

November 1, 2024 - October 31, 2029 Erie County Plan

Cover Page

Erie County County Child and Family Services Plan

NOVEMBER 1, 2024 – OCTOBER 31, 2029

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District Overview

1. 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.

2. Knowing the characteristics of your LDDS, what are the Top 5 concerns you have that relate to the disparities in the LDSS in the next 5 years? What are you doing or plan to do to address these concerns? What barriers do you have or anticipate having? How will you address those? Or what help do you need both inside and outside the child welfare system? What are you proud of and need support sustaining? What nontraditional methods do you want to try?

1) Ensuring our workforce resembles our community, adding to a diversified workforce that reflects the community served has been an ongoing challenge 2) Blind Removal implementation has been challenging and initially the data showed it going in the wrong direction 3) Mandated reporting bias, we continue to see marginalized communities reported at a higher rate by mandated reporters and other community partners 4) and 5) Weathering the Storm... Federal chaos and funding, this impact is not only to funding but also to the trust/mistrust of our already marginalized communities. Anticipated cuts to supportive programming will have long reaching impacts to communities, health disparities, food insecurities, income gaps will all grow and while we operate under the mantra that poverty is NOT neglect, chronic exposure to these disparities can lead to neglect.

What are you doing or plan to do to address these concerns? We have a Disproportionate Minority Representation – Organizational Anti-Racist Action-team (DMR-OARA) that continues to explore these issues and makes recommendations to policy, procedure, increased supports, hiring and promotional practices and many other operational things. In addition, we were approved and hired a DEI Facilitator who will be focusing on data, trends, communication, community trust, internal facilitated conversations about inclusivity etc.

What barriers do you have or anticipate having? Funding, burn out of staff, community trust

How will you address those? Continued advocacy, intentional strategic planning, awareness of and focus on what is in our control and influence.

Or what help do you need both inside and outside the child welfare system? Support from state systems and partners

What are you proud of and need support sustaining? We are proud of our culture of growth, learning and reflection. In addition, we are proud of our DMR-OARA team and the other action team that has worked on culture and climate over recent years. What we continue to need assistance in sustaining is the coaching follow up necessary for state trainings to ensure that new best practice is sustained throughout the agency.

What nontraditional methods do you want to try? We are problem solvers and work very hard to work within the parameters given to ensure we are supporting families and meeting them where they are.

3. Describe how the district defines success, and identify successes and achievements over the last five years (new initiatives, priorities, restructuring).

Success is having a workforce that continues to show up for families and families that feel supported and safe in their communities. We monitor data regularly, but we use data to know where to dive deeper and find the story behind it. We have invested both in our workforce through self-care initiatives, support, and

building a learning culture. We have also invested a great deal in our preventive services to ensure we have a robust array of services to support families in their homes and community of choice.

4. Describe the district's planning process and how that consultation informed your district's needs assessment, priorities, and outcomes.

Our regular contact with our community partners, contract agencies, and families impacted by our system provides regular and ongoing feedback so that we can reflect and adjust as necessary. It is crucial to ECDSS that we are responsive to the needs of our community and these needs sometime change quickly. We have been reflective and flexible with maintaining goals but sometimes pivoting the plan in order to find success.

5. Financing Process: Describe the financing for the district's services (SSL 409-d, SSL 423, SSL 473).

a. 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. 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.

b. 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. 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.

c. Describe how purchase service contracts will be monitored. 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 a detailed program narrative that describes measurable outcomes and 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 Office of Counsel. 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

6. 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.

Child Welfare Introduction

Through effective intervention, parents, caregivers, and families improve their ability to develop and maintain a safe, stable environment for themselves and their children. Each district seeks to improve outcomes that support the achievement of the state and 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 the districts will implement to reach these outcomes are listed throughout this county CFSP.

New York State Child Welfare Practice Model Outcomes

- 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, professional, and culturally competent and use child-centered, family-focused practice, and demonstrate partnership at all levels.

Data Indicators and Developing Outcome Measures

Identifying gaps between the needs of children and families and the services currently provided, whether due to lack of available services or barriers to service provision, is a crucial first step in county planning. Child welfare systems should use a balanced approach to decision-making informed by data.

New York State statute, regulation, and policy, requires that the goals, objectives, activities, and measures identified must be intended to ensure that:

- families can stay together and develop supportive relationships and maintain or achieve independence.
- families with children in foster care are able to reunite and develop supportive relationships and maintain or achieve independence.
- children whose families are unable to care adequately for them receive appropriate, stable, substitute care.
- children in foster care who are unable to return to their families are provided permanent homes to develop the capacity to live independently upon achieving adulthood.

The outcomes must relate to the state and federal goals, which are broad enough to allow districts to focus its activities based on its unique needs assessments. These goals are best met through collaboration.

Child Protective Services

Safety Outcomes

- Children are, first and foremost, protected from abuse and neglect. (CFSR Outcome)
 - Children are safely maintained in their own home, families and communities with connections, culture and relationships preserved. (OCFS Practice Model Outcome)
-

Resource Inventory, Needs Assessment, and Unmet Needs

1. What services and supports are currently being provided to children, youth, and families to meet the outcomes identified above?

Erie County Child Protective Services has fewer vacancies than in past years leading to a more experienced work force to conduct CPS investigations. With several teams that specialize in certain case types and populations we are able to support families in a more comprehensive way and conduct investigations for certain allegation types etc. in a more trauma informed and solution focused outcome based way. Agencies that contract with the department are required to be culturally responsive as well as trauma informed.

Erie county has a robust array of preventive services, two EVBi programs that are part of the the NYS prevention plan, along with other services that meet the needs of our community. In addition, several of our preventive service agency contractors use or plan to use Motivational Interviewing as their method of intervention. Motivational Interviewing is also part of the NYS prevention plan and ECDSS looks forward to the expanded definition of candidacy and roll out of the opportunity to highlight the use of these interventions. The preventive services include but are not limited to:

- Direct and Indirect Traditional and Intensive Case Management
- Kinship Preventive
- Refugee/New American Preventive Services
- High Fidelity Wrap Cares model
- HomeBuilders
- MST
- Ed Success Programing
- Urgent Access
- Parent Training and Coaching
- Nurtured Parenting
- CPEP diversion program
- Preventive Enhanced Respite
- Preventive Community Based Respite
- CAPTA/CARA POSC contract
- MH and SUD risk assessment contract

In addition, Erie county has a vast network of child and adult mental health and substance abuse programming and other community based supports that our staff often refer families to.

2. Based on review safety related data, what are the current needs of children and families served?

Affordable Housing and financial resources continue to leave the largest gaps for families. Poverty driven issues continue to be a barrier for families and while we practice a philosophy that poverty is not neglect the limited resources within the community create barriers to families attaining sustainable living situations. In addition, safe sleep continues to lead to several child fatalities each year despite safe sleep education and the provision of safe sleep resources by the department and other community agencies. Domestic Violence continues to be an ongoing concern especially when children are in the home. Victims appear less and less likely to be willing to leave offenders and engage in safety planning.

3. What needs, if any, are currently unmet by the existing service array?

Expedited housing for families experiencing homelessness, sometimes due to the definitions of homelessness as well. Financial sustainability especially for families with children with behavioral/emotional issues that lead to suspension or require parent availability during the work day.

District 5-Year Goal

1. Based on the above assessment, what is your district's 5-year goal to meet any unmet needs and reach the safety outcome?

Continue to work with county and municipal systems to develop and provide access to sustainable housing. Work with service providers and community supports to identify additional supports for families to create financial sustainability.

Through CFRT and MDT develop continued communication plans about safe sleep and use of safe sleep products. Education to home visitor programs and community agencies about discussing safe sleep practices with expectant and new parents. With a recently expanded Child Advocacy Center, ECDSS will work closely with the CAC and other partners to ensure messaging is reaching families at risk of engaging in unsafe sleep practices.

2. How will you know you have reached this goal? What data will you use as evidence the goal has been met?

Reduction of families with unmet housing and financial sustainability.
Reduction of safe sleep related deaths.

Strategies to Meet the Goal

Strategy

**Target
Implementation
Date**

Measure of Progress

Development of resource guide for housing navigation and financial literacy programs within the community.

Review of safe sleep materials and communication and provide updated information that new parents have access to and understand.

January 1, 2026

Staff and consumers will feel more educated and empowered. Appropriate linkage and discussion will be evident in case records.

Child Preventive Services

Preventive Services Outcomes

- Through effective intervention, parents, caregivers, and families improve their ability to develop and maintain a safe, stable environment for themselves and their children. (OCFS Practice Model Outcome)
 - Services must be sufficient to be individualized to meet the unique needs of children and families served by the agency.
-

Resource Inventory, Needs Assessment, and Unmet Needs

1. What services and supports are currently being provided to children, youth, and families to meet the outcomes identified above?

Erie county has a robust array of preventive services, two EVBi programs that are part of the the NYS prevention plan, along with other services that meet the needs of our community. In addition, several of our preventive service agency contractors use or plan to use Motivational Interviewing as their method of intervention. Motivational Interviewing is also part of the NYS prevention plan and ECDSS looks forward to the expanded definition of candidacy and roll out of the opportunity to highlight the use of these interventions. The preventive services include but are not limited to:

- Direct and Indirect Traditional and Intensive Case Management
- Kinship Preventive
- Refugee/New American Preventive Services
- High Fidelity Wrap Cares model
- HomeBuilders
- MST
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- Parent Training and Coaching
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- CPEP diversion program
- Preventive Enhanced Respite
- Preventive Community Based Respite
- CAPTA/CARA POSC contract
- MH and SUD risk assessment contract

In addition, Erie county has a vast network of child and adult mental health and substance abuse programming and other community based supports that our staff often refer families to.

2. Based on a review of current data, what are the needs of children and families served?

Affordable Housing and financial resources continue to leave the largest gaps for families. Poverty driven issues continue to be a barrier for families and while we practice a philosophy that poverty is not neglect

the limited resources within the community create barriers to families attaining sustainable living situations. In addition, safe sleep continues to lead to several child fatalities each year despite safe sleep education and the provision of safe sleep resources by the department and other community agencies. Domestic Violence continues to be an ongoing concern especially when children are in the home. Victims appear less and less likely to be willing to leave offenders and engage in safety planning.

In addition, child and family mental and emotional well-being has been somewhat unstable since the COVID pandemic.

3. What needs, if any, are currently unmet by the existing service array?

Expedited housing for families experiencing homelessness, sometimes due to the definitions of homelessness as well. Financial sustainability especially for families with children with behavioral/emotional issues that lead to suspension or require parent availability during the work day. Increased FUP capacity to prioritize families for affordable housing would begin to assist families. In addition, any referrals to affordable housing would benefit from financial literacy supports to assist families with developing skills to sustainably maintain housing and financial independence.

In community crisis intervention and a wider array of in home coached parenting from collaborative agreements with schools, mental health departments, OPWDD service providers and social services are necessary to assist families in crisis or to prevent crisis from occurring.

District 5-Year Goal

1. Based on the above assessment, what is your district's 5-year goal to meet any unmet needs and reach the prevention outcome?

Continue to assess and implement appropriate EVBi's in programming to increase success and outcomes for families within the community. Continued assessment and collaboration to ensure appropriate capacity and outcomes in preventive service programming.

2. How will you know you have reached this goal? What data will you use as evidence the goal has been met?

Sustainability of programming through appropriate referrals. Increased success in prevention of placement, recidivism decrease and decrease in return to care following placement episodes.

Strategies to Meet the Goal

Strategy	Target Implementation Date	Measure of Progress
Assess capacity of current preventive programs to determine if array of services is adequate. Await and prepare for implementation of OCFS changes to candidacy, EVBi changes in	December 31, 2026	Recidivism will be lower Children will remain in home and community safe from maltreatment

connections and other business processes.

Issue RFP for more specific EVBi services to fit with NYS Prevention Plan.

Community partners will make referrals to services to support families.

Evidence Based Services

Name of the EBP:

MultiSystemic Therapy

Target Population(s) to be served:

Multisystemic Therapy, or MST, is designed to help youth ages 12 to 17 who are experiencing chronic problematic behaviors, such as truancy, verbal and/or physical aggression, running away and criminal activity. The goal of MST is to set the youth on track for success and to give caregivers the tools they need to navigate any future relapses.

How will the district monitor the implementation and effectiveness of the EBP?

This is a program that has existed in Erie County for a many years. ECDSS has a contract monitor as well as program liaison to monitor effectiveness and implementation barriers and necessary supports. The agency has a fidelity plan to ensure that appropriate cases are being assigned and best practices are being followed.

Name of the EBP:

HomeBuilders

Target Population(s) to be served:

Homebuilders provides intensive, in-home counseling, skill building and support services for families who have children (0-18 years old) at imminent risk of out-of-home placement or who are in placement and cannot be reunified without intensive in-home services.

How will the district monitor the implementation and effectiveness of the EBP?

This program is fairly new to Erie County and the agency implementing has been working through their implementation process with training and coaching to their staff. Erie county has a contract monitor and program liason that will assist the agency in ongoing implementation and monitoring effectiveness of the program. The agency is responsible for ensuring fidelity is being followed and that appropriate referrals accepted and best practices are being utilized.

Name of the EBP:

Healthy Families NY

Target Population(s) to be served:

Currently developing MOU with provider.

Target population will be prenatal-3yo referrals with service, support, and linkage up to the age of 5yo.

How will the district monitor the implementation and effectiveness of the EBP?

The district is currently developing an MOU but as ECDSS is not the funder of the program it will not be the districts responsibility to monitor these. It will be our responsibility to collaborate and make referrals in line with the agreed upon responsibilities of the MOU.

Name of the EBP:

Motivational Interviewing

Target Population(s) to be served:

Families with children from 0-18.

How will the district monitor the implementation and effectiveness of the EBP?

ECDSS is developing a fidelity plan for direct staff to document and use MI as an intervention. in addition several contract agencies are developing similar plans to support fidelity to practice. Both the district and agencies eagerly await OCFS's rollout of EVBi documentation, coding, and fiscal guidance in the near future.

Name of the EBP:

Motivational Interviewing

Target Population(s) to be served:

Families with children from 0-18.

How will the district monitor the implementation and effectiveness of the EBP?

ECDSS is developing a fidelity plan for direct staff to document and use MI as an intervention. in addition several contract agencies are developing similar plans to support fidelity to practice. Both the district and agencies eagerly await OCFS's rollout of EVBi documentation, coding, and fiscal guidance in the near future.

Foster Care Maintenance and Services

Permanency Outcomes

- 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. (OCFS Practice Model Outcome)
 - Children have permanency and stability in their living situations.
-

Resource Inventory, Needs Assessment, and Unmet Needs

1. What services and supports are currently being provided to children, youth, and families to meet the outcomes identified above?

Services and supports include but are not limited to:

- Case Management/Planning
- Case Assistant supports
- Transportation assistance
- Choice of agency or LDSS foster parent certification and FC services
- Parent training and coaching
- Supervised Visitation continuum, from TSV to community based visits or check-ins for unsupervised when court ordered.
- Kinship supports
- Foster and Kinship Training opportunities that offer flexibility on training for a variety of topics
- Community based linkage to mental health, substance abuse assessment etc.
- DV advocate programs and services
- Programs and services that provide IL services to youth
- Home visiting programs for children under 5yo
-

2. Based on a review foster care related data, what are the current needs of children and families served?

- Access to other system supports, i.e. OPWDD, OMH, and other crucial systems that support families in navigating complex needs of youth
- Behavioral and crisis response training and support
- Educational advocacy for children with complex needs
- System advocacy for children with complex needs

3. What needs, if any, are currently unmet by the existing service array?

- The inability for youth in foster care to access OPWDD services until they have either returned home or are adopted.
- Placement for youth with complex needs that individualizes assessment and intervention to stabilize, protect, and foster growth for children to appropriate least restrictive placement.
- Comprehensive behavioral and crisis intervention supports for families that empower them to maintain children within the community.

District 5-Year Goal

1. Based on the above assessment, what is your district's 5-year goal to meet any unmet needs and reach the permanency outcome?

Erie County will continue to enhance partnerships with community agencies and will continue to advocate for necessary changes at the state level creating more flexibility in funding across the OCFS, OPWDD, and OMH funding streams. We will continue to work towards strengthening our children's system of care to be more responsive and flexible in meeting the complex needs of children and families.

2. How will you know you have reached this goal? What data will you use as evidence the goal has been met?

We will know we have reached this goal when children who meet the qualifications for various systems are able to be fully supported by both ECDSS and the appropriate system of care. These systems must be able to work concurrently and cohesively to identify the needs and provide the most appropriate and comprehensive services available, as immediately as possible (regardless of permanency status), in order to best meet the needs of children in our community. Data that can be used to show evidence of this will be children reaching permanency sooner because families will be supported and empowered to care for children. In addition, ECDSS will develop an internal tracking for the most complex cases that require multiple system partners and will work in partnership to develop plans that will best meet the needs of children. OCFS and the other placement agencies in NYS will also need to develop more flexible funding streams, create flexibility in their procedures and regulations to facilitate these outcomes.

Strategies to Meet the Goal

Strategy

Target Implementation Date

Measure of Progress

No strategies entered.

Adoption Services

Adoption Outcome

- Children in foster care who are unable to return to their families are provided permanent homes to develop the capacity to live independently upon achieving adulthood.
-

Resource Inventory, Needs Assessment, and Unmet Needs

1. What services and supports are currently being provided to children, youth, and families to meet the outcomes identified above?

A variety of services are provided that include but are not limited to:

- life skill development
- social emotional development
- behavioral supports
- access to mental health assessment and treatment
- case management services
- post adoption support services
- developmentally appropriate supports and services
- educational advocacy and supports

2. Based on a review adoption related data, what are the current needs of children and families served?

Just like children and youth who return home or continue to live at home there are gaps in the service array for children or youth with specialized or complex needs. Some children who are adopted or reach legal permanency reappear within either the preventive system, mental health systems, and sometimes re-enter care when prevention interventions are not adequate.

3. What needs, if any, are currently unmet by the existing service array?

More comprehensive supports and advocacy for adoptive parents to access OMH and OPWDD services.

District 5-Year Goal

1. Based on the above assessment, what is your district's 5-year goal to meet any unmet needs and reach the permanency outcome?

To assess the types of services being provided and available within the community to identify gaps and opportunities to redesign the service availability within the community.

2. How will you know you have reached this goal? What data will you use as evidence the goal has been met?

Reallocation of supports and services that will show better outcomes for children adopted through child welfare.

Strategies to Meet the Goal

Strategy	Target Implementation Date	Measure of Progress
Explore use of family advocates to determine if this supports adoptive families in service navigation following legal permanency.	November 1, 2026	If we are able to move forward with family advocate program there will be data measurements required to be reported quarterly as per our contract and agreed upon measurements. We are currently exploring this as an option however, the funding we had planned on using may be in jeopardy due to current federal political climate. We will continue to research and explore this as an opportunity to support all families.

Adult Services

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 fullest 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)

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.

Coordination with partners maximizes the resources of APS systems, improves investigation capacity, and ensures APS response is effective. Coordination with other governmental agencies, tribes, law enforcement agencies and advocacy organizations will result in an effective, evidence based and holistic approach to adult maltreatment.

ECDSS APS provides services to 1444 clients, which includes 832 preventive cases. There is frequent collaboration with the Homeless team re: APS clients however there is a lack of data to identify the level of duplication of services, if any, that exists, opportunities to maximize resources, and improve service delivery to clients.

The Seneca Nation of Indians and ECDSS APS do not have an MOU regarding assessments and service delivery on the Nation despite both entities expressing an interest in one to formalize the relationship/process.

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 identify the number of APS clients who received services from ECDSS' Homeless Unit to determine the level of duplication completed by the department to maximize resources and improve capacity.

ECDSS APS will collaborate with OCFS and the Seneca Nation to formalize an MOU with the Seneca Nation of Indians to improve APS response and coordinate with the Nation more effectively.

ECDSS will continue to hold regular meetings with the regional OPWDD office to discuss policies, procedures, and trouble shoot specific issues. Upon the issue of OPWDD's Article 82 ADM, coordination with OPWDD to ensure the least restrictive alternative is pursued when discussing guardianship for people with intellectual and developmental disabilities.

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.

ECDSS APS will request a report to identify the number of APS clients who were also in receipt of services from the Homeless Unit to determine the extent of the duplication of services.

ECDSS APS will formally request from ECDSS Office of Counsel assignment of an attorney to meet with the Seneca Nation Tribal Council to develop an MOU regarding assessments and service provision for residents.

ECDSS will continue to meet with OPWDD regional office in preparation of the Article 82 ADM release at which time discussions regarding training for staff will be discussed.

Goal:

Vulnerable adults who self-neglect or are abused, neglected, or exploited by others will be identified, have their living situation thoroughly investigated, 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.

