicaid, in addition to cash assistance.



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Emergency Assistance to Families

One-time emergency shelter and/or utilities payments to assist families encountering crisis. A family may receive more than one EAF payment in a twelve month period if the subsequent emergency is unrelated to the previous.

subsequent emergency is unrelated to the previous.

Emergency Aid to Adults

State and locally funded emergency assistance program for recipients of Supplemental Security Income.

Safety Net Assistance

New York State's cash assistance program for childless adults and certain families that do not meet the federal program criteria. These families include those that have a family member who is not complying with the drug/alcohol requirements or those who have exhausted their sixty months of TANF eligibility. The individuals also usually receive Medicaid and SNAP in addition to cash assistance.

Drug/Alcohol Screenings/Assessments

All adults who are applying for Temporary Assistance must complete a screening instrument for drug and alcohol use. If this instrument indicates substance abuse, he/she is referred to the on-site Alcohol and Substance Abuse Counselor, with whom the Department contracts, for a complete assessment. This counselor not only

assesses individuals, but also refers and monitors individuals for treatment. **percentages of cases with household member receiving treatment

Temporary Assistance

| 2019 | Cases | Individuals |
|-----------|-------|-------------|
| March | 698 | 1154 |
| June | 700 | 1146 |
| September | 689 | 1121 |
| December | 723 | 1154 |

Safety Net **44% of overall caseload

| 2019 | Cases | Individuals |
|-----------|-------|-------------|
| March | 363 | 422 |
| June | 364 | 418 |
| September | 366 | 418 |
| December | 400 | 454 |

2019 Achievements

- Expanded Employment Outreach to Gowanda, Cattaraugus, Little Valley, Salamanca and Machias
- Improved job retention efforts for TA clients
- Strengthened Homeless Unit by partnering with APS

Domestic Violence Liaison

Meeting and cooperating is voluntary and many individuals who are experiencing domestic violence refuse this service. The domestic violence liaison, following an assessment, makes a recommendation as to whether or not the individual should be exempted from certain eligibility requirements.

The Employment Unit is composed of social services examiners, employment specialists and work site supervisors. The goal of this unit is to assist individuals to enter “the working world”. Staff assess and reassess each applicant/recipient and develop an individual employment plan. They coordinate with each applicant/recipient to ensure their compliance with federal/state requirements to retain their benefits.

Job Search/Job Readiness

Individuals are required to actively seek employment or perform tasks (searches/resume preparation) to seek or obtain employment.

Subsidized Employment

This may be in the public or the private sector. Subsidies may include grant diversion or other program funds, including but not limited to Workforce Investment and VESID.

On-the-Job Training

Training that is provided at any employer’s site that is subsidized by the department with the understanding the individual will be retained, which is also part of the Flexible Fund for Family Services.

Work Experience

Work performed in return for Temporary Assistance that enables an individual to acquire general skills, training, knowledge and work habits necessary to employment.

Education

Education that leads to a high school diploma or its equivalent, basic education, English as a Second Language or literacy training. It can also be education related to a specific occupation, job or job offer.

Vocational Education

Organized post-secondary educational programs of less than one year that are directly related to the preparation of individuals for employment in current or emerging occupations.

Job Skills Training

Job skills or education required by an employer to enable an individual to obtain employment or advance or adapt to the changing demands of the workplace.

Mobile Work Crew

This is a structured program in which individuals perform work designed to improve their employability, which has a direct benefit to the community under the auspices of a public or non-profit organization.

Post Employment Services

Any activity approved by the department that assists an individual who has entered the work force to retain his/her employment.

Re-entry Program

A collaborative program between the Probation Department and Social Services that assists individuals on probation with vocational education and on-the-job training. The program has a strong case management component and concerns or problems are addressed immediately to ensure that participants successfully enter or re-enter the workforce.

| | 2017 | 2018 | 2019 |
|---|------|------|------|
| Assessments completed | 905 | 875 | 901 |
| On-the-Job Placements | 63 | 47 | 50 |
| Entries to Employment | 218 | 162 | 186 |
| Individuals who received post employment services | 34 | 23 | 37 |

Medicaid Chief Examiner Karen Oliver (L), senior examiners Melanie Jones (C) and Lisa Farr (R)



The Medicaid Unit establishes initial eligibility, monitors and re-determines eligibility for Medical Assistance. Medicaid is funded by the federal, state and county governments. The Medicaid program is one of the most complicated programs the Department administers as there are approximately thirteen ways to determine eligibility. Examiners must be familiar with all of them. The unit also serves as a liaison between Managed Care Organizations (MCOs), enrollees, facilitated enrollers, the State Department of Health and medical providers.

Community Medicaid

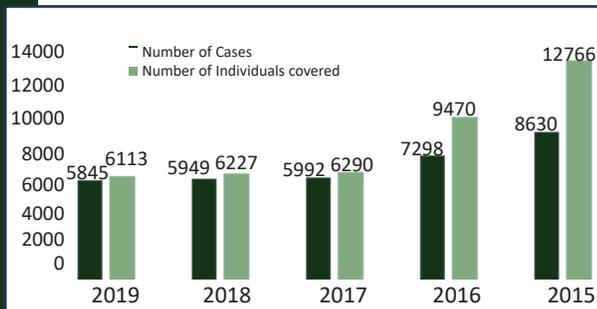
Medical coverage for low-income families and single individuals and childless couples between the ages of 19 and 64. It also covers individuals who are receiving Social Security retirement or disability and are residing at home.

Care at Home (Model Waiver Program for Children)

This program enables ill children to receive special services so their families can keep them at home.

Presumptive Eligibility for Pregnant Women

Medicaid cases are opened presumptively for pregnant women to allow an application to be filed and eligibility to be determined based on referrals from participating agencies. Women with incomes up to 223% of the federal poverty level are eligible for this program.



Medicare Premium Payment Program

Encompasses several levels of eligibility to assist participants with full payment of Medicare premiums and in some instances Part B co-insurance and deductibles.

Chronic Care

Provides coverage for long term home health care (including PACE, Programs of All-inclusive Care for the Elderly) and nursing home care.

Medicaid Buy-In Program for Working People with Disabilities

Provide health care coverage for disabled individuals between the ages of 16 and 65 who are employed with incomes at or below 250% of federal poverty level.

