



Office of Children and Family Services

ANDREW M. CUOMO
Governor

SHEILA J. POOLE
Commissioner

August 20, 2020

Dear Local District Commissioner, Probation Director, and Youth Bureau Director:

This letter is to inform you that the Monroe County Child and Family Services Plan (CFSP) 2020 Annual Plan Update is approved effective August 20, 2020.

The Office of Children and Family Services is committed to providing the support you need to continue to offer quality services and improve outcomes. We look forward to working with your county to implement the provisions of your CFSP.

Sincerely,

A handwritten signature in black ink, appearing to read "Lisa G. Ogundimu".

Lisa Ghartey Ogundimu
Acting Deputy Commissioner
Child Welfare & Community Services
New York State Office of Children & Family Services

cc: File

Signature Page and Attestation

We hereby approve and submit the Child and Family Services Plan for Monroe County Department of Social Services and Youth Bureau 2020 Annual Plan Update.

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

Legal Assurances

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

A. General

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

B. Child Protective Services

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

C. Preventive Services for Children

1. Children and families in need of the core preventive services have these services provided to them in a timely manner. Core services include day care, homemaker, transportation, 24-hour access to emergency services, parent aide or parent training, clinical services, crisis respite care,

services for families with AIDS/HIV+, and housing services.

2. The district maintains efforts to coordinate services with service agencies and other public and private agencies within the district that provide services to children including the use of referral procedures with these agencies and formal and informal agreements.
3. The district has prepared plans and procedures for providing or arranging for 24-hour access to emergency services for children who are at risk of foster care as specified in 18 NYCRR 423.4. Staff is aware of such plans and procedures.

D. Youth Development

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

E. Adult Protective Services

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

F. Domestic Violence Services

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

G. Child Care

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

1. Providing parents or other eligible caretakers with information about the full range of providers eligible for payment with child care subsidy funds.
2. Offering child care certificates to assist parents in accessing care.
3. Informing clients of criteria to consider when selecting a child care provider.
4. Allowing parents or other eligible caretakers to select any legal, eligible child care provider (districts may disapprove providers chosen by families with a preventive or protective case under certain circumstances).
5. Establishing at least one method of paying for child care provided by caregivers who do not have

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

part of the district's CFSP before imposing any additional requirements on child care providers that serve subsidized children.

H. Staffing

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

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

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

Commissioner County Department of Social Services


Thalia Wright, Commissioner

Date

7/10/2020

As the PINS Diversion Service lead, I hereby approve and submit the PINS Diversion Service section of the Child and Family Services Plan for Monroe County 2020 Annual Plan Update.

Director/Commissioner County Probation Department


Jennifer Ball, Probation Chief

Date

7/10/2020

I hereby approve and submit the Youth and Young Adult section of the Child and Family Services Plan for Monroe County Youth Bureau 2020 Annual Plan Update.

Executive Director County Youth Bureau


Anne Eichas, Acting Executive Director

Date

7/10/20

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

Chief Elected Officer


Adam Bello, County Executive

Date

7/10/20

County Overview

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

Mission: *The Department of Human Services (DHS) delivers strengths-based, comprehensive, responsive and coordinated services guided by measurable results.*

Vision: *The Department of Human Services (DHS) empowers residents to achieve their highest level of self-sufficiency and independence, and promotes safety, and physical and emotional well-being.*

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

Monroe County is located in western upstate New York and is centered on the City of Rochester, with 19 surrounding suburban and rural towns. Based on the most recent (2019) census estimates available, Monroe County is home to 741,770 people, with 205,695 (28%) of them living within the Rochester city limits. (Source: US Census Bureau) The County's population has remained relatively stable since 2010, while the population of the City has decreased 2%.

The community continues to see a shift in terms of both age and race, indicating increased diversity. Minority populations have grown in Monroe County, particularly among children and youth, while the white population has declined. The Hispanic population is the fastest growing segment of Monroe County's population, having **increased** by 65% in the County and 37% in the City of Rochester since 2000. During the same time period, the Asian population has **increased** by 50% in the County and 46% in the City; the African American/Black population has **increased** by 14% in the County and 1% in the City; while the white population has **decreased** by 2% in the County and 9% in the City. As of 2019, the most recent year for which estimates are available, 16% of Monroe County's and 40% of Rochester's residents were African-American. Latino residents represented 9% of the County's and 18% of Rochester's population. (US Census Bureau)

The population of Monroe County is aging; Since 2000, the number of people age 60 to 84 **increased** by 41% and the number of people age 85 or older **increased** by 33%. In the City, the number of people aged 60 to 84 increased by 25%, while the number of people 85 and older **decreased** 32%. Residents age 60 or older account for 23% of Monroe's and 16% of Rochester's population. (ACTRochester.org) Older adults are the fastest growing demographic segment and the population is expected to increase in the coming years, which highlights a growing need for additional support services. In 2019, 1,430 calls were made to the Adult Protective Services (APS) hotline, down 7% from 2018, but consistent with 2017.

Similar to other counties in the upstate region, Monroe County continues to experience declines in the numbers of children, youth and young adults. The number of children, youth and young adults (defined as those under 20 years of age) is estimated to have declined by 12% in the County and 19% in the City between 2000 and 2018. (ACTRochester.org) Of the 180,483 children, youth and young adults under age 20 within Monroe County, 30% of them reside in the City of Rochester. (ACTRochester.org)

Academic achievement still varies between the County and the City, despite steady improvement in the City's graduation rate. While Monroe County schools perform on par with the rest of the state, with graduation rates around 85%, the graduation rate in the Rochester City School District for a 4-year cohort for the 2018-19 school year was 63%, up from 51% in 2015. (Source: ROC the Future 2019 Annual Report) Graduation rates continue to vary by race and ethnicity, although the gap is less than in prior years: County wide, 92% of white students, 71% of African American and 74% of Latinos graduated on time in 2019. (Source: ACT Rochester)

Based on Monroe County data, reports of suspected child abuse and neglect have remained relatively consistent over the past few years after an increase in 2015. There were 9,764 reports of suspected child abuse in 2019, compared with 9,677 in 2018, 9,586 in 2017 and 9,768 in 2016. Indication rates have remained stable as well: In 2019, 24% of child protective reports resulted in an indication. (Source:

Monroe County Data).

The number of children and youth placed into foster care has returned to previous levels after a spike in 2018. In 2019, 315 children were placed into foster care compared with 359 in 2018, 292 in 2017 and 315 in 2017. This is significantly less than 10 years ago when 454 children were placed in foster care. More youth were discharged from care (350) in 2019 than were admitted. (Source: Monroe County Data)

Monroe County has been working diligently over the last several years with a renewed focus on serving youth and families in the community and bringing down the numbers of PINS complaints, petitions, detention admissions and placements: From 2015 through 2019, complaints have decreased by 86%, petitions by 73%, detention admissions by 65% and placements by 84%. Monroe County has demonstrated an improved ability to successfully meet the needs of youth and families without the need for court involvement, detention and out of home placement. Monroe County will continue to work to further reduce the numbers of PINS youth placed outside of the home. (Source: Monroe County Data)

According to the locally administrated 2019 Youth Behavior Risk Survey, 66% of Monroe County youth have experienced one or more adverse childhood experiences as defined by the Adverse Childhood Experiences Scale (ACES), while 24% experienced 3 or more. Both rates are commensurate with data obtained in the 2017 Survey. Elevated ACES scores are associated with negative outcomes on multiple measures of well-being, with negative outcomes becoming more likely as the number of ACES increases. Between 2010 and 2019, there were increased reports of youth not going to school because they felt unsafe, experiencing feelings of sadness or hopelessness, or seriously considering suicide. In the 2019 Survey, 32% of youth reported depressive symptoms while 14% seriously considered suicide. Eight percent reported having attempted suicide in the past year. Positive changes evidenced within the survey were seen as fewer students reported carrying weapons, engaging in fighting, experiencing electronic bullying, smoking, drinking, and using drugs. When a child feels valued by and within their community, the risk of considering suicide decreases by more than half, even if they have experienced 3 or more ACES. The Youth Bureau's plan to increase youths' community connectedness and involvement is aimed towards building youths' resiliency and decreasing their potential for self-harm.

Domestic violence, which is linked to elevated ACES, continues to be a concern in the community. Monroe County continues to increase community awareness around domestic violence and knowledge of available resources. According to Willow's 2018 Annual Report, there were 7108 calls to the Crisis Hotline in 2018, up 21% from 2017. (2019 data has not yet been published.) The Court Advocacy program served 2,325 clients, a 6% increase from 2017. Willow also provided shelter for 391 individuals, almost 2000 counseling sessions and preventive education and training to over 13,000 people. (Source: Willow Domestic Violence Center Annual Report)

POVERTY and RACE IN MONROE COUNTY

In September 2016, the Rochester Area Community Foundation along with ACT Rochester issued a report entitled "Poverty and Self-Sufficiency in the Nine-County Greater Rochester Area" which was a follow up to their 2013 report titled "Poverty and the Concentration of Poverty in the Nine County Greater Rochester Area" and to their 2015 update "Benchmarking Rochester's Poverty" (www.racf.org). Poverty within Monroe County is a multi-faceted, complex issue. "The nexus of poverty and race is a profoundly important issue for our region....This data shows that racial and ethnic disparities are prevalent throughout the life cycle of people of color, including infant mortality, academic outcomes, income and homeownership. It also shows that disparities among racial and ethnic groups are larger in our region than in the nation as a whole or statewide in New York". (Poverty and Self-Sufficiency in the Nine-County Greater Rochester Area, 2016)

The overall poverty rate in the County currently stands at 14.4%, up from 13.2% in 2013, which is slightly less than state and national levels. The primary focus in the region is on *concentration* of poverty. The poverty rate in the City of Rochester sits at 32.6%, up from 31.1% in 2013. Poverty rates are significantly higher for people of color: The poverty rate for African Americans in the County is 35% and 39% in the City. The poverty rate for Hispanic/Latinos is 33% in the County and 43% in the City. By comparison, the poverty for Whites in the County is 10% and 25% in the City. Poverty affects children at disproportionate rates. As of 2018, 51% of Rochester's children lived in poverty, up from 50% in 2015 and 46% in 2013. Across the County, 22% of children live in poverty. Poverty is concentrated in certain areas or zip codes within the City. The number of census tracts with poverty rates greater than 40%

grew from 14 in 1990, to 19 in 2000, to 27 in 2010 to 37 tracts in 2016. (Sources: ACT Rochester and Hard Facts: Race & Ethnicity in the Nine County Greater Rochester Area)

Disparate rates by race and ethnicity and linked to poverty are seen in other wellness indicators. While the infant mortality rate average for 2015-2017 is 7.7 per 1000 live births, it is 12.2 in the City. Across the County, the infant mortality rate for African Americans is 15, Hispanics is 10 and Whites is 5 per 1000 live births. (Source: Monroe County Department of Health) Additionally, African American infants are nearly 2.5 times as likely as white infants to experience low birthweight. Latino infants are 1.5 times as likely to experience low birthweight as white infants. African American children in the region are 4 times as likely to be poor as white children. Latino children are 3.5 times as likely to be poor as white children. (Source: Hard Facts: Race and Ethnicity in the Nine County Greater Rochester Area – August 2017) Passing rates on measures of academic achievement in the region were higher for white and Asian students (48% and 49%, respectively) than for Hispanic and African American students (each 19%) in 2017. The passing rates for Hispanic and African American students in the city of Rochester were 6% and 9% respectively, compared to 36% of Hispanic and 35% of African American students statewide. (Source: ACTRochester.org)

Median household income dropped 15% in Monroe County and 18% in the City of Rochester between 2000 and 2018. The median household income of both African Americans and Hispanics in the County is less than half that of whites. Additionally, African Americans in Monroe County earn 75% of what African Americans earn nationwide and 65% of their counterparts in New York. Latinos earn about 70% of what Latinos earn nationwide and 73% of what Latinos earn in New York State. African American and Latinos are more likely to be poor than whites throughout the lifespan. The unemployment rate (pre-COVID-19) for whites in Monroe County is 4.4% compared to 14.1% for African Americans and 11% for Hispanics. Seventy-one percent (71%) of whites own homes in Monroe County compared with 32% of African Americans and 34% of Hispanic or Latino adults. (Source: Hard Facts: Race and Ethnicity in the Nine County Rochester Area and ACTRochester.)

The Monroe County Department of Human Services has partnered with a number of community initiatives to address the issues of poverty across the lifespan and across generations, racial and ethnic disparities, and the impact of trauma and toxic stress. There has been a move throughout the community towards collective impact and shared responsibility, with multiple initiatives to address the issues of poverty and racial disparities. State initiatives include the Rochester Anti-Poverty Task Force established in 2015, as well as the Empire State Poverty Reduction Initiative. Local initiatives include the Monroe County Paths to Empowerment program, Rochester Monroe Anti-Poverty Initiative (RMAPI); the City of Rochester's Office of Innovation and Strategic Initiatives; ROC the Future (which strives to improve the academic achievement of Rochester's children as a means by which to address poverty); Pathways to Prosperity (a link between regional economic development and anti-poverty efforts focusing on the relationship between education, employment and poverty); Connected Communities (focus on holistic revitalization of select neighborhoods); Unite Rochester; Stand Against Racism; Person2Person; and Great Schools for All. The United Way Blueprint for Change for 2016-19 focused on four (4) areas: basic needs, giving babies the best start, preparing kids for success, and supporting seniors and caregivers.

Monroe County has recently embarked on several additional initiatives to address equity. Most notable, the County has partnered with the City of Rochester to launch The Commission on Racial and Structural Equity (RASE). The 21-person Commission will examine and develop policies and legislation to overcome systemic and institutional inequities as well as racism in Rochester and Monroe County. The Commission will review the state of education; healthcare, including mental health and addiction services; job creation and business development; as well as other social services. The Commission is expected to deliver their report within six (6) months of formation. Additional initiatives include establishment of a Diversity and Inclusion Office, appointment of a Chief Diversity Officer and re-institution of a blind removal process when evaluating the need for foster care placement.

Emerging Issues

The year 2020 brings a new County Executive and a new Department of Human Services Commissioner to Monroe. Many of the County Executive's priorities align with those of the Child and Family Services Division. The County Executive's transition plan prioritizes racial equity, staff recruitment, training and retention, reduced caseload size, preventive services and services for the aging and places a strong

emphasis on community collaboration. As such, a Chief Community Engagement Officer position has been created and subsequently appointed. Considerations around the Family First Prevention Services Act and strengthening foster care and Kin care are also aligned with the priorities and planning of the Division.

Similar to many communities across the state and nation, Monroe County is in the midst of an opioid crisis. Opioid use and addiction have led to loss of economic productivity, decreased life expectancy and an increased strain on law enforcement, substance abuse providers and human service providers across the County. A number of strategies and plans were developed and implemented through various collaborative partnerships, including an Opioid Task Force, an Opioid Command Post and an Opioid Action Plan. Early indicators indicated some success, including a 26% decrease in overdoses and a 23% decrease in fatalities between 2018 and 2019 (Source: Monroe County Website). However, numbers are again on the rise, primarily due to the factors brought about by the COVID-19 pandemic. Fatal overdoses have increased 38% and non-fatal overdoses have increased 24% in 2020, compared to the same time period last year. Sixty-three percent (63%) of the fatal overdoses occurred in March, April and May as the COVID-19 outbreak spread. County mental health officials have indicated that during this timeframe, far fewer people sought treatment at detox centers and outpatient clinics. In response, Monroe County has intensified its efforts to address this epidemic through such strategies as introduction of legislation that requires pharmacies to provide Narcan when dispensing an opioid medication and creation of an Addiction Services Director position and attendant Addiction Outreach Team.