In 2023 ECDSS APS received 3343 referrals of which 2048 progressed to assessments; this was an increase of 15% in referrals and 4.59% over 2022. Guardian cases increased by 34% from 2022 to 2023 (91 to 122) and currently stand at 153. Guardian cases have changed considerably in the last 5 years with the current average age of 63 years old. The Article 81 petitioners have changed as well; historically hospitals and nursing homes have initiated Article 81 petitions; more recently the Buffalo Psychiatric facility and Child Welfare have filed. Although there is an MOU between APS and OPWDD, APS is the investigating entity the majority of the time regarding allegations of abuse/maltreatment of intellectually and developmentally disabled adults.

During this period staffing levels have remained unchanged.

Return cases are common for varying reasons however ASAP.net does not offer reports to identify patterns of such cases.

Erie County has a population of approximately 920,000; 19.5% of the population is 65 years or older, 13.2% live below the poverty level, and 13.3% are disabled. Housing is expensive and homelessness is significant.

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 continue to meet regularly with OPWDD to discuss policy/procedure, trouble shoot cases, and to prepare for the Article 82 ADM issuance. ECDSS APS will continue to work with OPWDD to meet the needs of the population related to safety while challenging OPWDD to take on a more active role.

ECDSS APS will partner with the ECDSS Homeless Team to ensure shared clients' needs are met while conserving resources when possible (avoid duplication of work).

ECDSS APS will continue to attend tabling events in the community and presenting to community partners regarding the criteria for APS.

Management will attend and participate in the OCFS sponsored work groups regarding ACL's Final Rule adoption in NYS

If funding is secured, a report will be requested that identifies return cases over specific time periods while identifying caseworker assignments, allegations, etc. to identify any gaps in our protocol or need for training.

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.

ECDSS APS will meet with OPWDD at least quarterly to discuss policy/procedure and to prepare for the issuance of the Article 82 ADM.

In 2025 ECDSS APS will contact all the OPWDD Care Coordination Agencies in Erie County to schedule presentations to staff regarding APS criteria with the request that OPWDD regional personnel also attend.

In 2025 ECDSS APS will request a data report that captures shared Homeless Team and APS clients to determine duplication and identify patterns to be addressed,

APS management will attend scheduled sessions with OCFS' ACL Final Rule committees to provide input and shape the state's policy.

ECDSS APS will request the production of a report to include return cases by time period, caseworker, and allegations to identify patterns and training needs.

In 2025 ECDSS APS will reach out to Buffalo Psychiatric to discuss alternatives to filing Article 81 petitions on patients.

Goal:

(none selected)

Erie County: Adult Services

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.

| _____

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.

| _____

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.

| _____

Foster / Adoptive Parent Recruitment and Retention Plan 2023-2027

This template is designed to assist your district (LDSS) in the development of a foster and adoptive parent recruitment and retention plan that is compliant with the Multi-Ethnic Placement Act of 1994 (MEPA), in line with the Family First Prevention Services Act (FFPSA), and New York State regulations.

The purpose of this planning template is to guide each LDSS to collect and analyze OCFS-provided and local data to illuminate both strengths and gaps in its current foster home recruitment and retention. Once needs are determined, LDSSs may capitalize on existing strengths and develop a plan to address any challenges.

Plans are due July 1, 2023, and are effective for four years, until July 1, 2027. LDSSs must submit a 2-year update on progress made towards their recruitment targets in the 2025 Annual Plan Update.

With the implementation of FFPSA, OCFS has set the following statewide target:

- A minimum of 50% of children in foster care in kinship foster care

Using the Data Warehouse Family First Prevention Services Act; Outcome Monitoring Report, or the 2022 FFPSA Foster Home Data Packet p.2, please note the percentage of children in the following placement types at the end of 2022 in your district.

On 12/31/22, the Percentage of Children Placed by Placement Type:

Placement Type	Total %
Non-Kinship Foster Homes	38.8%
Kinship Foster Homes	43.6%

Use of Approved and Certified Kinship Homes

OCFS supports the use of kinship foster care as a critical strategy for finding homes that best meet the needs of each child. Kinship foster care includes both approved and certified foster homes where the foster parent is a relative or a non-relative with a positive relationship with the child or child's family (e.g., godparent, neighbor, family friend).

Based on your current usage of Kinship foster care, please indicate your LDSS's targets for increasing the use of approved or certified kinship foster homes in the chart below.

Summary of Kinship Foster Care Targets	Target % in 2 years	Target % in 4 years
To increase the percentage of children in foster care in kinship foster homes	Increase percentage of children in kinship foster homes to 48%	Increase percentage of children in kinship foster homes to 50%

One way to meet this target is through the development and implementation of focused recruitment and retention strategies based on current data. The sections below focus on three areas of potential recruitment and retention focus:

- Foster families to support a specific population of children based on age

- Foster families to support a specific population of children based on race / ethnicity
- Foster families to support children with siblings

For each target area, please review your current data, local or OCFS produced, and determine if there is a need for recruitment and / or retention strategies for that area. **At least one recruitment and one retention strategy are required in this plan. These strategies may address one or all the target areas.**

A. Foster families to support a specific population of children based on age

Please indicate the number and percentage of children that came into foster care in 2022 by placement type. A LDSS can find this data on page 2 of the 2022 District FFPSA Foster Home Data Packet.

Number and Percentage of Children that Entered Foster Care / Agency in 2022 by Placement Type and Age:

Placement Type	# of Children Under 13	% of Children Under 13	# of Children Over 13	% of Children Over 13	Total
Non-Kinship Foster Homes	106	95%	6	5%	112
Kinship Foster Homes	93	93%	7	7%	100
Agency-Operated Boarding Homes	0	0%	3	100%	3
Group Homes	0	0%	0	0%	0
Group Residences	0	0%	3	100%	3
Institutions	13	20%	51	80%	64
Totals	212	%	70	%	282

Things to consider:

- Which ages of children are entering care / agency more than others, and to which placement types?
- What percentage of your foster homes have fostered teens? What percentage of your foster homes have fostered infants? Do you have a sufficient number of homes for each age range?
Teen Placement Data source: FFPSA Foster Home Data (Parent Agency Packet), p. 7
- What supports do you have in place for the foster homes that are caring for teens and infants?
- Based on the information above, does your LDSS have a need to increase recruitment of foster homes to foster teens? Infants?

Please select one:

- My plan will include a recruitment strategy to support a specific population of children based on age.
- My plan will include a retention strategy to support a specific population of children based on age.

- My plan will include both a retention and a recruitment strategy to support a specific population of children based on age.
- My plan will not include a recruitment or retention strategy to support a specific population of children based on age.

Recruitment Strategy:

Develop existing foster parents to understand and manage adolescent/teen behaviors by providing training and coaching opportunities. Engage in recruitment activities where adolescents/teens and families gather and create targeted recruitment for this population. Community engagement with various programs that are geared towards teen/adolescents.

Monitoring Progress: What activities will be implemented to monitor the effectiveness of this strategy?

Debriefing following events between recruiter and supervisor. Information gathering of potential resources will be catalogued and follow up contact will occur to encourage potential resource and provide additional information about the process and address any barriers and concerns.

Retention Strategy:

Home finding staff will be available and responsive to emerging needs of foster parents. Develop a network of supporting foster homes to provide peer support, respite care and advisement. Continue to develop in person and virtual trainings and coaching opportunities.

Monitoring Progress: What activities will be implemented to monitor the effectiveness of this strategy?

Stakeholder surveys will be utilized to measure foster parent engagement and elicit ideas from foster/kinship parents and youth.

B: Race / Ethnicity of Children in Foster Care and Race / Ethnicity of Foster Homes

What is the race / ethnicity of children admitted to foster care in 2022?

Data source: [MAPS \(Foster Care Admissions by Age, Race and Ethnicity, p. 7\)](#)

Race / Ethnicity of Children	#	%
White	91	30.7%
African American	121	40.9%
Hispanic / Latino	43	14.5%
Native American / Alaskan Native	3	1%
Asian	1	.3%
Other	0	0%
Unknown	37	12.5%

What is the race / ethnicity of the foster parents in the foster homes that were open on 12/31/22?

Data source: FFPSA Foster Home Data (Parent Agency Packet), Race for Foster Parent 1, p. 3

Race / Ethnicity of Foster Parents	#	%
White	362	66%
African American	148	27%
Hispanic / Latino	26	0%
Native American / Alaskan Native	4	0%
Asian	7	0%
Other	3	0%
Unknown	19	0%

Things to consider:

- Are children of one (or more) race / ethnicity entering more frequently than others?
- How does your current foster parents race / ethnicity reflect the race /ethnicity of children coming into foster care?
- Based on the information above, does your LDSS have a need to increase recruitment of foster parents of a specific race / ethnicity?

Please select one:

- My plan will include a recruitment strategy to support a specific population of children based on race / ethnicity.
- My plan will include a retention strategy to support a specific population of children based on race / ethnicity.
- My plan will include both a retention and a recruitment strategy to support a specific population of children based on race / ethnicity.
- My plan will not include a recruitment or retention strategy to support a specific population of children based on race / ethnicity.

Recruitment Strategy:

Homefinding will leverage community relationships to develop recruitment activities toward specialized populations. Increase our footprint at community based cultural events held throughout the community. Enhance partnership with court improvement refugee and immigrant committee.

Monitoring Progress: What activities will be implemented to monitor the effectiveness of this strategy?

Measuring inquiry engagement and increase in diversified representation of foster and kinship parents certified.

Retention Strategy:

Improved communication and accessibility with resource families to develop supportive relationships with the department and other community based resources to benefit the families.

Monitoring Progress: What activities will be implemented to monitor the effectiveness of this strategy?

Stakeholder surveys and quality assurance calls will be implemented to monitor effectiveness and provide continued insights for improvement.

C: Foster families to support children with siblings

Keeping children together in care with their brothers and sisters is a crucial priority. Please complete the chart below.

Data source: [MAPS data, Siblings in Foster Care, p. 8](#)

Group Size	Separated		Partly Separated		Intact		Total # of Sibling Groups by Size
	#	%	#	%	#	%	
Sibling Group of 2	34	27.4%	N/A		90	72.6%	124
Sibling Group of 3	9	13%	24	34.8%	36	52.2%	69
Sibling Group of 4 or More	0	0%	46	62.2%	28	37.8%	74
Totals	9		70		64		

Things to consider:

- What percent of sibling groups of two, three and four are placed together (intact)?
- What supports do you have in place for the foster homes that are caring for sibling groups?
- Based on the information above, does your LDSS have a need to increase recruitment of foster homes to support siblings?

Please select one:

- My plan will include a recruitment strategy to support a specific population of children based on sibling group.
- My plan will include a retention strategy to support a specific population of children based on sibling group.
- My plan will include both a retention and a recruitment strategy to support a specific population of

children based on sibling group.

My plan will not include a recruitment or retention strategy to support a specific population of children based on sibling group.

Recruitment Strategy:

Ensure appropriate education is provided about children entering care as sibling groups and the importance of remaining together. Assess further supports available for families who accept sibling groups. Utilize FUST (internal team that focuses on kinship supports) to assess families needs to be successful in caring for sibling groups.

Monitoring Progress: What activities will be implemented to monitor the effectiveness of this strategy?

Re-evaluate the characteristics of foster homes to determine capacity and needs for support on an ongoing basis.

Retention Strategy:

Sharing of success stories, coaching/mentoring, strength based messaging, continuous evaluation of supports available to families with creative solutions prior to crisis. Create a data report that identifies families with capacity for siblings.

Monitoring Progress: What activities will be implemented to monitor the effectiveness of this strategy?

Continued monitoring through various systems of capacity within the system to drive decision making for placements and increased supportive activities.

Community Partnerships

Recruitment and retention of kinship, foster and adoptive parents should be a community effort. Developing a steering committee or collaborative group is strongly suggested. Community partners can include faith-based programs, youth, foster / adoptive parents, not-for profit organizations, civic organizations, etc.

Please describe how you have engaged your community partners in your recruitment efforts:

Increased engagement in collaborations focusing on immigrant and refugee communities including but not limited to FC CIP. Increase communication with the CPS refugee team and their community partners to assess other opportunities. Partnerships with many faith-based and cultural organizations in the community.

Youth and Young Adult Supports

OCFS seeks to promote positive youth development through quality, multifaceted programming that helps youths learn, thrive, and develop to their fullest potential.

Positive Youth Development

Positive youth development is an intentional, pro-social approach that constructively engages youth within their communities, schools, organizations, peer groups, and families; recognizes, utilizes, and enhances young people's strengths; and promotes positive outcomes for young people by providing opportunities, fostering positive relationships, and furnishing the support needed to build on their leadership strengths. Quality youth development programs should include the following features:

- Physical and psychological safety
- Appropriate structure that provides clear limit-setting, rules and expectations
- Supportive relationships
- Opportunities to belong: meaningful inclusion regardless of gender, ethnicity, sexual orientation, or disability
- Positive social norms
- Support for efficacy (ability to produce effects) and mattering (be of importance) by engaging, empowering, and challenging youth to make a difference
- Opportunities for skill-building
- Integration of family, school, and community efforts

Your county's strategies should cut across all disciplines that help children grow from early childhood, through adolescence, and into adulthood to become competent and healthy adults who have developed to their fullest potential.

Youth Bureau Information

1. Official name of Youth Bureau:

Erie County Youth Bureau

2. Percentage of time the Youth Bureau Director spent on youth bureau activities (%FTE):

80%

If not 100%, please list other responsibilities:

20% Oversight of Juvenile Justice Counselors at Secure/Specialized Secure Detention and JJC's at Family Court in coordination with Supervising JJC and JDST Supervisor.

3. Does the Youth Bureau director report to the Chief Elected Official?

Yes No

Please indicate the name and title of the person to whom the Youth Bureau Director reports:

Kenneth Simmons, Deputy Commissioner Youth Services

4. Please list the number of full-time and part-time staff in the Youth Bureau:

Full time:

4

Part time:

0

Youth Board Information

1. Please list all members of the Youth Board:

Name	Address	Employer	Professional / Community Affiliations
Bethany Morgan	120 Ullman Ave., Buffalo NY 14207	BestSelf	Peer Leader
Ashleigh Worthy	2753 Sheridan Dr, Tonawanda NY 14150	The Student Leadership Network	Director of College Counseling
LeShawn Davis	279 Minnesota Ave., Buffalo NY 14215	City of Buffalo, Division of Youth	Youth Counselor
Jamien Eutsey	466 Koons Ave., Buffalo NY 14211	Say Yes Buffalo	Youth Sports Management Program Director
Charity Lulas	10788 Gowanda State Rd., North Collins NY 14111	Bridges to Health at Hillside Children's Center	Program Manager
Maria Marinucci	394 Rosedale Blvd., Amherst NY 14226	Housing Opportunities Made Equal	Director of Operations
Brian Rochford	104 Devonshire Rd., Buffalo NY 14223	First Niagara Bank	Vice President, Relationship Manager
John Romanowski		SUNY ESF	Student
David Smaczniak	43 Larsen Lane, West Seneca NY 14224	Frontier Central School District	Director of Operational Services
Benjamin Fox		Michigan State University	Student

Rev. Denise Octavia Walden-Glenn	367 Florida St., Buffalo NY 14208	Urban Christian Ministries	CEO
Jayla Williams	98 Lasalle St., Buffalo NY 14214	Boys & Girls Club of Buffalo	Government Grants & Contracts Director
Dr, Zaheera Hemphill-Azeem, DSW	118 North Parade Ave., Buffalo NY 14211	Buffalo Academy of Science Charter School	Social Worker

2. How many youths (ages 25 and younger) are currently on the youth board?

Please note 165-1.5(c)(2)(i)(a) requires each Youth Board to meet the specific member requirements.

2

What strategies will the Youth Bureau be employing in the coming year to recruit and retain youth board members?

The Erie County Youth Bureau website will be utilized for Youth Bureau member recruitment, along with social media platforms facebook and instagram posts. Trainings will be provided along with skill building activities and ice breakers at youth board meetings.

3. The youth board meets:

- Monthly
- Quarterly
- Semi-annually
- Other

Please explain:

The youth board meets monthly, except for July and August there are no meetings. So, annually there are 10 Youth Board Meetings.

4. Please upload copies of minutes of all youth board meetings from the previous year.

County Need

Please reference the 2020 Census data and describe the youth (0–21) population of the County.

Please reference the 2020 Census data and describe the youth (0–21) population of the County.

1. Describe the needs of the children and youth in your county in the areas of positive youth development and sports. Please indicate the method the county used to determine the needs (i.e., needs assessment, surveys, town halls, etc.):

There are 950,312 residents in Erie County, New York as of the 2020 census. Youth comprise 160,437 of

these residents, or 16,9% of the total population in Erie County, New York.

A Needs Assessment for Youth Services was conducted in 2023. Needs identified include:

- Free or reduced-price youth activities with free transportation.
- Mental Health Counseling with 'Third Places' provided that are gender affirming. Also 'affirmative health' for disabled youth to feel 'abled'.
- Tutoring/Education for all youth.
- Transitional Assistance for adolescents into higher Education/the Workplace with Subsistence support (i.e.; Housing and Financial Assistance).
- Help with educational scholarships/student loans

2. Describe any planning and needs assessment activities to be undertaken by the youth bureau in this year and include how youth and family voice will be included.

Erie County Department of Social Services is committed to establishing a system of outcome based contracting. Contracted agencies will be required to submit a self-monitoring plan to ECDSS. This plan will require agencies to provide: quarterly outcome reports, initiate data collection, evaluate data, and establish a quality improvement plan. In addition, Erie County youth bureau intends to provide a structure to improve outcomes for everyone, prioritizing measurable change in the lives of youth, and provide enhanced funding for organizations that meet and exceed higher expectations.

Goals

1. What activities does the Youth Bureau have planned for the coming year to address the needs identified above?

The Youth Bureau will host a "Youth Interchange Summit" where youth throughout the County will gather to interact with each other through planned youth activities. Youth Bureau will collaborate with community providers to address barriers, e.g. free transportation, gender affirming places, transitional assistance and awareness of services available.

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, as well as increasing numbers of JD youth.

Throughout 2025, the Youth Bureau will host youth activities through collaboration and planning with providers within the County. The Erie County Youth Bureau will hold monthly meetings with service providers. Agencies will be required to submit reports to the Youth Bureau and also our JDST team to assure that they are in compliance with what the contract and or MOUs require. Data will be compared between Probation, JDST and Services to ensure accuracy. Together we will meet to set goals and expectations for services and youth served. Quarterly surveys will be developed by the ECYB to be distributed to youth and families to give insight on how they feel the quality of services are being delivered and if they are to the satisfactory to the youth and families that we serve. By doing all of the above we should be able to establish a better system of reporting data, develop outcomes, and evaluate data and improve our services.

Needs Assessment conducted in 2023 include the following findings of the greatest challenges faced by Erie County Youth:

1. Mental Health Issues among middle and high school students are increasing. At the same time, self-reported use of resources like school mental health clinics declined.

Over the next five years, the Youth Bureau will solicit agencies and direct funds to agencies that work with youth that have mental issues. We will also research evidence-based models which have been effective concerning youth with mental health issues and use those techniques to educate agencies that we fund to assist in being more effective in the mental health field.

2. Gun Violence Prevention

Over the next five years the Youth Bureau will direct funds to programs that work in the areas of gun violence. MVP, Neighbor Engagement Team, MAD DADS, and Bury the Violence are agencies in Erie County that work effectively in this field. We will work closely with these agencies to enhance their efforts and decimate information about how these agencies do GVP throughout the county in the forms of workshops community forums and Youth Bureau newsletters. We will also work with agencies such as NEW YORK Against Gun Violence, SNUG and other Cure Violence programs.

3. Children with Incarcerated Parents

Over the next five years the Youth Bureau will work with agencies in this field to strengthen the relationships between youth and incarcerated parents. We will draft RFPs, to fund agencies that work directly with children of incarcerated parents. We will research and reach out to agencies that operate in this field and work together to disseminate information throughout Erie County allowing agencies that work with children with incarcerated parents to be informed of the services provided. We will do this through social media, community information forums and Youth Bureau Newsletters.

4. Obesity

Over the next five years the Youth Bureau will fund agencies that focus on physical fitness and nutrition. We will solicit agencies to apply for our sports and recreation grants and included the language of the need to combat obesity in the RFPs. We will also focus on childhood diabetes and hypertension which is caused by childhood obesity in some cases. We will also work with agencies and community centers through the county to develop more physical fitness programs.

5. Disconnected Youth

Over the next five years the Youth Bureau will focus on Mentoring and Social programs to work with disconnected youth. Seeing that many youths are not interested in athletics, we will solicit for agencies that focus more on social programming, the arts, esteem building. We will look to fund programs that that focus on mentoring, resiliency, and self-advocacy.

6. Technology/Digital Divide

Seeing that there is a digital divide in less proportionate areas of the county. Over the next five years we will seek to increase funding to agencies that need computers and computer literacy programs as well as increase funding for staff to operate computer labs.