Home and Community-Based Waiver Services

Enhanced Medicaid coverage for extremely disabled children, traumatic brain injured individuals and clients of the Office of Mental Hygiene.

| | Cases | Individuals |
|-----------|-------|-------------|
| March | 5914 | 6200 |
| June | 5894 | 6177 |
| September | 5855 | 6133 |
| December | 5845 | 6113 |

2019 Achievements

- Assumed responsibility from TA for indigent burials and assisted with creation of a shortened burial application for county
- Updated and reviewed all MA cases for correct coding for Medicare Savings Plan cases



Individuals with chronic illnesses or disabilities may require personal assistance in order to safely remain in their homes. The Home Care Unit provides services to assist them in meeting this objective. A nurse and a caseworker evaluate and reassess the need for services on a regular basis. The general population in this program is elderly although the unit also services children and young adults with serious medical conditions.

Eligibility Requirements for Home Care: Be on or eligible for Medicaid; Be under the care of a physician, who is willing to sign physician’s orders; Be self-directing or have someone willing to assume the responsibility; Have a home assessment completed to determine if client is appropriate for home care.

Home Attendant

Home attendant services may provide help with such things as grocery shopping, meal preparation, and light housekeeping. Complete individual assessments are required prior to beginning services and periodically thereafter. Services are generally limited to several hours per week and are determined by the nurse assessor and caseworker.

Consumer-Directed Personal Assistance Program (CD-PAP)

Home attendants screened and hired by the consumer, provide the authorized home care services. The consumer schedules and coordinates all services and is fully responsible for recruitment and retention of the home care attendants.

Children’s Waiver 1915(C)

This waiver provides a single Home and Community Based Service benefit package to children who meet the institutional level of care functional criteria. Our unit works hand in hand with case managers of these children to provide environmental modifications, vehicle modifications and assistive technology to children who meet the criteria under this waiver.

Private Duty Nursing

Disabled adults or children may require the services of a private duty nurse in their homes in order to remain at home, or to assist family in the care of the disabled individual.

PERS (Personal Emergency Response Systems)

Home devices that connect older adults to a 24-hour call center with the push of a button. The transmitter is typically worn on a neck pendant or wristband, and it sends a signal to a receiver that’s connected to the home telephone line. With most PERS setups, the client can talk with the call center staff from anywhere in the house.

| | 2019 |
|-----------------------------------|------|
| Home Attendant Clients | 61 |
| Consumer-Directed | 10 |
| Private Duty Nursing | 4 |
| Managed Care | 0 |
| Percentage of clients with a PERS | 20% |

2019 Achievements

- Increased Consumer Directed program by 50%
- Development a Consumer Directed Personal Assistance brochure
- Initiated biannual meetings with Willcare to improve communication and protocols

PRI (Patient Review Instrument) & Screens

These are assessments that identify whether or not an individual is eligible for skilled nursing care placement. The PRI and Screen is used to determine the level of care and appropriateness of placement.

snap supplemental nutrition assistance program



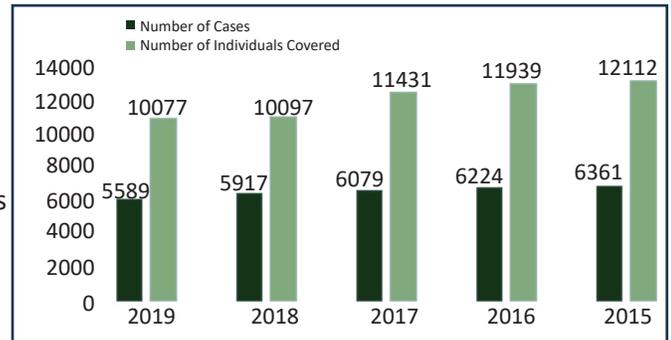
Standing: Senior Examiners Erin Hollowell (L), Dawn Karl (center) and SNAP Chief Examiner Molly Marsh (R). Seated: Senior Examiner Kelly Andrews

The SNAP (Supplemental Nutrition Assistance Program) unit experienced a slight caseload drop which enabled the unit to reconfigure the processing flow and examiner responsibilities.

The unit is responsible for administering this federally funded program that supplements low-income households with food purchasing accounts. Benefits can only be used to purchase (utilizing an electronic benefit card) food items and not for such items as alcoholic beverages or paper and hygiene products. Individuals between the ages of 18 and 50 who are able-bodied adults without dependent children must be engaged in work or work-related activities for at least 20 hours per week or 80 hours per month to be eligible for more than three months of SNAP benefits. Clients leaving Temporary Assistance are entitled to SNAP Benefits for five months to help them make the transition from welfare to work.

Expedited SNAP

Every application for SNAP must be screened for expedited SNAP on the day the application is filed. If the household's income and resources are low enough to meet the guidelines for expedited SNAP, the benefits will be issued within five days of the application filing date. In cases where the household alleges it has no food, the department makes every effort to issue the benefits the next day.



| 2019 | Cases | Individuals |
|-----------|-------|-------------|
| March | 5713 | 10430 |
| June | 5675 | 10250 |
| September | 5550 | 9991 |
| December | 5589 | 10077 |

NY State Nutrition Improvement Project (NYSNIP)

This is a collaborative program that automatically enrolls single individuals who live alone and receive Supplemental Security Income in the SNAP program. There is no application, interview or verification

requirement and the individual can receive the benefits for up to 48 months by simply completing an interim mailer.

The amount of the benefits is standardized and the benefits are accessed using the individual's existing Medicaid benefit card.

SNAP Education/Outreach

To assist individuals in stretching their Food Stamps and to prepare well-balanced meals, the Department collaborates with Cooperative Extension to provide a nutrition education program called EAT SMART NEW YORK. It also cooperates with Cattaraugus Community Action to provide outreach to encourage households who might be eligible to apply for SNAP.

2019 Achievements

- Implemented a robocall system for reminders to clients utilizing SNAP bonus allotment
- Achieved 98% timely rate for all cases
- Successfully implemented succession planning for ABAWD examiner and two trainees

Renee Williams, Senior Fraud Investigator



Fraud and Recovery Unit takes a proactive approach to ensure that fraudulent activity is not only discovered and stopped but hopefully prevented before it happens. We are committed to maintaining a zero tolerance policy where fraud is concerned and carefully review all allegations and reports. We aim to establish and recover all payments incorrectly made whether they be a case of fraud, a client error, or even an agency error. Efficiency is very important and all cases are reviewed for agency accuracy when a client requests a fair hearing.