Legislative changes in the area of Juvenile Justice have and will continue to impact various systems, including Family Court, the Department of Probation-Community Corrections, and the Departments of Human Services, Law and Finance. "Raise the Age" first brought 16-year-olds and more recently 17-year-olds into the Juvenile Justice system and established a "Youth Part" court for more serious offenses. Early results indicate fewer detentions and placements than originally anticipated, along with increased diversionary efforts and use of probation, services and community resources and ultimately, better outcomes. As of January 2020, detention is no longer an option for PINS (Persons In Need of Supervision) and state funding for PINS placements has ceased. Monroe County responded by expanding pre-diversion and diversion efforts for youth at-risk of PINS, reducing the number of youths petitioned to court and developing alternatives to and arranging for Pre-dispositional Placement. The FACT (Family Access and Connection Team) program is undergoing redesign to develop and strengthen community partnerships as they work towards establishing a multi-disciplinary team model and Family Support Center.

The Child and Family Services Division is actively planning for and implementing strategies in preparation for The Family First Preventive Services Act, which is scheduled to take effect in New York State on October 1, 2021. With financial support from the State Office of Children and Family Services and technical assistance from the Redlich Horowitz Foundation, Monroe County has established an Implementation Oversight Team and six issue-specific work groups to address various components of the legislation. Many elements contained within the legislation are aligned closely with existing Monroe County initiatives.

The Coronavirus pandemic challenged Child and Family Services to develop and enhance service delivery alternatives, as well as new ways of doing business. Mobile technology for all staff had previously been deployed, allowing a seamless transition to remote work. Casework contacts continued as per regulation, utilizing CDC screening guidelines for all cases with elevated risk, meeting outside when appropriate. Staff were provided with proper PPE equipment. Similar expectations were set for all contracted Preventive agencies. Video conferencing was utilized for casework contacts where safety was not a concern (e.g., foster homes, stable relatives), for family visitation time, and to provide a higher level of support to families struggling with children's behavioral health concerns. Video conferencing also provided the opportunity for virtual support and training for foster parents and caretakers, as well as coaching and development of new employees. Telephones were provided to families who needed them, to ensure they could maintain contact with their children. Supervisors touched base with each staff person at the beginning and end of the day to review work plans and address any client related issues or concerns. Individual supervision and team meetings were held weekly via video or audio conferencing. Effective July 6, 2020, in-person family visitation is being reinstituted at 50% capacity at the visitation center and alternate plans for visitation within the community will be employed. Monroe County Child and Family Services is reviewing and evaluating

these new practices to determine which practices can and should continue to be utilized going forward to improve service delivery and improved outcomes.

The Monroe County Department of Human Services will be using all of the information noted above to inform its policies and practices resulting in better outcomes for the youth and families it serves, thereby impacting the future of this community. We are committed not only to collaboration, but also to connectivity, innovation and a shared sense of purpose with our community partners to achieve collective impact. Working together, through close analysis of the above information, ongoing communication and mutually reinforcing activities, we can best mobilize resources, increase equity, achieve safety and permanency, and improve well-being.

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

Monroe County's vision is to ensure the safety and physical and emotional well-being of children, youth, families and our older residents. The following highlights our accomplishments from recent years, as well as 2019.

Child/Family Services

- Professional Development: Child and Family Services staff have expanded their skills through participation in at least 6 hours of training annually. Training topics have included racial equity; workplace violence, Domestic Violence, Adolescent Brain, Drugs, Psychotropic Medication and its Impacts, Forensic Interviewing, Human Trafficking, Working with Children with Disabilities, Adolescent Substance Abuse, LGBTQ Adolescents and Families, Health Homes, Sex Trafficking, Critical Decision Making, Disproportionate Minority Representation, Forensic Interviewing, Opiates and Child Welfare, Sex Abuse Dynamics and Intervention Training, Active Shooter, Motivational Interviewing, Critical Decision Making, Safe Sleeping Practices for Children and Infants, Assessing Safety, Co-Occurring Disorders, Crisis Resiliency Response Training, Narcan Training, Youth Mental Health First Aid, Dual Diagnosis, Self-Awareness, Advanced Medical Issues in CPS; Abusive Head Trauma, Nutritional Issues and Mood Disorders, Involving Fathers, Working with Adolescents who Practice Non-Suicidal Self-Injury, Adult Mental Health, and Adult Psychiatric Disorders.
- Training: Child and Family Services staff have also participated in trainings that further their skills and knowledge specific to their roles at DHS: Casework Documentation, CPS Response Training, Risk Assessment Profile Training, Safety Refresher Training, Car Seat Training, Indian Child Welfare Act, TPR Filings, Adoption Training, FASP, Progress Note Documentation, Connections Training, Adult Abuse Training, Placement, Kin and Permanency, Article 81/Guardianship for APS Clients, and Using COGNOS.
- Supervision: Child and Family Services has focused on enhancing the supervision and support of its staff to enhance employee retention, development, and productivity. Monroe County began implementing the KEYS supervision model in 2014-2015 with a select group of administrators, supervisors, senior caseworkers and CPS Management, after which it was rolled out to the rest of the agency. Criteria for supervisory expectations were developed and then implemented via both group and individual coaching under a contract with Lead Peak Performance, which continued in 2019. Supervising and Senior Caseworkers have participated in workshops to develop leadership skills and in Leadership Development Coaching. Individual and group coaching continues.
- Racial and Ethnic Disparities: As a result of Race Equity Training in 2012, the Committee on Racial Equity (CORE) was established and continues to meet on a monthly basis. Comprised of staff, supervisors, administrators and the Director, the group looks to promote racial equity through organizational self-assessment, self-awareness and diversity training for existing and new staff, as well as promote equity awareness and practice change. Additionally, a planning team has been established to reinstitute the Blind removal process.
- Trauma Informed Practice: Child and Family Services continues to focus on the impact of trauma on the children and families served, as well as vicarious trauma experienced by staff, as we enter the third year of a trauma-informed workplace grant through the Wilson Foundation. All staff are mandated to attend Trauma Training to both increase understanding of the impact of trauma and how to best serve youth and families utilizing Trauma Informed Casework practices. Staff continue to take advantage of optional training and implement the principles of trauma informed care into their daily practice.

- Human Trafficking: Child and Family Services partnered with Rochester-Monroe County Youth Bureau, the Center for Youth Services, local law enforcement, judiciary, community-based agencies and others to implement the Safe Harbour program that focuses on human trafficking locally. Child and Family Services has a designated liaison to work with Safe Harbour staff. All Child and Family Services staff are mandated to attend training on human trafficking to increase understanding of presenting issues, learn how to identify possible victims, and improve knowledge of available community resources and how to access them.
- In order to more closely monitor the quality of investigations and permanency efforts and successfully drive change, Monroe County created two new positions in late 2018. The Director position was split into two positions; one for Child Protective Services and one for Family Services. A Deputy Commissioner for Child and Family Services was brought on board in December of 2018.
- Child/Family Services is meeting or exceeding the CFSR-Wave 6 National targets in three (3) of six (6) measures and exceeding NYS targets in 2 additional areas. Child and Family Services has developed a plan for improvement in 2 identified areas which can be found in the safety and permanency sections of this plan.
- Monroe County has successfully reduced our casework vacancy rate in 2019 with the hiring of 69 new caseworkers. An active media campaign has resulted in larger enrollment and turn out for the caseworker exam. Twenty-two Case Aides were hired to support CPS casework teams and nine (9) more are in the on-boarding process.
- A Coaching and Development Team was implemented in 2018-2019. This team provides 1:1 mentoring to all new caseworkers and recently promoted Senior Caseworkers.
- Monroe County has instituted several review mechanisms to improve the quality of investigations, including bi-monthly closed stage reviews and monthly open stage reviews and bi-monthly CQI meetings.
- Several strategies to improve documentation of CPS history, timely completion of 7-day Safety Assessments and documentation of safe sleep were implemented in 2019. FASP refresher training was provided to all Investigation staff in 2019 and will be provided to all Management staff, as well as contracted Preventive programs, in the coming months.
- Monroe County has a protocol in place to ensure consistent processes around permanency options when visiting potential placement resources, including provision of the *"Having a Voice and Choice"* booklet. Additional efforts are made to identify extended family and other potential supports through conversation with the youth and the relative resource, as well as review of CONNX history and assistance from staff trained in Family Finding.
- An RFP for formalized Family Finding services was released in late 2019 and the selection process is under way.
- Permanency Reviews are routinely held for all youth in foster care at 6 months and between the 10th and 11th month, with extra attention to large sibling groups to ensure timely resolution for potential barriers to permanency.
- Mini-CFSRs were held quarterly in 2018 and resulted in numerous improvements as demonstrated by a very successful full CFSR review in May 2019. Holding quarterly mini-CFSRs provides focus and attention across all units and allows implementation of strategies for improvement throughout the year. Based on these positive results, monthly mini-CFSRs of selected contracted Preventive Agencies were implemented in 2019 and will continue in 2020. Quarterly mini-CFSRs will again be held within the division in 2020.
- A training specific to Permanency was locally developed and delivered to all Monroe County Child and Family Services staff.
- Adoption Team staff continue to work with Children Awaiting Parents (CAP) through the Heart Gallery and Hillside Family of Agencies' Wendy's Wonderful Kids initiative to conduct child specific recruitment of adoptive homes.
- With the coordinated efforts of the Adoption staff and the Permanency Unit, including timely Permanency Reviews and filing of Termination of Parental Rights Petitions, Monroe County saw an increase in the number of children freed for adoption in 2018 and consequently, an increase in the number of children adopted in 2019.
- From January of 2015 through December of 2019, 219 children have been freed for adoption. Of those children freed, 97% have been or will be adopted by their foster parents. Staff actively participates in National Adoption Day events at Monroe County Family Court every year.
- An additional 108 children achieved permanency in 2019: custody was established for relatives of

106 children and another 2 children achieved permanency through KinGap.

Preventive Services

- Monroe County annually provides preventive services through contracts with community-based agencies to over 1800 families and over 3300 children and youth. In 2018, 94% of all children served avoided foster care and 98% of all families served avoided new, indicated CPS reports.
- To increase our capacity to serve families in the community, sixty-six Preventive slots were added in 2019, building on slots that were previously added in 2018. Added slots in 2018 resulted in an additional 226 families and 332 children being served. Monroe County will continue to assess and evaluate community need and program efficacy, adding to existing programs and/or developing new ones as appropriate.
- Two community fairs to promote preventive programs and community service options were held in February of 2019. More community fairs are planned for 2020.
- Each year, Monroe County compiles an Annual Preventive Services Report that is shared with providers, DHS and County Administration. The report outlines who is receiving service and the outcomes of those services. The report also offers an opportunity for providers to highlight their work, as well as identify issues and barriers in serving youth and families. In 2019, the data system and the reporting structure underwent major changes to more accurately reflect the issues facing children and families and more accurately collect meaningful outcome measures. This new version will be utilized to capture 2020 data. Outcomes have been individualized so that they can be measured in a way that is reflective of client's needs and the agency's unique programming.
- The Preventive Services Unit continues to maintain and update a data base which facilitates Preventive Services Unit's monitoring of contracts, tracking utilization and ensuring compliance with Connections requirements.

Foster Care

- Enhancing the skills of foster parents to preserve placements continues to be a major focus. The following trainings continue to be offered:
 - *Functional Behavioral Approach*
 - *Shared Parenting*
 - *Trauma Training*
- Foster parents are surveyed annually to identify training topics of interest. Based on these surveys, training continues to be provided on Internet Safety, Life Books, Legal Issues, TPR process, Constructive Feedback, Understanding Adolescents, Creative Arts, Bullying, Substance Abuse, Autism, Fire and Home Safety, Responsibility and Discipline, Compassion Fatigue, Boundaries, Adolescent Sexuality, Courage, Reasonable and Prudent Parenting and Self-Awareness.
- Additional trainings have been developed and are planned for 2020. These include Understanding Substance Abuse, Working with LGBTQ Youth, Identifying and Supporting Survivors of Commercial Sex Exploitation of Children, Compassion Fatigue, Diversity, Values and Decision Making, Motivating and Engaging Youth, Street Smarts, Essential Communication, Limit Setting, Creating LifePaks and Cultural Competency.
- Monroe County will be contracting with Foster Care and Adoptive Community (FCAC) Online Training to provide additional training opportunities for foster parents to support continued knowledge and skill development.
- Community Training opportunities are encouraged, including a number of trainings offered at the Mental Health Association. These include such topics as "When the Chips Are Down," Managing Tantrums, Praise and Encouragement, Social and Emotional Coaching and Middle Childhood. A "Parents of Teens" support group is also offered.
- Four events per year are held to recognize and support foster families. The events are Seneca Park Zoo Day, "Holiday Fun Day," Adventure Landing and either the Foster Parent Recognition Banquet or Stokoe Farms.
- *Intensive Family Support*, a program to assist in stabilizing foster home placements at risk of disruption was implemented in 2014, in partnership with Hillside Family of Agencies. The program assists foster parents and birth parents to understand and manage children's "Big Behaviors" as well as develop strategies to promote positive behaviors. Monroe County provided additional funding to increase capacity for this valuable service in 2019.
- Child and Family Services has continued to partner with Starlight Pediatrics, Mt. Hope Family

Center, and Children's Institute on the *Healthy Futures Initiative*.

- Child and Family Services established the *Fatherhood Initiative* in 2012. The coordinator (1) assists caseworkers in reaching out to and engaging with fathers, (2) facilitates the 13-week *Fatherhood Connection*, a parenting and personal development program for fathers and father figures, (3) facilitates the 8-week Boys2Men program for young men, and (4) provides training to services staff in locating and engaging fathers. Groups are provided at DHS and in various community locations. The Boys2Men program was also offered to youth who are in the Unaccompanied Refugee Minor program in partnership with Catholic Family Center.
- Focus groups were held with experienced foster parents as a result of concerns regarding placement disruption. These focus groups helped to identify reasons for burn-out and helped to develop strategies for recruiting new foster parents and retaining existing foster parents, with a particular emphasis on homes for teen. Focus groups were also held with casework staff to identify critical services, as well as explore staff attitudes which are closely associated with stability in foster care placement.
- A survey for relatives caring for their own was developed and interviews held to best determine the training needs of relatives. The Division is currently exploring how to integrate the feedback into practice.
- Monroe County is again actively recruiting for new foster parents through several different marketing campaigns.
- A Behavioral Health Specialist was recently hired to better support foster parents and relatives caring for their own.
- Monroe County contracted with SPCC (Society for the Protection and Care of Children) in 2015 to assume operation of the Visitation Center (co-located with Starlight Pediatrics) which previously was county operated and staffed. SPCC has continued to offer visit coaching for parents and guardians. Parents As Teachers (PAT) is offered to all families with children up to Kindergarten age. Therapeutic Visitation was added in 2016 and visitation expanded to include Sundays in 2018.

Older Adult

- Cases with multiple intakes/closings continue to be reviewed to ensure that a more in-depth assessment is completed and needs are addressed.
- Adult Protective Services (APS) Administrator and supervisors continue to participate in periodic community meetings to assess the needs of and addresses the barriers in serving chronic homeless adults who refuse or are not accepted by the emergency shelter program. APS continues to partner with a myriad of formal and informal organizations to advocate for the needs of abused adults.
- Monroe County Office for the Aging (MCOFA) and APS continue to advocate for the needs of older adults in public forums during meetings with community agencies, church groups, and medical programs, and leverage relationships with other county and community partners to advocate for seniors' needs.
- Monroe County Office for the Aging (MCOFA) contracts with Lifespan to operate a variety of prevention and intervention programs regarding Elder Abuse.
- Monroe County APS has been an active participant in the Enhanced Multi-Disciplinary Team (EMDT). This team meets twice a month and focuses on financial exploitation. APS presents case scenarios and participates in planning and providing ongoing investigation and services with others in this collaborative team.
- A Monroe County Elder Fatality Review Team was established. The team includes staff from APS and MCOFA, as well as the Monroe County Law Department. The team reviews those situations where an elder individual has died at home or unattended.
- APS and MCOFA participate in the Medical Legal Collaborative.
- Monroe County contracts with Catholic Family Center to provide financial and case management services to older or incapacitated adults by becoming guardian and/or rep payee for APS clients who are not able to manage their finances or personal affairs.
- APS continues to work in partnership with MCOFA, DHS Financial Assistance Division, HEAP, Lifespan and local utility companies to address the needs of older adults by connecting them to services and working to rectify heat relates issues, including coordination to repair/replace furnaces as needed and billing issues. Staff also refer older adults to case management services or other programs for needs (e.g. food), to free up resources to pay energy bills.