Over the next five years, the Youth Bureau Team will address these concerns by strategically utilizing current State grant funding as well as explore more opportunities in grant funding to address unique, different delivery of mental health service methods that would encourage youth to participate.

YB Team will continue to work with Erie County Gun Violence Prevention Task Force to expand the Summer Youth Employment program, which has been a tool used to target gun violence prevention. YB Team will also continue to explore more grant opportunities that will help fund classes in conflict resolution, anger management, and non-violence training as well as mentoring gang-involved or at-risk youth.

Major barriers cited in the needs assessment will be addressed over the next 5 years by providing a greater emphasis when an RFP is written to specifically have bidders be required to address these

needs and collaborate on ideas to explore innovative avenues to deliver services. In addition, YB Team will create a template for monitoring community provider service outcomes and meet at least semi-annually on ideas for improvement.

2. What innovative programming will be supported with any of the (YDP, YSEF and YTS) funding streams this year?

YSEF, YTS, and YDP funding streams will be used to support programming by adding additional funding to hire more staff for prevention services such as mentoring, job readiness and career choices. Each quarter agencies will meet to discuss systems that are successful and systems that need to be re-evaluated to provide a better quality of services. Throughout the year the Youth Bureau will host youth activities through collaboration and planning with services providers to get direction on what services are viable for the growth and development of the youth that we serve.

Prevention services (youth bureau programs) continue to be under-funded with demand for funding increasing yearly. Diversion services are fully staffed and well-funded, and coordination is extensive between systems and departments. Now that prevention, diversion and detention are under one umbrella, continuous efforts are made to plan programs and supports which are scaffolded and layered to prevent youth from further penetration into intensive services and juvenile justice. Prevention/community-based youth development programs are supported to provide positive alternatives to anti-social activities for youth and teens. Changes to the department RFP process are resulting in a greater focus on equity and community need. Diversion services are coordinated with the Dept. of Probation and the Dept. of Mental Health to ensure goodness of fit and appropriateness for each case. Adjustments are often successful at the AT level. Positive youth development and mental health supports are in place at the detention stage, and discharge planning is active.

3. What opportunities are being funded for youth under YDP this year?

A sharp rise in gun violence and gun-related crime has resulted in an increase in youth with these charges in our juvenile justice system. These activities have also resulted in an increased need for positive youth development programming for youth and teens in high gun-violence areas. Local efforts will include use of data and equity-centered resource allocation. Increasing numbers of older "RTA" youth in the juvenile justice system means a need to meet more complex needs of an older population of youth and emerging adults, including more intractable behaviors, independent living needs, more complex family dynamics, needs of parenting teens, among other issues. New high intensity case management services have been implemented via the Youth Services/Probation/Mental Health collaboration to attempt to meet these needs more appropriately.

Increased collaboration, seamless service provision, and improved case planning and related outcomes can be anticipated from a more comprehensive approach to planning. Changes to the RFP process are resulting in increased funding for agencies in high-needs areas. More high intensity services to address more complex and serious needs of RTA youth in detention and in the community. Better planning is taking place as a result of close collaboration.

4. Please describe new/ongoing efforts to advertise Youth Development Program (YDP), Youth Sports and Education Opportunity Funding (YSEF), and Youth Team Sports Funding (YTS).

The Erie County Youth Bureau will make available a "Community resource Guide" that will be on the Erie County website so that the community will be aware of programs available. In addition, Youth Bureau Team will make efforts via emails, webex meetings, informational sessions, picnics, events to notify and provide information on funding opportunities available.

Program Monitoring

1. Please describe the monitoring activities taken by the youth bureau for programs funded with YDP, YSEF, and YTS. What changes, if any, will be made based on this monitoring?

The Youth Bureau Team will conduct a variety of monitoring activities including inspections, data collection and reporting. Based on results of these activities, Youth Bureau Team will collaborate with providers to address changes needed and discuss different approaches to enhance outcomes.

We will evaluate how service providers plan activities, the retention rate of youth participants and program effectiveness.

Each youth Board member will be assigned an agency to visit and monitor to bring findings to the board to evaluate whether the agency is following the contract.

Increased collaboration, seamless service provision, and improved case planning and related outcomes can be anticipated from a more comprehensive approach to planning. Changes to the RFP process are resulting in increased funding for agencies in high-needs areas. More high intensity services to address more complex and serious needs of RTA youth in detention and in the community. Better planning is taking place as a result of close collaboration.

Planning and implementation of JJ diversion is strong and active, and the collaboration between Youth Services and Probation is dynamic and healthy. Communication is strong and consistent, and services are being applied to cases based on clinical need. The JD population in detention has dramatically declined and the number of RTA youth has increased. RTA youth in detention present with greater mental health and behavioral health needs. Out of home placements for JDs continues, but has declined, as the menu of adjustment services implemented to JJ youth remaining at home have increased. More high-intensity services are needed, as youth just entering the JJ system are starting to present with more serious charges at the AT stage than in previous years. The needs of RTA youth are complex, and growing, and the number of RTA JDs is increasing, representing a greater need for positive youth development programming and positive alternatives for teens.

2. Please indicate the frequency of monitoring:

- Quarterly
- Semi-annually
- Annually
- Other

Please explain:

According to the RFP cycles, monitoring visits will be completed on a rotating basis. In an effort to accommodate the increased number of contracts, monitoring visits will be completed for new community agencies funded for the first time as well as for agencies that have inconsistencies in reporting or had challenges with their program structure. The past year, we did have some agencies that were not able to utilize their grant award due to our delay in issuing contracts. We are planning to have check ins with all programs so that we can address any issues in contracts/funding so that the program is able to run timely and get the help needed in order to service the youth of Erie County. We will be making efforts to address the smaller organizations that are not able to make payments to staffing without the grant funds. We will explore ways to advance funding if possible. monitoring of programs will be done by site visits as well as checkins on the phone or webex informational meetings.

Planning Team and Technical Assistance

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

The district planning team consist of senior Youth Bureau Director, Erie County Youth Board, Youth Board Planning Coordinators, Erie County Probation, Mental Health team and the JDST team.

The planning team meets once a month to identify underlining factors. We identify these factors through reports, program evaluation, and attendance of youth. Together we meet with the agencies and the youth planning coordinators to develop a plan of action based on the information that is gather by the planning team.

Community providers funded through the various grant streams provide annual reports that include data on demographics which were used by Youth Bureau Team to begin with a baseline to create dynamic goals for the next 5 years.

2. Please identify any technical assistance or training needs, if any that would help the youth bureau effectively support positive youth development and services for runaway and homeless youth in the coming year. Please be as specific as possible.

It would be helpful if the reporting process was streamlined, and data collection was in a more simplified format with possible easy to navigate templates. It would also be helpful if the reporting process did not require such rigorous documentation requirements. Our current 2023 needs assessment report stated that one of the funding challenges faced by community providers: "The reporting was considered rigorous compared to the amount of funding received with some providers expressing recent considerations to not accept Erie County Youth Bureau funding."

Trainings will be done on a consistent bases as needed by Senior Youth Bureau, Youth Planning Coordinators, Youth Board Members.

Trainings needed:

- **Program Evaluation**
- **Program Monitoring**
- **RFP Scoring**
- **Communication with agencies**
- **Funding processes**

3. What are some of the noteworthy accomplishments of the Youth Bureau, Municipalities, and Programs from the previous year?

Accomplishments:

- **Monthly meetings with the Mental Health Team.**
- **Communication between providers and Youth Bureau staff.**
- **More family engagement: More family members are attending events with providers and youth that are served.**

- **More youth participation in programming: (data given by providers)**

The Youth Bureau staff has had improved communication with funded agencies within the past year. Many funded agencies that have struggled and have had challenges within their program structure have made great improvement with the support and guidance of the Erie County Youth Bureau staff.

Thus far, AT adjustments have been largely successful. RTA services implemented for RTA youth in the community have been successful thus far, although demand is not as high as we initially anticipated. Attempts to bolster funding and supports for positive youth development (prevention) and capacity for PYD agencies are under way.

A sharp rise in gun violence and gun-related crime has resulted in an increase in youth with these charges in our juvenile justice system. These activities have also resulted in an increased need for positive youth development programming for youth and teens in high gun-violence areas. Local efforts will include use of data and equity-centered resource allocation. Increasing numbers of older "RTA" youth in the juvenile justice system means a need to meet more complex needs of an older population of youth and emerging adults, including more intractable behaviors, independent living needs, more complex family dynamics, needs of parenting teens, among other issues. New high intensity case management services have been implemented via the Youth Services/Probation/Mental Health collaboration to attempt to meet these needs more appropriately.

Runaway and Homeless Youth Services

Person Submitting Report

This is the person OCFS will reach out to with questions or feedback.

Name:

KENNETH SIMMONS

Title:

DEPUTY COMMISSIONER YOUTH SERVICES

Agency:

DSS - YOUTH

Email Address:

KENNETH.SIMMONS@erie.gov

Phone:

716-923-4065

Services & Needs

1. Using available data, describe the local RHY population in your county. This includes **all** runaway and unaccompanied homeless youth, not only those accessing services at a RHY program.

Include information for youth until they turn 21; counties that will allow RHY services to be provided to homeless young adults should include information for young people until they turn 25. Data sources to consider are listed in the [guidance document](#).

Include, at minimum, the following characteristics:

i. Age:

In 2023, there were a total of 489 youth served in residential and non-residential programming: 72 youth ages 10-14; 125 youth aged 15-17; 99 youth ages 18-20, and 193 young adults ages 21+. **The Homeless and Runaway Youth Service Providers currently serve youth up to age 25.**

ii. Gender identity / expression:

Research shows that many youths do not report SOGIE information while accessing services. In 2023, through residential/non-residential programming 489 youth served: 180 males and 309 females. **Erie County Youth Bureau team will be updating annual data reports required from community providers to include information on Gender identity/expression. EC Youth Bureau Team will work on ways to gather information effectively with provider input so that needs can be determined.**

iii. Sexual orientation:

National data demonstrates that LGBTQ youth are disproportionately represented in the homeless and runaway youth system. In 2023, 339 youth identified as straight/heterosexual, 124 youth identified as LGBTQ and 26 identified as other.

iv. Race / ethnicity:

In 2023, number of youths served identifying as: white (86), Black/African American (285), Hispanic (42), American Indian or Alaskan Native (14), Asian (1), and 2+ races (61).

v. Primary language spoken by youth:

RHY served by Plymouth Crossroads were 100% English speaking and 98% of those served by Compass House were English speaking and 2% Spanish speaking.

vi. Child welfare involvement or history:

Many of the youth who present at a shelter have involvement with the child welfare system, or become involved due to their status as an RHY youth.

vii. Place of origin (where is "home" as defined by the youth?):

Youth accessing services report a variety of settings as home. The majority of youth who access services return to the home of origin most often with a parent or legal guardian. Many youth report housing instability and/or "couch surfing" and do not identify as homeless or runaway despite not having safe, stable housing.

viii. Estimated number of runaway youth vs homeless youth in the county:

Youth who access RHY services do so as a result of significant family conflict which may result in the youth either being asked to leave the home or running away. There seem to be few unaccompanied "homeless youth" under the age of 18. The majority of homeless or runaway youth are either accessing services or are "couch-surfing" which makes that vulnerable and at-risk of harm or exploitation. Based on McKinney-Vento data from local school districts, qualitative data from probation departments and law enforcement as well as service providers it is estimated there are approximately 1500-2000 youth who would be classified as runaway or who have been asked to leave their home of origin. There are unaccompanied homeless youth 18-24 who access adult services and number approximately 30-40 to our best knowledge any given night. Homeless individuals ages 18-24 represent the highest percentage of RHY, based on the most recent point-in-time data, but have the fewest services, as they often require more support (independent living skills, etc.) than adults.

2. List the **three most significant needs** of the local RHY population as defined in question #1. Describe how those needs were identified by the county as the most significant.

A list of examples is included in the [guidance document](#)

The local runaway and homeless youth population has a variety of needs. Young people experiencing homelessness and housing insecurity in Erie County often are experiencing disharmony and conflict in their home of origin. Homeless and runaway youth as well as, in some cases, their parents, experience mental health and substance abuse issues which can exacerbate family conflict. Assisting youth and their families in accessing family therapeutic interventions and mediation would help to address this need. Older youth require job skills, workforce training and independent living skills to successfully transition to adulthood. Erie County is currently in serious need of transitional housing for older youth; there are few resources for youth 18+ to access residential supports. Support and safe spaces

for LGBTQ youth is also a critical need for RHY population in Erie County.

1. Affordable housing for families and young adults- Not having stable housing puts such a strain on families and just adds to the issues within the family
2. More mental health services – currently there is at minimum a 2 month waiting list, and that is just to have an initial appointment. If you need to see a psychiatrist, the wait time is longer
3. Stable staffing in the programs – many people leave because they can make more money at Mighty Taco or Delta sonic. Some of these places start employees at \$20/hr. Our shelter staff start at \$17/hr. and the case managers at \$19/hr. This is a difficult job for how much money they make. Increasing salaries will increase the services and stability the clients will get. **The actual need for the RHY population is to have consistency in services. Stable staffing would be one of the factors addressing that need.**

3. Describe **how** the municipality's local resources are coordinated to respond to the needs in #2. Include the following in your description:

i. The county's plan to address service gaps in the plan's year:

Our community RHY partners provide: Case Management; intake and assessment; advocacy, referral and aftercare; crisis, individual, group and family counseling; food, clothing and personal care items; individual and group independent living instruction; and positive social and recreational activities

One of the gaps we see in services to these youth is mental health treatment. **Currently Compass House Counselors refer youth to Spectrum, Best Self, Evergreen and Horizons. RHY agency providers will continue to get youth mental health services and take youth to their appointments initially until they are comfortable going on their own.** There is also a lack of residential options for the younger population. Although referrals are made to Plymouth Crossroads and Gateway, there is still a need for a **female transitional program for youth ages 16-20.** There is also a lack of foster homes for youth that the county takes custody of. The **County Youth Bureau Team will continue to work with community RHY service providers, CPS and CWS workers to find foster homes for the youth in need as well as address service gaps through innovative initiatives.**

ii. Any new services or expansion of services planned in the plan's year:

With the increased funding available this year, we will be reaching out to current providers as well as other community providers on new services or expansion of services to meet the increasing needs in the community.

iii. Where is current information about RHY services made accessible to youth on a 24/7 basis? Include phone numbers, URLs, and other contact information as applicable.

Each of the three certified programs does significant outreach. Compass House Emergency Shelter has advertisements at the local bus station and has materials in a variety of youth serving agencies and social service organizations.

Compass House, <https://www.compasshouse.org/>, 24-hour crisis hotline 716-886-0935 serves as a single point of access for coordinated entry for all RHY services.

iv. Please list the steps taken when a youth presents as runaway or homeless. The steps can be detailed

below, or a step-by-step protocol can be uploaded in the [Plan Documents area](#).

Runaway and homeless youth agencies utilize this basic protocol when a youth presents as runaway or homeless at their agency. This protocol has also been uploaded in the Plan Documents area.

1. Youth is asked if they are runaway or homeless.
2. If the individual states "yes", an intake is initiated.
3. Intake documentation is completed with the youth and a staff member.
4. Any belongings the youth has brought with them is inventoried.
5. Youth are given a tour of the facility and given basic personal hygiene items (towels, shampoo, soap, etc.).
6. Parent/legal guardian is notified.
7. Client is assigned a case manager. Case manager schedules a meeting with client to begin case management and addressing youth needs.

Municipal RHY Service Planning Process

1. List the partners consulted by the municipal youth bureau and DSS in composing this plan.

Suggested partners include but are not limited to: the municipal RHY services coordinator, program managers at OCFS-certified RHY programs, Continuum of Care (CoC) board members, youth advisory board, McKinney-Vento liaisons, etc.

Erie County takes a collaborative approach to planning for all initiatives including RHYA services. The Erie County Youth Bureau Director who is also the RHYA Coordinator and works closely with DSS child welfare, Dept. of Probation, assistance programs, departments of mental health and probation, and local service providers. All parties meet regularly to strengthen the system overall and to find opportunities to close service gaps and provide a high level of care to runaway and homeless youth in Erie County.

The partners were consulted through the meetings that were held with providers where information was exchanged, and plans were discussed. This year we met with probation, mental health, JDST, and services providers. Future goals are to increase collaboration and communications with Youth Bureau Team and Community providers to brainstorm ideas for effective changes as needed.

2. Describe the process used to collect and compile the information provided in this plan.

Resources to consider are listed in the [guidance document](#).

- i. List the **tools and data sources** used by the municipal youth bureau and DSS to develop this plan. Please be as specific as possible.

The Primary data source utilized was the annual reports, as well as other information collected independently, provided by each of the three certified programs serving runaway and homeless youth in Erie County. Other data included 2023 Needs assessment, HMIS data collected by local CoC, some data from child welfare and probation and data from Buffalo Public Schools.

In 2025, the Youth Bureau team plans to meet with all RHY service providers and devise a plan to have a satisfaction survey template for all clients to complete where they truly let us know

how the services were that they received. RHY providers would add the statistics to the HMIS program plus an individual program that monitors any other information we want to collect. The Youth Bureau Team will meet monthly to go over all of the statistics and evaluations to see if there are problems. Once something is identified, a corrective action plan will be issued.

ii. Is your municipality involved in "point in time" counts to collect data on the **RHY** population?

- Yes
 No

If yes, please consider sharing any outcome documents with OCFS at RHY@ocfs.ny.gov or by uploading them to this plan.

Municipal Information

Note: Detailed descriptions of these questions and their implications on funding are included in the [guidance document](#).

1. Select the maximum length of stay certified residential crisis services programs eligible for municipal RHY funds will be allowed to offer **runaway youth in crisis shelters** without filing a petition pursuant to article 10 of the Family Court Act:

For more information please refer to 19-OCFS-ADM-06.

- 30 days** for any youth, or up to **60 days** with consent in writing from youth and parent, guardian, or custodian
- 60 days** for any youth 14 years or older, or up to **120 days** with consent in writing from youth and parent, guardian, or custodian
- Not applicable

2. Select the maximum length of stay certified residential Transitional Independent Living Support Programs (TILPs) eligible for municipal RHY funds will be allowed to offer **homeless youth**:

For more information please refer to 19-OCFS-ADM-05.

- 18 months
- 24 months
- Not applicable

3. Indicate whether the county will allow TILPs eligible for municipal RHY funds to provide residential services to **homeless youth under 16 years old** on a case-by-case basis.

Note: In each instance the RHY Service Coordinator is required to notify OCFS per 19-OCFS-ADM-05.

- Yes
- No
- Not applicable

4. Indicate whether the county will allow any RHY program included in this plan to make services available to

Erie County: Runaway and Homeless Youth Services

homeless young adults (up to age 25).

Note: Residential RHY programs must operate within the terms of their OCFS-issued operating Certificate.

Yes

No

i) If the county will **not** allow RHY programs receiving municipal RHY funds to provide services to homeless young adults, briefly explain why that decision was made:

|

5. List the following information for the RHY service coordinator and any additional designees who are permitted to provide any required notice to OCFS per policies 19-OCFS-ADM-05 and 19-OCFS-ADM-06:

Name	Agency or Organization	Title	Email	Phone
KENNETH SIMMONS	DSS YOUTH	DEPUTY COMMISSIONER	KENNETH.SIMMONS@erie.gov	7169234065
RUBY JAIN	DSS YOUTH	CHIEF OF FINANCIAL RECORDS	JAINR@ERIE.GOV	716-923-4047

RHY Service Coordinator

1) Designation and duties of the municipal RHY services coordinator

Coordinator's Name:

KENNETH SIMMONS

Agency or Organization:

DSS YOUTH

Unit, division, bureau, or office in which the position is located:

YOUTH BUREAU

Percentage of time spent on RHY service coordinator duties (% FTE):

5

The municipal RHY service coordinator is also the municipal youth bureau director.

A copy of job description / responsibilities as maintained by the employer has been uploaded to this plan.

2) Describe **how** the county monitors certified residential RHY programs to confirm youth's educational needs, including transportation to and from educational programs, are being met in accordance with the McKinney-Vento Homeless Assistance Act.

For more information please visit [NYS-TEACHS](#)

The one certified RHY service provider in Erie County is very experienced in McKinney-Vento procedures and always request transportation from school districts or request transfers to new districts in a timely manner. All programs require school attendance and work diligently to ensure all youth receiving services have their educational needs met. The County conducts several site visits per year.