- Representing the Department at Fair Hearings, administrative reviews requested by applicants or recipients of assistance who are dissatisfied with the agency's actions.
- Resolving disagreements to avoid a fair hearing, thus reducing administrative costs.
- Investigating complaints regarding alleged welfare fraud and abuse.
- Where welfare fraud is clearly established, referring the case to the district attorney for prosecution and preparing evidentiary packets for court.
- For fraud cases that don't go to court, having the individual sign a disqualification and obtaining a Confession of Judgment that is subsequently filed with the County Clerk's Office.
- Recovering assistance incorrectly paid.
- Conducting Front End Detection investigations (FEDS) to determine if the information provided on the applications is accurate.
- Using computer reporting systems to verify information provided by applicants and recipients and reporting the results to the State on a monthly basis.
- Making recoveries from small estates of deceased Medicaid and TA clients.
- Referring larger estates to the attorneys for filing claims against an estate.
- Reviewing all cases where there is a potential for overgrant
- Calculating all overgrants and begin recovery process
- Track recovery payments
- Review overpayments to determine if there is possible fraud
- Sheriff detective is part of our unit to investigate and make arrests on positive fraud investigations

2019 Achievements

- Completed 484 Overgrant referrals - totaling over \$382K in Overgranted benefits to be recovered
- Completed more fraud investigations than we had referrals for the second year in a row (325 to 234).
- Completed 97 positive Fraud investigations with a total of \$101,791.27 in program overgrants
- Completed 453 FEDS Investigations resulting in over \$268K in estimated cost savings

Fraud and recovery

Bret Marvin, One Stop Manager



Over the past several years, there has been a decrease in the amount of funding for the One Stop. The Workforce Development Program is funded entirely with federal dollars. The reduction in funding has meant that the staff at the One Stop has been reduced, yet the center continues to meet the standards established for it by the state.

There are three specific populations who must be served with these funds – Adult, Dislocated Worker and youth. Each of these populations is offered core services, intensive services and training services. Anyone may avail themselves of core services via One Stop visit or through internet activity. There are eligibility requirements for intensive and training services.

Core Services are basically self-help services or are offered in group settings and are the only services available regardless of income or residence.

Intensive Services are services for individuals who are unable to find employment through the use of core services only, such as resume workshops and interviewing skills workshops. Training in one or more courses or classes that lead to a certificate, an associate or baccalaureate degree or a competency or skill recognized by employers.

| 2019 Title I | | |
|--------------------------|-------|-------------------|
| | Adult | Dislocated Worker |
| Active Participants | 123 | 27 |
| Number Employed at Entry | 65 | 13 |
| Number in Training | 59 | 11 |
| Exited | 120 | 19 |

Title I Adult provides intensive services and training to individuals whose incomes are below the self-sufficiency standard established by the local Workforce Development Board. They must be Cattaraugus county residents ages 18 and up. They may be employed or unemployed.

Title I Dislocated Workers serves individuals who have been laid off because of downsizing or because their company is closed or is closing. Also, individuals who are receiving Unemployment Insurance Benefits and are unlikely to return to their previous occupation are eligible for these services.

WIOA Youth Program to be eligible for the services of this program, a youth must be between the ages of 14 through 24, be a Cattaraugus county resident, meet the income guidelines and be one or more of the following: deficient in basic literacy skills; a school dropout; homeless, a runaway or foster child; pregnant or parenting; an offender; or an individual who requires additional assistance to complete an educational program. The Youth Program is required by NYS DOL to provide ten elements. The One Stop must have these services available for each youth, either through the One Stop or through affiliated partner programs.

In addition, the One Stop provides services to **“Trade Act”** affected individuals. Those individuals have been affected by foreign trade – business closing, moving or downsizing.

| Youth | 2018 | 2019 |
|----------------------------------|------|------|
| In-School Active | 7 | 6 |
| Out of School Active | 42 | 42 |
| In-School Exited | 2 | 4 |
| Out of School Exited | 24 | 21 |
| Attained Degree or Certificate | 22 | 16 |
| Place in Employment or Education | 17 | 15 |

2019 Achievements

- Improved workspace/security of DSS employability staff located at the One Stop
- Met or exceeded all NYS DOL common measures
- Increased issuance of Gas Cards and Bus passes as support for employment

Summer Youth Employment Program (SYEP)

Since 2002, the department has operated the Summer Youth Employment Program. This program is funded entirely with State dollars. To be eligible for this program the household income for the youth's family must be less than 200% of poverty which, for a family of four in 2018 was \$50,200 annually. As the title of this program implies, it provides employment opportunities during the summer time for youth. Usually the duration of the program is 6-8 weeks. In addition to the youth being exposed to work, each youth receives an educational component which includes financial literacy. For employment opportunities, the youth may be

| | 2017 | 2018 | 2019 |
|--------------|------|------|------|
| Youth Served | 163 | 179 | 168 |
| Employers | 58 | 58 | 65 |

placed with a not-for-profit organization, a governmental entity or in private business.

2019 Achievements

- Served 168 during Summer Youth Employment program
- Expanded outreach for youth and employers to underserved locations throughout the county

Home Energy Assistance Program (HEAP)

This federal program assists low-income families and individuals with utility and fuel payments. There are two components to this program, regular and emergency benefits. One regular benefit is issued to a household, but then if the household experiences an emergency it could be entitled to an emergency fuel and an emergency utility benefit. The HEAP program also authorizes furnace repairs/replacements and clean and tunes.

During the summer months, HEAP runs the cooling program to assist households with air conditioners. These households must be HEAP eligible and contain an individual with a medically-verified condition that is worsened by the heat.

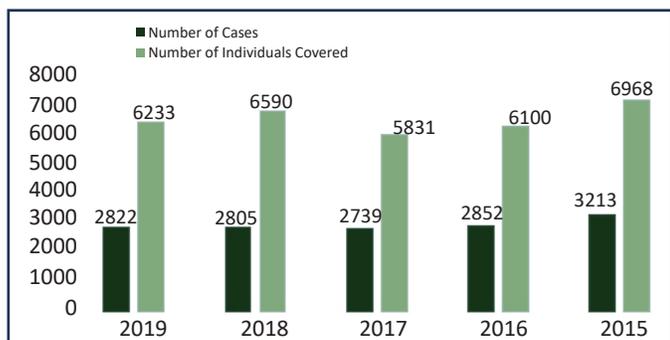
The HEAP and SYEP programs previously consisted of seasonal hires for each program. In 2018, three existing Eligibility Workers were reassigned and one senior examiner position was added to create a combined unit responsible for all HEAP and SYEP duties. This provided continuity of staff, minimized retraining, and resulted in a cost savings for the department. Three seasonal keyboard specialists, one seasonal eligibility worker, and one seasonal senior examiner were also hired for the high volume months of October to March. The increased staff for this part of the HEAP season is extremely important because the department may receive as many as 100 applications a day.