- In 2019, five presentations were held to community stakeholders or organizations regarding services available through APS; Monroe County Medical Society, BOCES II in Spencerport, which encompassed Westside suburban school districts, Highland Hospital, Veterans Administration and Anthony Jordan Health Center.
- APS attended the Salute to Seniors in 2019, an annual event sponsored by the Monroe County Office of the Aging. APS was able to reach approximately 950 seniors providing them information on APS and available community services.
- The Elder Source GRAPE resource book and/or the NY connects phone number is provided to all clients and families served by APS.
- APS staff attended the following trainings in 2019: Senior Care Authority, LGBTQ+, Diversity and Inclusion, Domestic Violence, Legal Aspects of Adult Protective Services Update, Service Coordination for Hard to Serve Individuals, Article 81 Guardianship and Narcan Training.

Financial Assistance Division

Domestic Violence

- APS continues to work closely with emergency service programs, committees and other government entities to advocate for the need of abused adults and to ensure access to viable emergency housing options in times of crisis.
- MCOFA contracts with Lifespan's EAPP (Elder Abuse Prevention Program) to serve older (60+) victims of domestic violence. It is estimated that 250 individuals are served annually. Services now include emergency respite for adults.
- MCOFA also contracts with Lifespan for the psycho-educational group, STEAM – Stop Elder Abuse and Mistreatment, to provide a multi-week curriculum to perpetrators of elder abuse.
- MCDHS contracts with Willow Domestic Violence Center for both housing and non-residential services for victims of domestic violence and their families. Willow has expanded their shelter capacity to 40 beds.
- In 2017, MCDHS entered into an agreement with Willow to participate in the Safety First Domestic Violence Program. Two domestic violence advocates from Willow Domestic Violence Center are housed with Child Protective Services Investigation staff.
- MCOFA received a technical assistance planning grant through NYSOFA to create a model for an Age Friendly Community.

Child Care

- Monroe County has fully implemented the Child Care and Attendance (CCTA) system for all TANF and Low-Income Child-Care cases.
- MCDHS continues to monitor the fair hearing requests. Hearing results are reviewed to determine: If there are additional training needs around practice, procedures, and eligibility standards; If changes to current practice and procedures are needed to comply with the Fair Hearing decision and to prevent further hearing requests around the same issue (if possible); and to identify best practices in preparing and presenting at future hearings. All fair hearing decisions are reviewed by the Division Director to ensure consistency with child care regulations.
- On a monthly basis, the Financial Assistance Coordinator and Finance Director review the list of all open child care cases, as well as those closed the previous month, to determine the county's financial ability to open new cases the following month.
- A case review process for child care cases has been implemented. Each day, 6% of cases processed the prior day are selected for case review. Supervisory staff review electronic case documents that detail areas of case processing to assess quality and consistency. Errors are returned to the worker for corrections if necessary.

Rochester/Monroe County Youth Bureau

Youth Development Programming

- The Youth Bureau continues to build support for a county-wide Quality Youth Development System for youth service programs to integrate a youth development framework and effective learning environments.
- *Youth as Resources (YAR)* continues to model youth voice and youth philanthropy as a means by which to encourage active youth leadership and development in program planning, implementation and evaluation.

- The Youth Bureau annually participates in the Association of New York State Youth Bureau's (ANYSYB's) Youth Forum in Albany by taking groups of local youth to introduce them to policy areas relating to youth and provides opportunities to meet with elected officials to share their ideas and concerns to ensure and model youth voice opportunities.
- The Youth Bureau continues to explore opportunities with private funders and the community at large to support and enhance youth development efforts in the community.
- In partnership with MCOFA, the Youth Bureau has continued to develop intergenerational programming and events to foster relationships between youth and older adults.
- The Youth Bureau has assisted in the development of programming and training to deter and prevent bullying, as well as making other positive life decisions in collaboration with the Spencerport School District for the CHOICES Program.
- The Youth Bureau has partnered with the Center for Youth Services on the Safe Harbour Initiative, which assists victims of sex trafficking and commercial sex exploitation, and has actively participated in the oversight committee, which includes representatives from law enforcement, CPS, community-based agencies, US Marshalls, Attorney General Office, Attorney for the Child and District Attorney's Office.
- EXPLORE MONROE, which is an interactive website that brings resources and community education to youth, was developed and continues to be updated. The website is designed to be utilized by both youth and adults.

Runaway Homeless Youth (RHY)

- Monroe County maintains an agreement with Center for Youth Services' Center House and Salvation Army's Genesis House to provide 24-hour access to services. Programs and county representatives continue to meet monthly to discuss needs and monitor outcomes, as well as contractual and regulatory compliance.
- Monroe County receives funding through the Department of Housing and Urban Development (HUD) to support services and case management for homeless youth (10-20) provided through MCDHS.
- The Youth Bureau was involved in the development of plan for a Single Point of Entry (SPOE) for Housing and Homeless Services in Monroe County which was implemented in January of 2015. During non-business hours, calls are handled by 2-1-1- Lifeline. Daytime procedures include the use of the Vulnerability Index - Service Prioritization Decision Assistance Tool (VI-SPDAT), which is a universal vulnerability assessment tool to determine the best strategy and program to address the needs of the homeless individual or adult/family. The Community Homeless Coordinator participates in weekly implementation planning meetings with Coordinated Care Services (CCSI), Catholic Family Center (CFC) and 211/City of Rochester. This Coordinated Access project was awarded Emergency Services Grant money for implementation. Efforts have continued to expand from the "front door" to emergency shelter, to case management services, to aid in securing permanent housing for those placed in an emergency shelter.
- Representatives from the Youth Bureau participate on the Monroe County Continuum of Care (CoC) Executive Committee, Homeless Services Network (HSN), the HSN Advisory Committee and the Coordinated Access Task Force Steering Committee.
- Efforts have been made to provide a more accurate count of homelessness among youth in Monroe County by including youth that are "doubled up" or "couch surfing" in the annual HUD *Point in Time* count.
- The Community Homeless Coordinator continues to work with the Rochester City School District (RCSD) and other school districts to obtain and maintain McKinney-Vento Homeless Education Funds.
- The Monroe County Continuum of Care (CoC) prioritized needs for additional and supplemental Runaway and Homeless Youth services. In late 2016, the CoC used 2016-2017 HUD monies to fund the Center for Youth Services Rapid Rehousing Program, which assists unaccompanied youth in locating permanent housing, paying for application fees, assisting with rent and/or security deposits and providing ongoing case management to ensure successful long-term housing stability.

Describe the financing for the district's services. Include general information about the types of funds used

(e.g. federal, State, local, TANF, or innovative funding approaches). Include new uses of TANF or Flexible Funds for Family Services for program services. Include any innovative approaches to funding or new uses of funds to support the service delivery system.

MCDHS-LDSS

The Department of Human Services-LDSS uses three major sources of funds to support Child Welfare, Youth, Adult, and Child Care services - federal, state, and local government. In recent years both the federal and the state governments have been funding much of the services through block grants resulting in any new costs being 100% local. In light of continuing reductions in state and federal funding, Monroe County has implemented strategies to change the way services are provided, reducing costs, while maintaining the safety, security and stability for children and families. This has resulted in a reduction in the number of youths placed out of home, especially those placed in congregate care settings, as well as a reduction in lengths of stay. Monroe County will continue to work with the Office of Children and Family Services and the New York Public Welfare Association to develop a funding structure that will allow counties to respond to increased/emerging needs and encourage increased investment in preventive services. The Department of Human Services will seek to maximize funding streams to support needed services, as well as seek out opportunities for grant funding that support pilot projects and community collaborations on new initiatives.

MCDHS -RMCYB

The core RMCYB funding source is NYS OCFS for Runaway and Homeless (RHY1 and RHY2), and Youth Development Programming (YDP). The RMCYB also receives local funds to support the Youth as Resources program (YAR). The RMCYB partners with MCOFA to assist in funding intergenerational programming. Often the RMCYB partners with other funders to support youth development programs. The current program budget of the RMCYB is 99% state funds and 1% county funds. The RMCYB distributes and monitors OCFS funding to municipal recreation centers and contracted non-profit organizations that focus on positive youth development.

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).

Monroe County follows procurement rules with the use of Requests for Proposals/Qualifications (RFP/Q) for all new contracts valued at over \$20,000, as per County policy. RFP/Qs are advertised on the County's website with clear guidelines for applying. All proposals are reviewed utilizing a clear set of criteria and a defined review process. Periodically, Monroe County requests Expressions of Interest (EOI) from existing contractors. MCDHS – LDSS and RMCYB follow County of Monroe policies regarding purchasing of services.

MCDHS- LDSS

Many services in the Child & Family Services Division, such as foster care and adoption, are "demand driven." Criteria for service is mandated by need and regulation. Ancillary services, including preventive services and community optional preventive services, are developed and implemented based on need.

MCDHS-RMCYB

The RMCYB promotes a joint coordinated and collaborative approach to impacting youth and family outcomes. The RMCYB's resource allocation process reinforces this strategy by recognizing opportunities to work closely with other funders and relevant parties to implement a joint investment approach whereby new funding decisions and requests for proposals are conducted as cooperative ventures rather than in isolation. The RMCYB utilizes an Expression of Interest (EOI)/RFP process for distribution of Youth Bureau funding allocations. Selection decisions are made by the RMCYB Executive Director, the Commissioner of Human Services and MC Department of Finance. Final approval is with the Monroe County Legislature.

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.

Monroe County has implemented a web-based contract management and tracking system called Contrack HQ. This system is designed to track contractor performance on outcome objectives; per unit costs; results of in-house evaluation/tracking and program/service utilization, allowing the County to identify effective programs/services more quickly. The contract system complements the Getting to Outcomes (GTO) model tracking performance and outcomes for each contract. Contractors are required to enter quarterly outcome and performance data into the system, facilitating oversight and monitoring of performance. These systems assist the division with identifying contractors who are not meeting expectations early enough to allow for technical assistance.

MCDHS-LDSS

Contract monitoring procedures differ somewhat for the three main areas in which Monroe County Department of Human Services - Child and Family Services Division purchased services: Preventive, Foster Care and Adult Protective Services.

Preventive Services: The method for monitoring preventive contracts is highly developed and includes case, program and systems monitoring. Case monitoring is conducted through the Family Assessment and Service Plan (FASP) completed by the service providers. MCDHS preventive caseworkers/liaisons review all FASPs to identify risk of placement, ensure goals are measurable and achievable, needed services are being provided and the minimum number of home visits were made. Contract agencies, funders and DHS staff worked together and developed a common tool, Family Assessment Functioning, to measure the degree to which family function changed over time. The form has been implemented throughout preventive contract programs and is used to identify critical areas in casework and to aid in creating focused service plans that address presenting issues and reduce risk factors for the youth and family. Each contract is assigned a liaison who is responsible to work with the vendors to assure adequate utilization levels, track program and contract performance, and immediately address problem areas. Utilization rates are closely monitored and generally, are expected to be maintained at 85% to 90% or above and are discussed at every bi-monthly Preventive Coordinators meeting. Providers are required to enter quarterly performance measures into ContrackHQ. The Preventive Supervisor and/or Senior Caseworker review the information in ContrackHQ for accuracy. The Preventive Administrator reviews, approves or otherwise addresses quarterly performance measures. If issues are noted, the liaison will meet with the provider to address performance issues and develop a plan.

Overall contract performance is reviewed upon receipt of vouchers and additionally as needed. All preventive programs are subject to periodic program and financial audits. Systems monitoring is done through data that are routinely maintained on a case, program, and service basis. This includes data on type and length of service, client characteristics, demographic information, cost, and staffing patterns. This data is incorporated into the contract monitoring process but also forms the basis for the preventive program's annual report and is used in budgeting/planning processes throughout the year.

Foster Care: Improved management of purchased foster care remains a high priority for MCDHS. For purchased foster care programs, monitoring is primarily done at the case level and is intended to ensure that regulatory standards are met in addition to ensuring that the clients' needs are met. Case monitoring is done through the regular review of FASPs, regular attendance at service plan conferences, and attendance at court hearings. Therapeutic Foster Care is monitored via defined performance measures and regular meetings between the responsible Administrator and the TFC program. Data provided by NYS (COGNOS, MAPS) is helpful in monitoring the total foster care system but needs to be much more accessible for additional analysis if it is to be used for contract monitoring or to ask more sophisticated systems-related questions.

Adult Protective Services: Adult Protective Services in Monroe County currently contracts for Financial Management and Guardianship Services. In both instances, contracts detail eligibility criteria, referral procedures, performance expectations and reporting requirements. The Financial Management Services program at Catholic Family Services (CFS) submits financial ledger sheets for clients in the program on a monthly basis. Summaries of casework activity are also submitted on a monthly basis. Databases maintained at DHS and at CFS track client involvement in the program and monitor timeliness of report submission. Guardianship cases involve a copy of the annual accounting, which is required by law to be submitted to NYS Supreme Court. Bi-monthly meetings are held with the Catholic Family Services

Program Administrator and the Adult Protective supervisors to discuss case status, contract compliance and programming. Lifespan submits a semiannual report of each case mutually served by Adult Protective and the Elder Abuse program. The program also submits an annual statistical report of all case activity and a summary of public awareness activities in the community.

MCDHS- RMCYB

The RMCYB's monitoring and evaluation system ensures contract compliance and high-quality youth programs that support positive youth outcomes. The primary goal of the RMCYB's monitoring and evaluation system is to assure that the investments made contribute to successfully impacting outcomes for youth and families. There are three main priorities in determining funding allocations: (1) safety and protection of Monroe County's most vulnerable children and adults; (2) healthy development and self-sufficiency; and (3) effective and efficient utilization of limited resources. The RMCYB incorporates four components to fulfill its oversight responsibilities with direct contract agencies: (1) self-report, requiring agency submittal of information; (2) assessment and evaluation, including review of contract objectives; (3) expenditure and financial systems review; and (4) technical assistance/consultation. Site visits occur as needed, or to provide technical assistance. RMCYB uses oversight information in planning and program redesign and methodology based on the identified needs of participants; to determine increases or decreases in funding based on changes in priority alignment or performance; to ensure compliance with contract standards; to address training and technical assistance needs and in discussions with investment partners regarding implications for changes or modifications. RMCYB works collaboratively with joint funders on program assessment, performance findings and corrective actions as identified, as well as allocation of resources, based on priority areas.

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)).

Monroe County Department of Human Services currently has no agreements with service providers or coordinators that permit the re-disclosure of CPS information. MCDHS continues to follow the legal standards for confidentiality and follow the 26 exceptions for sharing of CPS investigative information. We have benefitted from the direct legal counsel of Mark Maves, who provides statewide trainings on CPS and Confidentiality. MCDHS will also continue to monitor this issue with current service providers/coordinators to ensure that CPS information is not being re-disclosed and if necessary, will enter into agreements with service providers/coordinators which shall describe the specific agencies and categories to whom re-disclosure is authorized.

Relationship Between County Outcomes and Title IV-B Federal Goals

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

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

family-focused practice, and demonstrate partnership at all levels.

Safety / Prevention

Safety / Prevention Plan Update

1) What is your Wave 6 Recurrence rate?