Crisis Services Programs (RHY Crisis Shelters and Interim Family Programs)

Program #Compass House

Address		Program Director		Operating Certificate Number	
1451 Main St. Buffalo, NY 14209		Lisa Freeman 716-884-3066 lfreeman@compasshouse.org		2040	
<input checked="" type="checkbox"/> The county contracts with this program for RHY services. The value of the contract is \$159351 per year, regardless of program utilization.					
<input type="checkbox"/> The county contracts with this program for PINS respite services.					
<input checked="" type="checkbox"/> This program will receive OCFS RHY funds in the plan year.					
Ages of youth the program is certified by OCFS to serve:				Under 18	
Maximum length of stay offered to runaway youth by the program:				60-120	
Maximum Bed Capacity: Certified			Maximum Bed Capacity: Operating (projected)		
Target population	All persons		Target population	All persons	
13	13		13	13	

Transitional Independent Living Programs (Supported and Group Residences)

Program #Plymouth Crossroads

Address		Program Director		Operating Certificate Number	
3566 Clinton Street West Seneca, NY 14224		Jennifer McAndrew 716-393-3906 jthorpe@plymouthcrossroads.org		103-24-3-01	

- The county contracts with this program for RHY services.**
The value of the contract is \$66623 per year, regardless of program utilization.
- The county contracts with this program for PINS respite services.**
- This program will receive OCFS RHY funds in the plan year.**

Ages of youth the program is certified by OCFS to serve:		16 through 20	
Maximum length of stay offered to youth by the program:		24 months	
Maximum Bed Capacity: Certified		Maximum Bed Capacity: Operating (projected)	
Target population	All persons	Target population	All persons
8	8	8	8

Additional Residential Programs Available to RHY

Other than the OCFS certified residential programs listed above, are there any other residential programs in the municipality that are available to runaway and homeless youth and young adults? Please include information such as: program name, operating agency name, description of target population, program directors name and contact info, website URL, etc.

Non-Residential Programs

Please provide the following information about each of the non-residential RHY programs and services that operate within your municipality. Once approved by OCFS, programs included in this section are eligible for RHY funding. Minors who receive services from programs included in this section may consent to their own medical care and/or apply for their own identification through the NYS Department of Motor Vehicles.

Agency Name:	Program Name:
Compass House	Compass House Resource Center
Program Address:	Program Director:
1451 Main Street, Buffalo NY 14211	Lisa Freeman
Program Phone Number:	Program Director Email:
716-884-3066	lfreeman@compasshouse.org
<input checked="" type="checkbox"/> This program will receive OCFS RHY funds in the plan year.	
Target Population (age and other relevant demographics):	

At risk youth up to the age of 24. **Compass House will receive RHY funds for the funding cycle beginning October 1, 2024 - September 30, 2025 in the amount of \$95,649. The EC Youth Bureau Team will work with current providers as well as develop strategies to increase community services to address RHY population needs.**

Choose the time frames that best align with the program's hours of operation (Select all that apply):

- 8:00 AM—4:00 PM
- 4:00 PM—12:00 AM (midnight)
- 12:00 AM (midnight)—8:00 AM

Choose the days of the week that best align with the program's hours of operation (Select all that apply):

- Sunday
- Monday
- Tuesday
- Wednesday
- Thursday
- Friday
- Saturday

Non-residential RHY Service Provided (Select all that apply):

- Hotline
- Street Outreach
- Drop-in Center
- Case Management

Agency Name:	Program Name:
Plymouth Crossroads	Plymouth Crossroads
Program Address:	Program Director:
3566 Clinton Street, West Seneca, NY 14224	Jennifer McAndrew
Program Phone Number:	Program Director Email:
716-393-3906	jmcandrew@plymouthcrossroads.org

This program will receive OCFS RHY funds in the plan year.

Target Population (age and other relevant demographics):

Plymouth Crossroads is a Non-Profit Organization located in West Seneca, NY, serving the greater Buffalo area and beyond. The mission is to provide non-residential supports for runaway and homeless youth up to age 21, in an atmosphere supporting the dignity, respect, and self-sufficiency of each youth. The top 5 zip codes served are: 14215, 14209, 14220, 14213 and 14210. As a voluntary program, services are aimed at preventing youth from returning to homelessness and at-risk youth from becoming homeless, while preparing them for independence. The goal is to empower every youth to transform themselves into contributing, productive members of society. Plymouth Crossroads has acquired a property as of June 2022 which is intended to house RHY youth 18+. Plymouth Crossroads **will receive RHY funds for the funding cycle beginning October 1, 2024 - September 30, 2025 in the amount of \$55,000. The EC Youth**

Bureau Team will work with Plymouth Crossroads to develop strategies to address any gaps experienced currently in RHY population needs.

Choose the time frames that best align with the program's hours of operation (Select all that apply):

- 8:00 AM—4:00 PM
- 4:00 PM—12:00 AM (midnight)
- 12:00 AM (midnight)—8:00 AM

Choose the days of the week that best align with the program's hours of operation (Select all that apply):

- Sunday
- Monday
- Tuesday
- Wednesday
- Thursday
- Friday
- Saturday

Non-residential RHY Service Provided (Select all that apply):

- Hotline
- Street Outreach
- Drop-in Center
- Case Management

Agency Name:	Program Name:
Best Self	Safe Space
Program Address:	Program Director:
1050 Niagara Street, Buffalo NY 14213	Meg Honan
Program Phone Number:	Program Director Email:
716-856-9711x2285 or 716-308-1163 (cell)	mhonan@bestselfwny.org
<input type="checkbox"/> This program will receive OCFS RHY funds in the plan year.	
Target Population (age and other relevant demographics):	
Provides support services for transition age youth (ages 16-24) who are experiencing homelessness. Offers clinical services, food, clothing, personal care items, and shower and laundry facilities overnight. Youth can be transported to Compass House the following morning for intake into the crisis shelter, or to the Compass House drop-in resource center, for access to more intensive support, if necessary.	
Choose the time frames that best align with the program's hours of operation (Select all that apply):	Choose the days of the week that best align with the program's hours of operation (Select all that apply):

<input type="checkbox"/> 8:00 AM—4:00 PM <input type="checkbox"/> 4:00 PM—12:00 AM (midnight) <input checked="" type="checkbox"/> 12:00 AM (midnight)—8:00 AM	<input type="checkbox"/> Sunday <input checked="" type="checkbox"/> Monday <input checked="" type="checkbox"/> Tuesday <input checked="" type="checkbox"/> Wednesday <input checked="" type="checkbox"/> Thursday <input checked="" type="checkbox"/> Friday <input type="checkbox"/> Saturday
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Non-residential RHY Service Provided (Select all that apply):

- Hotline
- Street Outreach
- Drop-in Center
- Case Management

OCFS Support

How can OCFS better support your county's response to RHY and young adults?

Consider support surrounding training, technical assistance, program development, standardizing tools, best practice, positive youth development, cross-system collaborations, etc.

Sexually Exploited and Trafficked Youth

Summary of Last Program Year

1. Identify from the list below the top needs addressed by the Safe Harbour: NY program last year. For each area selected provide a brief summary of efforts undertaken in the last year and the outcome of those efforts.

- Developing / maintaining a critical team

Efforts undertaken and their outcome:

Child & Family Services was designated as the sub-grantee of Safe Harbour in Erie County. Due to this designation, it was required that a critical team was developed. A program coordinator and case manager were hired to achieve this.

- Training for professionals

- Adopting standardized tools and resources

Efforts undertaken and their outcome:

Child & Family Services program staff were trained on the use of OCFS indicator tools. Child & Family Services program coordinator was trained to train other youth serving providers on utilizing these indicator tools and now provides technical assistance and consultation to youth providers as needed.

- Raising public awareness

- Direct outreach and service provision to youth

Efforts undertaken and their outcome:

Child & Family Services focused on building our intensive case management for youth in our community in need of servicing through Safe Harbour. Through this need, we hired a case manager to engage in direct outreach and services to youth referred to the program.

- Developing / maintaining service referral pathways

Efforts undertaken and their outcome:

Due to Child & Family Services becoming the sub-grantee of Safe Harbour, we were required to focus efforts on re-establishing the service pathway to ensure that safe harbour referrals were being received by our agency moving forward and informing referring agencies of our referral

process. The new-hired coordinator developed a service referral form and began reaching out to various community providers and stakeholder to provide training on the new referral process.

Other
Please specify:

2. When considering last year's program goals, which were the most challenging to achieve and what challenges did you face in achieving those goals?

The most challenging goal for us to achieve this year was piloting a new screening tool/screening questions to enhance the current tool being used county wide to screen youth for sex trafficking under the Erie County Safe Harbor Program to include screening for Minor Victims of Labor Trafficking. The main challenge in making significant progress on this goal was a combination of funding and contracting issues. Child & Family Services is a sub-contractor under the Safe Harbor Contract as well as the funding contract that was supporting the work on creating an enhanced tool. Due to delays in finalizing the sub-contract agreements with the lead agency, Child & Family Services was not able to move forward on the additional subcontract supporting the work on the enhanced tool. Moving forward, Child & Family Services should be able to act as the lead agency on any contracts supporting our Youth Trafficking Prevention Program and thereby avoid dealing with delays in achieving goals due to contractual issues.

3. What were some of the most significant Safe Harbour: NY program successes or outcomes from the past year?

The Erie County Safe Harbour program hired a case manager which allowed the program to increase in its capacity to serve more youth in the community and expand our intensive case management services. We also began to offer monthly Youth Workshops which allow us to reach more youth in the community, providing prevention education and informing youth directly of the services that Safe Harbour is able to offer to at-risk youth and youth experiencing trafficking. The coordinator has established designated drop-in hours at Erie County Department of Social Services once a week to allow in-person technical assistance and consultation to staff. The coordinator has conducted trainings for ECDSS PINS, Probation, JDST, various community-based programs, care coordinators, preventive case workers and supervisors, and a mental health task force. The coordinator is an active member on the Erie County Rape Crisis Committee, Erie County Threat Advisory Committee, and WDNY Human Trafficking Task Force.

a. Please share an example of a positive impact your program has had on a youth. It can be "small" or large. Please do not include names.

A youth who has been participating in the program since March 2024 unfortunately experienced multiple placements within the time that she started engaging in our services. One thing that she shared with her case manager while at her last placement before returning to the community and reuniting with her mom was the impact that the consistency of this program offered her amidst the inconsistencies of everything else from where she was living, going to school, other service providers she was linked with, and friends in her life. During the case managers last visit before she was released to go home, they walked in the room they were visiting her in and the youth greeted her case manager with a hug (which was not typical for her to do - she was usually very closed off, keeping her distance across the room). She asked her case manager to go to her court date that next week and her case manager was able to be there when it was decided that she would go home. The case manager was then able to be in contact with her mom to continue services while she is home. The youth expressed that she wanted to stay a participant in the program because she could feel the support that being a participant provided her and the positive skills she was learning to be more self-sufficient and make choices to keep herself and those around her safe.

4. Describe how, in the last year, the Safe Harbour: NY program worked with the LDSS to properly identify and screen youth in accordance with 15-OCFS-ADM-16. Identify any challenges or successes.

The program coordinator has had on-going communication with ECDSS supervisors and case workers to ensure that teams are trained on the use of the OCFS screening tools. The program coordinator has also established office drop-in hours weekly at the ECDSS building to allow more accessible technical assistance for screening youth for trafficking in accordance with 15-OCFS-ADM-16.

a. Of youth screened as trafficked or high-risk, what trends or commonalities did you identify?

- Extensive histories of runaway/AWOL behavior
- Involvement in the child welfare system
- Concerns surrounding school attendance

5. Please provide the names and affiliations of any trainers your county would recommend.

Plan for Next Program Year

1. Identify from the list below two or more areas of focus for the upcoming program year. For each area selected, describe the strategies the program will implement to develop or enhance the county's response to trafficked and at-risk youth.

Developing / maintaining a critical team

Strategies to develop or enhance this area:

Child & Family Services will continue to work on developing and maintaining a critical team to provide services to youth at risk of or who are/haven been trafficked. In the past year, the program has staffed a Program Coordinator and Case Manager and hopes to add to that team as referrals and awareness of the program continue to grow. Child & Family Services staff will continue to set professional development goals to ensure the program is following best practices and staying up to date on trends and issues facing the youth we serve.

Training for professionals

Strategies to develop or enhance this area:

Child & Family Services has already conducted extensive training on trafficking, how to identify and how to refer to many child welfare workers in Erie County, including through Child Protective Services, Probation, PINS, and various community organizations. Child & Family Services will continue on-going training to expand the number of community agencies supporting youth.

Adopting standardized tools and resources

Raising public awareness

Strategies to develop or enhance this area:

As Child & Family Services became the Safe Harbor providers just last year after stepping in for the prior provider who, after serving as the Safe Harbor program for years, stepped away from providing the services. In addition, the transfer from the prior provider to Child & Family Services was slower than expected. Therefore, Child & Family Services plans to have a concerted relaunch of the Youth Trafficking Safe Harbor program focused on increasing public awareness of the program, creating new outreach materials and training curriculum aimed at youth directly as well as the service providers supporting youth.

Developing / maintaining service referral pathways

2. Describe the strategies the county will employ in the coming year to provide or support direct outreach and service provision to youth who have been trafficked or are at-risk. Strategies should respond to the trends identified in response to question 4a above.

3. Describe how the Safe Harbour: NY program will support the LDSS to properly identify and screen youth in accordance with 15-OCFS-ADM-16.

Program Budget

1. Provide a line-item budget for your county's Safe Harbour: NY allocation. Provide a justification / narrative / explanation for each line connecting spending to a task(s) outlined above. Each budget must reflect a minimum \$2,500 designated for wraparound services for youth who have been trafficked or are at-risk.

This document should be uploaded to the County Plans application

2. If the county utilizes other funding sources to support Safe Harbour implementation, please list those sources here.

Our OCFS Safe Harbour funding is used for salary and fringe costs for our Youth Trafficking Case Manager as well as wrap around needs for youth served. This Youth Trafficking Case Manager is responsible for providing direct services to youth who are deemed eligible for Safe Harbour Services, as described in the above report.

Our program receives additional Safe Harbour funding from ECDSS through our Safe Harbour sub-contract with IIB.

Differential Response to Children (RTLA legislation)

As of December 29, 2022, legislation (Chapter 810 of the Laws of 2021, as amended by Chapter 38 of the Laws of 2022) and regulation (18 NYCRR Part 437) require that each local department of social services (LDSS) establish a RTLA differential response (DR-RTLA) for children under 12 years old who do not fall under the definition of juvenile delinquent under section 301.2 of the Family Court Act (FCA), and whose behavior would otherwise bring them under the jurisdiction of the Family Court pursuant to Article 3 of the FCA.

The DR-RTLA is an opportunity to provide eligible children with interventions that promote racial, ethnic, and gender equity and reduce the possibility of future involvement with juvenile justice and child welfare systems.

For additional assistance in completing the RTLA-DR Annual Plan, please reference the [Raising the Lower Age of Juvenile Delinquency Differential Response Annual Plan Desk Aid](#).

A. Differential Response for Children Procedures

The LDSS is responsible for the DR-RTLA for eligible children and their families in their local district. Please specify any other agency that is responsible at each procedure point and a brief description of how the agencies will collaborate at that procedure point.

1. Intake: Receives the DR-RTLA referral, conducts an initial screening, and makes an eligibility determination

Please specify any agency other than the LDSS that has a role at this procedure point:

The DR-RTLA initial intake continues to take place at the Erie County Family Services Teram which is led by the Department of Social Services for families in need of preventive services and in collaboration with the Department of Mental Health.

Not Applicable

The intake process includes at a minimum the following:

- Receive referrals at a minimum during regular LDSS business hours
- Gather intake information that includes but is not limited to,
 - the reason for the referral to the DR-RTLA, including the specific behavior(s) of the child;
 - the age of the child;
 - contact information for the referral source;
 - child and caregiver contact information;
 - any current safety concerns and/or safety plans in place;
 - contact information of known service providers and familial supports.

Based on the information, the DR-RTLA will make a determination of the child's eligibility.

For eligible children residing in the district, the DR-RTLA program will

- contact the family of an eligible child within one business day of receiving a referral;
- schedule an appointment, within seven business days, with the child, the family and any familial supports identified by the family;
- ask the family if they are currently working with child protective services, child welfare preventive

services, or foster care services and obtain permission to speak to the LDSS case manager / caseworker for any applicable information.

When an eligible child or their family has current involvement with child protective services, child welfare preventive services, or foster care services, the DR-RTLA program will contact the LDSS case manager / caseworker to

- inform them of the referral to the DR-RTLA program and the current intake information,
- inform them of the decision of the family to proceed or not proceed with the DR-RTLA assessment,
- inform them of the DR-RTLA processes, and
- obtain information about the assessment of the child's and their family's progress in current interventions and supports.

The DR-RTLA is voluntary to the child and family. If there are safety plans in place, or known safety concerns, the DR-RTLA program will immediately act in accordance with existing policy, regulations, and law.

2. Assessment of the child's and family's strengths, concrete needs, and challenges related to the behavior that led to a referral to the differential response. Such assessment should also consider any individualized vulnerabilities and be responsive to the child's and family's culture.

Name of assessment instrument(s) used:

- Child and Adolescent Needs and Strengths (CANS)
- Child and Adolescent Service Intensity Instrument (CASII)
- Sexual exploitation screening and assessment **(required) (OCFS-3920—Child Sex Trafficking Indicators Tool and OCFS-3921—Rapid Indicator Tool to Identify Children Who May Be Sex Trafficking Victims or are at Risk of Being a Sex Trafficking Victim)**

Other

If you selected "Other," please specify:

Erie County Department of Social Services continues to use the Family Services Team Risk and Needs Assessment screening tool which accompanies the Columbia Impairment Scale that looks at four areas of functioning to further assess for area of impairments.

Please specify any agency other than the LDSS that has a role at this procedure point:

Not Applicable

The DR-RTLA assessment will include an assessment of

- the current safety of the child and safety concerns related to the child's behaviors that led to the DR-RTLA referral, which could include but is not limited to the safety of other children in the family;
- the eligible child's and family's strengths, concrete needs, and challenges or concerns;
- any individualized vulnerabilities;
- cultural considerations; and
- indicators of child sex trafficking.

The assessment(s) will inform the services, supports, and opportunities offered to eligible children and their families.

3. Please indicate below the potential supports to be offered to eligible children and their families:

Erie County: Differential Response to Children (RTLA legislation)

Please check all that apply

- Positive Youth Development Programming
- Housing / Food / Clothing Supports
- Parent Peer Supports
- Respite Services
- Behavioral Health Services and Supports
- Parent / Caretaker Skill Development Supports
- Educational Supports
- Supervision and Treatment Services for Juveniles Program Services and Supports (non-FSS)
- Child Welfare Preventive Services (*if eligible*) **(required)**
- Family Support Services (FSS) Program (*if eligible and established*) **(required)**
- Other
If you selected "Other," please specify:

4. Plan development and successful intervention engagement process

Please specify any agency other than the LDSS that has a role at this procedure point :

Both the Department of Social Services staff in collaboration with staff from the Department of Mental Health work together on plan development an intervention(s).

Not Applicable

Supports offered through the DR-RTLA are *voluntary* to the family and child.

The plan development process will

- be family-led,
- be initiated within fifteen days of the referral to the DR-RTLA program, and
- include natural supports and other providers involved with the family, with the family's permission, and as available.

If no safety plans are in place and no safety concerns identified and the family declines the recommended interventions, the DR-RTLA program will provide the family with contact information for the DR-RTLA program and the recommended interventions orally and in writing.

It is also required that the LDSS support the family through a facilitated referral process to agreed-upon interventions. Family team meetings or other family-led collaborative forums may provide the best opportunity for the child and family to meet new providers, to promote continuity of care, and for team members to align strategies and resources to best support the child and family.

The DR-RTLA program will use a facilitated referral process to services, supports, and opportunities to support the child and family at this critical transition point.

5. Follow up with providers and supports regarding child's progress

Please specify any agency other than the LDSS that has a role at this procedure point :



Erie County: Differential Response to Children (RTLA legislation)

Not Applicable

The LDSS's differential response process to assess the child's progress and collectively determine if there is a need for any further supports to the child and family includes at a minimum all of the following:

- Contacting the family and child on or about 30 days from the development of the support plan
- Obtaining all evaluations and assessments of the child's progress in interventions from the providers, as permitted by the family via a release of information, while the DR-RTLA case is active
- Contacting the provider(s) on or about 30 days after support plan development
- Contacting the family and providers within seven days prior to the DR-RTLA case completion to assess the child's progress and collectively determine if there is a need for further supports to the child and family

B. Planning Activities

Briefly indicate below all the planning activities that the locality has engaged in related to the 5-year planning of the DR-RTLA program.

