

Erie County Youth Bureau

2025-2026

POLICY AND PROCEDURE MANUAL



County of Erie
Mark C. Poloncarz
Erie County Executive

Erie County Department of Social Services
95 Franklin Street, Room 1277
Buffalo, NY 14202
(716) 923-4051 / FAX: (716) 858-1334

<https://www3.erie.gov/youthservices/erie-county-youth-bureau>

A Note from the Executive Director

The Erie County Youth Bureau (ECYB) has developed this policy and procedure manual to provide guidance, best practices, and clear requirements for our partner agencies and local youth bureaus in 2025-26. All standards in this manual reflect New York State Law, New York State Office of Children and Family Services (NYSOCFS) rules and regulations, and/or procedures and requirements of Erie County and the Department of Social Services (ECDSS). It is important that you review these guidelines.

These policies and procedures serve to provide guidance and establish criteria for program and fiscal practices. The ECYB supports the best practices of youth development programming as established by the Office of Children and Family Services and expects funded agencies to adhere to these, as well. These standards will strengthen the partnerships between the ECYB and local youth-serving partners and ensure high-quality programming for the youth of Erie County. In addition to reading and understanding this document, it is suggested that all contractual program directors and fiscal managers read their contract with Erie County each year to ensure compliance.

The ECYB is accountable to several entities, including NYS Office of Children and Family Services, Erie County Department of Social Services, and the taxpayers of Erie County. Developing this manual is another step to maintaining accountability to all parties mentioned.

Thank you for all you do to improve the lives and future outcomes of the more than 250,000 young people living in Erie County. We appreciate your steadfast dedication and look forward to our continued partnership. Should you have any questions, please feel free to contact the Youth Bureau at any time. We look forward to working with you this year!

In Partnership,

A handwritten signature in black ink that reads "Kate Hilliman". The script is cursive and fluid, with the first letters of each word being capitalized and slightly larger than the rest of the letters.

Kate Hilliman, LMSW

Executive Director

Erie County Youth Bureau

CONTENTS

Erie County Youth Bureau PY 2025-26 Calendar 4

Allocation of Funds..... 6

Applicant Responsibilities..... 6

Program Administration..... 8

Monitoring **Error! Bookmark not defined.**

Reporting Requirements 12

Fiscal Responsibilities 13

Additional Information..... 17

Erie County Youth Services Contact Information..... 19

ERIE COUNTY YOUTH BUREAU PY 2025-26 CALENDAR

| | |
|-------------------|--|
| October 1, 2025 | PY2025-26 Begins |
| October 17, 2025 | PY24-25 Annual Reports DUE PY24-25 Final Claims DUE (4 th Quarter) |
| December 10, 2025 | <i>Virtual Workshop: The Eight Principles of Positive Youth Development</i> |
| December 17, 2025 | <i>Virtual Workshop: Demystifying the RFP and Contracting Process</i> |
| January 5, 2026 | <i>RFP Release: 2026 Primetime</i> |
| January 7, 2026 | <i>Workshop: Youth Bureau Claiming Procedure (How You Get Paid!)</i> |
| January 14, 2026 | PY25-26 1 st Quarter Claim DUE (all programs) |
| January 21, 2026 | <i>RFP Information Session: 2026 Primetime</i> |
| February 4, 2026 | 2026 Primetime Applications DUE |
| February 18, 2026 | <i>RFPs Released</i> (Erie County Purchasing Website) <ul style="list-style-type: none"> ○ Youth Development Program (YDP) ○ Youth Team Sports (YTS) ○ Youth Sports and Education Program (YSEF) ○ Runaway and Homeless Youth Services (RHY) ○ Supervision and Treatment Services for Juveniles Program (STSJP) |
| February 25, 2026 | <i>RFP Info Sessions</i> (see Youth Bureau website for schedule and links) <ul style="list-style-type: none"> ○ Youth Development Program ○ Youth Team Sports ○ Youth Sports and Education Program ○ Runaway and Homeless Youth Services ○ Supervision and Treatment Services for Juveniles Program |
| March 18, 2026 | Application Deadline for: <ul style="list-style-type: none"> ○ Youth Development Program ○ Youth Team Sports Programs ○ Youth Sports and Education Programs |
| April 8, 2026 | Application Deadline for: <ul style="list-style-type: none"> ○ Runaway and Homeless Youth Services ○ Supervision and Treatment Services for Juveniles Program |
| April 15, 2026 | 2 nd Quarter Claims DUE (all programs) |
| June 29, 2026 | 2026 Primetime Site Visits Begin |
| July 15, 2026 | 3 rd Quarter Claims DUE (all programs) |