The department continued to participate in the Oil Buying Program that establishes a maximum price that participating vendors can charge a HEAP client based on the wholesale

price of oil. There are also contracts in place with the department of Aging as alternate certifiers. All indirect payments are sent to the clients' heating vendor, rather than to the client.

2019 Achievements

- Finalized the training of HEAP/SYEP eligibility workers enabling the reduction of seasonal workers during HEAP season.



child support

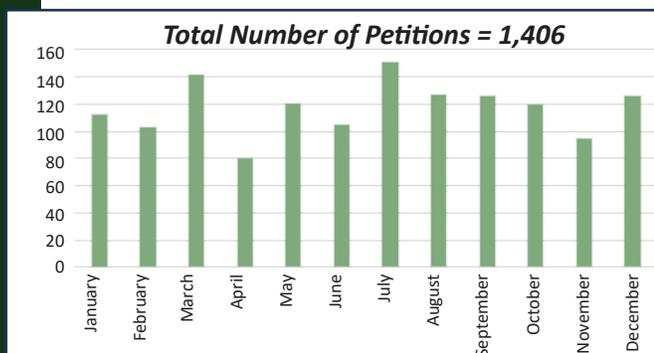
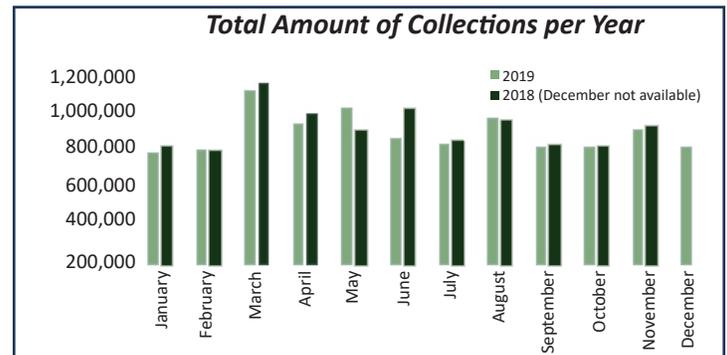
Kathy Smith, Child Support Coordinator. Not pictured
Maggie Nuss, Supervising Support Officer



The Cattaraugus County Child Support Enforcement Unit helps to strengthen families and reduce welfare spending by placing the responsibility for supporting children on those parents with the financial resources to provide such support. The Child Support Unit works with both private and public assistance and Medicaid clients.

The Child Support Collection Unit:

- Files petitions and arranges genetic marker tests to establish the paternity of children born out of wedlock
- Locates absent parents using various computer matches
- Files petitions for the establishment of financial and medical support
- Files petitions for modification of support based on cost-of-living increases or changes in circumstances
- Enforces court orders, monitors payments and files violation petitions
- Establishes income executions
- Collects arrears by seizing income tax refunds, lottery winnings and bank accounts to include working with the Department of Taxation to seize the assets of non-custodial parents
- Suspends drivers' licenses and professional licenses and denies passports
- Requests a jail term for individuals who are willful non-payers
- Retains fiscal responsibility for charging and disbursing support in accordance with the Child Support Orders
- Works with the statewide Customer Service Helpline (CSH) on a referral basis to verify actions or information on cases.



2019 Achievements

- Finalized implementation of gov pay system; averaging 46 payments / \$5,796 per month
- Improved communication with Family Court with quarterly meeting
- Established new interview process for TA clients; simplifying the process and appointments for the clients

Evonne Phillips, Director of Services



Programs include: Child Protective Services, Child Welfare (Foster Care), JD/PINS, Adult Protective Services, and Day Care Subsidy

2019 was another year of change for our teams. Changes to the state/federal mandates, Raise the Age, Safe Harbour, expansion of foster home certification processes as well as Families First Services Prevention Act continued to have significant impact on our day-to-day operations. As we adjusted to these impacts our teams continued to work diligently toward meeting family's needs and were able to keep family engagement as a top priority.

Our department partners with Juvenile Probation, Youth Bureau and other community partners focusing efforts on prevention, diverting all youth thru diversion services. These partnerships produced favorable results for our youth and families. In 2019, our Raise the Age placements were kept at one youth requiring placement.

Cattaraugus County completed its first year as lead of Safe Harbour. During 2019, our Department led the engagement on raising awareness on Child Sex Trafficking, partnering with Community Action and the Child Advocacy Center. We completed countywide training to further the education on sex trafficking with frontline staff of multiple departments.

We continue focusing on raising awareness to child sex trafficking and its impact on our children, families and communities through our partnership with Community Action and Child Advocacy Center. We continued efforts to facilitate countywide engagement with local school districts. These efforts included Probation, Community Action and the Child Advocacy Center. We continued to exceed the states expectations and accomplished many of our goals over the past year.

To address the mandates to relative foster care and Families First initiatives that required local districts to place children with relatives and certify qualified relatives as foster parents we began by engaging our teams with our practice and expanded our practice to include swift assessment of relatives to allow for certifications requirements. We also partnered with our voluntary agencies to ensure seamless referral to therapeutic level services for children and families.

We brought attention to several civic awareness days throughout the year. April is Child Abuse Awareness Month and to highlight this, we partnered with New Directions Youth and Family Services, Child Advocacy Center, Community Action and Seneca Nation of Indians, local churches, schools and area businesses to spread a wide message of the impacts of child abuse to our children and families. Various events were held by partnering agencies to raise awareness. May is Foster Parent Appreciation Month. We celebrated the families that open their homes to this vulnerable population with a recognition dinner. We honored approximately 21 families. It is always a privilege to honor those within our communities that care for vulnerable children. 2019 World Elder Abuse Day was celebrated throughout the county with pamphlets in local physicians' offices, libraries and banks.