18%

2) What OCFS Safety Theme do you believe will improve performance?

This may be the same theme you identified in last year's plan, or a different theme based on a revised strategy.

Improve the quality of CPS investigations

3) What strategies are you currently implementing within this theme?

In the 2018-2023 Child and Family Services Plan and again in the 2019 update, Monroe County focused on the Safety theme of improving the quality of risk assessments. Work around risk assessment has been very productive but needs to be expanded. Therefore, the new Safety theme for Monroe County is to improve the quality of CPS investigations. Many of the strategies are consistent with this new theme and we will continue to implement and build upon them.

Monroe County's Recurrence strategies, as outlined in the 2018-2023 Child and Family Services Plan, are as follows:

- A. Reduce recurrence rates through the reduction of both caseload size and staff turnover, thereby enhancing institutional knowledge and improving service delivery, via:
 - 1. Addition of 30 new staff positions;
 - 2. Implementation of a professional marketing campaign to address recruitment;
 - 3. Implementation of an Organizational Safety and Wellness Team.
- B. Explore additional opportunities to enhance current training to strengthen staff skill sets, improve quality of services and increase job satisfaction, with the goal of improving staff retention, via:
 - 1. Review of staff surveys and exit interviews to identify training gaps;
 - 2. Review of training curriculum to assess opportunities to strengthen training with in vivo practice;
 - 3. Analyses of abilities and capacity of in-house training team to address gaps and build on strengths;
 - 4. Establish a mentoring program for new caseworkers and promoted staff.
- C. Reduce recurrence by efficiently and effectively handling local reports of suspected child abuse and neglect, by providing both rapid assignment to address urgent concerns and viable service alternatives when the situation does not meet statutory/regulatory requirements via:
 - 1. Review of existing procedures to ensure reports will be processed according to statute and regulation;
 - 2. Collaborative work with OCFS to address concerns and establish best practices;
 - 3. Request that OCFS approve re-instatement of the local hotline.

Monroe County's Protective and Preventive Strategies, as outlined in the 2018-2023 Child and Family Services Plan, are as follows:

- A. Increase access to and referrals for preventive and community services by:
 - 1. Increasing the number of purchased preventive services;
 - 2. Modifying the internal supervisory closed case checklist to ensure families are appropriately identified for services, that services are offered, and referrals are made in a timely manner;
 - 3. Providing refresher training around completion of the RAP and around available

- community services, as well as how to best make referrals based on identified need;
- 4. Holding on-going group case conferences;
- 5. Enhancing community collaboration by holding fairs and presentations and establish community collaborative work group.

4) Think about the successful strategies you have put into place over the last two years that have had a positive impact on recurrence. a) What was the strategy(s)? b) How did the strategy(s) make a difference? c) Why do you think the strategy(s) was effective? d) Describe how you tracked to determine if the strategy(s) made a difference.

Monroe County has successfully reduced our casework vacancy rate in 2019. The Staff Development Unit monitors vacancies within the Child and Family Services Division on a regular basis. Sixty-nine new caseworkers were onboarded in 2019. The media campaign has improved recruitment of new caseworkers as evidenced by the larger enrollment and turn out for the caseworker exam. Case Aides were added to support CPS casework teams. This practice will continue and expand in 2020.

Review was completed of both state and local training and gaps were identified. As a result, a Coaching and Development Team which provides 1:1 mentoring to all new caseworkers and recently promoted Senior Caseworkers has been implemented. Bi-monthly closed stage reviews and monthly open stage reviews were completed in 2019. Immediate feedback was provided to teams with opportunities for improvement, as well as highlighting areas of strength. Strategies have been put in place to improve documentation of CPS history, timely completion of 7-day Safety Assessments and documentation of safe sleep. Bi-monthly CQI meetings are held to discuss practice issues and opportunities for improvement. Building off the success of the RAP refresher training completed in May 2018, another round is scheduled for this Spring. The plan is to continue to offer this refresher training every other year. FASP refresher training has been provided to all Investigation staff in 2019 and will be provided to all Management staff in the coming months.

Monroe County added 66 slots to our preventive programs in 2019. Additional slots will be added in 2020 to seven of our contracted preventive programs to provide more in-home services to our families to reduce risk. We are continuing to assess and develop new programs to add to our preventive service array. Two community fairs to promote preventive programs and community options were held in February of 2019. More are being planned for February 2020.

In order to more closely monitor the quality of investigations and successfully drive change, Monroe County created two new positions in late 2018. The Director position was split into two positions; one for Child Protective Services and one for Family Services. A Deputy Commissioner for Child and Family Services was brought on board in December of 2018.

5) Conversely, think about a strategy(s) that did not have a positive impact. a) What was the strategy(s) b) Why do you think the strategy(s) was ineffective? c) Describe how you tracked to determine if the strategy(s) made a difference.

We have been unsuccessful in the re-instatement of the local hotline. Requests have been submitted and OCFS has not supported our request.

6) Is your current strategy the same one in your most recent (2019) Annual Plan Update?

☐ Yes

☒ No

If not, please describe the changes and/or additions:

While the overarching goals for the Recurrence section remain the same, the strategies that support progress towards those will be modified as follows:

A. Reduce recurrence rates through the reduction of both caseload size and staff turnover, thereby enhancing institutional knowledge and improving service delivery by:

1. Continuing to hire and onboard new caseworker trainees at multiple times throughout the year.
2. Continuing to enhance the social media marketing campaign.
3. Ongoing recruitment at area colleges.
4. Onboarding of case aides to all CPS Investigation Teams.

B. Explore additional opportunities to enhance current training to strengthen staff skills sets, improve quality of services and increase job satisfaction, with the goal of improving staff retention, by providing:

1. The Coaching and Development Team to support new workers' continued growth and skill enhancement.
2. Ongoing review of opportunities to strengthen training with in vivo practice.
3. Group Mentoring Program for all new hires.

B. Reduce recurrence by efficiently and effectively handling local reports of suspected child abuse and neglect by:

1. Collaboratively working with OCFS to address concerns and establish best practices.
2. Performing monthly administrative audits as a quality review of in-process open stages.
3. Targeting trainings for needed areas of improvement as identified throughout the year through closed case audits and CQI meetings.
4. Coaching and Development of new hired leadership.

Monroe County's Protective and Preventive Strategies, as noted in Section 1 above will remain the same.

7) Why have you chosen your current strategy/strategies?

Monroe County has modified the plan to include strategies that have already been implemented to support our safety theme selection.

Tracking Strategy Effectiveness

What staff behaviors or business processes do you anticipate will change because of your strategy?	How will you know your strategy had an impact on a staff behavior, or a business process?	What will you track or document to evaluate your strategy's impact?
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<p>Caseworkers will be able to complete a more thorough CPS Investigation including the identification of appropriate services. Linkages will be timelier in the CPS Investigation stage.</p>	<p>Staff will feel the impact of lower caseloads with the addition of new staff which will give them increased time to spend with families to adequately assess the families service needs and make referrals as needed. Connecting family to appropriate services would decrease child welfare recurrence.</p>	<p>Monroe County will continue to track caseworker vacancies and open stages in CPSI. We will continue to evaluate the number of caseworkers to number of open CPSI Investigation stages. Ongoing case reviews will be conducted on both open and closed stages to ensure that regulatory requirements are being met, safety/risk are being appropriately assessed and linkage to appropriate services are made in a timely fashion.</p>
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Planning Team and Technical Assistance

Is your planning team still meeting? If yes, how frequently and what stakeholders attend?

Yes. The Annual Plan Update work group meets 4-6 times a year and consists of the Deputy Commissioner, both Directors, Casework Administrators, Staff Development, Planners, Casework Staff and Regional OCFS representatives.

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

None at this time.

Permanency / Prevention

Permanency / Prevention Plan Update

1) Permanency Indicator chosen in the 2018–2023 Plan:

- ☐ Permanency Indicator 1
- ☒ Permanency Indicator 2
- ☐ Permanency Indicator 3
- ☐ Permanency Indicator 4

2) What is your Wave 6 Permanency rate on this Indicator?

26%

3) Which Permanency Theme do you believe will improve performance?

This may be the same theme you identified in last year's plan, or a different theme based on a revised strategy.

6. Streamline the TPR and/or adoption process

4) What strategies are you currently implementing within this theme?

The themes identified through Monroe County's work with Public Catalyst and outlined in the 2018-2023 five-year plan remain valid. Factors that contribute to delays towards permanency and adoption and most directly impact performance on P2 are primarily related to the filing and disposition of a TPR and the Adoption process. Monroe County remains committed to the previously identified strategies which are geared towards streamlining the TPR/Adoption process.

A. Monroe County's Permanency Strategy, as outlined in the 2018-2023 Child and Family Services Plan, is to improve the oversight, careful monitoring and planned detailing of Court Orders to ensure timely permanency by:

1. Focusing on the appropriateness of utilizing a suspended judgement to settle a TPR;
2. Establishing tight language at disposition to ensure clients are clear as to requirements to achieve reunification when a Suspended Judgement is ordered;
3. Reducing the need to file violations of disposition or move to reunification more efficiently.

B. Monroe County's Protective/Prevention Services Strategy, as outlined in the 2018-2023 Child and Family Services Plan, is to support children placed in foster care to return to their families where appropriate, as quickly and as safely as possible by:

1. Conducting Permanency Reviews at the 3 and 6-month marks;
2. Tracking large sibling groups;
3. Holding Rapid Permanency Reviews;
4. Holding mini-CFSR reviews on 2 Preventive and 2 Foster Care cases on a quarterly basis.

Casework Administrators continue to be involved in all decisions regarding any proposed Suspended Judgements to both evaluate the appropriateness of a Suspended Judgement and ensure tight language at disposition. When a violation is needed for a Suspended Judgment, the Permanency Team assists the active management team in drafting Affidavits to provide clear,

concise information to the Law Department so that a violation petition can be drafted more expeditiously.

Permanency Reviews are held for all youth in foster care at 6 and 10-11 months. Extra attention is given to large sibling groups which may pose more challenges. A full CFSR Review was held in May 2019. Monthly mini-CFSRs of selected contracted Preventive Agencies were added in 2019 and will continue in 2020. Quarterly mini-CFSRs within Child and Family Services are also scheduled for 2020. Something not specifically identified in the 2018-2023 plan, but believed to be important nonetheless, was the roll out of a locally developed Permanency training for all Monroe County Child and Family Services staff led by Casework Administrators.

Throughout 2019, Monroe County Child and Family Services worked within the Child Welfare Court Improvement Collaborative to gain consensus to bring forth a LEAN project that could focus on the time frame from the filing of a TPR to the Disposition of the TPR. Monroe County's Public Catalyst work showed opportunities for improvement in that area, specifically related to Court processes. While the Collaborative could not reach consensus in that area, they recently agreed on a project focused on Court wait times, which will offer opportunities to identify efficiencies towards permanency.

In order to more closely monitor permanency efforts and successfully drive change, Monroe County reorganized its administrative structure and added two positions in late 2018. The Director position was divided into two positions; one for Child Protective Services and one for Family Services. A Deputy Commissioner for Child and Family Services was brought on board in December of 2018.

5) Think about the successful strategies you have put into place over the last two years that have had a positive impact on your chosen permanency indicator. a) What was the strategy(s)? b) How did the strategy(s) make a difference? c) Why do you think the strategy(s) was effective? d) Describe how you tracked to determine if the strategy(s) made a difference.

The use of mini, quarterly CFSRs in 2018 contributed to positive outcomes in the full 2019 CFSR which was conducted in May. Required actions on the Performance Improvement Plan were reduced from 9 from the previous review to 3. The strategy proved effective as it provided focus and attention across all units and allowed implementation of strategies for improvement throughout the year. The success of internal mini-CFSRs led to the expansion of this strategy to Voluntary Agencies.

Closely monitoring foster care cases, TPR filings, and violations has continued to lead to performance efficiencies and reduced filing timeframes, as evidenced below. As a result of this close monitoring, the Permanency Unit also has a clear understanding and can identify legitimate reasons for each youth whose TPR filing is delayed.

Year	Filed within 15 Mos.	Filed within 18 Mos.
2017	44%	71%
2018	43%	72%
2019	59%	86%

6) Conversely, think about a strategy(s) that did not have a positive impact. a) What was the strategy(s) b) Why do you think the strategy(s) was ineffective? c) Describe how you tracked to determine if the strategy(s) made a difference.

Monroe had planned to participate in Rapid Permanency Reviews, however they were cancelled by OCFS, therefore no outcomes are available.

Efforts to engage all Court partners in a process to examine and presumably reduce the time to

adoption was unsuccessful.

7) Is your current strategy the same one in your most recent (2019) Annual Plan Update?

☐ Yes

☒ No

If not, please describe the changes and/or additions:

Originally the intent was to hold Permanency Reviews at the 3 and 9-month marks, but both proved too early in the process. The purpose of the first review is to monitor progress on the part of the client and ensure that all state requirements are being met. The purpose of the second review is to inform permanency decisions. The original time frames did not allow adequate review with those goals in mind. As such, B.1 above will be changed to "Conducting Permanency Reviews at the 6 and 10-11 month marks."

As OCFS has cancelled Rapid Permanency Reviews, strategy B.3 will be discontinued.

8) Why have you chosen your current strategy/strategies?

Monroe County spent 2017 engaged with Public Catalyst to map processes and outcomes from the receipt of a CPS report through permanency. This enabled us to make an informed decision related to the Permanency Indicator that required the most urgent attention. Based upon internal factors related to staffing and caseloads, as well as Court processes, supervisory oversight processes, and internal monitoring practices, Monroe recognized P2 was a priority. Strategies developed were based upon identified underlying factors contributing to performance.

Planning Team and Technical Assistance

Is your planning team still meeting? If yes, how frequently and what stakeholders attend?

Yes. The Annual Plan Update work group meets 4-6 times a year and consists of the Deputy Commissioner, both Directors, Casework Administrators, Staff Development, Planners, Casework Staff and Regional OCFS representatives.

The Court Improvement Collaborative meets 6 times a year and consists of the Director of Family Services, Public Defender's Office, Conflict Defender's Office, Legal Aid Society Attorney for the Child, a Family Court Judge and clerk, Mt. Hope Family Center, Society for the Protection and Care of Children, CASA, Office of Mental Health, and OCFS.

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

Monroe County requests that OCFS continue to Quality Control our internal, quarterly mini-CFSR's.

Tracking Strategy Effectiveness

What staff behaviors or business processes do you anticipate will change because of your strategy?	How will you know your strategy had an impact on a staff behavior, or a business process?	What will you track or document to evaluate your strategy's impact?
We have not made appreciable changes to our strategies, as they continue to show promise. We anticipate that gains yielded by these strategies will become evident in Waves 7 and 8. It is also anticipated that the implemented strategies will become fully integrated into the work on an ongoing basis.	Improved performance on local CFSR reviews indicate that our strategies have been effective. Mini-CFSRs reviews will continue to be held throughout 2020 and will allow evaluation of current strategies as they relate to positive outcomes. Subsequent wave data, when available, will allow for additional assessment.	Monroe currently tracks the timeliness of TPR filing, time from filing the TPR to disposition of TPR, and time to adoption. Outcomes on the mini-CFSR reviews and larger, OCFS led CFSR reviews are also tracked, as are suspended judgements and appeals.

Permanency / Family First

Family First Outcome

When it is necessary to place children in out-of-home care, it is a safe, short and stable experience concluding with permanent attachments to caring adults.

(Child Welfare Practice Model Permanency Outcome)

NYS Target: Congregate Care

NYS Target: A maximum of 12 percent of children in foster care will be in congregate care (19-OCFS-LCM-09).

LDSS Target: As submitted to OCFS in the "Attestation of Use of Family First Transition Funds, Section III."

Reduce congregate care from **19%** (on December 31, 2018) to **12%** by September 30, 2021.