| | |
|--------------------|---|
| September 25, 2026 | Primetime COPS Reports DUE (from applicable agencies) 2026 Primetime Final Reports DUE |
| September 30, 2026 | PY 2025-26 ENDS |
| October 21, 2026 | Final (4 th) Quarter Claims DUE (all programs) |

Virtual Workshops: Links to the virtual workshops and RFP Information Sessions will be posted on the [Youth Bureau website](#). Outlook invitations with WebEx links included will also be sent to all agencies.

RFPs: All Requests for Proposals will be posted on the [Erie County Purchasing Website](#) and the [Youth Bureau website](#).

Funding Applications: Funding applications should be submitted through the OnBase system. Instructions for submitting applications will be found in the RFP. Deadline extensions will not be granted.

Claims: Reimbursement claims must match the original budget and must be accompanied by backup documentation (payroll reports, receipts, etc.). Incomplete claims will not be paid.

1 ALLOCATION OF FUNDS

Funding Categories

- Primetime Summer Program
- Runaway and Homeless Youth Act (RHYA)
- Team Sports for Youth (YTS)
- Youth Sports and Education Funding (YSEP)
- Supervision Treatment Services for Juveniles Program (STSJP)
- Supervision Treatment Services for Juveniles Program (STSJP) – Raise the Age
- Youth Development Program (YDP)

2 APPLICANT RESPONSIBILITIES

Applicant Board of Directors & Governance

Each applicant receiving funds for their program must have an active Board of Directors. A complete list of the Board Members is required to be on file with the ECYB. Changes to the Board Members List must be updated in writing to the ECYB within 30 days of such changes. Funded applicants are required to retain proper documentation of its Board of Directors members and Board of Directors' meetings for six (6) years from the contract date.

Neither employees of the ECYB, nor members of their immediate families, may serve as members of the Board of Directors of any applicant receiving funds through the ECYB. Whenever possible, youth should be included as voting or advisory members of the applicant's Board.

Background Checks

All applicants are responsible for completing a background check on all employees, volunteers and any individual who will have unsupervised access to youth involved in the county funded program. This includes any new background checks through the Justice Center: <https://www.justicecenter.ny.gov/responsibilities>. For additional information, please refer to your contract.

Personnel Conflict of Interest (COI) Policy

Funded applicants may not hire members of their own Board of Directors to fill any paid staff position or perform any paid consultant service for the program. Nor may a contracted applicant or funded program hire or employ relatives of a member of its own Board of Directors. For purposes of this standard, the definition of a relative is a parent, grand-parent, spouse, sibling, child, in-law, aunt, uncle, niece, nephew, or cousin.

Personnel Equal Employment Opportunity (EEO)

Funded applicants will have on-file procedures to ensure that equal employment opportunities will be provided to all qualified job applicants. Applicants shall not discriminate against any applicant based on race, color, national origin, religion, sex, sexual orientation, or disability and will abide by all state, federal, and local laws and regulations concerning discrimination and equal opportunity.

All applications that are used by funded applicants for employment must follow Federal Employment regulations and NYS Equal Employment Opportunities practices. All solicitations or advertisements for recruitment must state that the applicant is an Equal Opportunity Employer.

Non-Discriminatory Program Access

Funded applicants must have on file a policy regarding non-discriminatory access to services and maintain a copy of it on file. No youth shall be denied access to the services or facilities of any funded applicant because of race, creed, color, national origin, sex, sexual orientation, or disability.