Our focus remains incorporating data driven practices into our everyday work, we have continued to increase our awareness of best practices which helps to enhance our solution-focused family centered practice. Each unit continued to work toward goals set within the child and family services plans. Overall, we have maintained the use of family resources when foster care placement is necessary. We far exceeded our expectation and it now routine to place children with relatives than in traditional foster care.

Services

child protective



Child Protective supervisors (L-R): Hayden Williamson (Case), Jamie Conner (Unit), Tammy Brickel (Unit), and Deb Westfall (Unit)

Child Protective Services (CPS) is responsible for investigations of abuse and/or maltreatment of children under the age of 18.

- Investigations must be initiated within 24 hours of receipt of a report of child abuse or neglect. All reports must come through the State Central Registry. Reports are filed by anybody from a concerned citizen to local professionals (health care/teachers) who are mandated reporters.
- Staff must be available seven days a week, 24 hours a day.
- As needed, CPS caseworkers seek intervention from Family Court for Orders of Protection, court-ordered services for families, and/or authorization to place a child in foster care.
- The district attorney must be notified of abuse petitions and criminal action can be concurrent with Family Court.

| | 2016 | 2017 | 2018 | 2019 |
|--|------|------|------|------|
| Reports Received | 1650 | 1819 | 1924 | 1833 |
| Sexual/Physical Abuse Reports | 120 | 131 | 116 | 119 |
| Children Removed/Placed in Foster Care | 44 | 28 | 20 | 42 |
| Petitions Filed | 155 | 119 | 117 | 100 |

Kinship foster homes that are key resources in the overall strategy of locating homes that best meet children’s needs. When children can’t live safely with their parents and are placed into foster care, we have prioritized placement with relatives.

Children in kinship placements tend to have:

- Fewer moves while in care
- Lower re-entry rates
- Siblings are able to remain together
- Less involvement with CPS or the juvenile justice system

2019 Achievements

- Established satellite offices in Delevan, Little Valley and Salamanca to increase community engagement
- Decreased the number of overdue cases
- Created an internal training for staff addressing the expectations of the department and Family Court for court and legal proceedings

Child Welfare supervisors (L-R): Sally Nosal (Unit), Paula Faulkner (Case), and Rachelle Ryan (Unit)



This unit provides preventive and foster care services. These caseworkers are the ones who provide the ongoing adoptive services to the families that are referred to Court as a result of the Child Protective investigations.

Caseworkers coordinate preventive services for the family and child(ren) without regard to income and can include assessments, counseling and case management. Over the past several years, the Department has developed a number of preventive programs with the goal of reducing the number of children who are placed in foster care.

In situations where it has been determined that the child(ren) should be removed from the household (court ordered or voluntarily by parents), placement is made with either a foster family or a therapeutic foster family.

The department maintains one caseworker dedicated to finding, certifying, training and coordinating foster homes within the county. In circumstances where a child needs a high level of care, a child may be placed in a group home or residential treatment center.

Foster Care

| | 2016 | 2017 | 2018 | 2019 |
|---|------|------|------|------|
| Children receiving preventive services | 304 | 213 | 243 | 198 |
| Childre in Foster Care (includes JD/PINS) | 71 | 39 | 35 | 55 |

Homefinding and Adoption

| | 2016 | 2017 | 2018 | 2019 |
|---|------|------|------|------|
| New Foster Homes Certified (including relative homes) | 12 | 11 | 12 | 13 |
| Children Freed for Adoptions | 13 | | 14 | 17 |
| Children Adopted | 23 | 16 | 8 | 9 |

is not possible, the unit has continued to see success in the adoption of children. A child(ren) is freed for adoption either through court action or through the parent signing a surrender of parental rights. Regardless of how the child is freed, caseworkers employ a large commitment of time and effort working with the family to ensure a successful outcome for the child(ren).

Any youth 14-21 years old who is in foster care, whether or not his/her goal is return to parent, must be prepared for independent living. To assist this foster care population, the unit facilitates a monthly group session where this target group comes together to learn life lessons covering everything from their physical health to preparing for college to practical skills (cooking, balancing a checkbook) to job searching (the IL teens participate in the summer youth program).

There are numerous outcomes for a child(ren) to exit foster care but the preferred outcome is to reunite the child(ren) with his/her family and the department is required to provide diligent efforts toward achieving this end. If returning to the family

2019 Achievements

- Increased Homefinding Unit in response to the increase in number of relative foster homes being certified
- Improved permanency rate by certifying more families and ending cases with Kin-Gap and more children retaining connection to birth families
- Maintained 100% consistency for casework contacts

Juvenile Needs Taskforce

Composed of Probation, Community Services, the Youth Bureau, the Department of Social Services and private not-for-profit agencies. The Taskforce meets on a weekly basis to review cases that are at risk of going to court. The goal is to develop a service plan to keep youth at risk at home. There are numerous programs that are utilized that are coordinated and monitored by the department.

School-based Juvenile Probation Officers

Funding that the department is able to access has made it possible for the Probation Department to locate its juvenile officers in the schools. These officers are available to address issues before they escalate to the point of requiring court intervention.

Cattaraugus Community Action's Family and Schools Together (FAST)

This is a home and school-based program designed to provide early intervention to youth who are at risk of out-of-home placement due to poor school performance, behavioral issues, substance abuse issues, criminal activity or family issues. This program is County wide.

Catholic Charities Multisystemic Therapy

This evidenced-based program provides intensive family and community-based treatment that addresses the multiple determinants of serious antisocial behavior in juveniles ages 12-18. It is a short-term program lasting 3-6 months.

Cattaraugus Community Action Attendance Improvement Program and Berkshire Farms Turnaround Program

These programs operate in six school districts across the county (Olean grades 3-8; Salamanca/Pioneer grades 6-8; Allegany/Hinsdale grades 5-8; Cattaraugus/Little Valley grades 5-12). These programs target the causes of truancy and tardiness and seek to improve attendance while providing children and families with strategies for academic and social success.

Family Group Conferencing

This program brings together extended family members, friends and community supports to brainstorm a plan for the family. It is a program designed to strengthen and empower families in crisis by providing guided discussions toward an effective end.

"Y-Wait"

Provides YMCA memberships to the youth and the YMCA will expand it to a family membership, if requested. The program has shown evidence of improved family relations and many reduced their involvement with problematic peers and increased involvement in pro-social activities.