Partners included in the 5-year planning of the DR-RTLA:

Please check all that apply

- Law enforcement agencies
- Families
- School districts
- Respite service providers
- Youth bureau
- Children's advocacy center
- Community / faith-based organizations
- Anti-trafficking providers
- Dispute resolution centers
- Voluntary agencies
- Other

If you selected "Other," please specify:

Department of Mental Health and Probation

The LDSS collaborative planning activities for the 5-year planning of the DR-RTLA plan included:

Please check all that apply

- Current data assessment
- Focus groups with families
- Community needs assessment focused on the needs of the eligible children and their families
- Other stakeholder meetings

Meetings with law enforcement

Other

If you selected "Other," please specify:

Meetings with DMH, Probation Department, Youth Services

C. Differential Response Child Population

Please provide the following data for the DR-RTLA child population for **January 1, 2023, through December 31, 2023**. If the answer is zero, please indicate such and *do not leave any blank areas*. Specifically, please provide the following as whole numbers (not %):

Number of referrals to DR-RTLA by law enforcement:	6
Number of referrals to DR-RTLA by parents:	0
Number of referrals to DR-RTLA by schools:	0
Number of referrals to DR-RTLA by other sources:	0
Number of total DR-RTLA eligible cases:	5
Number of eligible children 7 years old at referral to DR-RTLA:	1
Number of eligible children 8 years old at referral to DR-RTLA:	0
Number of eligible children 9 years old at referral to DR-RTLA:	0
Number of eligible children 10 years old at referral to DR-RTLA:	1
Number of eligible children 11 years old at referral to DR-RTLA:	3
Number of total DR-RTLA-eligible cases for which participation was declined by family:	3

D. Reduction of System Involvement

Children do well when their parents, caregivers, families, and communities are healthy and stable. To be successful, as a system we must take a more comprehensive, trauma-informed, upstream approach to meet families where they are and have the capacity to rapidly engage with culturally relevant approaches, tools, and resources that strengthen and empower families and their natural supports so that children are safe and can thrive.

The DR-RTLA for eligible children will reduce their likelihood of interaction with the juvenile justice and child welfare systems in the future through the following strategies:

Please check all that apply

support and empowerment of families and their natural supports to identify their strengths, needs and resources so children are safe and can thrive

use of community alternatives and interventions to address concerning or harmful behavior through developmentally appropriate means

use trauma-informed practices when interacting with eligible children and their families

use culturally responsive and inclusive approaches when interacting with eligible children and their families

Other

If you selected "Other," please specify:

1

E. Promoting Safety and Well-being

As you answer this section, consider how the DR-RTLA can be a trauma-informed, inclusive, accessible, culturally responsive approach that supports, strengthens, and empowers families and their natural supports so that children are safe and can thrive.

The DR-RTLA for this eligible child population will enhance the ability of the district to ensure the safety and well-being of the eligible child population through the following strategies:

Please check all that apply

family-driven policies that ensure the safety and well-being of eligible children

assessment process includes an assessment of the current safety of the child and safety concerns related to the child's behaviors that led to the DR-RTLA referral, which could include but is not limited to the safety of other children in the family

trauma-informed practices when interacting with eligible children and their families

culturally responsive and inclusive approaches when interacting with eligible children and their families

positive youth development opportunities that will enhance the well-being of eligible children

Other

If you selected "Other," please specify:

1

F. Reducing Adverse Impacts

The following equity approaches should be considered as you answer this section.

- Race Equity and Gender Identity—advancing an approach where all children and families, regardless of race and Sexual Orientation, Gender Identity and Expression (SOGIE) have the same opportunity through culturally relevant supports and resources to reach their potential
- Social and Economic Well-Being—promoting and supporting a trauma-informed system where concrete needs are met, and opportunities are provided equitably
- Family and Youth Partnership—authentically and effectively sustaining the participation of families and youth at all system levels

The DR-RTLA addresses adverse impacts on marginalized communities through the following strategies:

Please check all that apply

Performing outreach to marginalized communities to ensure they are aware of resources available and hear their needs

Engaging with law enforcement, particularly in marginalized communities, to ensure law enforcement's understanding of the new approach with eligible children

Building capacity for culturally responsive services, supports, or opportunities in partnership with

communities

Responding to feedback from children and families on the DR-RTLA program and their needs

Other

If you selected "Other," please specify:

1

G. Monitoring Activities

The LDSS's activities must include how the required service elements (i.e., intake, assessment, support planning, intervention engagement, and monitoring of the child's progress) of the DR-RTLA are monitored and how child and family feedback are consistently included in the monitoring activities.

The LDSS will monitor the DR-RTLA for children through the following activities:

Please check all that apply

Obtaining child feedback consistently **(required)**

Obtaining family feedback consistently **(required)**

Supervisory review of DR-RTLA case activities, including but not limited to intake, assessment, support planning, intervention engagement, and monitoring of the child's progress in interventions

Regularly-scheduled meetings with differential response staff to assess the current processes and protocols for improvements

Regularly-scheduled meetings with community stakeholders, including law enforcement agencies, to assess the current processes and protocols for improvements

Other

If you selected "Other," please specify:

1

The LDSS will ensure the confidentiality of the DR-RTLA records.

The DR-RTLA records shall be maintained for five years after an eligible child has been referred to the LDSS differential response or until the eligible child reaches the age of 12, whichever is sooner. The LDSS will ensure compliance with the record retention schedules for the DR-RTLA records.

H. Funding

Does your county use additional funding (e.g., local dollars or grant funding) to enhance the DR-RTLA for children?

No Yes

I. Training

The training that will be provided to district staff regarding the LDSS DR-RTLA for children will include, at a minimum:

- an overview of the LDSS differential response structure and DR-RTLA plan;
- information regarding the required elements of the DR-RTLA, including responsibilities for obtaining intake information, screening for eligibility determination, assessment of the eligible child and their family, collaborative support planning with the eligible child and their family, the supportive referral process to interventions as needed, and monitoring of the eligible child's progress in interventions;

- the voluntary nature of the differential response and the interventions offered to the eligible child and their family;
- information regarding the DR-RTLA case documentation, confidentiality, and completion requirements;
- information regarding the current continuum of services, supports, and opportunities in the district;
- record retention schedules for the differential response; and
- local district protocols related to when a differential-response-eligible child may be considered for PINS diversion services.

Please provide any additional information that will be contained in the training for district staff:

N/A

Please provide the anticipated frequency of this training:

As new staff are onboarded staff are trained and this is also offered to anyone that needs a refresher.

The training that will be provided to non-district staff regarding the LDSS DR-RTLA for children will include, at a minimum:

- an overview of the LDSS DR-RTLA structure and referral processes;
- contact information for the LDSS DR-RTLA and hours of operation (must at a minimum align with normal business hours of the LDSS);
- eligibility criteria for the differential response and the LDSS processes that will be followed should the referred child not be eligible for the DR-RTLA;
- the requirements of the differential response, including but not limited to monitoring of the child's progress in interventions and follow-up timeframes, and the differential response case completion;
- the voluntary nature of the differential response and the interventions offered to the eligible child and their family;
- information regarding the current continuum of services, supports, and opportunities in the district; and
- record retention schedules for the DR-RTLA.

Please provide any additional information that will be contained in the training for non-district staff:

Local specific services and data

The non-district staff that will receive such training will include:

Please check all that apply

- Law enforcement agencies
- Families
- School districts
- Respite service providers
- Youth bureau
- Children's advocacy center

- Community-based organizations
- Anti-trafficking providers
- Dispute resolution centers
- Voluntary agencies
- Legal partners such as County Attorney, Attorneys for the Child, and Family Court Judges
- Other

If you selected "Other," please specify:

any community partners that request the training can receive it.

Please provide the anticipated frequency of this training:

Initial offerings were provided and additional trainings and refreshers are provided as needed and requested. In schools and with SRO's this is part of the school liaison program where it is offered along with updated mandated reporting and service access trainings. Other trainings are provided as requested.

The training set forth in section 840 of the Executive Law for police officers—whose main responsibilities are juveniles—provides instruction, among other areas, on the differential response program. It includes the definition of the program's eligible population and best practices by law enforcement that involve the collaboration with LDSSs for children under the age of 12 who are eligible for the LDSS differential response program. This training is released to police officers by the New York State Division of Criminal Justice Services.

J. Technical Assistance

Does your county have any technical assistance needs related to the raising the lower age of juvenile delinquency legislation?

- No Yes

K. Differential Response for Children Contact

Please provide the name, title, email address, and phone number of the contact for the DR-RTLA program.

This information will be posted publicly on the OCFS website.

Name:

Stephanie Fears

Title:

Family Services Team Coordinator

Email Address:

Stephanie.Fears@erie.gov

Phone Number:

716-858-1981

Persons in Need of Supervision (PINS) Diversion Services

The PINS Reform Law (Chapter 57 of the Laws of 2005) requires that a Local Department of Social Services (LDSS) Consolidated Services Plan or Child and Family Services Plan (Integrated County Plan) include a Persons In Need of Supervision (PINS) diversion services section. PINS reform legislation (Part K of Chapter 56 of the Laws of 2019) includes the elimination of the use of detention for PINS youth as of January 1, 2020.

These requirements apply to all localities and support increased community-based services to PINS youth and families, and collaboration at the local and regional level to develop effective 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 locality or jurisdiction, **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

This is a change in Lead Agency from the previous year.

Inventory of PINS Diversion Service Options

*Indicate the PINS diversion services that are available in your county and whether a service gap exists. Please note that these service categories are required for PINS Diversion Services. **Please answer all portions of each question.** Counties may coordinate efforts with providers to establish regional services.*

Service Categories

Residential Respite (required)

The county has the required respite available for the PINS Diversion Services population.

Are there any limitations that preclude all youth under PINS Diversion Services being served?

No

Yes

There is a service gap in residential respite services

Crisis Intervention—24 hours per day (required service component)

The county has the required crisis intervention available for the PINS Diversion Services population

Are there any limitations that preclude all youth under PINS Diversion Services being served?

No

Yes

There is a service gap in crisis intervention services

Diversion Services / Other Alternatives to pre-dispositional placement (required service component)

The county has the required diversion services / other alternatives to pre-dispositional placement available for the PINS Diversion Services population.

Are there any limitations that preclude all youth under PINS Diversion Services being served?

No

Yes

There is a service gap in diversion services / other alternatives to pre-dispositional placement

Conducts sexual exploitation screening and assessment (required service component)

Providers:

Human Trafficking Youth Services- Child & Family Services, Probation, LDSS and Mental Health

Are there any limitations that preclude all youth under PINS Diversion Services being served?

No

Yes

There is a service gap in sexual exploitation screening

PINS Diversion Services Procedures

Please complete every portion of each question. Record the agency that is responsible for each procedure.

PINS Diversion Services includes at a minimum the following:

a. Determination of the need for residential respite services and need for alternatives to pre-dispositional placement

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Responsible Agency(ies):

Probation

LDSS

Other

Please specify:

Mental Health

b. Provision of an immediate response to youth and families in crisis (includes 24 hours a day response capability)

Responsible Agency(ies):

Probation

LDSS

Other

Please specify:

Mental Health contracts with Spectrum CARES and Mobile Crisis Response Team

c. Serving as the PINS diversion services intake agency, including, but not limited to:

- **accepting referrals for PINS diversion services,**
- **conducting initial conferencing with the child, family,**
- **diligently attempting to avoid the filing of a PINS petition,**
- **discussing possible services and supports with the child and family to avoid the filing of a petition, and**
- **making a PINS diversion services eligibility determination**

Responsible Agency(ies):

Probation

LDSS

Other

Please specify:

Mental Health

d. Conducting an assessment of the needs, strengths, and risk for the youth continuing with PINS behavior

Name of assessment instrument used:

YASI

YLSI

Other

Please specify:

Responsible Agency(ies):

Probation

LDSS

Other

Please specify:

Mental Health

e. Conducting the sexual exploitation screening and assessment

Name of screening instrument used:

Rapid Indicator Tool

Child Sex Trafficking Indicators Tool

Other

Please specify:

Responsible Agency(ies):

Probation

LDSS

Other

Please specify:

Mental Health

f. Working with the youth and family to develop case plan

Responsible Agency(ies):

Probation

LDSS

Other

Please specify:

Mental Health

g. Determining with the youth and family the recommended service providers and making referrals to agreed-upon interventions

Responsible Agency(ies):

Probation

LDSS

- Other
Please specify:
Mental Health

h. Making a case closure determination in collaboration with the youth, family, and any relevant service providers

Responsible Agency(ies):

- Probation
 LDSS
 Other
Please specify:
Mental Health

PINS Diversion Services Documentation

Where are your PINS Diversion Services documented?

- Caseload Explorer
 Locally Maintained File
 Other
Please specify:
Fidelity EHR

PINS Diversion Services Plan

A. Planning Activities

Indicate below all PINS Diversion Services Strategic Planning activities the locality has engaged in related to this current plan. Include all stakeholders involved to date in the PINS Diversion Services planning process.

The specific collaborative planning activities for the development of the PINS Diversion Services plan included:

- Current data assessment
 Community needs assessment
 Meetings with juvenile justice stakeholders
 Focus groups with families and/or youth
 Other stakeholder meetings
 Other

Please specify:

Partners included in the planning of the PINS Diversion Services:

- School Districts
- Youth Bureau
- Probation Department
- Family Court Personnel
- Runaway and Homeless Youth Providers
- Dispute Resolution Center
- Families and/or Youth
- Law Enforcement Officials
- Local Department of Social Services
- Respite Service Providers
- Anti-trafficking Providers
- Community/Faith-based Organizations
- Other

Please specify:

Mental Health

B. PINS Diversion Services Population

Please record the PINS Diversion Services population in your county for calendar year 2023. If the answer is zero, please indicate such and **do not leave any blank areas**. Specifically, please provide the following as whole numbers (not %).

Number of PINS Diversion Services cases carried over from previous year:	30
Number of Total PINS Diversion Services referrals:	326
Number of PINS Diversion Services referrals filed by parents:	289
Number of PINS Diversion Services referrals by schools:	37
Number of PINS Diversion Services referrals by police:	0
Number of PINS Diversion Services referrals by victim:	0
Number of PINS Diversion Services referrals other sources:	0

Please identify other sources:

N/A

Number of Total PINS Diversion Services cases closed:	107
Number of PINS Diversion Services cases closed as Successfully Diverted:	38
Number of PINS Diversion Services cases closed as Unsuccessful and Referred to Petition:	11
Number of PINS Diversion cases closed for other reasons (include Withdrawn and Terminated with Bar to Petition):	58
Number of PINS Diversion Services cases that remained open at end of calendar year:	30

C. Pre-PINS Diversion Efforts

Youth with PINS behavior and their families are engaged in services and supports in an attempt to address the presenting issues, as an alternative to proceeding with a PINS complaint.

Is your county providing any pre-PINS diversion services or supports?

- No
 Yes

If "Yes," please list and describe the service and the location:

The Family Services Team provides pre-PINS services to families who present with low level risk/needs wherein community referrals are made and managed by caseworkers.
219 pre-PINS cases were closed in 2023 as successfully diverted.

Does your county collect data on Pre-PINS services?

- No
 Yes

D. Focus Areas of Need

Based on your assessment of needs during your planning activities, choose up to two areas of need that your collaborative would like to impact over the course of this 5-year planning period for PINS Diversion Services. Focus areas should consider the needs for specific vulnerable populations (e.g. youth who identify as lesbian, gay, bisexual, transgender, queer, and gender non-conforming (LGBTQ+), females, neuro-diverse needs of youth) and/or processes that continue to promote disparities in PINS Diversion Services and outcomes for youth and families.

For each area of need:

1. Identify the focus area for improvement for PINS Diversion Services.
2. Identify the strategy(ies) to be implemented to impact the area of need.

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3. For the *annual plan updates (APU)*, please note the progress made regarding the area of need.

Focus Area #1

Select Focus Area:

Positive Youth Development opportunities

List the strategy(ies) to be implemented to impact the area of need:

Work collaboratively with service providers and community partners to identify and secure resources in the community to allow for prosocial linkages for youth that are continued past FST case closure.

We will have identified prosocial community resources provide in-service to staff to increase staff knowledge of what individual service providers offer/the referral process to increase linkages for youth and families.

We will collaborate with community and county partners to share resources including newly developed web-based/ app for families - erie.gov/eriepath

Increase use of Cognitive Behavioral Interventions (CBI) such as Interactive Journaling, and evidence-based practices that are strength-based and address problematic youth behavior and family need to support positive youth development and successful outcomes for youth and families.

Focus Area #2

Select Focus Area:

School-based PINS behaviors

List the strategy(ies) to be implemented to impact the area of need:

Collaborate with school counselors, guidance counselors, assistant principals, teachers and parents in an effort to promote truancy referrals being sent earlier in the school year to allow for interventions to be implemented sooner for more positive educational outcomes.

We will continue collaboration with a newly established team of educational attorneys and School Resource Officers in support of one another to address disproportionality and vulnerable youth related to school issues including safety, suspensions, bullying and other barriers.

E. Technical Assistance / Other PINS Related Information for OCFS and DCJS

Does your county have any technical assistance needs related to PINS Diversion Services?

No

Yes

Does your county have any training needs related to PINS Diversion Services?

No

Yes

Does your county have any technical assistance needs related to improving equity / addressing disparities in PINS Diversion Services?

No

Yes

Is your county planning to change the PINS Diversion Services Lead Agency in the near future?

No

Yes

F. PINS Diversion Services Lead Agency County Contact

Please provide the name, title and email address of the lead agency county contact for the PINS Diversion Services plan.

Name:

Catherine Gavin

Title:

First Deputy Commissioner- Social Services- Dept of Social Services

Email Address:

Catherine.Gavin@erie.gov

PINS Pre-dispositional Placement Services

As outlined in 20-OCFS-ADM-22, Persons in Need of Supervision Reform Changes, Local Department of Social Services are to have a plan to provide PINS pre-dispositional care and maintenance services as ordered by family court.

Pre-dispositional placements can only occur in the following settings:

- Foster care settings, certified or licensed by the New York State Office of Children and Family Services (OCFS) or another authorized agency, such as: foster boarding home, group home, and residential treatment center.
- A short-term safe house as defined in Social Services Law 447-a for youth who have been determined by the court to be sexually exploited. Placement in a runaway and homeless youth program may not be ordered by the court without the consent of the respondent youth, as these settings are voluntary.

Please indicate below whether the LDSS has the availability of PINS pre-dispositional care and maintenance services:

- LDSS has a plan to provide PINS pre-dispositional care and maintenance Services as ordered by family court.
- LDSS **does not** have a plan to provide PINS pre-dispositional care and maintenance services as ordered by family court.

Child Care Assistance Program (CCAP)

The CCAP section of the plan is effective on the date that it is approved by OCFS. The approval date for the CCAP section of the plan can be found on [the OCFS website](#).

Part One: NYS Child Care Block Grant

I. Administration

1. Total estimated NYSCCBG funds available:	\$65962691
2. Estimate of local share:	\$0
3. Projected spending for FFY 2024–2025:	\$65962691
4. Estimated number of children being served:	4766
5. Method of provision (vouchers, contracts, etc.):	CCTA, BICS

6. Does your district have a contract or formal agreement with another organization to perform functions using the NYSCCBG?

Yes No

II. Waiting List

The district will establish a waiting list for families not eligible for a child care guarantee when it has projected that all available NYSCCBG funds are needed for open child care cases.

Yes No

III. 24-Month Eligibility

The district chooses to authorize child care assistance for a 24-month eligibility period.

Yes No

IV. Preliminary Eligibility

The district opts to provide child care assistance during the application determination period for all families who apply for child care assistance.

Yes No

V. Interim Eligibility

Describe how the district implements interim eligibility for families experiencing homelessness, including the length of the interim eligibility period, which cannot exceed three months:

The district will work with families experiencing homelessness to submit appropriate documentation and approve childcare for a maximum of three months while the family gathers the necessary documentation. After this time, a full determination will be made.

VI. Reasonable Distance

The following defines "reasonable distance":

Child care is within reasonable distance when the provider's location is within 60 minutes travel time by public or private transportation from the participant's home or activity site.

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

Consultation with child care providers, child care community stakeholders, and social services staff from the Day Care Unit, Employment Division and Temporary Assistance Program.

VII. Transportation

Are there circumstances where the district will reimburse for transportation?

Yes No

Part Two: Title XX Child Care

Does the district use Title XX funds to provide child care?

Yes No

I. Administration

1. Total estimated Title XX funds available:	\$2158893
2. Projected spending for FFY 2024–2025:	\$2446291
3. Estimated number of children being served:	150
4. Method of provision (vouchers, contracts, etc.):	CCTA BICS

5. Does your district have a contract or formal agreement with another organization to perform any of the following functions using Title XX for Child Care Assistance?

Yes No

II. Child Care Without Regard to Income (foster care, protective and preventive cases are eligible without regard to income)

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

Yes No

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

Yes No

3. Does the district use Title XX funds for child care for a child placed in foster care and residing in the home with a certified or approved foster parent?

- Yes No

III. Programmatic Eligibility

Please select which families your district chooses to serve:

1. Families Receiving Temporary Assistance:

a. When such services are needed for an eligible child aged 13 or older, who has special needs or is under court supervision, in order to enable the child's parent(s) or caretaker relative(s) to participate in activities required by social services officials including orientation, assessment, or work activities defined in 18 NYCRR Part 385.

- Yes No

b. For a child aged 13 or older, who has special needs or is under court supervision, in order to enable the child's parent(s) or caretaker relative(s) to engage in work as defined by the social services district.

- Yes No

c. When child care services are necessary for a parent or caretaker to participate in an approved activity in addition to their required work activity.