Equal Pay Certification

All potential contract-holders with Erie County shall agree to comply with Executive Order 13 (2014), and the Agency shall make such records available, upon request, to the County's Division of Equal Employment Opportunity for review. All contract holders will be required to sign the Erie County Equal Pay Certification (attached). The County shall have the right, upon reasonable notice and at reasonable times, to inspect the books and records of the Agency, its offices and facilities, for the purpose of verifying information supplied in the Erie County Equal Pay Certification and for any other purpose reasonably related to confirming the Agency's compliance with Erie County Executive Order No. 13 (2014). Violation of the provisions of Executive Order 13 (2014), which is attached hereto and made a part hereof, can constitute grounds for the immediate termination of a contract, and may constitute grounds for determining that a bidder is not qualified to participate in future county contracts.

3 PROGRAM ADMINISTRATION

Charging of Fees

A funded agency/local youth bureau may not charge a fee for programs or activities supported by state aid administered through the New York State Office of Children and Family Services and the Erie County Youth Bureau without sufficient proof that a scholarship or tiered -cost system is firmly in place. No youth may be turned away based on the inability of a youth's family to afford any membership fees associated with program participation. If fees are charged, the applicant agency will be required to supply a copy of the scholarship or tiered -cost system utilized to ensure equal access to all participants regardless of financial resources.

NYS Touchstones & Quality Youth Development System (QYDS)

The [New York State Touchstones](#) Life Areas, Goals and Objectives, was developed by the New York State Council on Children and Families. The Touchstones framework helps identify indicators that measure progress in reaching the goal of ensuring that all children, youth, and families will be healthy and have the knowledge, skills and resources to succeed in a dynamic society.

The New York State Office of Children and Family Services (OCFS) have determined that programs funded through the ECYB will follow the NYSTouchstones framework. This will allow OCFS and ECYB the opportunity to collect and analyze measurable outcomes data in six (6) specific areas of youth's lives. The ECYB will indicate each funding cycle which Life Areas and SOSs are priority based on the needs of Erie County youth each year.

Applicants are to choose from the list of Life Areas identified in each funding cycle as priority for that time period, which includes any of the following life areas:

- 1ES Economic Security
- 2PEH Physical and Emotional Health
- 3ED Education
- 4CVC Citizenship/Civic Engagement
- 5FAM Family
- 6COM Community

Each Life Area is associated with a **Goal**, several **Objectives**, **Services Opportunities and Supports (SOS)** and associated **Performance Measures**. Please follow the steps listed below when making your selections. You may also refer to the instructions and coding guide included at the end of this packet.

1. Choose the **Life Area** which best reflects the primary focus of your program (1 selection)
2. Identify the **Goal** associated with that Life Area (1 Goal per Life Area)
3. Choose the **Objective** which best describes the objective of your program (1 - 2 selections)
4. Choose the **Service Opportunity Support** which best aligns with your program.
5. Choose 1 performance measure for **How Well** and 1 performance measure for **Better Off**.

At the start of each contract period, each applicant will be required to complete the following forms. These forms will allow applicants to specify the Touchstones Life Area; Goal; Objective(s); Services, Opportunities, & Support(s); and Performance Measure(s) that will be selected for the funded program, provided they are on the list of funded Life Areas as specified

in the original RFP. These forms include the following, all of which are provided on the Youth Bureau website.

- [OCFS 5001 – Individual Program Application, Program Information](#)
- [OCFS 5002 – Applicant Program Profile](#)
- [OCFS 5003 – Individual Program Application \(Program Summary-Program \(Components\)\)](#)

Instructions for completing these forms can be found in the OCFS Touchstones Coding Document.

Program Marketing

All funded programs are asked to state on their marketing materials that the program is funded and supported by NYS Office of Children and Family Services and the Erie County Youth Bureau. ECYB staff can provide you with a digital copy of the Erie County logo, if requested.

Program Changes

Periodic changes to programs are anticipated. If any of the following change from your original application – anticipated number of youth served, days/times/locations, or outcomes and activities – you must complete and submit a [Revised Program Description & Program Contact Update](#) form to the ECYB staff to amend an approved program prior to initiating any program changes. This update also allows ECYB staff to amend site visit schedules accordingly.