Underlying Factors: Congregate Care

Based on local data (Bubble Charts, Foster Home Data, your Family First Implementation Team input, etc.) we believe that the following underlying factor(s) contribute to our current performance:

Please list at least the primary factors (practice, process, policy) that currently impact your ability to meet the state Family First targets.

Factors (barriers) that negatively impact our ability to reach the stated target:

- Some youth by nature of their behavior are unable to be safely maintained in a foster home setting. (e.g., youth demonstrating extreme physical aggression, youth with sexual acting out behavior)
- There is an insufficient number of therapeutic foster homes to meet the needs of the youth mentioned above.
- There is an insufficient number of foster homes in general, particularly for teens, and not enough support for those homes to manage the challenging behavior presented by our current youth.
- Children with underlying Article 10 placements who are subsequently placed with OCFS in congregate care under Juvenile Delinquent adjudications are counted in the County's overall congregate care data and thus have an impact on the County's overall percentage of children in congregate care, despite our inability to manage those placements.
- Monroe County is one of only two counties in the state that accepts Unaccompanied Refugee Minors and places them in foster care. These youth lack family permanency options and when they require a higher level of care, they not only add to Monroe County's overall congregate care numbers, but also pose challenges around discharge and permanency.

Factors (bright spots) that support our ability to reach the stated target:

- Monroe County has done extensive work over the last several years to reduce numbers of children placed into congregate care, particularly in the Juvenile Justice arena. Between 2016 and

the present, Monroe County reduced the percentage of foster care youth in congregate care from 24% to 15%.

- Recent changes in PINS legislation that focus on prevention and early intervention, and limit the use of out of home placement, will support a further reduction in the use of congregate care. Monroe County is in the process of re-designing the front end of the PINS service delivery system to more effectively serve youth in the community without the need for court intervention and out of home placement.
- Monroe County has increased the availability of preventive services to both avoid entrance into the foster care system and to preserve existing in-home foster care placements, thereby reducing the need for step-ups into congregate care.

Strategies and Measures: Congregate Care

Family First Strategy(s) for decreasing reliance on congregate care	Activities	What evidence will you use to know the strategy was effective?
1. Ensure that only the highest needs youth are placed into congregate care	Create of a decision-making team around the need for/use of Congregate Care	Continue to maintain low percentage of youth in congregate care.
2. Increase the number of foster homes.	Increase recruitment and retention activities for foster parents.	Continue to maintain low percentage of youth in congregate care.
3. Monitor TFC utilization and explore the possibility of modifying contracts to better meet the need.	Regularly review bed utilization and capacity within TFC contracts	Continue to maintain low percentage of youth in congregate care
4. Increase ability of foster parents to manage challenging behavior.	a) Provide increased accessibility to online skill specific module training. b) Provide the support of a dedicated Behavioral Health Specialist for foster parents to help manage challenging behavior.	Fewer youth placed in foster homes will require step-ups to congregate care

NYS Target: Kinship Foster Care

NYS Target: A minimum of 30 Percent of children in foster care will be in kinship foster care

Monroe County: Permanency / Family First

LDSS Target: As submitted to OCFS in the "Attestation of Use of Family First Transition Funds, Section III."

Increase kinship foster care from **3%** (on December 31, 2018) to **30%** by September 30, 2021.

Underlying Factors: Kinship Foster Care

Based on local data (Bubble Charts, Foster Home Data, your Family First Implementation Team input, etc.) we believe that the following underlying factor(s) contribute to our current performance:

Please list at least the primary factors (practice, process, policy) that currently impact your ability to meet the state Family First targets.

Factors (barriers) that negatively impact our ability to reach the state targets:

Monroe County's original submission included a goal to increase kinship foster care from 3% (on December 31, 2018) to 30% by September 30, 2021. However, as Monroe County has continued to analyze and begun actively working towards this target, it has become clear that given our current practice of placing children with relatives under 1017 orders and providing them a full range of services and supports, the percent of children currently placed in certified relative homes, the modifications necessary to our practice, and the financial impact of such a change, 30% is no longer a reasonable number within the stated time frame. At this time, Monroe County wishes to modify our target to 15% by September 2021 as an interim objective, with a longer term target of 30%.

Factors (barriers) that negatively impact Monroe County's ability to reach the state targets:

- Unlike many counties in New York State, Monroe County provides a full range of services and supports to relatives caring for their kin (i.e., 1017 placements), so incentives to become a certified foster parent are more limited.
- Many families are not interested in more government involvement in their lives and/or are not interested in the additional time and responsibility involved in becoming a certified foster parent.
- Families tend to see foster care as more restrictive and regulated.
- Relatives fear retaliation from family and do not wish to jeopardize their relationship with the child's biological parent(s).
- Monroe County is one of only two counties in the state that accepts Unaccompanied Refugee Minors and places them in foster care. These youth lack family permanency options and will rarely be placed with kin by definition of their status as URM's.
- Courts may not be supportive of bringing youth into foster care who can be or have been successfully placed with relatives.

Factors (bright spots) that support our ability to reach the state targets:

- Child welfare staff share the belief that children do best when with family, as evidenced by the almost 300 children currently placed with relatives under MCDHS supervision.
- Transitional funds and consultation have been made available to assist in meeting targets.
- Monroe County has done a great deal of work and has intensively planned for the roll out of a Kinship Specialist Team specifically designed to support relative caregivers in understanding and completing the certification process. The team is expected to be operational by the end of June 2020.

Strategies and Measures: Kinship Foster Care

Family First Strategy(s) for increasing kinship care usage	Activities	What evidence will you use to know the strategy was effective?
1. In situations where imminent risk is present, kinship placement will be explored and promoted as the first and best option	<p>-Identify the child's extended family network the moment the child comes to the attention of the child welfare system</p> <p>-Referral to a Kinship Specialist will occur within 1 day of out-of-home placement or when a safety plan has been made with a relative or non/relative caring for the child.</p>	<p>An increase in the number of children placed in relative homes.</p>
2. Establish a Kinship Specialist team	<p>a. Establish a kinship resource packet which provides written information on all permanency options</p> <p>b. Engage in open, clear and knowledgeable face to face discussion of options and resources.</p> <p>c. Assist in resolving initial placement challenges, including basic needs to ensure safety of the child and stability of the placement.</p> <p>d. Provide the support of a dedicated Behavioral Health Specialist for relative foster parents to help manage challenging behavior.</p>	<p>a-b. An increase in the number of Certified Relative Foster Homes</p> <p>c. Increased use of Care Portal and improved ability to meet basic needs in a timely manner</p> <p>d. Lower rates of placement disruption for children placed with relatives</p>
3. Explore alternate training curriculums that may best meet the unique needs of the relative resource	<p>-Increase staff knowledge and understanding of the unique needs and potential of kinship families.</p> <p>-Research alternate curriculums</p> <p>-Conduct focus groups with current relatives caring for kin to</p>	<p>Review Group will provide a summary of recommendations as to the best options for relative-specific training to either adapt existing training or purchase a new curriculum.</p>

	assess potential training needs unique to relatives.	
4. Engage relative resources who currently have custody under 1017 orders in discussion about becoming a certified relative home.	<ul style="list-style-type: none"> -Gather and analyze current 1017 placement data. -Engage relatives in discussion regarding barriers to becoming certified relative foster home, where appropriate. -Consult with Kinship Specialist Team for relatives interested in becoming certified. 	Number of current 1017 placements that become certified

Family First Implementation Team

List the members of your district's Implementation Team and how they assisted in the identification of underlying factors and the development of strategies.

All team members have been active participants in the Families First Implementation planning. Team members led and/or participated in various activities including conducting focus groups with relatives, creating a CQI team to define barriers to kinship placements utilizing fish bone diagramming, mapping the placement process, and data mining to gather information, analyze feedback and track usage. Six unique workgroups have been formed to tap into staff ideas, perspectives and expertise: Kinship Specialist Team, Data Team, Congregate Care Review Team, Communication/Marketing Team, Kinship Support and Training Team and 1017 Team. Each of these teams is focusing on implementation of various pieces of our readiness for Family First. Each work group reports out to the Implementation Team on a monthly basis to ensure that various efforts are consistent, well-integrated and moving forward.

Local Implementation Core team:

- Anne Eichas, Deputy Commissioner, Child and Family Services
- Kathy Cardilli, Director, Child Protective Services
- Amy Natale-McConnell, Director, Family Services
- Jackielynn Sofia, Administrator, Foster care, Homefinding & Residential Services
- Lynn White, Administrator, Preventive & Child Protective Management Services
- Contessa Noye, Senior Caseworker, Homefinding Unit
- Daniel Speorl, Senior Caseworker, Residential Services
- Barbara Mitchell, Planner

Technical Assistance

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

Technical assistance is needed to better access existing Data Warehouse reports, create and generate meaningful reports from data available within Data Warehouse and develop standalone data bases for data that is not available in Data Warehouse. Monroe County is currently exploring software options to better visualize data and would appreciate technical assistance to review, evaluate and select a software program.

Monroe County is exploring sources of funds to be used to support relatives in adding a child to their home and/or to address and resolve immediate needs and/or address barriers to placement stability. Monroe County will apply to Redlich Horowitz Foundation for these funds and will also look to potential State Transition Funds, should they become available.

Youth and Young Adult

Youth and Young Adult Plan Update

OCFS encourages county teams to review last year's Youth and Young Adult section through a positive youth development lens. Please use the Touchstone Goals below when reviewing or creating new strategies for the coming year. OCFS seeks to promote positive youth development through quality, multifaceted programming that helps youths learn, thrive, and develop to their fullest potential.

Youth and Young Adult Indicators chosen in the 2018–2023 Plan:

- ☐ **Healthy Development:** Teen Pregnancy Rate
- ☐ **Healthy Development:** Dependence or Abuse of Illicit Drugs or Alcohol (Ages 12+)
- ☐ **Healthy Development:** Needing But Not Receiving Treatment for Alcohol Use (Ages 12+)
- ☐ **Healthy Development:** Serious Mental Illness (Ages 18+)
- ☐ **Healthy Development:** Serious Thoughts of Suicide (Ages 18+)
- ☐ **Healthy Development:** Major Depressive Episodes (Ages 18+)
- ☐ **Healthy Development:** Other
- ☐ **Academic Success:** Graduation Rate
- ☐ **Academic Success:** Other
- ☐ **Self-Sustainability:** Youth Aged 18–24 Who Have Public Health Insurance
- ☐ **Self-Sustainability:** Households Headed By a Person <25 Years Old Which Are In Poverty
- ☐ **Self-Sustainability:** Other
- ☐ **Safe Living Conditions** *(Counties who choose this indicator must inform with locally collected data as needed)*
- ☒ **Other** *(Counties who choose this indicator must inform with locally collected data as needed)*

Touchstones

The Commissioners and Directors of New York State's health, education, and human services agencies recognized that a new model characterized by prevention, early intervention and family/youth involvement was necessary to improve outcomes in the areas for which they had responsibility.

The agencies embarked on an effort to develop a common set of measurable goals and objectives that lead to improved outcomes for children and families. From these actions, the Council on Children and Families and its 12 member agencies developed the New York State Touchstones. These touchstones are a common set of goals and objectives that cut across all service systems. They allow individuals and organizations with diverse missions to work together to improve conditions for children and families.

The Touchstones framework is organized by six major life areas:

- Economic Security

- Physical and Emotional Health
- Education
- Citizenship
- Family
- Community

Each life area has a set of goals and objectives representing expectations about the future and a set of indicators reflecting the status of children and families. These goals and objectives are integrally related to each other and call for comprehensive strategies to address any aspect of children and family well-being. [Read more information on Touchstones](#)

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.

1. What strategy or strategies did your county plan to implement in your 2019 Annual Update—Youth and Young Adults County Plan section?

The strategies can be copied directly from the previous year's plan.

Monroe County continued to implement strategies initially identified in the 2018-2023 Child and Family Service Plan, as follows:

- A. Provide more opportunities for youth to be involved within our community while reducing factors that inhibit their participation by:
 1. Creating new and maintaining existing relationships with organizations who provide volunteer opportunities;
 2. Building partnerships with local businesses and organizations who can aid in reducing barriers to participation;
 3. Building programming within RMCYB to include more opportunities for community involvement.
- B. Create relationships with more youth-based organizations throughout Monroe County to reach more youth and increase programming by:
 1. Reaching out to community organizations who provide youth involvement opportunities and invite them to become part of the "Explore Monroe" program, providing a "one-stop shop" of opportunities;

2. Meeting with churches, clubs, schools and other youth serving organizations to increase the base of youth served;
3. Building relationships with all members of the Youth Services Quality Council to improve recruitment for RMCYB programming and spark interest in being active in the community.

2. Did your county fully implement the strategies as planned?

Were you able to implement your strategy as designed, or did you change the way you implemented it? If you changed it, or tried something completely different, please explain.

The Rochester Monroe County Youth Bureau (RMCYB) employs the New York State approach to positive youth development which 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.

The RMCYB continued to prioritize maintaining existing relationships and building new partnerships, having successfully done so since the plan's inception. In 2019, RMCYB built upon the foundation of relationships first established in 2018 and successfully rolled out programs with three new organizations: Champions Academy, Consumer Credit Counseling Services of Rochester and the Villa of Hope. Champions Academy is a trauma-responsive mentoring program for urban teens, Consumer Credit Counseling provides services to our youth to increase personal financial literacy and certifies peer financial educators, and Villa of Hope provides work-based learning opportunities to youth ages 16-20. Provided through funding received through NYS OCFS YDP Funding, these programs aid in reducing barriers to participation by providing career path instruction, community service opportunities and possible employment over the next 3 years.

Intergenerational programming continued to provide youth with the opportunity to serve the senior population, while internal RMCYB programming and YDP funded programming supported more general community service. Intergenerational events promote the transmission of cultural traditions and values from older to younger generations and dispels negative stereotypes of both youth and older adults through various events. As active members of the Youth Services Quality Council, RMCYB not only acts as an additional voice for youth, but also serves as a resource to promote activities, programming and community involvement.

The "Explore Monroe" website was re-built in 2019 through a partnership with RIT, under the guidance of a collaborative that included the Youth Bureau, Greater Rochester After School Alliance (GRASA) and several community program coordinators. A plan for ongoing maintenance is in development.

3. Are there any new or emerging issues that impacted your plan? If yes, please describe the issues and the changes.

There have been several changes within RMCYB, with a new Youth as Resources (YAR) Program Coordinator and the departure of the Executive Director. At present, RMCYB is operating under the leadership of Monroe County's Deputy Commissioner for Child and Family Services.

4. What did your county anticipate would happen as a direct result of implementing your strategy as it was designed?

Monroe County anticipated reaching more youth, establishing more partnerships and increasing program opportunities.

5. Did the strategy have the anticipated impact? If so, what was the impact?

Use data you have available as evidence that your strategy did or did not have the desired impact on the intermediate outcome.

In 2019, Monroe County both maintained its existing relationships and created new ones with organizations who provide volunteer opportunities to create greater opportunities for Monroe County youth to be engaged in opportunities to learn new skills, engage in community and social opportunities and/or gain meaningful employment. This was particularly successful with the roll out of programming within the Champions Academy, Consumer Credit Counseling Services of Rochester and the Villa of Hope, as described above.

The RMCYB continued meeting with churches, clubs, schools and other youth serving organizations to increase opportunities for youth to serve throughout the community. Through the Youth As Resources program (YAR), \$20,000 was distributed to increase and promote youth activities.

Opportunities to connect with and serve seniors continued through intergenerational programming continued with events such as the Fall Clean-up, the Holiday Senior Ball and the Zoo's Clues event at the Seneca Park Zoo. The 2019 MC Toy Giveaway provided additional opportunities to volunteer. Several area businesses and schools, along with the Department of Human Services Financial Assistance Division, assisted the RMCYB with hosting the enormous event at the Blue Cross Arena.