- Yes No

d. When child care services are necessary for a sanctioned parent or caretaker to participate in unsubsidized employment, whereby the parent or caretaker relative receives earned wages at a level equal to or greater than the minimum amount required under Federal and State Labor Law.

- Yes No

2. Families Receiving Temporary Assistance or Families with Income up to 85% of the SMI and child care services are needed when the child's caretaker is:

a. Receiving services for victims of domestic violence, or is participating in a screening or assessment to receive services for victims of domestic violence.

- Yes No

b. Participating in an approved substance abuse treatment program, or in screening for or an assessment of the need for substance abuse treatment.

- Yes No

c. In an emergency situation including, but not limited to, cases where the caretaker's absence from the home for a substantial part of the day is necessary because of extenuating circumstance.

- Yes No

d. A teenage parent attending high school or an equivalency program.

- Yes No

e. Physically or mentally incapacitated or has family duties away from home necessitating their absence.

Yes No

f. When child care services are needed for the child's caretaker to attend a two-year degree granting program at a community college, a two-year college, or an undergraduate college leading to an associate degree or a certificate of completion within a determined time frame which must not exceed 48 consecutive calendar months.

Yes No

g. Attending a four-year college or university program leading to a bachelor's degree provided the program is reasonably expected to improve the earning capacity of the caretaker and the caretaker can demonstrate their ability to successfully complete the course of study.

Yes No

h. Experiencing homelessness, in accordance with section 725 of Subtitle VII-B of the McKinney-Vento Act.

Yes No

3. Families with Income up to 85% of the SMI and child care services are needed:

a. For the child's caretaker to be engaged in work as defined in 18 NYCRR §415.1(o)(1).

Yes No

b. For the child's caretaker to actively seek employment as defined in 18 NYCRR §415.1(p) for a period of up to six months, if the caretaker documents that they are currently registered with a New York State Department of Labor's Division of Employment Services Office provided that child care services will be available for the portion of the day the family is able to document is directly related to the parent or caretaker engaging in such activities.

Yes No

c. For one of the child's caretakers to be engaged in work and the child's other caretaker is physically or mentally incapacitated or has family duties away from home necessitating their absence.

Yes No

d. When child care services are needed for the child's caretaker to attend an educational facility providing a standard high school curriculum offered by or approved by the local school district.

Yes No

e. When child care services are needed for the child's caretaker to attend an education program that prepares an individual to obtain a New York State high school equivalency diploma.

Yes No

f. When child care services are needed for the child's caretaker to attend 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 in those areas.

Yes No

g. When child care services are needed for the child's caretaker to attend a program providing literacy training designed to help individuals improve their ability to read and write.

Yes No

h. When child care services are needed for the child's caretaker to attend 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 native or primary language is other than English.

Yes No

i. When child care services are needed for the child's caretaker to attend a training program *which has a specific occupational goal* and is conducted by an institution licensed or approved by the State Education Department other than a college or university.

Yes No

j. When child care services are needed for the child's caretaker to attend a prevocational skills training program.

Yes No

k. When child care services are needed for the child's caretaker to attend a demonstration project designed for vocational training or other projects approved by the Department of Labor.

Yes No

l. 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 near future, if the caretaker documents that they are a dislocated worker 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 related to the caretaker engaging in such a program

Yes No

Note: Unless care is provided under option 2g, the caretaker must complete the selected educational or vocational programs listed above within 48 consecutive calendar months. The caretaker cannot enroll in more than one program.

IV. Case Closing When Funds Are Limited

Select one of the options listed below:

The district will close cases starting from the shortest time receiving child care services to the longest time

The district will close cases starting from the longest time receiving child care services to the shortest time

V. Waiting List

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

Yes No

Part Three: District Options that Apply to Both NYSCCBG and Title XX

I. Differential Payment Rates

1. Districts must complete the Differential Payment Rate Percent (%) column in the table below for each of the four differential payment rate categories. The state requires a minimum differential of 5% for licensed and registered providers for homelessness and for all providers for non-traditional hours. For these categories, the district must enter "5%" or, if it chooses a higher rate, up to 15%.

The differential payment rate categories for legally exempt providers for homelessness and for nationally accredited programs 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%). If the district selects a differential payment rate for nationally accredited programs, that rate must be in the range of five percent (5%) to 15 percent (15%). If the district selects a differential payment rate for legally exempt providers for homelessness, the rate may be from 1 percent (1%) to 15 percent (15%).

Differential Payment Rate Category	Differential Payment Rate Percent
Homelessness: Licensed and Registered Providers <i>State required minimum of 5%</i>	5%
Homelessness: Legally Exempt Providers	0%
Non-traditional Hours: All Providers <i>State required minimum of 5%</i>	5%
Nationally Accredited Programs: Licensed and Registered Providers <i>Legally exempt child care providers are not eligible for a differential payment rate for accreditation.</i>	0%

2. For providers that qualify for multiple differential payment rates, the total percentage 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. If your district wants to establish a total differential 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.

II. Increased Enhanced Market Rate for Legally Exempt Family and In-Home Child Care Providers

1. The enhanced market rate for legally exempt family and legally exempt in-home child care providers who have completed 10 or more hours of training annually is set at 70% of the applicable market rates established for registered family day care. 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.

Yes No

2. If yes, indicate the percent (71%–75%), not to exceed 75%, of the child care market rate established for registered family day care.

| %

III. Enhanced Market Rates for Legally Exempt Group Child Care Programs

Answer both questions:

1. Indicate if the district is electing to establish an enhanced market rate for child care services provided by legally exempt group child care programs that have prepared an approved health care plan and have at least one caregiver in each classroom with age appropriate cardiopulmonary resuscitation (CPR) certification and the enhanced requirements have been verified by the enrollment agency.

Yes No

2. Indicate if the district is electing to establish an enhanced market rate for child care services provided by legally exempt group child care programs when, in addition to the training required in 18 NYCRR §415.13, the director has completed an approved course and a minimum of 15 hours of approved training annually and each employee with a caregiving role completes a minimum of 5 hours of approved training annually and the enhanced requirements have been verified by the enrollment agency.

Yes No

If a district chooses to establish both legally exempt group child care enhanced rates and a program is eligible for both enhanced rates, then the enhanced market rate must be based on the percentages selected for each individual market rate, up to a maximum of 87%.

IV. Sleep

Does the district choose to expand eligibility for child care assistance beyond the requirements of 18 NYCRR §415.4?

Yes No

V. Child Care Exceeding 24 Hours

Does the district choose to pay for child care services that exceed 24 hours?

Yes No

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 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.

Erie County: Child Care Assistance Program (CCAP)

Payment for child care assistance is based on the actual hours of work, plus travel time and cost of care up to the applicable market rate or pursuant to the rate set forth in child care providers contract with the Erie County Department of Social Services.

VI. Child Care Services Unit (CCSU)

Does the district choose to include 18-, 19-, and / or 20-year-olds in the CCSU?

Yes No

VII. Waivers

Districts have the authority to request a waiver of any regulatory provision that is non-statutory. Does the district choose to request a waiver(s)?

Yes No

VIII. Notices

1. The district has chosen to use local equivalent(s) of OCFS required form(s).

Yes No

2. 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).

Yes No

Part Four: Additional Local Standards for Child Care Providers

Does the district choose to implement any additional local standards?

Yes

No

Part Five: Fraud and Abuse Control Activities

I. Child Care Front End Detection Plan

Each district must submit a child care front end detection plan as part of their CFSP. This plan is an anti-fraud tool that is designed to determine which child care assistance applications suggest a higher than acceptable risk for erroneous or fraudulent child care assistance payments, and procedures to refer such applications to the district's fraud unit.

1. Please mark which of the following indicators, if any, the district uses to determine which CCAP applications suggest a higher than acceptable risk for fraudulent or erroneous CCAP payments:

- P.O. Box supplied as a mailing address without a reasonable explanation
- Applicant has a history of denial, case closing or overpayment, resulting from an investigation
- Applicant is self-employed, but cannot provide adequate business records
- Primary tenant with no utility bills in their name
- Information on application is inconsistent with prior case information
- Applicant unsure of their own address
- Applicant cannot supply documentation to verify identity, or identity is suspect
- Documentation or information provided by applicant is inconsistent with the application
- Child care provider lives in the same household as the child
- No absent parent information or information is inconsistent with the application
- Other
Please specify:

2. Please describe the step-by-step child care front end detection process for CCAP applications.

a. Describe how the application is reviewed for indicators by eligibility staff and the process by which it is referred to the appropriate investigative unit if the indicator cannot be resolved.

If the application contains one or more of the indicators as listed above and the eligibility worker is not confident that the indicator in question has been explained or supported adequately a referral to the Special Investigations Division (SID) is completed. The application is referred to SID via the completion of Child Care FEDS Referral (B-5390) with documentation of the indicator. Upon receipt of the child care FEDS referral, a SID Special Investigator is assigned to the case. The Special Investigator will schedule a phone interview, office visit or home visit with the applicant or make an unannounced home visit in situations where household composition is in question. An investigation is conducted, and findings of the investigation are reported to the Day Care Unit.

b. Describe how the investigator completes a report of investigation including common investigation processes, findings, recommendations, and how the results are communicated to the eligibility unit. This description must include the responsible staff members, the process for referrals, and targeted time frames for completion of the investigation. Investigative steps including reviews, collateral contacts, and interviews must also be outlined below.

Upon receipt of a Child Care FEDS referral (B-5390), it is entered into the SID database, given a log number and assigned to an investigator. The referral, Welfare Management System (WMS) and OnBase (document imaging system) are reviewed by the investigator. The investigator will contact the eligibility worker if further information is needed. The investigator sends a notice to the applicant advising them to contact the office within 3 business days of receipt. The applicant may be scheduled with an in office, phone or at home interview. An announced or unannounced home visit may be conducted, based on case circumstances or indicators cited. Once the interview is conducted and necessary collateral contacts (i.e. family members, neighbors, landlords, employer, provider etc.) completed, the investigator makes a determination, enters the information and discrepancies in the database. A SID FEDS Survey Response (B-5389) is sent to the eligibility worker within 21 days of receipt of the referral with the findings. The investigation will not delay a timely (30-day) eligibility determination. The eligibility worker will respond to SID within 30 days of receipt of the findings, by

completing a SID FEDS Survey Response B-5389 form and indicating the action taken on the case.

c. Describe the process used to submit the Monthly report to OCFS by the tenth of the following month including the title of the responsible staff member(s).

The Senior Special Investigator generates a report of the number of surveys completed and referrals entered from the FEDS database for the designated time period. The Senior Special Investigator enters the data into the OCFS Monthly FEDS report and submits it to OCFS.

3. List all local child care front end detection forms.

Child Care FEDS Referral (B-5390)
SID FEDS/Child Care Unit Survey Response (B-5389)
Shelter Questionnaire (B-4115)
Language Comprehension Confirmation (B-5039)
Language Access Services (B-5817)
Three Day Contact Letter
Scheduled Home/Office/Phone Interview Letter

II. Program Integrity

1. In accordance with 18 NYCRR §415.4(l)(3), each social services district must submit a description of the sampling methodology used to determine which providers of child care assistance services will be reviewed for the purpose of comparing the child care provider's attendance forms for children receiving CCAP services with any Child and Adult Care Food Program (CACFP) inspection forms to verify that child care was actually provided on the days listed on the attendance forms.

Describe the sampling methodology and review process:

A random sample of 25 child care providers will be selected on a quarterly basis for the purpose of comparing the child care provider's attendance forms for child 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. Any provider selected in the calendar year will not be included in subsequent samples unless a discrepancy is found.

2. In accordance with 18 NYCRR §415.4(l)(2), each social services district must establish a sampling methodology used to determine which cases will require verification of a recipient's continued need for child care, including, as applicable, verification of participation in employment, education, or other required activities within the authorized eligibility period.

Please note: The district cannot use criteria such as race, color, sex, gender identity, sexual orientation, disability, religious creed, political belief or any other factors prohibited by law as indicators in drawing the sample.

Describe the sampling methodology and review process:

All child care cases will receive recertification at the 12-month eligibility period. 15 cases will be reviewed monthly for any changes since the last certification period and for the continued need for child care including verification of employment, education or other approved activity. In addition, if the provider submits timesheets and a claim for a full month of absences the calls will be reviewed, and documentation required to verify continued need for child care and verification of employment, education or other approved activity.

III. 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 to children in receipt of child care assistance 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.

The district has the right to make inspections of any child care provider prior to children in receipt of child care assistance receiving care, including care in a home, 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 district.

The district must report violations of regulations as follows:

- Violations by a licensed or registered child care provider must be reported to the applicable Office of Children and Families (OCFS) Regional Office.
- Violations or areas of non-compliance 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?

- Yes No

Select the organization that will be responsible for conducting inspections:

- Local social services staff

Provide the name of the unit and contact person:

Office of Financial Records Services, Jamie Epolito

- Contracted agency

The following types of child care providers / programs in receipt of child care assistance payments are subject to this requirement:

Legally Exempt Child Care

- In-Home
 Family Child Care
 Group programs

Licensed or Registered Child Care

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



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.

Indicate Service Provision

Please check one.

- The district will provide the non-residential domestic violence services directly.
- The district has a contract with one or more non-profit organizations to provide the non-residential domestic violence services.

County Contact Person

County Contact Person:

Judith Kolmetz

Phone Number:

7168587932

E-Mail address:

Judith.Kolmetz@erie.gov

Program Closure

Agency / Program Name:

Date Closed:

Reason for Closing:

(e.g., Dissolution of contract between district and non-profit organization, non-profit closed, etc.)

Program Information

Erie County: Non-Residential Domestic Violence Services

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:

Heather Summers

Telephone Number:

716-858-4634

Email Address:

Heather.Summers@erie.gov

If there is a purchase of service agreement/contract, please provide the following:

Effective Date:

January 1, 2025

End Date:

December 31, 2025

Funding Sources:

Title XX funding through ECDSS.

Districts are reminded that the purchase of service agreement / contract they have with a non-profit organization providing non-residential services for victims of domestic violence must comply with the provisions in 18 NYCRR Part 405 and 462.3(d):



By checking this box, the district attests that non-residential services for victims of domestic violence:

- Will be provided to **any victim of domestic violence** as defined in 18 NYCRR Part 462.2(e).
- Will be on a group eligibility basis. **Individual application for services will not be required.** A victim need only provide oral and/or documentary information to establish they are victim of domestic violence as defined in 18 NYCRR Part 462.2(e).
- Will be **voluntary** for the domestic violence victim and provided in a **trauma-informed, survivor-centered, and culturally responsive manner.**
- Will be **provided to all victims of domestic violence** regardless of race, creed, color, national origin, sexual orientation, gender identity or expression, military status, sex, marital status, disability, predisposing genetic characteristics, alien or non-qualified alien, or limited English proficiency.
- Will be **available regardless of the victim's ability to pay** and / or eligibility for public assistance and care. And that **the district cannot mandate a victim to apply for public assistance.**
- Will be available in the **common language(s) of the community** being served.

Program Requirements

This program is intended to be a separate and distinct program 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 218 employees, 112 of whom are attorneys. The Office is divided into eleven (11) separate prosecution bureaus, one of which is the Special Victims / Domestic Violence (SV/DV) Bureau. Additionally, the office has 2 victim advocacy programs employing 16 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 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. 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?

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.

Describe how special needs populations, including non-English speakers, disabled, and hearing impaired, are accommodated?

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 Every1, to assist longer-term needs of clients who have intellectual or developmental 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. 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 also 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 discussions to a more private area. Advocates are aware of their surroundings and will always ask clients if there are concerns regarding location, 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 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. 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 electronic case files for each client and every service is documented. The BE SAFE Program utilizes a one-of-a-kind case management system software that is tailored to the needs and services of domestic violence survivors, and ensures more accurate record-keeping. The database also has a built-in Danger Assessment and specialized prompts for advocates to better track risk and safety concerns.

If a client has an active criminal case and will be working with 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 laws and statutes). 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. BE SAFE Advocates are mandated reporters for 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.

Provide an estimate of the number of victims of domestic violence the program will serve, and a description of the indicators used to determine the estimate.

1400. This estimate is based on actual client numbers served in previous years and adjusting that number based on current trends.

Core Services Chart

(see 18 NYCRR Part 462.4(a) for description of each core service)

Core Service	Days Provided	Hours Provided	Service Delivery Method	Location of Service Provided	Position Providing Service
Telephone Hotline Assistance	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	2 social worker, 4 victim advocates
Information and Referral	5	8:30-5:00	phone and in person	25 Delaware, BCC	2 social worker, 4 victim advocates
Advocacy	5	8:30-5:00	phone and in person	25 Delaware, BCC	2 social worker, 4 victim advocates

Counseling	5	8:30-5:00	phone and in person	25 Delaware, BCC	2 social worker, 4 victim advocates
Community Education and Outreach	varied; as requested	varied			social worker, victim advocates
Language Access Services	5	8:30 - 5:00	telephonic interpretation through Language Line; in-person through Deaf Access Services and International Institute of Buffalo	All locations	Utilizes outside agencies - services available on demand.

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

Optional Services Chart

(see 18 NYCRR Part 462.4(b) for description of optional services)

Core Service	Days Provided	Hours Provided	Service Delivery Method	Location of Service Provided	Position Providing Service
Children's Services					
Support Groups					
Transportation					

Optional services, as per 18 NYCRR Part 462.4(b), are services that the district has opted to include in its agreement / contract with the non-profit organization in addition to the core services above.

Staffing Requirements of the non-residential domestic violence program

Each program must employ **both** a qualified program director **and** a sufficient number of staff who are responsible for providing core and optional services. Please refer to 18 NYCRR Part 462.5(b) for more information.

List each **position** including the **title, responsibilities, and qualifications for that position**.*

* Do **not** give current program staff members' names or qualifications.

Staffing Chart

Position Title	Responsibilities of Position	Qualifications of Position
Director, DV Survivor Services (Social Worker – Domestic Violence)	Daily supervision of DV program staff and services, direct provision for all core services, trauma-informed, mandated reporter, trained on Danger Assessment tool, assigned to serious DV felony cases and cases requiring enhanced counseling skills. Stationed at Buffalo City Court.	Bachelor's Degree in Social Work. Has worked in the Domestic Violence field for 22 years.

Senior Caseworker	In the absence of the Director, will provide supervision of program staff. Direct provision of all core services, trauma-informed, mandated reporter, trained on Danger Assessment tool. Assigned serious DV felony cases and cases needing more in-depth counseling skills.	Minimum Qualifications - Bachelor's degree and 2 years' experience providing social casework services to families involved in DV situations.
Victim/Witness Case Manager	Direct provision of all core services, trauma-informed, mandated reporter, trained on Danger Assessment tool. Assigned serious and highly sensitive DV felony cases and cases needing more in- depth counseling skills.	Minimum Qualifications - Bachelor's degree and 1 year of experience providing social casework services to families involved in DV situations in a public or private agency. 60 credit hours in SW or Counseling or related field and 3 years' experience.
Victim Advocate	Direct provision of all core services, trauma-informed, mandated reporter, trained on Danger Assessment tool.	60 credit hours in Human Services, MH, CJ, or related field and 500 hours of DV field work.

Agency Name:

Child & Family Services, Haven House

Program Name (if different):

Business Address:

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

Contact Person:

Tiffany Pavone, Director of Victim Services

Telephone Number:

716-335-7401

Email Address:

tpavone@cfsbny.org

If there is a purchase of service agreement/contract, please provide the following:

Effective Date:

January 1, 2025

End Date:

December 31, 2025

Funding Sources:

Title XX funding through ECDSS.

Districts are reminded that the purchase of service agreement / contract they have with a non-profit organization providing non-residential services for victims of domestic violence must comply with the provisions in 18 NYCRR Part 405 and 462.3(d):

By checking this box, the district attests that non-residential services for victims of domestic violence:

- Will be provided to **any victim of domestic violence** as defined in 18 NYCRR Part 462.2(e).
- Will be on a group eligibility basis. **Individual application for services will not be required.** A victim need only provide oral and/or documentary information to establish they are victim of domestic violence as defined in 18 NYCRR Part 462.2(e).
- Will be **voluntary** for the domestic violence victim and provided in a **trauma-informed, survivor-centered, and culturally responsive manner.**
- Will be **provided to all victims of domestic violence** regardless of race, creed, color, national origin, sexual orientation, gender identity or expression, military status, sex, marital status, disability, predisposing genetic characteristics, alien or non-qualified alien, or limited English proficiency.
- Will be **available regardless of the victim's ability to pay** and / or eligibility for public assistance and care. And that **the district cannot mandate a victim to apply for public assistance.**
- Will be available in the **common language(s) of the community** being served.

Program Requirements

This program is intended to be a separate and distinct program 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 Haven House is called the Counseling and Advocacy Program (CAP). It is located on the same campus as the shelter, 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 and 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, and/or from legal support by the Crime Victims Justice Project.