A response will be sent granting or denying the changes. Programs will be held accountable for all information contained in the original application including the following: target population, number of participants, stated outcomes, measurement tools used, program design and schedule, self monitoring, and program evaluation.

4 MONITORING

On-Site Program Monitoring

Each funded program is required to be monitored at least once during the contract period by staff of the ECYB, and/or NYS OCFS representatives. Monitoring visits may be announced or unannounced. Among other tools, the Erie County Youth Bureau may use the Program Quality Assessment (PQA) tool in its monitoring.

During the onsite visit, the ECYB representative will be observing the program by reviewing the activities and schedule submitted with the contract, speaking with youth participants, reviewing monitoring documents and gaining other information pertinent to the compliance of the contract, including program quality, facility and participant safety, staff qualifications and background checks, and other critical program components.

Applicants not meeting the program requirements will be asked to complete a Corrective Action Plan. This document is sent to the applicant identifying the area(s) of concern. The applicant's program staff reviews the area(s) of concern and identifies remedies to bring the program into compliance. The Corrective Action Plan is then returned to the ECYB within 30 days. Once the ECYB staff receives the completed Corrective Action Plan, they will revisit the applicant unannounced to observe the stated changes.

Self-Monitoring

Applicants are also expected to perform self monitoring of their funded programs to ensure contract compliance, meeting of outcome goals and compliance with proper program documentation. Please see [Examples of Open-Source Program Evaluation + Assessment Tools](#) resource page for ideas.

NYS OCFS Audit

NYS OCFS reserves the right to perform an unannounced or announced on-site visit to any funded applicant during the contract period.

5 REPORTING REQUIREMENTS

Quality Youth Development System (QYDS)

At the start of each contract year, applicants must submit the OCFS 5001, 5002, and 5003 forms (including outcomes for selected NYS Touchstones). The ECYB is required to submit this information on all funded agencies to the NYS Quality Youth Development System database at the start of each contract period. Please refer to the calendar at the start of this manual for the deadline for these forms.

Updated Program Proposal & Budget Forms

Once applicant awards are finalized, agencies are required to submit an updated budget on the OCFS 5005 form, reflecting the final award amount.

If your anticipated number of youth served, locations, or schedule, outcomes or activities are going to change you're your original application, funded agencies must complete and submit a [Revised Program Description & Program Contact Update](#) form to the Director of the ECYB to amend an approved program prior to initiating any program changes. All applicants are required to submit this form with updated contact information for the applicant's staff, as well. This update also allows ECYB staff to amend site visit schedules accordingly. Please see the "Program Changes" section for more information.

Program Annual Report

The Program Annual Report is a two-page summary of the program's data. It is submitted to the ECYB at the end of each contract year to report on program outcomes. The report will reflect the agency's projected as well as served total numbers based on demographic characteristics. The report will also collect data on the outcomes chosen in your application (Life Area / Goals / Objectives / SOS / Performance Measures) based on the NYS Touchstones. The outcomes reported in the Annual Report are required to match the outcomes chosen in your original application and reported at the start of the contract year.

6 FISCAL RESPONSIBILITIES

Program Budget – OCFS 5005

Each applicant must submit a full program budget on OCFS 5005 for each program funded by ECYB. The budget should reflect **ALL** costs associated with the program as well as costs covered by ECYB funding. In addition, the program budget should include a breakdown of all other funding sources for the program that total the amount of the program costs.

Budget Amendments

Any contracted applicant wishing to adjust the approved budget included in the executed contract must submit a written request to amend an approved budget to the Youth Bureau for approval **prior** to affecting the requested change. A letter of intent on official applicant letterhead to amend the approved budget, including justification, must be received by the Youth Bureau Director prior to affecting any changes to an approved budget. The budget amendment request will be reviewed by the Youth Bureau Director. A budget amendment will become effective upon receiving formal approval by ECYB.

The request to amend an approved budget becomes effective upon approval of the Youth Bureau. The Youth Bureau will only approve one budget amendment during the contract period. All unused, unclaimed funding at the end of each fiscal year may result in an allocation deduction on a future application. This will be at the discretion of the Youth Bureau and/or the Youth Services Board.