6. What strategy or strategies does your county plan to implement in the coming year to impact outcomes?

When reviewing your strategies from year one, please consider the following questions to work towards growth: What worked well? How could you modify your strategies to ensure improvements? Please describe any changes and why the changes have occurred. Include any new activities and the evidence you plan to provide to demonstrate the strategy's effectiveness.

When reviewing your strategies from year one, please consider the following questions to work towards growth: What worked well? How could you modify your strategies to ensure improvements? Please describe any changes and why the changes have occurred. Include any new activities and the evidence you plan to provide to demonstrate the strategy's effectiveness.

Monroe County Youth Bureau is a planning, funding, and coordinating agency which is dedicated to developing, implementing and evaluating a comprehensive system of services for youth in the Rochester and Monroe County community. Through our extensive network of youth serving agencies and community partnerships, we are better able to identify gaps and develop strategies to address them, as well as to serve youth and families through asset development, advocacy, prevention, and the funding and monitoring of youth service agencies' programs that strengthen families and communities. We will continue to add to our collaborations and partnerships with county and community partners to sustain current programming and create new opportunities for positive youth development. The Youth Bureau will also continue to enhance and actively promote opportunities and activities for youth to develop skill sets, provide training to increase knowledge and competencies, and create mentoring opportunities for youth to interact with seniors, professionals and community leaders to effectively engage with a diverse variety of community members.

Planning Team and Technical Assistance

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

Anne Eichas, Acting Director Youth Bureau

Hali Radecker, YAR Program Coordinator

Steven Newcomb, MPA Acting Director Office of the Aging

Above members are all new as a result of personnel changes. We will add to the planning team in 2020. It is expected that these team members will be part of strategy identification and implementation.

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

None at this time.

Runaway and Homeless Youth Services

Person Submitting Report

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

Name:

Rebecca Miglioratti

Title:

Community Homeless Coordinator

Agency:

Monroe County Department of Human Services

Email Address:

Rebecca.miglioratti@dfa.state.ny.us

Phone:

585-753-5732

2020 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

Point in Time data indicates 152 youth and children (under 18) and 80 young adults (ages 18 to 24) on the day of collection. Admissions to Salvation Army and Center for Youth total 330 for 2019. Across time, approximately 3% of youth served are aged 16, 7% are age 17, 22% are age 18, 32% are age 19 and 36% are age 20.

Runaway youth (ages 11-17) accounted for 57% (n = 84) of PINS Diversion cases in 2019 and 84% (n=88) of PINS petitions to Family Court. NOTE: Youth may be referred for Diversion in one calendar year and petitioned in the next. NOTE 2: 31% of PINS Runaway petitions (n=27) filed in 2019 were for youth in DHS care and custody who had run away from foster care or facility placement.

ii. Gender identity / expression

Male, Female, Transgender are served. Approximately 61% are female in both the RHY and PINS runaway population. Data indicates few transgender youth, but this is felt to be an underrepresentation.

iii. Sexual orientation

Straight, Lesbian, Gay, Bisexual, Questioning: Asexual = <1%, Lesbian = 2%, Pansexual = 4%, Gay = 7%, Bisexual = 15%, Straight = 71%

iv. Race / ethnicity

All races and ethnicities are served.

Over 62% are Black/African American, while 5% are Black/Hispanic. White only youth account for 13% of the population, while white Hispanic youth account for 14%. 4% identify as multi-racial. Native American and Asian youth each account for less than 1% of the population.

In the PINS Runaway Diversion population, the disparity is greater: Approximately 76% are Black/African American and 12% are white. 13% identify as Hispanic.

v. Child welfare involvement or history

Overall, at least half of youth served have active or historical involvement with Child Welfare. This is likely an underestimate, as youth may choose not to disclose past history. As noted above, 27 youth in MCDHS care and custody had run away from foster care or facility placement and could not be found, generating a PINS petition and warrant request.

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

Youth come for services from a variety of places: 47% come from home and another 14% are with relatives. Twenty percent of youth are living with a friend. Eight percent (8%) come from a mental health or behavioral health facility and 2% come from the hospital. Seven percent (7%) come from adult shelters, 9% from the streets and 2% from Jail. Less than 1% are living independently or come from an RHY TILP.

vii. Estimated number of runaway youth vs homeless youth in the county

Approximately 20% of youth served are runaways and 80% are homeless.

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.

Family Counseling and reunification is the primary goal for youth in Monroe County as most often youth run away or become homeless due to strained relationships with family.

TILP is the next best option when family reunification isn't possible. TILP not only builds on skills necessary for independent living, but is also able to explore relative resources and establish lifelong family connections. Currently there is a shortage of TILP opportunities. Several TILP programs have closed in the recent past, leaving a shortage of TILP opportunities for our youth.

A growing number of RHY are presenting with mental health and/or substance use disorders intensifying the need for crisis services and housing, TILP, permanent supportive housing and aftercare services. Center for Youth has recently established a Mental Health Task Force to begin to address this need.

3. Describe the *resources* (services and funds) *designed specifically for the RHY population*.

Do not copy and paste a resource list here.

i. Describe the **non-residential** resources *designed for RHY*.

- **Center for Youth Services (CFY) Street Outreach** – Education, counseling and referrals to assist youth in leaving the streets.
- **CFY Crisis Hotline**
- **CFY Safe Harbour** – Identify and provide services to potential victims of commercial sexual exploitation.
- **CFY Rapid Rehousing Program** – Assists in locating safe and affordable permanent housing, cash assistance for rental and security deposit payments and ongoing case management services.
- **CFY Prevention Education Services** – Communication, alcohol and drug awareness, depression and

suicide, sexuality, conflict resolution.

- **Safe Place:** The Center for Youth has partnered with community businesses and municipalities in the Greater Rochester region to provide approximately 300 designated sites for Safe Place, a national youth outreach program that launched in Rochester in 2006. Safe Place has educated thousands of young people locally about the dangers of running away or trying to resolve difficult, threatening situations on their own. In a crisis, a youth can go to a Safe Place site in the Rochester area to access immediate help and services from trained professionals at The Center for Youth.

ii. Describe the crisis or transitional **residential** resources *designed specifically for RHY*. Include the total number of crisis and transitional beds available to RHY.

- **CFY Center House** – 13 bed co-ed shelter serving youth ages 12-18
- **CFY New Beginnings House** – Transitional housing for 6 boys age 18-21 finishing HS, VOCED, preparing for GED, and/or seeking employment.
- **CFY TILP** – Maternity Group Home serving 8 female youth ages 16-21 with up to 8 dependent children and individual apartments in a single building for up to 15 male or female youth.
- **CFY Host Home Program** – 2 homes able to serve 1 M or F youth at a time.
- **Salvation Army Genesis House** – 14 bed co-ed shelter serving youth age 16-20.

iii. Describe any resources **operated by county agencies** *designed specifically for RHY* (health, mental health, substance abuse, courts, etc.).

FACT (Family Access & Connection Team)/Probation Diversion: FACT is a cross systems (Human Services, Office of Mental Health and Probation) approach to serving the Pre-PINS population. As Monroe County has effectively addressed the other PINS categories (Ungovernable and Truancy), many of the remaining youth served by FACT are runaways. A specific protocol for runaway youth has been developed as a result. When a parent calls to report a runaway, they are immediately connected with a probation officer who contacts known associates, undertakes an extensive social media search and goes into the community, actively searching for the youth. Upon locating the youth, the youth and family work with a facilitator to get needed services into place to address the problems leading to the youth running away. FACT is in the process of establishing a multi-disciplinary team to better serve our runaway youth and their families, thereby reducing the need for court intervention. Services such as mental health, substance abuse treatment, mediation and conflict coaching, Functional Family Therapy and Multisystemic Therapy and assistance accessing shelters or safe alternate living situations are available within the program.

4. Describe *how* the resources listed in question #3 are coordinated. Include the following in your description:

i. Your plan to address service gaps in 2020.

Monroe County has fully implemented a Coordinated Entry System across Rapid Rehousing (RRH) and Permanent Supportive Housing (PSH) programs. Individuals and families are prioritized using the Vulnerability Index - Service Prioritization Decision Assistance Tool (VISPDAT) which is an evidenced based assessment tool used to prioritize those with the highest needs and barriers to accessing and maintaining safe permanent housing. Vacancies within RRH and PSH programs are filled using the community prioritization list so available resources are available to those with the highest degree of need.

In 2020 the RMCYB staff will continue to facilitate RHY provider workgroups to identify gaps in housing and services for RHY and plan next steps to bridge these gaps.

RMCYB staff will continue to hold a seat on the CoC Executive Board and carry out the goals established in the CoC's strategic plan to eliminate youth and family homelessness.

RMCYB staff will continue to attend the Homeless Services Network community meetings and participate in a yearly needs assessment which will mold the local priorities when making HUD NOFA funding decisions.

RMCYB staff will continue to participate in the review, rating, ranking and allocation process for HUD dollars that are successfully awarded to Monroe County each year.

RMCYB staff will continue to participate in the Parenting Teens Emergency Shelter Workgroup to identify

viable options to provide crisis housing to parenting teens.

ii. Any new services or expansion of services planned in 2020.

Center for Youth is in the process of submitting a certification request for Arnett House. Arnett is anticipated to have 6 transitional beds for RHY (no dependents) ages 16 – 24 with a focus on LGBTQ/Trafficked youth, although beds will be available to all youth as needed. Center for Youth is projecting somewhere between 40 and 75 youth served per year. Assuming appropriate permissions and certifications are secured, Arnett House is slated to open in September 2020.

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.

Housing and service availability is maintained by each individual program. Vulnerable youth may access this information through program websites, Center for Youth's walk-in location, crisis hotline, Safe Place or by contacting 211 Lifeline, which serves as the community's main hub for all services provided within Monroe County.

iv. Please describe the response available to youth who present as runaway or homeless youth to DSS or Youth Bureau. This question is not required of counties with a RHY Service Coordinator.

Not Required.

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.

The RMCYB consults with the RHY/Community Homeless Coordinator, RHY certified and non-certified providers and the Continuum of Care stakeholders group.

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.

RMCYB identified the needs of the RHY population through a focused RHY Providers Workgroup session, review of quarterly reports provided by certified RHY providers, attending monthly Homeless Services Network (HSN serves as the stakeholder body to the CoC), community meetings, CoC monthly board meetings, the Pregnant and Parenting Teens Shelter Workgroup, and the weekly Coordinated Entry Workgroup.

Monroe County's most recent "point in time" data collection report has been uploaded to the plan.

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 *homeless young adults* (up to age 25).

Note: Residential RHY programs must be certified by OCFS to serve homeless young adults.

- ☒ 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
Rebecca Miglioratti	Department of Human Services	Community Homeless Coordinator	Rebecca.Miglioratti@dfa.state.ny.us	585-753-5732
Anne Eichas	Department of Human Services	Deputy Commissioner, Acting Director, Youth Bureau	Anne.Eichas@dfa.state.ny.us	585-753-6655

RHY Service Coordinator

1) Designation and duties of the municipal RHY services coordinator

Coordinator's Name:

Rebecca Miglioratti

Agency or Organization:

Monroe County

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

Department of Human
Services and Youth Bureau

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

60

☐ 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](#).

Runaway/Homeless Youth (RHY) funds provide for the coordination, planning and monitoring of a continuum of community-based services targeted toward youth, in accordance with the RHY Act. The RHY Coordinator oversees and monitors current program services, as well as plans for the development of enhanced/new services to address gaps/obstacles to service the target population. Through this funding, the county contracts with not-for-profit agencies to provide 24-hour crisis counseling, shelter, case management, transitional housing and support services. The county's RHY Coordinator oversees the daily RHY process and serves as conduit for the Youth Bureau, as well as hosts the monthly RHY meetings for RHY service providers.

RHY programs are monitored on an annual basis by OCFS Regional Staff and MCDHS Community Homeless Coordinator. All active youth files and a sampling of closed files are reviewed to ensure youth needs are being met including educational services and transportation to and from educational programs.

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

The Salvation Army Genesis House

Address		Program Director	Operating Certificate Number
35 Ardmore St Rochester, NY 14611		Christina Barnwell 585-253-2660 Christina.Barnwell@USE.Salvation	2171
<input type="checkbox"/> The county contracts with this program for RHY services. <input type="checkbox"/> The county contracts with this program for PINS respite services. <input type="checkbox"/> 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 runaway youth by the program:			60-120
Maximum Bed Capacity: Certified		Maximum Bed Capacity: Operating (projected)	
Target population	All persons	Target population	All persons
14	14	14	14

The Center for Youth Center House

Address		Program Director	Operating Certificate Number
128 Seneca Parkway Rochester, NY 14613		Valerie Douglas 585-271-7670 vdaouglas@centerforyouth.net	D18-11-1-01
<input checked="" type="checkbox"/> The county contracts with this program for RHY services. The value of the contract is \$74810 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:			Other (0-19)
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

The Center for Youth Host Homes

Address		Program Director	Operating Certificate Number
905 Monroe Avenue Rochester, NY 14620		Valerie Douglas 585-271-7670 vdouglas@centerforyouth.net	D-18-96-2-01
<input type="checkbox"/> The county contracts with this program for RHY services. <input type="checkbox"/> The county contracts with this program for PINS respite services. <input type="checkbox"/> This program will receive OCFS RHY funds in the plan year.			
Ages of youth the program is certified by OCFS to serve:			Other (0-21)
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
4	5	4	5

Transitional Independent Living Programs (Supported and Group Residences)

The Center for Youth Chrysalis House

Address		Program Director	Operating Certificate Number
1900 South Avenue Rochester, NY 14618		Valerie Douglas 585-271-7670 vdouglas@centerforyouth.net	D18-96-2-01
<input type="checkbox"/> The county contracts with this program for RHY services. <input type="checkbox"/> The county contracts with this program for PINS respite services. <input type="checkbox"/> 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	16	8	16

CFY TILP Devonshire Ct. #2

Address	Program Director	Operating Certificate Number
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150 Devonshire Ct #2 Rochester , NY 14619		Valerie Douglas 585-271-7670 vdouglas@centerforyouth.net		2353
<input type="checkbox"/> The county contracts with this program for RHY services. <input type="checkbox"/> The county contracts with this program for PINS respite services. <input type="checkbox"/> This program will receive OCFS RHY funds in the plan year.				
Ages of youth the program is certified by OCFS to serve:				Other (16-21)
Maximum length of stay offered to youth by the program:				
Maximum Bed Capacity: Certified		Maximum Bed Capacity: Operating (projected)		
Target population	All persons	Target population	All persons	
2	2	2	2	

CFY TILP Devonshire Ct #10

Address		Program Director		Operating Certificate Number
150 Devonshire Ct. #10 Rochester, NY 14619		Valerie Douglas 585-271-7670 vdouglas@centerforyouth.net		2354
<input type="checkbox"/> The county contracts with this program for RHY services. <input type="checkbox"/> The county contracts with this program for PINS respite services. <input type="checkbox"/> This program will receive OCFS RHY funds in the plan year.				
Ages of youth the program is certified by OCFS to serve:				Other (16-21)
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	
2	2	2	2	

CFY TILP Devonshire Court #1

Address		Program Director		Operating Certificate Number
150 Devonshire Court #1 Rochester, NY 14619		Valerie Douglas 585-271-7670 vdouglas@centerforyouth.net		2355
<input type="checkbox"/> The county contracts with this program for RHY services. <input type="checkbox"/> The county contracts with this program for PINS respite services. <input type="checkbox"/> This program will receive OCFS RHY funds in the plan year.				
Ages of youth the program is certified by OCFS to serve:				Other (16-21)
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	

1	1	1	1
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CFY TILP Devonshire Ct #4