Describe the eligibility criteria for clients utilizing the services of the non-residential domestic violence program?

Haven House provides services to victims of domestic violence and their children up to age 18. The minimum requirement for services is an oral 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, all clients complete a Danger Assessment with their counselor or advocate, 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 attempts are made to ensure that CAP staff reflect 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 transgender victims of DV.

Fee Policies and Procedures:

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

Describe how special needs populations, including non-English speakers, disabled, and hearing impaired, are accommodated?

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

- Some Haven House staff are bi-lingual, offering fluency in Dutch and Spanish languages.
- Haven House has a long-standing partnership with the International Institute of Buffalo, utilizing 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.
- Haven House's Safety Plan and other important forms and documents have been translated into Spanish.

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.

- Child and Family Services has a contract with Deaf Access Services for an interpreter to be available as needed.

- All staff receive annual training on working with survivors 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 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, Facebook and Instagram.

Provide an estimate of the number of victims of domestic violence the program will serve, and a description of the indicators used to determine the estimate.

Number of Clients to be Served:

- **CAP Counseling** - One full time CAP Counselor and two part-time CAP Counselors (also serving as CAP Supervisors) will provide individual and group counseling services between January 2024 and December 2024 to the following numbers of victims:
 - 175 will receive individual counseling

- 125 will receive group counseling (including art empowerment)
- 175 will participate in the Education and Support Group
- **Family Court Advocacy** - The CAP advocate at the Family Court Office will provide services to 500 victims of domestic violence in 2024.
- **ECDSS Domestic Violence Advocates (DVAs)** – It is projected that the two DVAs collaborating with ECDSS at CPS and APS will serve 400 victims in 2024.
- **Justice Courts Advocacy** – Legal and court advocacy will be provided in Kenmore, City of Tonawanda, Amherst, and Williamsville police departments and courts by the ECDSS-funded advocate. As this year’s contract will only be funding this position part-time, the Justice Court Advocate will serve 100 victims in 2024.
- **CAP Supervisors**- Two CAP Supervisors will provide supervision/training/case review for at least eleven counselors, advocates, and students, for a total of approximately 200+ sessions each year, in addition to their duties as CAP Counselors.

Core Services Chart

(see 18 NYCRR Part 462.4(a) for description of each core service)

Core Service	Days Provided	Hours Provided	Service Delivery Method	Location of Service Provided	Position Providing Service
Telephone Hotline Assistance	7 days a week	24	telephone & online chat	Haven House	Counselors
Information and Referral	7 days a week	24	telephone & online chat	Haven House	Counselors
Advocacy	5 days M-F	up to 12 hrs per day to accommodate night court	telephone, via web cam, and in person	multiple locations throughout Erie County	Advocates
Counseling	5 days M-F	up to 12 hrs/day	telephone, via web cam, and in person	HH and 2 locations in Erie County	Counselors
Community Education and Outreach	5 days M-F/weekends as needed	as needed	in person and via web cam/virtual meeting	various	Community Relations Coordinator
Language Access Services	7 days a week	24	telephonic interpretation on demand via Language Line, video remote sign language via Deaf Access Services, or in person	any location	outside resources as described

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

Optional Services Chart

(see 18 NYCRR Part 462.4(b) for description of optional services)

Core Service	Days Provided	Hours Provided	Service Delivery Method	Location of Service Provided	Position Providing Service
Children's Services					
Support Groups					
Transportation					

Optional services, as per 18 NYCRR Part 462.4(b), are services that the district has opted to include in its agreement / contract with the non-profit organization in addition to the core services above.

Staffing Requirements of the non-residential domestic violence program

Each program must employ **both** a qualified program director **and** a sufficient number of staff who are responsible for providing core and optional services. Please refer to 18 NYCRR Part 462.5(b) for more information.

List each **position** including the **title, responsibilities, and qualifications for that position***.

* Do **not** give current program staff members' names or qualifications.

Staffing Chart

Position Title	Responsibilities of Position	Qualifications of Position
Director of Victim Services	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. Responsible for the day-to-day 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. Five years supervisory experience. Experience with domestic violence.
CAP Supervising Counselor	Provide Domestic Violence Education Groups to assigned clients	Position 3: Qualifications 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.

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:

716-858-7063 or 716-341-5757

Email Address:

Brian.Mohr@erie.gov

If there is a purchase of service agreement/contract, please provide the following:

Effective Date:

January 1, 2025

End Date:

December 31, 2025

Funding Sources:

Title XX funding through ECDSS.

Districts are reminded that the purchase of service agreement / contract they have with a non-profit organization providing non-residential services for victims of domestic violence must comply with the provisions in 18 NYCRR

Part 405 and 462.3(d):

By checking this box, the district attests that non-residential services for victims of domestic violence:

- Will be provided to **any victim of domestic violence** as defined in 18 NYCRR Part 462.2(e).
- Will be on a group eligibility basis. **Individual application for services will not be required.** A victim need only provide oral and/or documentary information to establish they are victim of domestic violence as defined in 18 NYCRR Part 462.2(e).
- Will be **voluntary** for the domestic violence victim and provided in a **trauma-informed, survivor-centered, and culturally responsive manner.**
- Will be **provided to all victims of domestic violence** regardless of race, creed, color, national origin, sexual orientation, gender identity or expression, military status, sex, marital status, disability, predisposing genetic characteristics, alien or non-qualified alien, or limited English proficiency.
- Will be **available regardless of the victim's ability to pay** and / or eligibility for public assistance and care. And that **the district cannot mandate a victim to apply for public assistance.**
- Will be available in the **common language(s) of the community** being served.

Program Requirements

This program is intended to be a separate and distinct program 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?

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.

Describe how special needs populations, including non-English speakers, disabled, and hearing impaired, are accommodated?

The Domestic Violence Unit Advocates provide services to all populations of society. Our offices are located in buildings that have handicapped access. We have a Spanish-speaking and a Seneca-speaking advocate on our staff. Should we need a language interpreter, the Sheriff's Office has an agreement with the International Institute of Buffalo located at 864 Delaware Avenue, Buffalo, NY 14209. Clients who have learning disabilities are guided through the process of safety planning, etc. with the advocate reviewing all documentation and instructions with them. The advocate ensures their full understanding of any materials and/or instructions they receive. We respect all cultural differences.

The Erie County Sheriff's Office also utilizes the services of Deaf Access Services (DAS) to provide sign language and interpretation services for the deaf / hearing impaired. They are a non-for-profit organization and an affiliate of People, Inc. located at 2495 Main Street, Suite 446, Buffalo, NY 14214.

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.

Provide an estimate of the number of victims of domestic violence the program will serve, and a description of the indicators used to determine the estimate.

Approximately 800 individuals will be services in 2025, based on historic data and current trends.

Core Services Chart

(see 18 NYCRR Part 462.4(a) for description of each core service)

Core Service	Days Provided	Hours Provided	Service Delivery Method	Location of Service Provided	Position Providing Service
Telephone Hotline Assistance	Monday through Sunday	24 hours a day	Telephone, in person	Substations, public places such as coffee shops, main offices	Domestic Violence Coordinator, Domestic Violence Advocates
Information and Referral	Monday through Friday	7:45 am - 4:00 pm	In person, via telephone	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
Advocacy	Monday through Friday	7:45 am - 4:00 pm	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
Counseling	Monday through Friday	7:45 am - 4:00 pm	In person, via telephone	Substation Offices, Court Offices and all areas listed under Advocacy Locations	Domestic Violence Coordinator, Domestic Violence Advocates

Community Education and Outreach	Monday through Friday	7:45 am - 4:00 pm	Presentations, meetings, email	Schools, Employers, Community-based Agencies, Police Agencies	Domestic Violence Coordinator, Domestic Violence Advocates
Language Access Services	Monday through Friday	7:45 - 4:00 pm	In person	Wherever services are provided	Interpreters from the International Institute of Buffalo, Spanish-speaking advocates, and Seneca-speaking advocates on staff.

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

Optional Services Chart

(see 18 NYCRR Part 462.4(b) for description of optional services)

Core Service	Days Provided	Hours Provided	Service Delivery Method	Location of Service Provided	Position Providing Service
Children's Services					
Support Groups	3rd Wednesday of the month	6:00 pm - 8:00 pm	In person	Community church	DV Coordinator and DV advocates
Transportation					

Optional services, as per 18 NYCRR Part 462.4(b), are services that the district has opted to include in its agreement / contract with the non-profit organization in addition to the core services above.

Staffing Requirements of the non-residential domestic violence program

Each program must employ **both** a qualified program director **and** a sufficient number of staff who are responsible for providing core and optional services. Please refer to 18 NYCRR Part 462.5(b) for more information.

List each **position** including the **title, responsibilities, and qualifications for that position**.*

* Do **not** give current program staff members' names or qualifications.

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	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.

	enforcement, and municipal organizations necessary to the services needed or provided.	
Domestic Violence Advocates	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. Individual must pass a Civil Service examination for this position within the County of Erie.

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:

Shannon Riley

Telephone Number:

716-834-4472

Email Address:

sriley@crisisservices.org

If there is a purchase of service agreement/contract, please provide the following:

Effective Date:

January 1, 2025

End Date:

December 31, 2025

Funding Sources:

Title XX funding through ECDSS.

Districts are reminded that the purchase of service agreement / contract they have with a non-profit organization providing non-residential services for victims of domestic violence must comply with the provisions in 18 NYCRR Part 405 and 462.3(d):

By checking this box, the district attests that non-residential services for victims of domestic violence:

- Will be provided to **any victim of domestic violence** as defined in 18 NYCRR Part 462.2(e).
- Will be on a group eligibility basis. **Individual application for services will not be required.** A victim need only provide oral and/or documentary information to establish they are victim of domestic violence as defined in 18 NYCRR Part 462.2(e).
- Will be **voluntary** for the domestic violence victim and provided in a **trauma-informed, survivor-centered, and culturally responsive manner.**
- Will be **provided to all victims of domestic violence** regardless of race, creed, color, national origin, sexual orientation, gender identity or expression, military status, sex, marital status, disability, predisposing genetic characteristics, alien or non-qualified alien, or limited English proficiency.
- Will be **available regardless of the victim's ability to pay** and / or eligibility for public assistance and care. And that **the district cannot mandate a victim to apply for public assistance.**
- Will be available in the **common language(s) of the community** being served.

Program Requirements

This program is intended to be a separate and distinct program 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. 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. Crisis Services ran the NYSDV Hotline, Chat, and Text from 2010-2021, the Erie County DV Helpline from 2012-2021, and the PREA Hotline from 2019 -2021.

Describe the eligibility criteria for clients utilizing the services of the non-residential domestic violence program?

Crisis Services Advocate Program victim services are free to individuals. The minimum eligibility criteria Crisis Services requires is a verbal statement from an individual 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.

Describe how special needs populations, including non-English speakers, disabled, and hearing impaired, are accommodated?

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. COVID-19 Safety Plan and reduced building occupancy remain.

Provide an estimate of the number of victims of domestic violence the program will serve, and a description of the indicators used to determine the estimate.

500, based on past experience and recent trends.

Core Services Chart

(see 18 NYCRR Part 462.4(a) for description of each core service)

Core Service	Days Provided	Hours Provided	Service Delivery Method	Location of Service Provided	Position Providing Service
Telephone Hotline Assistance	24/7	24/7	Hotline	Hotline at agency	Hotline Counselor
Information and Referral	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	FV Case Managers (4), DV Intensive Case Manager (1)
Advocacy	Weekdays (M-F), 24/7 for Hospital Accompaniment	Monday-Thursday 8a-8p, Friday 8a-5p, 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 (4), DV Intensive Case Manager (1), Hospital Accompaniment: all staff
Counseling	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	FV Case Managers (4), DV Intensive Case Manager (1), Hospital: all staff
Community Education and Outreach	Monday - Sunday	8a - 5p, evening and weekend requests considered	Service is provided via presentations, trainings, and workshops.	Community Education takes place at the location of the requestor, so often out and	Advocate Educator/Trainer (1) Prevention Education Specialist (1)

				within the community (e.g. high schools, college campuses, other agencies, etc.)	
Language Access Services	7 days a week	24 hours a day	Telephonic and in person	At all service locations	Telephonic interpretation through Eriksen Translation Services and National Relay Service (Deaf), in person by International Institute of Buffalo, Journey's End Refugee Services, Deaf Access Services, and 2 bilingual staff members

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

Optional Services Chart

(see 18 NYCRR Part 462.4(b) for description of optional services)

Core Service	Days Provided	Hours Provided	Service Delivery Method	Location of Service Provided	Position Providing Service
Children's Services					
Support Groups					
Transportation					

Optional services, as per 18 NYCRR Part 462.4(b), are services that the district has opted to include in its agreement / contract with the non-profit organization in addition to the core services above.

Staffing Requirements of the non-residential domestic violence program

Each program must employ **both** a qualified program director **and** a sufficient number of staff who are responsible for providing core and optional services. Please refer to 18 NYCRR Part 462.5(b) for more information.

List each **position** including the **title, responsibilities, and qualifications for that position**.*

* Do **not** give current program staff members' names or qualifications.

Staffing Chart

Position Title	Responsibilities of Position	Qualifications of Position
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<p>Director, Advocate Program</p>	<p>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.</p>	<p>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.</p>
<p>Advocate Program Supervisor</p>	<p>The Program Supervisor 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 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.</p>	<p>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 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.</p>
<p>Family Violence/Domestic Violence Case Manager (4)</p>	<p>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.</p>	<p>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.</p>

<p>DV Intensive Case Manager (1)</p>	<p>Provide crisis intervention, on-going support and advocacy for higher-needs victims of domestic/family/sexual abuse with a focus on clients who are elderly and/or experience co-occurring disorders. Provide comprehensive services in partnership with community-based agencies serving elders as well as criminal justice and family court partners.</p>	<p>Master's Degree from an accredited college and/or university in human service field, sociology, psychology, social work or relevant field. Minimum three (3) years professional experience in human-service industry; preferably providing direct services in elder abuse/mental health. 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.</p>
<p>Prevention Education Specialist</p>	<p>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.</p>	<p>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</p>
<p>Advocate Educator/Trainer (Training Specialist)</p>	<p>Conduct community prevention education and trainings. Provide direct training of volunteer hospital advocates; and volunteer recruitment and retention activities.</p>	<p>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</p>
<p>Advocare</p>	<p>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.</p>	<p>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.</p>

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

Email Address:

judtorres@promesa.org

If there is a purchase of service agreement/contract, please provide the following:

Effective Date:

January 1, 2025

End Date:

December 31, 2025

Funding Sources:

Title XX Funding through ECDSS

Districts are reminded that the purchase of service agreement / contract they have with a non-profit organization providing non-residential services for victims of domestic violence must comply with the provisions in 18 NYCRR Part 405 and 462.3(d):

By checking this box, the district attests that non-residential services for victims of domestic violence:

- Will be provided to **any victim of domestic violence** as defined in 18 NYCRR Part 462.2(e).
- Will be on a group eligibility basis. **Individual application for services will not be required.** A victim need only provide oral and/or documentary information to establish they are victim of domestic violence as defined in 18 NYCRR Part 462.2(e).
- Will be **voluntary** for the domestic violence victim and provided in a **trauma-informed, survivor-centered, and culturally responsive manner.**
- Will be **provided to all victims of domestic violence** regardless of race, creed, color, national origin, sexual orientation, gender identity or expression, military status, sex, marital status, disability, predisposing genetic characteristics, alien or non-qualified alien, or limited English proficiency.
- Will be **available regardless of the victim's ability to pay** and / or eligibility for public assistance and care. And that **the district cannot mandate a victim to apply for public assistance.**
- Will be available in the **common language(s) of the community** being served.

Program Requirements

This program is intended to be a separate and distinct program 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 recreation, health home services, and a Rapid Re-Housing Program for victims with children residing in a shelter where they receive assistance with apartment search and placement, rental assistance, and employment services. 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 and other shelters; Crisis Services; New York State Hot line; 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, ranging in the ages from 18 to 64 years, the median age being 30. Most clients are non-English speaking, live across Western New York and receive some form of public assistance or having no income at all, and have an average of between 3 and 4 school-age children. Our strength lies in our diversity as an organization, which allows us to serve clients from the City of Buffalo and Erie County in need of our services. We have intensified our outreach and service provision to the LBGTQ+ community because there is an increased need. We attend to the physical safety and emotional well-being of all victims.

HUB specifically uses the Trauma Informed approach to DV service provision which emphasizes focus on the victims' ability to control their own decision making. Once an individual's 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 through 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 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 search and placement, and Food Pantry.

Describe the eligibility criteria for clients utilizing the services of the non-residential domestic violence program?

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.
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 Transitional Supportive Housing Program.
3. Via HUB's Preventative 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.

Describe how special needs populations, including non-English speakers, disabled, and hearing impaired, are accommodated?

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, French, Macedonian and Ukranian and also have a contract with the Language Line. For the hearing-impaired, we have an ASL-Certified generalist level staff member, as well as staff utilizing 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 personnel inside and outside the building. DV offices are located in a separate building, which has security on-site.

Provide an estimate of the number of victims of domestic violence the program will serve, and a description of the indicators used to determine the estimate.

We can serve between 250-300 clients per year, based on historic volume and current trends.

Core Services Chart

(see 18 NYCRR Part 462.4(a) for description of each core service)

Core Service	Days Provided	Hours Provided	Service Delivery Method	Location of Service Provided	Position Providing Service
Telephone Hotline Assistance	Monday - Friday	8:30 am - 4:30 pm Afterhours, HUB provides an outgoing message with HUBS' 24 / 7 DV Hotline # (716-481-8867) in the event of an emergency where clients can call and speak with an advocate.	Call	HUB	DV Staff
Information and Referral	Monday-Friday	8:30 am - 4:30 pm	Walk - Ins, by phone	HUB	DV Staff

Advocacy	Monday-Friday	8:30 am - 4:30 pm	Walk - Ins, by phone	HUB, court, DSS	DV Staff
Counseling	Monday-Friday	8:30 am - 4:30 pm	Individual and in groups	HUB	DV Staff
Community Education and Outreach	Monday-Friday	8:30 am - 4:30 pm	Brochures, Media	Special events	Program Coordinator
Language Access Services	Monday - Friday	8:30 am - 4:30 pm	Telephonic and in-person	HUB	HUB staff are bilingual, and can provide Spanish interpretation in person. Outside resources such as Language Line, International Institute, and Deaf Access Services are also utilized when needed.

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

Optional Services Chart

(see 18 NYCRR Part 462.4(b) for description of optional services)

Core Service	Days Provided	Hours Provided	Service Delivery Method	Location of Service Provided	Position Providing Service
Children's Services					
Support Groups					
Transportation					

Optional services, as per 18 NYCRR Part 462.4(b), are services that the district has opted to include in its agreement / contract with the non-profit organization in addition to the core services above.

Staffing Requirements of the non-residential domestic violence program

Each program must employ **both** a qualified program director **and** a sufficient number of staff who are responsible for providing core and optional services. Please refer to 18 NYCRR Part 462.5(b) for more information.

List each **position** including the **title, responsibilities, and qualifications for that position**.*

* Do **not** give current program staff members' names or qualifications.

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 with a minimum of 4 years of relevant experience, one of which must be supervisory.

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.

Agency Name:

Family Justice Center of Erie County

Program Name (if different):

Business Address:

438 Main Street Suite 201, Buffalo, NY 14202

Contact Person:

Ava Thomas

Telephone Number:

716-558-7233

Email Address:

ava@fjcsafe.org

If there is a purchase of service agreement/contract, please provide the following:

Effective Date:

January 1, 2024

End Date:

December 31, 2024

Funding Sources:

Title XX funding through ECDSS.

Districts are reminded that the purchase of service agreement / contract they have with a non-profit organization providing non-residential services for victims of domestic violence must comply with the provisions in 18 NYCRR Part 405 and 462.3(d):



By checking this box, the district attests that non-residential services for victims of domestic violence:

- Will be provided to **any victim of domestic violence** as defined in 18 NYCRR Part 462.2(e).
- Will be on a group eligibility basis. **Individual application for services will not be required.** A victim need

only provide oral and/or documentary information to establish they are victim of domestic violence as defined in 18 NYCRR Part 462.2(e).

- Will be **voluntary** for the domestic violence victim and provided in a **trauma-informed, survivor-centered, and culturally responsive manner**.
- Will be **provided to all victims of domestic violence** regardless of race, creed, color, national origin, sexual orientation, gender identity or expression, military status, sex, marital status, disability, predisposing genetic characteristics, alien or non-qualified alien, or limited English proficiency.
- Will be **available regardless of the victim's ability to pay** and / or eligibility for public assistance and care. And that **the district cannot mandate a victim to apply for public assistance**.
- Will be available in the **common language(s) of the community** being served.