Award Payment Procedures (How to Request Your Award Payment)

Contracted applicants may request payments for line items on the approved budget

only. Payment requests are required to be submitted to the ECYB on a **quarterly basis, as presented in the calendar found earlier in this document**. Proper documentation to back up the expenditure must be included with the payment request. Examples of documentation may include copies of employees' timesheets, payroll journals, reoccurring bills, receipts, invoices, cancelled checks, bank statements, credit card statements, etc. The type of documentation required to be submitted depends on the line items for which you are requesting payment for.

The requests must be submitted on the following OCFS forms that are applicable to the line items requesting payments for:

- [OCFS 3125 – Program Expenditure Report - Summary](#)
- [OCFS 3126 – Program Expenditure Report - Salaries](#)
- [OCFS 3127 – Program Expenditure Report - Fringe Benefits](#)
- [OCFS 3128 – Program Expenditure Report - Contracted Services & Stipends](#)
- [OCFS 3129 – Program Expenditure Report - M & O and Facility Repairs](#)

All payment requests must be submitted on the proper forms, with the proper documentation. Payment requests should be mailed or dropped off by the stated deadline(s) to the ECYB office with an **original signature**. **Emailed forms will not be accepted for payment.**

Youth Development Program, Youth Team Sports and Youth Sports and Education Funds: Applicants must submit the above-mentioned OCFS forms and proper documentation **quarterly** to the ECYB. The reimbursement request must reflect 100% of the program expenditure.

RHYA—Advance Applicant: Applicants must submit their 1st quarter invoice to receive the 1st quarter payment. The above-mentioned forms and proper documentation must be submitted at the end of each quarter, along with the next quarter's invoice before further payments are made.

RHYA—Reimbursement Applicant: Applicants must submit the above-mentioned forms and proper documentation quarterly to ECYB. The reimbursement request must reflect 100% of the program expenditure. The required 40% match must be taken into consideration when listing the reimbursable expenses, as only 60% of the total expenditure will be paid out as stated in your Applicant’s contract.

STSJP/STSJP-RTA—Applicant: Applicants must submit the above-mentioned forms and proper documentation to ECYB. Applicants shall provide quarterly fiscal, and monthly programmatic reporting, as soon as the monthly and quarterly data is available but no later than the second Friday for programmatic data reports, and no later than 30 days after the end of the quarter for fiscal reports.

All payment requests will be reviewed and audited for accuracy before any funds are released. Requests are required to be submitted quarterly, or an applicant risks funds being deducted from their contract, see Unclaimed Balances (located below).

Applicants must submit payment requests directly to the following address:

RHYA and STSJP Programs:

Erie County Youth Services

Attn: Ruby Jain

810 East Ferry

Buffalo, NY 14211

YDP, YTS, and YSEP Programs:

Erie County Youth Bureau

Attn: Jen Longo

95 Franklin Street, Room 1277

Buffalo, NY 14222

Questions on the payment process may be made directly to Ruby Jain, Supervisor of Claims Administration, via e-mail at Raveela.Jain@Erie.Gov, or Jen Longo, Principal Clerk, via e-mail at Jennifer.Longo@Erie.Gov.

Unclaimed Balances

ECYB reserves the right to review all reimbursement requests as of the 3rd quarter of the contract. Unclaimed funds more than one-fourth the total contact amount (the full annual amount) or funds that are projected to remain at the end of the contract, may be reallocated at the discretion of the Youth Bureau Director and the Youth Board.

Equipment Purchases

Any contracted applicant purchasing equipment with a cost of \$200 or more and/or with a useful life of more than two years with ECYB funds is required to maintain an inventory list on site and forward an updated list to the Youth Bureau with the quarterly reimbursement request, if applicable. Any equipment purchased must be listed on the approved budget and must be inventoried and tagged with Erie County Department identification tags. Equipment remains the property of ECYB. It must be reported to the Youth Bureau upon purchase. At the conclusion of the contract, Erie County reserves the right to request the equipment be returned to ECYB.