Address		Program Director	Operating Certificate Number
150 Devonshire Ct. #4 Rochester, NY 14619		Valerie Douglas 585-271-7670 vdouglas@centerforyouth.net	2356
<input type="checkbox"/> The county contracts with this program for RHY services. <input type="checkbox"/> The county contracts with this program for PINS respite services. <input type="checkbox"/> This program will receive OCFS RHY funds in the plan year.			
Ages of youth the program is certified by OCFS to serve:			Other (16-21)
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
1	1	1	1

CFY TILP Devonshire Ct #5

Address		Program Director	Operating Certificate Number
150 Devonshire Ct. #5 Rochester, NY 14619		Valerie Douglas 585-271-7670 vdouglas@centerforyouth.net	2357
<input type="checkbox"/> The county contracts with this program for RHY services. <input type="checkbox"/> The county contracts with this program for PINS respite services. <input type="checkbox"/> This program will receive OCFS RHY funds in the plan year.			
Ages of youth the program is certified by OCFS to serve:			Other (16-21)
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
1	1	1	1

CFY TILP Devonshire Ct #6

Address		Program Director	Operating Certificate Number
150 Devonshire Ct. #6 Rochester, NY 14619		Valerie Douglas 585-271-7670 vdouglas@centerforyouth.net	2358

<input type="checkbox"/> The county contracts with this program for RHY services. <input type="checkbox"/> The county contracts with this program for PINSrespice services. <input type="checkbox"/> This program will receive OCFS RHY funds in the plan year.			
Ages of youth the program is certified by OCFS to serve:		Other (16-21)	
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
1	1	1	1

CFY TILP Devonshire Ct #7

Address		Program Director		Operating Certificate Number	
150 Devonshire Ct. #7 Rochester, NY 14619		Valerie Douglas 585-271-7670 vdouglas@centerforyouth.net		2359	
<input type="checkbox"/> The county contracts with this program for RHY services. <input type="checkbox"/> The county contracts with this program for PINSrespice services. <input type="checkbox"/> This program will receive OCFS RHY funds in the plan year.					
Ages of youth the program is certified by OCFS to serve:				Other (16-20)	
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	Target population	All persons
1	1	1	1	1	1

CFY TILP Devonshire Ct #8

Address		Program Director		Operating Certificate Number	
150 Devonshire Ct. #8 Rochester, NY 14619		Valerie Douglas 585-271-7670 vdouglas@centerforyouth.net		2360	
<input type="checkbox"/> The county contracts with this program for RHY services. <input type="checkbox"/> The county contracts with this program for PINSrespice services. <input type="checkbox"/> This program will receive OCFS RHY funds in the plan year.					
Ages of youth the program is certified by OCFS to serve:				Other (16-21)	
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	Target population	All persons
1	1	1	1	1	1

CFY TILP Devonshire Ct #11

Address		Program Director	Operating Certificate Number
150 Devonshire Ct #11 Rochester, NY 14619		Valerie Douglas 585-271-7670 vdouglas@centerforyouth.net	2361
<input type="checkbox"/> The county contracts with this program for RHY services. <input type="checkbox"/> The county contracts with this program for PINS respite services. <input type="checkbox"/> This program will receive OCFS RHY funds in the plan year.			
Ages of youth the program is certified by OCFS to serve:			Other (16-21)
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
1	1	1	1

CFY TILP Devonshire Ct #12

Address		Program Director	Operating Certificate Number
150 Devonshire Ct. #12 Rochester, NY 14619		Valerie Douglas 585-271-7670 vdaouglas@centerforyouth.net	2362
<input type="checkbox"/> The county contracts with this program for RHY services. <input type="checkbox"/> The county contracts with this program for PINS respite services. <input type="checkbox"/> This program will receive OCFS RHY funds in the plan year.			
Ages of youth the program is certified by OCFS to serve:			Other (16-21)
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
1	1	1	1

CFY TILP Devonshire Ct #14

Address		Program Director	Operating Certificate Number
150 Devonshire Ct #14 Rochester, NY 14619		Valerie Douglas 585-271-7670 vdouglas@centerforyouth.net	2363
<input type="checkbox"/> The county contracts with this program for RHY services. <input type="checkbox"/> The county contracts with this program for PINS respite services. <input type="checkbox"/> This program will receive OCFS RHY funds in the plan year.			

Ages of youth the program is certified by OCFS to serve:		Other (16-21)	
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
	1	1	1

CFY TILP Devonshire Ct #9

Address	Program Director	Operating Certificate Number	
150 Devonshire Ct. #9 Rochester, NY 14619	Valerie Douglas 585-271-7670 vdouglas@centerforyouth.net	2377	
<input type="checkbox"/> The county contracts with this program for RHY services. <input type="checkbox"/> The county contracts with this program for PINS respite services. <input type="checkbox"/> This program will receive OCFS RHY funds in the plan year.			
Ages of youth the program is certified by OCFS to serve:		Other (16-21)	
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
2	2	2	2

Non-Residential Programs

Please provide the following information about each of the OCFS-funded non-residential RHY programs and services that operate within your municipality. A [data dictionary](#) is available for your reference.

Program Name:

Prevention, Education &
Counseling Services YDP

Program Address:

905 Monroe Avenue

Program Contact Name:

Center for Youth Services
Valerie Douglas

Program Contact Phone Number:

585-271-7670

Program Contact Email:

vdouglas@centerforyouth.n

Hours of accessibility to RHY population:

24/7

Monroe County: Runaway and Homeless Youth Services

Target Population (age and other relevant demographics):

Monroe County Youth ages 12-21

Non-residential RHY Services Provided:

The Center Satellite services project brings comprehensive youth prevention and counseling services to Monroe County. Prevention/education, counseling intervention, access to runaway/homeless youth housing and follow-up services are available through The Center's Office locations and throughout the county.

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.

RHY providers have expressed interest in free trainings to support staff with meeting the minimum training requirements.

RHY providers expressed that it would be helpful to have OCFS direct regional trainers expand their focus to include RHY and homeless young adults. This would require OCFS trainers to become more knowledgeable about the population and the providers in their area. Many of the trainings provided by OCFS in our region target foster care and child welfare staff and programming. Additionally, OCFS's youth advisory board is for foster care youth only, not RHY. It would be wonderful if they created avenues for RHY and homeless young adults to directly provide feedback and input on services.

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 (ELFA Part K 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.

Please note that many sections of the PINS Diversion Services Plan have been pulled forward from the 2019 submitted and approved PINS Diversion Services Plan for your convenience. This does require you to amend information that is no longer applicable and/or updated for 2020.

Designation of Lead Agency

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

Select the Lead Agency for PINS Diversion Services:

- ☒ Probation
- ☐ LDSS

Inventory of PINS Diversion Service Options

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

Service Category	Service Gap
Residential Respite (required)	
Providers: Center for Youth Services - Center House; Salvation Army - Genesis House; Hillside - ERB	<input checked="" type="checkbox"/> There is a service gap in this service If there is a gap: Reason for Gap: Currently utilize the R/HY system for respite on an as needed/as available basis. Those beds are often full resulting in a gap in respite options. Dates of Gap:
Geographic Area: County	
Limitations:	

<p>Salvation Army-Genesis House only accepts ages 16 and up.</p>	<p>Ongoing</p> <p>Plan for Addressing Gap:</p> <p>Respite services were added to the STSJP plan and were approved 2/1/2019. Prior to the development of an RFP, community stakeholders from across the region were invited to an agency forum to discuss potential programming options, address agency concerns, brainstorm creative ideas and potential braided funding options and better understand programmatic and regulatory limitations. Based on input received at the forum, an RFP was developed and released. Only one response was recieved and the proposal was cost prohibitive for the amount of service provided.</p> <p>Funds have been requested and approved for Respite in the Raise the Age (RTA) Fiscal Plan. PINS youth may benefit from the increased availability of Respite beds in the community that would otherwise be used by RTA JD/AO youth.</p> <p>The System of Care Leadership Team in collaboration with the new FACT Program Director will continue to explore options for meeting this need. (Please see Desired Change #3)</p>
<p>Crisis Intervention—24 hours per day</p>	
<p>Providers:</p> <p>URMC Mobile Crisis Team; RPD FACIT (Family Crisis Intervention Team)</p> <p>Geographic Area:</p> <p>County (URMC); City of Rochester (FACIT)</p> <p>Limitations:</p> <p>These services are available community wide to all residents. As MOUs with Community Providers are being developed, the need for a more formalized response will be explored.</p>	<p><input type="checkbox"/> There is a service gap in this service</p>
<p>Diversion Services / Other Alternatives to pre-dispositional placement (required)</p>	
<p>Providers:</p> <p>Family Access and Connection Team; Probation - Diversion, ATD Team & EM; Juvenile Justice Mental Health-CCSI; Educational Liaison-RCSD; Villa of Hope - JRC</p>	<p><input type="checkbox"/> There is a service gap in this service</p>

(Juvenile Reporting Ctr); Hillside - RIY (Reinvesting in Youth); Cayuga Centers - FFT & MST; Center for Dispute Settlement; Community Programs and Resources Geographic Area: County-wide Limitations: ATD & EM are only available during court pendency.	
Conducts sexual exploitation screening and assessment (required)	
<i>If other than PINS Diversion Services Lead Agency, provider conducting the screening and assessment:</i> This screening has been and will continue to be conducted at FACT in accordance with OCFS mandates.	<input type="checkbox"/> There is a service gap in this service
Alternative Dispute Resolution Services (optional)	
Providers: Center for Dispute Settlement; Partners in Restorative Initiatives (PIRI) Geographic Area: County Limitations: Mediation was added to the STSJP plan in 2018-2019. Following a longer than expected procurement process, Mediation services have formally been secured through an RFP, utilizing STSJP funding, with the Center for Dispute Settlement. The contract began 10/1/19 and direct referrals are underway.	<input type="checkbox"/> There is a service gap in this service
Other Services—including those to prevent and intervene with youth exhibiting runaway behaviors	
Identify and Describe Service Category: Probation Outreach Team Providers: Monroe County Department of	<input checked="" type="checkbox"/> There is a service gap in this service If there is a gap: Reason for Gap: Need a broader service array to address runaway behavior

<p>Probation</p> <p>Geographic Area: County Wide</p>	<p>Dates of Gap: Ongoing</p> <p>Plan for Addressing Gap:</p> <p>Despite very robust and active Probation Outreach, Monroe County struggles to adequately address the complex, hi-risk behaviors exhibited by youth who repeatedly runaway. Locating them is the first step, but engaging them is more challenging, given their behavioral responses to stress, conflict and self-examination. Please see Desired Change #1 for additional information on addressing this gap.</p>
<p>Other Services—including those to prevent and intervene with youth who are truant</p>	
<p>Identify and Describe Service Category: Behavioral Health Services Availability & Access</p> <p>Providers:</p> <p>Geographic Area:</p>	<p><input checked="" type="checkbox"/> There is a service gap in this service</p> <p>If there is a gap:</p> <p>Reason for Gap: Community based mental health services that youth can get to may not have immediate openings</p> <p>Dates of Gap: Ongoing</p> <p>Plan for Addressing Gap:</p> <p>FACT and Probation currently utilize MAYSI-2 on-site or in the community for screening Mental Health, Substance Abuse and Trauma Exposure, JJMHC's to assist in linkages as needed</p> <p>Monroe County developed a new position and hired a Program Director to lead the County in the creation of a Multi-disciplinary Team to provide services to youth at risk of PINS, as well as those alleged to be and adjudicated as PINS. It is through this framework that delays and other barriers in obtaining prompt, quality mental health and substance abuse services/treatment are being addressed. Referral tracking and outcome measure expectations will be outlined in all MOUs developed with SA/MH providers. The possibility of partnerships with agencies that can provide onsite screening and intakes is under consideration.</p>

PINS Diversion Services Procedures

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

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

Monroe County: PINS Diversion Services

PINS Diversion Services Protocol	Responsible Agency(ies)
a. Determines the need for residential respite services and need for alternatives to pre-dispositional placement	
<p>Describe how provided:</p> <p>The FACT Facilitator attempts to utilize family and friends as the first source of housing options. When those are exhausted or not available/viable, FACT Facilitators will explore with the youth and family other options, including Hillside Respite and Youth Shelter system.</p> <p>For PINS youth who come to the attention of MCFC, the ATD Team screens PINS youth at their first appearance and speaks with family members. The ATD Team will work with the youth and family to identify alternatives to pre-dispositional placement and provide recommendations to the court as to viable alternatives.</p>	<input checked="" type="checkbox"/> Probation <input checked="" type="checkbox"/> LDSS <input checked="" type="checkbox"/> Other FACT
b. Provides an immediate response to youth and families in crisis (includes 24 hours a day response capability)	
<p>Describe how provided:</p> <p>The FACT Information number is the first contact point. FACT staff triage the call, after identifying the needs of the caller and youth. If needed, the FACT Facilitator will link the youth and family to mobile or other crisis services for follow-up and to ensure that the crisis is being addressed. Office-hour availability is being expanded and our newly staffed Family Partner positions can engage in safety planning with families. During non-office hours, the message on the FACT information line will direct people to contact the police (911) in an emergency, or to contact 311 and/or Hillside Services Integration in order to speak with someone immediately, or to leave a detailed message. Callers who leave messages are contacted the next business day. Monroe County is in the process of creating and implementing an online referral form that may have the ability to connect with other community service providers.</p>	<input checked="" type="checkbox"/> Probation <input checked="" type="checkbox"/> LDSS <input checked="" type="checkbox"/> Other FACT
c. Serves as intake agency—accepts referral for PINS diversion services, conducts initial conferencing, and makes PINS eligibility determinations	
<p>Describe how provided:</p> <p>Describe how provided:</p> <p>During both the initial contact and the face-to-face conference, FACT staff who respond to a family's initial inquiry will identify the concerns of the youth and family, determine the services and systems with whom the youth and family have been involved and the outcomes of that involvement, explain various options, and discuss possible outcomes. If a youth and family believe that another system is more appropriate to meet their needs, the FACT Facilitator will facilitate the linkage with that system and follow-up to ensure that the youth and family have successfully made that connection.</p> <p>All youth at risk of PINS will be eligible for FACT. If a youth has had previous contact with FACT, the assigned FACT Facilitator will review all available records. A FACT Behavioral Health Specialist and/or Senior Facilitator may be assigned. The FACT Facilitator will discuss with the youth and family what resources were/have been</p>	<input checked="" type="checkbox"/> Probation <input type="checkbox"/> LDSS <input checked="" type="checkbox"/> Other FACT

helpful, as well as any needs they have identified or expectations they may have. This will be particularly important given recent changes in the PINS system. At-risk youth will work with an assigned Facilitator prior to any formal diversion process, unless there are extenuating circumstances. Probation is brought on board in situations that require additional support, direction or services. No petition will be filed without a thorough review by the Probation Review Committee to ensure that all efforts and ideas have been exhausted and the case is appropriate for petition. The PRC is a collaborative which includes invested parties who together determine if a transfer to Probation Diversion or petition to MCFC is warranted.