Program Requirements

This program is intended to be a separate and distinct program 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 they need to safety plan and ultimately leave abusive relationships by offering a mixture of in-person services and remote services via phone. Regardless of the mode by which we provide services, we strive to meet clients where they are, and to enable them to receive all necessary services in one place. 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 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 Grand Island and Orchard Park, New York. Both of the satellites are located in community-owned homes and are strictly used by the FJC for domestic violence services.

The FJC staffs eight domestic violence advocates and two FMU nurses 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 petition-writing program and 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 officer and a report technician from the Buffalo Police Department to allow clients to file charges on-site, a nurse for health education/information, who can assist them in obtaining civil legal counsel and give limited legal information, an advocate from Community Services for Every1 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?

All of the services provided by the Family Justice Center are free and provided to any person who has been identified or self-identifies as a victim of domestic violence and their children.

Describe how special needs populations, including non-English speakers, disabled, and hearing impaired, are accommodated?

All of our facilities are accessible to physically and developmentally disabled clients. In the last three years, funded by an OVW grant, we have retrofitted all of our sites for wheelchair access and developed materials for clients with intellectual disabilities. Community Services for Every1 acts as an accountability partner who monitors our facilities and services for accessibility.

Additionally, we have a contract with Deaf Access Services (aka People Inc.) 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 Every1 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 four 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. The agency employs a multiple locked door system.

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. Similar confidentiality measures are provided for clients who access our services remotely via phone or chat box. All client calls are taken in living rooms to protect client privacy when a client gives their name, it is checked against offender records. If they are an offender, a confidentiality statement is read, emailed, or typed in the chat box to the client, and they must give oral or typed consent prior to receiving services. Callers and chatters who are on our offender list are not given advocacy services, but are directed to more general services, in order to obfuscate our knowledge of their offender status. All living rooms lock from the outside with a secure keypad. The code is changed often.

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. All clients must sign written, informed consents for release of their information to any partner agency, even if they are on-site.

Any information collected by the FJC cannot be shared with any of the FJC's on-site or off-site partners without written, oral, or emailed informed 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. Clients have the right to revoke this consent at any time.

Provide an estimate of the number of victims of domestic violence the program will serve, and a description of the indicators used to determine the estimate.

Based on 2023 records, the FJC estimates that it will serve 1,800 clients and answer 6,000 Hotline calls.

Core Services Chart

(see 18 NYCRR Part 462.4(a) for description of each core service)

Core Service	Days Provided	Hours Provided	Service Delivery Method	Location of Service Provided	Position Providing Service
Telephone Hotline Assistance	Mon-Fri	8:30am-4:00pm. After hours, there is a message indicating that the FJC is closed, but that they can either call or be transferred to the normal DV Hotline.	Hotline phone system	All three FJC locations	Domestic Violence Advocate, Intake Coordinator
Information and Referral	Mon-Fri	8:30am-5:00pm	In person at the FJC offices and via the hotline.	All three FJC locations	Domestic Violence Advocate, Staff Attorney

Advocacy	Mon-Fri	8:30am-5:00pm	In person, via telephone.	All three FJC locations, the local courts, etc.	Domestic Violence Advocate
Counseling	Mon-Fri	8:30am-5:00pm	In person, via telephone.	All three FJC locations	Domestic Violence Advocate, Staff Attorney
Community Education and Outreach	7 days a week	Various hours	In person training or remotely via ZOOM	All three FJC locations	CEO, Director of Operations, DV Outreach Advocate, Staff Attorney
Language Access Services	Mon - Fri	8:30 am -4:30 pm	Telephonic, video and in person	All FJC locations	FJC utilizes Language Line and Deaf Access Services to provide telephonic / remote video interpretation. In person interpretation is provided by bilingual staff (Arabic) and the International Institute of Buffalo, Hispanics United of Buffalo, and Journey's End.

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

Optional Services Chart

(see 18 NYCRR Part 462.4(b) for description of optional services)

Core Service	Days Provided	Hours Provided	Service Delivery Method	Location of Service Provided	Position Providing Service
Children's Services	Monday - Friday	8:30 am - 5:00 pm	In person	All three locations	DV advocates
Support Groups					
Transportation	Monday - Friday	8:30 am - 5:00 pm	In person	All three locations, court	DV advocates, Uber and Lyft

Optional services, as per 18 NYCRR Part 462.4(b), are services that the district has opted to include in its agreement / contract with the non-profit organization in addition to the core services above.

Staffing Requirements of the non-residential domestic violence program

Each program must employ **both** a qualified program director **and** a sufficient number of staff who are responsible for providing core and optional services. Please refer to 18 NYCRR Part 462.5(b) for more information.

List each **position** including the **title, responsibilities, and qualifications for that position***.

* Do **not** give current program staff members' names or qualifications.

Staffing Chart

Position Title	Responsibilities of Position	Qualifications of Position
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Domestic Violence Advocate- 5 full time, 3 part-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
CEO	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.
Operations Director	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 Operations Director 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.
Community Outreach Manager	Provides prevention education in the community and mobile advocacy and counseling services coordinates donations.	Bachelor's or Masters Degree in Social Work or related field; experience preferred.
Forensic Medical Unit Nurse: 1 full-time, 1 part-time	Provides written and photographic documentation of client DV-related injuries	NYS RN license; BA in Nursing, 1-3 years paid professional experience
Director of Grants and Financial Administration	Manages daily services and business operations of the Family Justice Center; supervises administrative staff, manages finances, donor tracking, and grant writing.	Bachelors or advanced degree in related field, 5 - 10 years of management and human resource experience

Agency Name:

Rahama, Inc.

Program Name (if different):

Business Address:

1272 Delaware Avenue
Buffalo, NY 14209

Contact Person:

Nancy Abdelhaq

Telephone Number:

716-777-3468

Email Address:

ADMINISTRATOR@RAHAMA.ORG

If there is a purchase of service agreement/contract, please provide the following:

Effective Date:

January 1, 2025

End Date:

December 31, 2025

Funding Sources:

Title XX funding through ECDSS.

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- Will be **voluntary** for the domestic violence victim and provided in a **trauma-informed, survivor-centered, and culturally responsive manner.**
- Will be **provided to all victims of domestic violence** regardless of race, creed, color, national origin, sexual orientation, gender identity or expression, military status, sex, marital status, disability, predisposing genetic characteristics, alien or non-qualified alien, or limited English proficiency.
- Will be **available regardless of the victim's ability to pay** and / or eligibility for public assistance and care. And that **the district cannot mandate a victim to apply for public assistance.**
- Will be available in the **common language(s) of the community** being served.

Program Requirements

This program is intended to be a separate and distinct program 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?

Rahama's project will primarily serve female Muslim domestic violence victims in Erie County in Western New York State. We will serve **approximately** 600 women and children in 2025. Erie County's support in the amount requested will allow us to serve approximately 120 of these women and children. Should a male present to our agency requesting services (which is a very rare occurrence in Muslim culture), they would be served by the Director personally, to assess how their needs could best be met in the community. Information would be provided, and referrals would be made to appropriate agencies that could best meet their specific needs, such as Family Justice Center, Haven House, or legal assistance.

Rahama's priority is to ensure that Muslims in Erie County are served in a culturally-sensitive way. We assist survivors of domestic violence with safety planning, counseling, advocacy, self-sufficiency, and navigating the legal system in a way that respects their right to confidentiality and self-determination.

Referrals may come from the survivors themselves, CPS and other DV organizations, medical and counseling facilities, past clients, members of our Muslim community, police, Imams, and schools. We serve anyone of any faith who

comes to Rahama in need of support in finding safety. Referrals may also come in from outside sources. It is always the survivor's choice whether or not to accept services.

Describe the eligibility criteria for clients utilizing the services of the non-residential domestic violence program?

There are no eligibility requirements for Rahama to serve clients. Anyone in need of support as victims of domestic violence, in Erie County, may secure support services from Rahama.

Describe how special needs populations, including non-English speakers, disabled, and hearing impaired, are accommodated?

The Muslim population in Erie County has grown significantly in the past 25 years, due to relocation of immigrants and refugees from Asia, the Middle East, and Africa, as well as second migrations from communities in the New York City area. The estimated Muslim population in Erie County is now 9,000. Rahama has served immigrants, refugees, and American-born individuals within the following communities: Afghani, Bangladeshi, Bruneian, Burmese, Indian, Iranian, Iraqi, Jordanian, Lebanese, Kashmiri, Pakistani, Palestinian, Saudi Arabian, Syrian, and Yemeni. Most of Rahama's clients live in the City of Buffalo. Buffalo's most recent increased immigration/ migration consist of those from Afghanistan and Bangladesh.

Rahama's staff speaks four different languages, including English, Arabic, Bengali, and Urdu. We work with interpreters, whom we have trained, these languages include Dari, Farsi, Swahili, and Burmese. When we need other languages, we partner with Journeys End to secure interpreters.

For our ESL and parenting classes, we make use of interpreters, and when women or children make use of mental health counseling, we provide interpreters.

Rahama will work with ITI Translators to provide Arabic sign language interpreters if needed. If necessary, we can work with Deaf Family Services in order to have both the spoken word translation and the American Sign Language interpreter. We have had experience working with a deaf client in the past. One of the most important aspects of providing these services is providing extra time for accessibility. We have budgeted for use of these interpreters.

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)

We counsel in two locations – with security measures in place. These include locked doors, video cameras, and unpublished addresses.

We assist survivors of domestic violence with safety planning, counseling, advocacy, self-sufficiency, and navigating the legal system in a way that respects their right to confidentiality and self-determination.

All staff and partners sign the Violence Against Women Act Confidentiality Acknowledgement Provisions annually, and take necessary precautions.

We abide by Federal and State confidentiality statutes and regulations.

We retain case files in accordance with Federal, State and Local laws and regulations.

Provide an estimate of the number of victims of domestic violence the program will serve, and a description of the indicators used to determine the estimate.

With the support through Erie County Social Services we estimate the following to be served:

In the past two years, we have served 827 vulnerable women and children survivors of domestic violence. We have set the estimate based on the staffing budgeted for in the County contract.

We will serve **approximately** 600 women and children in 2025. Erie County's support in the amount requested will allow us to serve approximately 120 of these women and children.

Core Services Chart

(see 18 NYCRR Part 462.4(a) for description of each core service)

Core Service	Days Provided	Hours Provided	Service Delivery Method	Location of Service Provided	Position Providing Service
Telephone Hotline Assistance	5	8 am - 5 pm	Office phone, personal cell phones	Main office	all staff
Information and Referral	5	8 am - 5 pm	Office phone, personal cell phones	both office locations	all staff
Advocacy	5	8 am - 5 pm	Office phone, personal cell phones	both office locations	advocates, case managers, supervisors
Counseling	5	8 am - 5 pm	in person or via ZOOM	out of office service provider	counselor
Community Education and Outreach	5	8 am - 5 pm	in person or via ZOOM	anywhere	all staff, as needed
Language Access Services	5	8 am - 5 pm	in person or via ZOOM	both offices, via telephone or ZOOM	all staff, as needed, as well as interpreters from Journey's End and ITI Translators (Arabic Sign Language)

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

Optional Services Chart

(see 18 NYCRR Part 462.4(b) for description of optional services)

Core Service	Days Provided	Hours Provided	Service Delivery Method	Location of Service Provided	Position Providing Service
Children's Services	4	20 per week	in person	both offices	Child Advocate
Support Groups	Tuesdays, biweekly,	1	ZOOM	both offices	Supervisor
Transportation	5	8 am - 5 pm	in person / via UBER / peer-to-peer	both offices	all staff, as needed

Optional services, as per 18 NYCRR Part 462.4(b), are services that the district has opted to include in its agreement / contract with the non-profit organization in addition to the core services above.

Staffing Requirements of the non-residential domestic violence program

Each program must employ **both** a qualified program director **and** a sufficient number of staff who are responsible for providing core and optional services. Please refer to 18 NYCRR Part 462.5(b) for more information.

List each **position** including the **title, responsibilities, and qualifications for that position**.*

* Do **not** give current program staff members' names or qualifications.

Staffing Chart

Position Title	Responsibilities of Position	Qualifications of Position
Executive Director	Oversight of staff, client services and translation in "off hours," education and outreach services. Advocate for and educate clients about their rights as survivors of domestic violence. Complete intakes, assessments, and create safety plans for clients Provides intervention services to domestic violence victims and their families. Prioritize needs and monitor progress toward achieving goals Assists clients with applying for benefits and any other resources that they may be eligible for. Assist clients in developing a long-term plan to secure employment and achieve stability. Maintain accurate and timely case records. Other duties as assigned.	Leadership skills including management of staff, financial budgeting and planning, public relations skills, and management of volunteer board and events volunteers. Preferred Master's degree or equivalent experience in counseling or related human services field. Have a good understanding of the needs of both American-born and immigrant Muslim women living in WNY. A non-judgmental and empathetic approach is especially important, as is an interest in serving the Muslim community, learning about domestic violence and its impact on Muslim women and families. The candidate will also be a team player, organized, creative, energetic, and willing to learn. She must be proficient in written and spoken English, have excellent telephone skills. Second language such as Arabic or other Muslim origin language.
Advocates (2)	Advocate for and educate clients about their rights as survivors of domestic violence. Complete intakes, assessments, and create safety plans for clients. Provide intervention services to domestic violence victims and their families. Prioritize needs and monitor progress toward achieving goals. Assist clients with applying for benefits and any other resources that they may be eligible for. Assist clients in developing a long-term plan to secure employment and achieve stability. Maintain accurate and timely case records. Other duties as assigned.	Preferred Bachelor's degree or equivalent experience in counseling or related human services field. Have a good understanding of the needs of both American-born and immigrant Muslim women living in the WNY. A non-judgmental and empathetic approach is especially important, as is an interest in serving the Muslim community, learning about domestic violence and its impact on Muslim women and families. The candidate will also be a team player, organized, creative, energetic, and willing to learn. She must be proficient in written and spoken English, have excellent telephone skills. Second language such as Arabic or other Muslim origin language.
Office Manager	Provides administrative support for implementation and reporting services. Maintain accurate and timely case records. Other duties as assigned.	Preferred Bachelor's degree or equivalent experience. Have a good understanding of the needs of both American-born and immigrant Muslim women living in the WNY. A non-judgmental and empathetic approach is especially important, as is an interest in serving the Muslim community, learning about domestic violence and its impact on Muslim women and families. The candidate will also be a team player, organized, creative, energetic, and willing to learn. She must be proficient in written and spoken English, have excellent telephone skills. Second language such as Arabic or other Muslim origin language.

T and U Visa Reporting for 2023

18-OCFS-LCM-15, dated August 14, 2018, provided "Protocols for Signing Forms for Non-Immigrant Clients Applying for U Visas and T Visas" This LCM lays out the record keeping and reporting requirements:

9. RECORD KEEPING AND REPORTING REQUIREMENTS:

LDSSs must maintain information on the number of requests received for U visa certifications and T visa endorsements, including the number of requests granted for each type of visa. LDSSs are required to submit this information to OCFS on an annual basis as part of the county Child and Family Services Annual Plan update process.

Please provide the information requested below:

1. In 2023, how many T visa applications were received?

2. In 2023, how many T visa certifications were issued?

3. In 2023, how many U visa applications were received?

4. In 2023, how many U visa certifications were issued?

Title XX Program Services Matrix

The Title XX Matrix is updated in WMS by using the **Title XX Menu**. This 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.

Districts are required to enter Program Matrix information into the Welfare Management System (WMS) at the beginning of each 5-year County Plan Cycle. The State will issue a General Information System Notice (GIS) when the Matrix is open and available for update. Following the issuance of the GIS, each district must update the WMS Title XX Matrix whether or not changes have been made, and submit it to the state for review. Additionally, when the LDSS updates the matrix, if there is a change from the last update, please note that below.

If you have questions about how to update the Matrix, please email ocfs.sm.wms@ocfs.ny.gov.

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

- [A Computer Based Training \(CBT\)](#) with step by step instructions on how to complete the Appendix F Title XX Program Services Matrix.
- [Instructions to complete the Program Matrix](#).
- [Full WMS manual](#).

Are there changes to the services your county intends to provide during the 2024 Child and Family Services Planning cycle?

- Yes
- No

Public Hearing Requirement

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:

January 2, 2025

(at least 15 days prior to submittal of Plan)

Date Public Notice published:

December 12, 2024

(at least 15 days in advance of Public Hearing)

Name of Newspaper:

The Challenger

Number of Attendees:

0

Topics and Comments Addressed at Hearing:

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:

Memorandum of Understanding (MOU): District Attorney's Office and Child Protective Services

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:

The MOU between CPS and DA's office is the MOU that we use for MDT procedures etc. through the Child Advocacy Center. The policies and procedures are currently being updated therefore there is not a new MOU. We have attached the current procedures followed for interactions regarding high risk cases and the MDT.

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 2024–2029 Child and Family Services Plan.

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) (l).
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.
10. In the development of this plan, the needs of families, children, and adults for whom the social services district may be responsible were assessed (NYCRR 407.5(a)) and the plan reflects the existing resources which are available to provide services and care to these families, children, and adults (18 NYCRR 407.5(b)).

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) and Title XX of the Federal Social Security Act, it is in compliance with all pertinent state and federal laws, regulations, and policies.

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:

Karen Rybicki

Date:

June 6, 2025

As the PINS Diversion Service lead, I hereby approve and submit the PINS Diversion Service section of the Child and Family Services Plan for Erie County 2024–2029 Child and Family Services Plan.

PINS Diversion Service Lead

(Director/Commissioner County Probation Department or Commissioner County Department of Social Services)

Name / Signature:

Marc Mueller on behalf of Catherine Gavin

Date:

June 10, 2025

I hereby approve and submit the Youth and Young Adult section of the Child and Family Services Plan for Erie County Youth Bureau 2024–2029 Child and Family Services Plan.

Executive Director County Youth Bureau

Name / Signature:

Kate Hilliman

Date:

June 6, 2025

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

Erie County: Signature Page and Attestation

report.

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

Name / Signature:

Mark C. Poloncarz

Date:

June 6, 2025

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	Child Protective Services	Child Preventive Services	Foster Care Maintenance Services	Adoption Services	Youth & Young Adult	Adult Services
KWIC (Kid's Well-being Indicators Clearinghouse)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
U.S. Census Data	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Child Trends Data Bank	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PRISMS (Prevention Risk Indicator/Services Monitoring System (OASAS))	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
NYS Department of Health	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Domestic Violence Information System	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HUD data (Point In Time (PIT), Annual Homelessness Assessment Report to Congress, etc.)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Disproportionate Minority Representation Dashboard (DRM) Dashboard	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
FFPSA Foster Home Data Packet	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
NYS OCFS Data						
MAPS (Monitoring and Analysis Profiles)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
QYDS (Quality Youth Development System)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
OCFS Data Warehouse Reports	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Child and Family Services Plan Child Level Data	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
OCFS Race/Ethnicity Disparity Data	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
OCFS Preventive Services Data	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
OCFS Bright Spots Data	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
OCFS Family First Data Packets (Congregate Care Bubble Charts and Foster Home Data Packets)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
OCFS Juvenile Detention Automated System (JDAS)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
OCFS Detention Risk Assessment Instrument System (DRAIS)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
OCFS Agency Online Profile (OAOP)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
YASI data (Youth Assessment & Screening Instrument)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Safe Harbour: NY program data	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Adult Services Automation Project (ASAP.Net)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Adult Protective Services (APS.Net)—NYC only	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local Surveys						
County Search Institute Survey	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communities That Care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
TAP Survey	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
United Way (Compass Survey or other)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other						
Other Data Sources	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Required Interagency Consultations

18 NYCRR 407.5(g)(3) As required by sections 423(3)(a) and 473(2)(a) 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.

Agency Type	Child Protective Services	Child Preventive Services	Foster Care Maintenance Services	Adoption Services	Youth and Young Adult Services	Adult Services
Health ⁴	Erie County Department of Health		Erie County Department of Health			
Mental Health ⁴	Department of Mental Health		Department of Mental Health			
Youth Bureau ³			EC Youth Services			
Department of Probation ³	EC Probation		EC Probation			
Societies for the Prevention of Cruelty to Children ¹			C&FS			
Law Enforcement ^{1,2,4}	Various - through MDT and other convenings		Various - through MDT and other convenings			
Aging ⁴	Senior Services		Senior Services			
Legal ^{1,4}	legal aid, NLS, CELJ		legal aid, NLS, CELJ			
Family Court (judge or designee) ¹	EC Family Ct		EC Family Ct			
Local Advisory Council ^{1,2,3}						
Other Relevant Government Agencies						

Child Care Resource and Referral Agencies						
RHYA Providers ³						
Other Public / Private / Voluntary Agencies ^{1,4}	Voluntary Agency and Preventinve Coalition mtgs					
Other (#1)						
Other (#2)						

1. *Must be consulted when developing the Child Protective Services section of the Plan.*
2. *Must be consulted when developing the Foster Child Maintenance and Services section of the plan.*
3. *Must be consulted when developing the Youth and Young Adult Services section of the plan*
4. *Must be consulted when developing Adult Services section of the Plan.*