Respite

Provides timeout for youth and their families who are experiencing tension. The youth may be placed in a foster home type setting for up to ten days.

Supportive Case Management

Provides the services of a supportive case manager from the Department of Community Services to families that do not have Medicaid coverage.

Youth Bureau

The department works with the county's youth bureau on several of their programs. In particular, Youth Court, Mentoring Services and Mediation.

Electronic Monitoring Program

When ordered by Family Court or requested by a parent, the monitoring system is used to track the whereabouts of the participant and assist in enforcing a curfew. It serves as an alternative to non-secure detention.

2019 Achievements

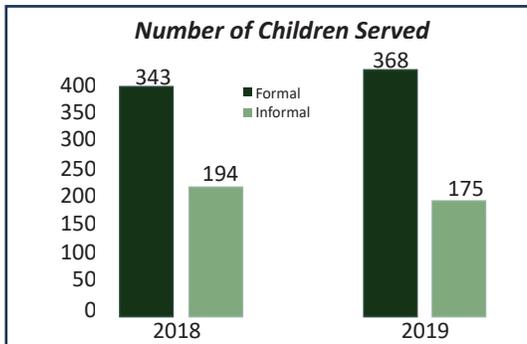
- Outreach to schools about changes to program (Family First, Raise the Age)
- Reduced and eliminate residential placements at front end by looking for extended family

Daycare examiners (L- R): Linda Dolecki, Denise Karr, Erin Dash, and Penny Woodmancy



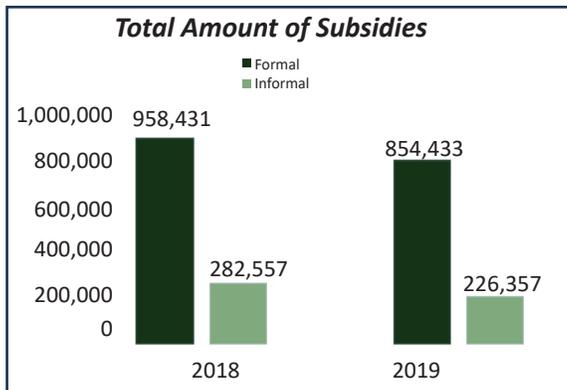
This unit is responsible for the administration of the Child Care Subsidy Program funded by the New York State Child Care Block Grant. This program, entirely funded with federal dollars, provided child care subsidies to families with incomes below 200% of the federal poverty level.

day care subsidy



Eligibility for subsidy is based on the parents'/ guardians' participation in at least one of the following:

- Educational and training programs that lead to employment in a demand occupation. The list of demand occupations is generated by the state Department of Labor.
- Working parents
- Teenage parents who were completing their high school education.
- Families who needed help to prevent a child's out-of-home placement.
- Working parents who are transitioning from Temporary Assistance
- Day care for Foster Parents to ensure day care while working



2019 Achievements

- Streamlined application packet to be more user friendly
- Received outstanding feedback on state audit
- Began outreach throughout the county through employers

adult protective

Linda Glenn, Case Supervisor (L),
Unit Supervisors Nicol Dowdell (center) and Jennifer Addotta (R)



Adult Protective Services is a system of services designed to assist individuals in the community who are over the age of eighteen, are mentally/physically impaired and are in need of protection from abuse, neglect (including self-neglect) or exploitation and who do not have anyone to fully assist them.

| | 2016 | 2017 | 2018 | 2019 |
|--------------------------------------|------|------|------|------|
| Number of new referrals | 57 | 60 | 81 | 146 |
| Number of Representative Payee Cases | 301 | 355 | 222 | 216 |
| Number of Guardianships | 16 | 15 | 15 | 14 |

Services are provided without regard to income, and are based on the guiding principles of the individual's right to self-determination and the least restrictive alternatives. If the

individual understands the consequences of his/her actions, Adult Protective can only offer services and assistance which the individual can accept or reject. Even if an individual is in an abusive or neglectful situation, Adult Protective can only take action when the individual is incapable of making decisions because of mental impairments.

In extreme situations, the commissioner can petition to become the guardian of an incapacitated adult. When the commissioner is guardian, the caseworkers assure that all the needs of the individual are met.

Adult Protective caseworkers serve as representative payees for individuals receiving Social Security and Supplemental Security benefits who are incapable of handling their own finances. Caseworkers do the budgeting for these individuals, assist them with locating affordable housing and ensure that their basic needs are met. Many of the individuals for whom the Department is representative payee have serious behavioral issues such as untreated mental illness and drug and alcohol abuse.

The supervisors for Adult Protective also supervise the Day Care Subsidy and JD/PINS units.

2019 Achievements

- Collaborated with other units to eliminate barriers and decrease sanctions
- Collaboration with county departments and agencies on open APS cases

Jessica Weinman, Director of
Administrative and Fiscal Services



Areas include: Accounting, Information Technology, Clerical Support and Data Entry

administrative and fiscal

It has been another exciting year for Administrative Services. We are continuing to see revenue growth, particularly in the local recovery category. Thanks to our ongoing efforts to increase collaboration between the Accounting, Legal, and Recovery units, we have seen a 16% increase in collections over last year, and growth of 46% over the past 2 years.

The Data Entry and Clerical teams continue to provide quality supportive services to the rest of the agency, as well as the clients we serve. This group often goes above and beyond expectations by providing a little something extra. Whether it is stocking the waiting rooms with coloring books, crayons, and small toys to keep our youngest clients happy and occupied, or helping someone who may be overwhelmed and confused fill out an application for assistance, they are the faces of our front line and they are always smiling.

The Accounting unit welcomed four new team members this year because of several promotions and retirements. As a result of extensive cross-training efforts and well documented procedure manuals, they were able to quickly learn their roles and continue to enhance their understanding of the fiscal side of Social Services. Whether issuing direct benefits, processing staff payroll, or paying bills for contracted services, this group understands the importance of maximizing state and federal reimbursements in order to minimize the impact on the tax levy.

The IT department is tasked with keeping up with constant advances in available technology. They have worked tirelessly to get the most up to date options into the hands of our workers, while adhering to budget constraints. Most notably, this year we were able to upgrade many of the laptops used by the Child Welfare and Child Protective Services caseworkers.