Employee Timesheets/Payroll Registers

Funded applicants must maintain employee timesheets and payroll registers as the source documents upon which reimbursement for staff expenditures are based. Payroll registers must accurately reflect actual wage and deduction information. Timesheets must be signed by the employee and the employee's supervisor. Executive Director's timesheets must be signed by the Board President or their designee. Timesheets may be signed on a daily, weekly, or payroll-period basis. Payroll registers and employee timecards must be retained for six years.

Travel Expenses

Funded applicants may claim reimbursement for travel related expenses when the travel directly relates to the specific program and when the travel expenses are included in the approved budget.

A travel expense reimbursement form must be submitted with the fiscal claim and accompanied by copies of receipts and travel logs. The following preapprovals are required for travel expense reimbursement:

- Out-of-state and out-of-county travel plans must be submitted to the Youth Bureau in the form of a written request at least eight weeks prior to the date of planned travel and require prior approval of both the Youth Bureau Director and OCFS.

7 ADDITIONAL INFORMATION

Insurance Requirement

All funded applicants must carry Workers' Compensation Insurance for their paid employees and General Liability Insurance for the entity. In addition, an applicant must carry Automobile and Excess Liability Insurance when required for the program.

Copies of all Certificates of Insurance must be submitted to the Erie County Department of Social Services Legal Department prior to the beginning of the contract year. If the insurance is set to expire during the contract year, it is the applicant's responsibility to submit the new Certificates of Insurance to the same department.

Training

Various training courses are held by the ECYB throughout the contract period. All applicants are highly encouraged to send newly hired staff to be informed of program requirements. Other mandatory training courses may be held throughout the year if necessary. Notification of such training topics, dates, times and locations are sent in advance to the applicant's Executive Director and Program Representative.

Independent Contractors

Each applicant who hires an independent contractor to provide services to program participants must have the contract preapproved before the expense is considered reimbursable. The contract should include a description of the services to be rendered, the professional qualifications of the independent consultant position, rate of pay, and the duration of the contract.

Record-Keeping

Applicants must retain all fiscal and administrative program documents, data and reports for six years following the termination of the contract. The following are examples of the type of documentation that should remain within the applicant: job descriptions and qualifications for funded positions, individual resumes of staff who fill the positions, completed timesheets, hiring applications, cash disbursements journal, youth sign-in sheets, registration forms, fire and safety inspections, Program Annual Report (formerly OCFS 5007), Youth Services Reporting Dashboard, and the contract.

Facility Safety

All funded applicants must operate programs in a safe, well supervised manner. Program sites, equipment, and facilities must be regularly maintained, inspected, and in compliance with all applicable State and local fire, health, and safety codes and other related rules and regulations. ECYB staff will be evaluating facilities and participant safety during all site visits.

Technical Assistance

Any applicant and/or program staff that needs technical assistance may contact the ECYB directly to schedule an appointment. Program and staff quality is of utmost importance to the ECYB and ECYB staff are more than happy to support all program and staff development needs.

Examples of Open-Source Program Evaluation/Assessment Tools The Erie County Youth Bureau (ECYB) currently does not prescribe or require a particular tool be used but rather that each program measure outcomes in a way that can be documented and demonstrated upon request

and/or inspection by the ECYB. Please reference our list of [Open-Source Program Evaluation + Assessment Tools](#) document.

This is not meant to be exhaustive but rather a starting point in the search for the tool(s) that best meet(s) the needs of each program.

8 ERIE COUNTY YOUTH SERVICES CONTACT INFORMATION

Erie County Youth Bureau

95 Franklin Street, Room 1277

Buffalo, NY 14202

Katherine Hilliman

Executive Director Youth Bureau

716-858-7265

Katherine.hilliman@erie.gov

Wanda Hillman

Youth Services Planning Coordinator

716-923-4055

Wanda.hillman@erie.gov

Dinesha Scarver

Youth Services Planning Coordinator

716-858-8108

Dinesha.scarver@erie.gov

Jennifer Longo

Principal Clerk

716-858-6064

Jennifer.longo@erie.gov