These administrative support units are constantly striving to identify process efficiencies, increase communication with those they support, and explore better ways to serve our neighbors in need.

fiscal operations

Kathleen Johnson, Administrative Services Supervisor (L)
and Casie Packard, Senior Accountant (R)



Supervision and coordination of the fiscal functions of the Agency are the responsibility of this unit, including accounting for each of the various programs operated by this Department, both Social Services and Workforce Investment.

Functions performed by the Accounting Unit are:

- Preparing the budget for the department, including Workforce Investment, and tracking revenues and expenditures.
- Processing all program payments and administrative vouchers.
- Preparing, tracking and maximizing all claims for reimbursement from New York State.
- Maintaining accounts payable and accounts receivable.
- Processing all cash refunds, non-cash refunds, cancellations and recovery monies.
- Receiving and disbursing income for the individuals for whom the Department is payee or guardian.
- Issuing payments for individuals involved in various Workforce Investment Act activities, including the wages for those in on-the-job training, tuition payments and supportive services.
- Auditing and processing all bills for daycare and foster care.
- Recovering overpayments of assistance using the Cash Management System through recoupments of benefits for individuals who are still on assistance or through billing.
- Processes payroll for the department, including reimbursement requests for mileage and meals.
- Requisitions supplies and operates the stock room.
- Processes receipt of outside deliveries and mail.
- Accounting is also instrumental in strategic planning, tracking caseload trends and monitoring program expenses.

2019 Achievements

- Implemented the process of using our own gas card account to reduce administrative burden due to our frequent travel for training
- Assumed accounting functions for representative payee accounts to allow for enhanced client focus from caseworkers



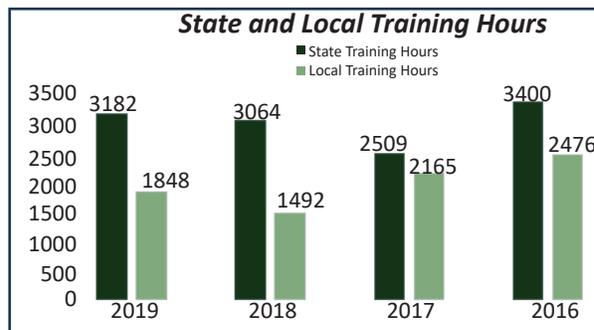
Kristin Rocheleau, Staff Development Coordinator

Staff Development

By law, the department is required to have a staff developer. To meet this requirement, the department has a contract with Jamestown Community College for a Staff Development Coordinator (SDC). The SDC is responsible for assessing and coordinating all the training needs for the department. In addition to the training duties, the SDC also coordinates the Staff Recognition Team (including the quarterly staff newsletter) and is a member of the Safety Committee.

2019 Achievements

- Trained in vicarious trauma to support the staff
- Attended training to implement Learner Plans for positions in the department to remain compliant with state requirements



Michael Kiener, Systems Analyst

Systems Analyst

The systems analyst is responsible for the maintenance and upgrading of the various computer systems in the department. The department not only is part of the county's local area network, but also has eight state systems operating.

2019 Achievements

- Upgraded internal wireless connections for more reliable access
- Updated all County users to Office 2016
- Updated check writing program to work with new PHRED application
- Create new homeless database reports

Some of the State systems maintained by the Systems Analyst and his staff are:

Welfare Management System (WMS)

WMS is a statewide computerized data system that receives, maintains, and processes information for the management and control of social service programs. It is an eligibility file of all persons who have applied for or are receiving Temporary Assistance, Medicaid, Food Stamps, and/or supportive services. This system has several subsystems including the Benefit Issuance Control System, the Electronic Benefit Transfer System and the Employment Subsystem.

The systems analyst and his staff work to provide the administration with current statistical information such as caseload trends, program expenses, and generate reports on an as needed basis to assist in planning and policy formulation.

Connections

Connections is a single integrated system for the collection of all federally-required data regarding child abuse and neglect, preventive services, and foster care and adoption services, and, at the same time, provides for more monitoring of these programs.

ASSETS

Tracks all child support cases, including petitions filed, support ordered, support paid and the amount of arrears owned.

Imaging/Electronic Document Retrieval (I/EDR)

This is the State system into which all records for financial services cases are scanned and then retrieved electronically.

COGNOS

A client service system that includes a depository of client and case information and software to extract data on an on-going or ad-hoc basis to develop department specific reports.

Local Area Network

The Department has a local area network (LAN) of microcomputers using client server technology. This network allows such activities as file sharing and e-mail and provides redundancy, software standardization and security unavailable in a stand-alone PC environment. These computers are integrated with the state's wide area network.

Child Care Time and Attendance (CCTA)

This is a state system that tracks children's time in subsidized daycare. It also generates the payments. It is a labor intensive system because the time for many of the children still needs to be manually entered.

Using a portion of federal Temporary Assistance for Needy Families (TANF) funds, New York State developed the Flexible Fund for Family Services (FFFS). This fund was an effort to allow counties to meet their specific needs. The Department has been able to develop numerous programs to meet the specific needs of Cattaraugus County. Some of these programs are:

On-the-Job Training

Through a contract with the Greater Olean Area Chamber of Commerce, employers are reimbursed a percentage of the wages for up to six months for individuals that they hire who are receiving TANF benefits. This job developer works with employers specifically to develop job opportunities for individuals on assistance.

Retention

Studies have proven that many Temporary Assistance recipients can get a job. However, without adequate support, many lose their employment within three months. Two employment specialists help these newly employed individuals overcome obstacles to obtain and continue employment. The goal of this program is to improve job retention.

Gas Cards

Members of a family with an income less than 200% of poverty can receive assistance with purchasing the gasoline needed to travel back and forth to work for up to three months. The program is a great benefit to households where the wage earner has a minimum wage job.

OATS Bus

The department subsidizes the OATS bus that is operated by the City of Olean. Bus passes are provided to individuals receiving benefits from several of the programs within the department.

Employment Medical Exams

The agency sets aside funding to pay for second opinions for individuals who claim they are unable to comply with employment requirements due to a disability. Included is the cost of transportation for the individual to get to the appointment.

Fingerprinting

The department runs a work experience program whereby individuals on Temporary Assistance are placed with governmental or not-for-profit entities to gain experience in the workforce. Some of these entities require that an individual undergo a criminal background check before he/she is assigned.

Drug and Alcohol Assessment

The department contracts with a CASAC (certified alcohol and substance abuse counselor). This counselor does assessments on all individuals who are applying for or are in receipt of Temporary Assistance when there is an indication that he/she might have an alcohol or substance abuse problem. If treatment is needed, the counselor refers the individual to the appropriate services.

Domestic Violence Liaison

An APS caseworker interviews individuals who request services because of the domestic violence in their relationships. The liaison determines if the domestic situation prohibits the individual from participating in work activities.

BOCES Training

The department contracts with BOCES to specifically provide trainings for individuals referred. Tuition is provided for a single individual when there are not sufficient referrals for an entire class.

flexible fund for family services (FFFS)

flexible fund for family services (ffffs)

Math and Reading Tutorials

Since many of the individuals who are now receiving cash assistance have limited skills, the department contracted with Olean Community Schools to provide remedial education. One of the sessions is for math and the other is for reading.

Y-WAIT

If the department purchases memberships for two or more youth in a family, the YMCA will give the family a family membership. This program provides meaningful activities for after school and on weekends. It develops skills and increases self-esteem. It also helps prevent PINS behavior.

Kinship Program

To address the needs of grandparents or other relatives parenting displaced youth, the department contracts with Catholic Charities to provide advocacy, referrals, case management, parent education and support to these relatives.

Pop In Visitation

Cattaraugus Community Action provides both planned and unplanned visits to families that are working with the Child Welfare Unit. These visits are during non-traditional hours, especially evenings and weekends. These visits are normally to check on how foster children are doing while they are home on a visit with their families.

Family Group Conferencing

An intervention that helps families to develop resolution to child welfare concerns by utilizing family strengths, resources, culture and relationships in the development of plans of action. Extended family members, friends and other supportive individuals are invited to a conference that can provide caseworkers and families with strategies that can be used to help the family deal with the issues that brought the family to the attention of the department.

Youth Court

First-time, non-violent offenders are referred to the Youth Court, through the County's Youth Bureau, where their sanctions are determined by a New York State sanctioned peer court and jury. The advantage to the youth, who are referred, is, by successfully completing the program, they avoid having a juvenile court record.

PINS Diversion

Several of the PINS Diversion Programs mentioned earlier are funded in whole or part by the Flexible Fund for Family Services.

| | |
|-------------|---|
| APS | Adult Protective Services: Services to individuals over the age of 18 who are in need of protection from abuse, neglect (including self-neglect) or exploitation and do not have anyone to fully assist them. |
| CBIC | Common Benefit Identification Card: The identification card that individuals use to access cash assistance, SNAP and to obtain medical services. Similar in size to a charge card. |
| CONNECTIONS | A single, statewide integrated system for the collection and recording of child protective, preventive, foster care and adoption services that provides a comprehensive electronic record for Child Welfare Services cases. |
| CPS | Child Protective Services: Services to abused and/or maltreated children whose parents are unwilling or unable to assume their legal responsibilities and obligations. |
| CSEU | Child Support Enforcement Unit: Responsible for collecting and enforcing court-ordered child support payments from absent parents and establishing paternity both for temporary assistance (TA) and non-public assistance (NPA) beneficiaries. |
| CSMS | Child Support Management System: The statewide computer system into which all the activities of the Child Support Unit are entered. |
| C/THP | Child/Teen Health Plan: A program of prevention, early detection, and treatment of childhood illnesses and disabilities. |
| CW | Child Welfare Services: Services to families whose children are in foster care or are at risk of foster care placement. |
| DSS | Department of Social Services: Provides a broad range of protective and preventive, social and financial services. |
| EAF | Emergency Aid to Families: A program that provides assistance to deal with crisis situations threatening a family with a child. |
| EBT | Electronic Benefit Transfer: The system whereby individuals can swipe their common benefit identification cards at authorized retailers to receive their cash and SNAP benefits. |
| FA | Family Assistance: A New York State federally funded public assistance program. |
| FFFS | Flexible Fund for Family Services: Federal TANF dollars that are allocated to local social services districts to fund TANF administration, Child Welfare administration, Title XX Services, EAF JD/PINS, EAF Child Welfare, Day Care, other mandated services as well as local initiatives for employment and services. |
| GOV Pay | A vehicle that allows the department to accept payments for liens, child support or other financial obligations to be paid by credit or debit card by a DSS client or third party. |
| HEAP | Home Energy Assistance Program: Provides federal grants to eligible temporary assistance and non-temporary assistance households to help defray utility costs. |
| KinGap | Permanency option for children in long-term foster care placements with relative caregivers who have become the child's legal guardian. |

Glossary

glossary

| | |
|--------------|---|
| MA | Medicaid: Payment of medical bills for qualified medically indigent individuals or families; recipients of Family Assistance, Safety Net, or Supplemental Security Income automatically qualify. |
| MMIS | Medicaid Management Information System: State-controlled system for approval and payment of Medicaid charges submitted by providers of services |
| OSOS | One Stop Operating System: The state-wide system for the Department of Labor into which is entered all the data for the clients of the One Stop. |
| PSA | Protective Services for Adults: Services to individuals over the age of 18 who exhibit serious physical and/or mental disabilities and who have no one willing or able to meet their needs. |
| Safe Harbour | an OCFS program that supports counties in developing response protocols for youth who have been trafficked, sexually exploited or are at risk of victimization. Cattaraugus County DSS is in year 2 of implementation of rolling out these services in 2019. |
| SNA | Safety Net Assistance: Temporary Assistance for needy individuals or families who are ineligible for TANF and whose income is insufficient to meet the standard of need. This is a state program that services single individuals, childless couples as well as families that have exhausted their 60 months of TANF eligibility. |
| SNAP | Supplemental Nutrition Assistance Program: Formerly Food Stamps |
| TA | Temporary Assistance: The generic term for cash assistance. |
| TANF | Temporary Assistance to Needy Families: The federal program that provides 60 months of cash assistance to families with a dependent child under the age of 18 whose income is below the standard of need. |
| WIA | Workforce Investment Act: The federal legislation that provides funding for employment and training services for adults and youth who meet the income guidelines and individuals who have lost their employment. This same acronym is used for the Workforce Investment Area, which is composed of Cattaraugus and Allegany Counties. |
| WIB | Workforce Investment Board: The policy making board for the Workforce Investment Act. |
| WMS | Welfare Management System: A statewide computer system containing eligibility information on applicants for TA, SNAP, MA and/or support services. |