If a youth is currently missing/AWOL, the FACT Information Line staff will gather basic information from the family and forward it to one of the two Probation Officers or the Senior PO assigned to FACT, who will search for the missing youth. Probation makes an exhaustive search: checking social media, following up leads from family, friends and school. When a youth is located, she/he will be assigned to a FACT Facilitator. On the rare occasion where a youth cannot be located, the PO will work with the family to prepare affidavits and file paperwork in Monroe County family Court to request a warrant. If the youth is brought in on the warrant, the ATD Team will talk with the youth and family about options and next steps in the process and assess the situation for alternatives to Pre-Dispositional Placement.

d. Conducts assessment of needs, strengths, and risk for continuing with PINS behavior

Name of assessment instrument used:

- ☒ YASI
☐ YLSI
☒ Other
MAYSI-2

- ☒ Probation
☐ LDSS
☒ Other
FACT

Describe how provided:

The FACT Facilitator or PO with whom the family/parent has initial contact will assess the situation, identify any crisis needs, make any necessary referrals/ linkages, and schedule a face-to-face conference with all parties. Monroe County continues to use the YASI as the core screening and assessment instrument. All youth and families attending a face-to-face conference will have a YASI Assessment completed. Youth will also be offered the MAYSI-2 at Intake as a screen for mental health, substance abuse, and trauma. Results of the assessments will be used to assist FACT and/or Probation, the youth and the family in identifying needs and to develop a plan to address those needs in the community. If the MAYSI-2 identifies issues that need further assessment, the FACT facilitator will arrange for the additional assessments upon Supervisory consultation.

e. Conducts sexual exploitation screening and assessment

Name of screening instrument used:

- ☒ Rapid Indicator Tool
☒ Child Sex Trafficking Indicators Tool
☐ Other

- ☒ Probation
☐ LDSS
☒ Other
FACT

Describe how the screening instrument is administered and what training has

been provided:	
<p>Both tools are administered and completed in accordance with OCFS standards as outlined in 15-OCFS-ADM-16. Safe Harbour training had been provided in the past and will be repeated in Spring 2020.</p>	
f. Works with youth and family to develop case plan	
Describe how developed:	<input checked="" type="checkbox"/> Probation <input type="checkbox"/> LDSS <input checked="" type="checkbox"/> Other FACT
<p>A FACT Facilitator will be assigned to the case and will work with the youth and family throughout services unless a geographic or school-based assignment is deemed appropriate and is preferable to the youth and family or the youth/family has previously engaged with another facilitator and would like to work with him/her again.</p>	
g. Determines service providers and makes referrals	
Describe how provided:	<input checked="" type="checkbox"/> Probation <input type="checkbox"/> LDSS <input checked="" type="checkbox"/> Other FACT
<p>The FACT Facilitator utilizes results from the YASI and MAYSI-2, as well as information obtained in interviews and collateral contacts, to develop a case plan with the youth and family that identifies needs and outlines potential services and/or resources to address those needs. The plan is reviewed regularly and updated as needed.</p> <p>If the plan is to refer a youth and family to a community-based program for services, the FACT Facilitator will assist with the referral and in making the connection. The FACT Facilitator also follows-up with the family as well as the referral agency to ensure that the youth and/or family are connected. If the connection does not occur or is not successful, the FACT Facilitator will meet with the youth and family to reassess the situation and discuss other options.</p> <p>Through the development of community partnerships and in keeping with the goals of the Multi-disciplinary Team model, space for partners will be made available on-site so that youth and families can access various services in one place.</p> <p>If a youth and family are being referred to a preventive program (i.e., MST, FFT, JRC), the FACT Facilitator or Probation Officer will complete a referral form, attach a copy of supporting documentation and assessment information, and fax to the program within two days. The FACT Facilitator will remain open with the case and provides ongoing support and maintains contact with the youth and family at least until linkage is made.</p> <p>If a youth continues to struggle and the need for formal diversion services exists, the FACT Facilitator may, with the agreement/support of the family, and Supervisory and Probation Review Committee (PRC) agreement, transfer the case to Probation Intake for Diversion services. The FACT Facilitator will communicate with Probation in advance of transferring a youth.</p> <p>For youth referred to Probation Intake for Diversion services, the Probation Officer, upon completion of the YASI Full Screen, will develop a diversion plan jointly with the parent/guardian and the youth which outlines needs, services/programs referred to, behavioral expectations, and frequency of communication and follow-up between Probation, the youth and family. The case plan is continually re-assessed and updated with the youth and family as new information becomes available. At the time the plan is developed, families are given information about other programs and services that they might access to address their needs.</p>	

h. Makes case closing determination

Describe how provided:

When the family and youth feel successful in managing the identified issues, or otherwise no longer wants services from FACT, the FACT Facilitator will seek supervisory consult to assist in determining that closure is appropriate. A closing summary is prepared and a closing letter is sent to the youth and family.

When the family and youth feel successful in managing the identified issues, or otherwise no longer wants services from Probation, the PO will seek supervisory consult to assist in determining that closure is appropriate.

- ☒ Probation
- ☐ LDSS
- ☒ Other
FACT

PINS Diversion Services Plan

A. Planning Activities

Briefly describe all PINS Diversion Services—Strategic Planning activities the locality has engaged in related to this current plan. Include every organization in the county that is involved to date in the PINS Diversion Services planning process and how this plan aligns with the county Youth and Young Adult Services plan and the Runaway and Homeless Youth plan. Schools, law enforcement officials, the local family court, respite service providers, youth bureaus, community-based organizations, runaway and homeless youth providers, anti-trafficking providers, dispute resolution center partners, and others are critical partners to the planning process.

Describe the collaborative process for the development of the PINS Diversion Services Plan and MOU:

Monroe County Probation, DHS and MCOMH have continued to work closely to address the needs of the PINS population. Collaborative oversight has been in place since Monroe County re-designed the PINS system in January 2007. This collaborative oversight, together with the use of real time data and information to guide decision making, has assisted in the early identification of issues and planful adjustments to the PINS system to ensure that it continues to respond to the needs of youth and families.

Several planning/assessment efforts are continuing in the greater Rochester community that touch upon the PINS population and their families. Probation is an active participant in these initiatives:

- System of Care (SOC) Leadership Team includes representatives from probation, DHS and OMH. The Team meets to review data as well as identify service or system issues and develop strategies to address identified issues.
- Reform: Monroe County has a long history of locally driven reform efforts, even prior to the advent of JDAI in 2014 when the county was selected by Annie E. Casey and NYS OCFS as one of six pilot sites for the Juvenile Detention Alternatives Initiative (JDAI). As JDAI work was broadened to encompass the NYS Partnership for Youth Justice's Vision grid, Monroe County developed a local collaborative team to continue to lead Juvenile Justice reform. Known as JART (Juvenile Alternatives & Reform Team), the team reports on a quarterly basis to the Juvenile Justice Council, tracking system utilization and trends, helping to roll out state and regional juvenile justice initiatives, and identifying system gaps and developing strategies to address them. Workgroups are in place to implement and monitor Raise the Age, address Equity across the JJ system, roll out reform at the Juvenile Detention Center and support the various PINS reform efforts.
- Trauma Informed Practice: Monroe County Department of Human Services- Child and Family Services Division has identified the need for and made a commitment to having all staff

participate in a 2-day Trauma Informed Child Welfare Practice Training to help staff begin to use trauma focused lens in their work with children and families. FACT staff are mandated to participate in this training. Monroe County Probation encourages all Family Services POs to participate in training on implementing trauma informed care and decision making and to utilize a trauma informed lens in their practice.

- PINS Truancy: Staff from Probation and FACT meet with the RCSD quarterly to discuss issues of truancy. In addition, both FACT Facilitators and Probation Officers are active members on the RCSD Attendance Team. Probation actively participates in the RCSD Attendance Stakeholders meetings.
- RCSD: RCSD Education Liaison convenes a quarterly meeting with Probation's court based Supervisor and the Juvenile Justice Planner to review information/data on youth served/referred to the Education Liaison, case outcomes, unmet needs and gaps in services. The program provides 2 services: (1) develop an education plan to support the youth while placed pre-dispositionally and to facilitate youth's successful re-entrance into school following such placement and share with court and Probation, and (2) provide consultation on education issues and access to services/programs to Probation Officers.
- JRC: Villa of Hope holds a quarterly meeting with Probation, DHS Preventive Services and the Juvenile Justice Planner to discuss program utilization, address issues/concerns and design program modifications to ensure that youth are successful in the program and that eligible youth are referred.

In addition to the efforts identified above, there are a number of ad hoc planning opportunities that occur throughout the year that are issue/topic specific. Probation is an active participant in those where youth involved in the juvenile justice system are involved or the issue impacts justice involved youth.

List stakeholder and service agency involvement in strategic needs assessment and planning:

Monroe County Probation, MCDHS – Child and Family Services Division, Monroe County Office of Mental Health, Monroe County Family Court, Hillside Children's Center, Villa of Hope, ACT Rochester, Center for Dispute Settlement, Monroe County Legal Aid Society -Attorney for the Child, FACT (Family Access and Connection Team), Rochester City School District, Rochester Police Department, Monroe County Sheriff's Department, Cayuga Centers, Monroe County Youth Bureau, Monroe County Administration

B. PINS Diversion Services Population

Please define the PINS Diversion Services population in your county for calendar year 2019. Specifically, please provide the following as whole numbers (not %):

Number of PINS Diversion Services cases carried over from previous year:

23

Number of Total PINS Diversion Services referrals:

210

Number of PINS Diversion Services referrals filed by parents:

163

Number of PINS Diversion Services referrals by schools:

12

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:

35

Please identify other sources:

LDSS 34, Court 1

Number of Total PINS Diversion Services cases closed:

201

Number of PINS Diversion Services cases closed as Successfully Diverted:

132

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

62

Number of PINS Diversion cases closed for other reasons (include Withdrawn and Terminated with Bar to Petition):

7

Number of PINS Diversion Services cases that remained open at end of calendar year:

32

C. Data Collection

How was data collected?

1. Data is collected and reported monthly to the Juvenile Justice Council by several stakeholders in the local juvenile justice system including detention, Probation, DHS, OCFS, and Family Court. The data obtained and any issues of concern are discussed. If warranted, subcommittees or work groups are formed and/or the issue is referred to JART to address issues identified via this review. The PINS data breakdown listed in B above, was provided by Monroe County Probation. A growing percentage of Diversion referrals are from the Department of Human Services for youth who have run away from their foster care placement.
2. The Alternative Program Review Committee (APR) (committee reviews all youth where Probation is considering recommending placement, or where Family Court is requesting out of home placement, to look for alternative community-based options) has established a centralized data base that is used to discuss individual youth.
3. As non-secure detention is no longer utilized for PINS youth, Monroe County is developing ways to measure and track youth for whom there is an active warrant, as well as youth who have been placed pre-dispositionally. A process similar to what was the Non-Secure Detention Review Committee is being considered, to review these youth and assist with access to programs and services. The review committee has historically been comprised of DHS, Probation, Mental Health and Education.
4. DHS tracks monthly numbers and maintains a system indicator/reporting tool that captures and reports PINS and JD intakes, petitions, detention admissions and soon to be pre-dispositional placements, and use of alternative programs.
5. Through additional one-time funding through STSJP, the program is developing its own data base which will not only be able to track data more accurately and expeditiously, but will serve as a more streamlined, customized record keeping system.

D. 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?

☒ Yes

☐ No

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

FACT (Family Access and Connections Team) is the initial contact point. FACT staff work with youth and families to identify the issues and resolve them using community-based resources. If the issues are unable to be resolved, then the case can be sent to Probation for diversion services. Please see the full continuum of Pre-PINS/PINS above.

Number of youth who received Pre-PINS services in calendar year 2019:

691

E. Needs Analysis

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

*List data sources (e.g., Communities That Care, youth assessment and screening instrument aggregate reports, PINS/complaint [source or type] information, status at closing, cases referred for petition, etc.). Specify whether the findings relate to county, city, town, neighborhood, school or other specific groups within the PINS Diversion Services population. Describe any conclusions drawn or changes made to strategies to address the needs of this population. Data collected through the needs assessment process can be useful in selecting outcomes in the next section. **Include how the local assessment may have shifted related to the PINS reform legislation of 2019.***

Monroe County has been working diligently over the last several years with a renewed focus on serving youth and families in the community, as well as bringing down the numbers of PINS complaints, petitions, placements and detention admissions: From 2015 through 2019, complaints have decreased by 86%, petitions by 73%, detention admissions by 65% and placements by 84%.

PINS Intakes

In 2017, funding for FACT (Family Access and Connections Team) shifted to preventive dollars which required that the program utilize the Connections system for case management. Previously, FACT had used the Probation Caseload Explorer system which resulted in all FACT cases being opened in CE. As of August 2017, FACT ceased using the CE system for opening cases which was followed by a reduction in PINS Intake numbers. While the decrease in PINS complaints was certainly accelerated by the shift to preventive dollars and coding/system changes, the adoption of a more preventive philosophy within FACT, whereby provided services are focused on addressing youth and family needs in a more reparative, strength-based way seems to have taken root and promote better outcomes. With the addition of a Program Director, the development of a Multi-disciplinary team and well-defined graduated incentives and interventions, continued progress is being realized. Most recently, FACT funding was changed to STSJP funding for the 2019-2020 program year to allow the program to expand more fully into the realms of prevention and early intervention while decreasing the time spent on documentation to further reduce the number of PINS petitions.

PINS PETITIONS

Probation has implemented several strategies to reduce the number of PINS cases petitioned to MCFC. In 2018, 2 Intake (Diversion) Probation Officer positions were re-located to the FACT Program, with the intent of providing additional graduated interventions prior to having a case petitioned, while reducing exposure to the JD population. A Probation Review Committee (PRC) has been implemented to review PINS cases where a petition to MCFC is being considered to ensure all community options have been

exhausted prior to petition. The group no longer meets weekly, as so few youth reach the point that such a review is needed.

Probation has adopted different response strategies to varying complaint types. For example, Probation has worked directly with RCSD to reduce the number of PINS-T cases being filed. In 2019, only 12 Truancy complaints were opened in Diversion and none of them proceeded to petition. Similarly, the renewed focus on youth and families building on strengths to repair relationships has led to a reduction of Ungovernable complaints. In 2019, only 5 such petitions were filed. As the overall number of petitions has been reduced however, runaway youth now account for 95% of petitions.

Runaway youth present a special challenge for Diversion, despite a rigorous Probation protocol to find and engage them in services. Currently when FACT receives a report of a runaway youth, the matter is immediately assigned to one of two specially designated probation officers or the Senior Probation Officer. The search begins immediately and includes numerous electronic and social media searches, as well as initial calls to the family and/or guardians. Probation Officers actively search for youth in the community, tracking down leads and exploring connections that might lead to the youth whereabouts. When youth are located, they are stabilized and linked to a safe residence. In depth work begins with a thorough assessment of the youth and family's strengths, needs, mental health and substance use and goals for the youth and family are developed and referrals are made as appropriate. If a youth is unable to be located, Probation Officers work with the family to file the necessary paperwork with MCFC to secure a PINS warrant for runaway. When a youth who is in the care/custody of DHS AWOLs from care, the DHS Caseworker will meet with ATD staff to prepare necessary paperwork and with the Law Department to file the necessary court papers to secure a warrant. Approximately 29% of PINS petitions filed in 2019 were filed by the Department of Human Services in connection with warrant requests for youth in DHS care and custody who were AWOL from their foster homes or facilities. Because of the complex issues and multiple risk factors presented by runaway youth, a specific emphasis on work with these youth will be emphasized in the coming year, as seen in Desired Change 1 below.

PINS Pre-Dispositional Placement

Monroe County provides a number of interventions for petitioned youth to avoid further penetration into the system, particularly around the need for pre-dispositional placement through the ATD team. The Team serves both JD and PINS youth, providing evening and weekend field work home visits, curfew checks, school checks, and referrals to and linkages with community-based services as needed. There is no limit on the number of youth served by this team. Several practice changes and strategies have been implemented to support youth and families without the need for pre-dispositional placement, as follows:

- **Immediate Probation Response (IPR):** When a youth/family fail to appear (FTA) for court, in lieu of a FTA warrant, the Monroe County Family Court Judge can make a referral to the ATD Team. An ATD Officer will immediately attempt to locate the youth/family and if successful, inform them when/where to appear and provide any assistance necessary to facilitate their appearance in Court.
- **TeleTask Services:** Prior to all scheduled Court dates, the ATD team will notify the client by way of an electronic notification system of their next upcoming Court appearance via text and phone.
- **PINS Pre-Dispositional Services (PDS):** All PINS petitions when filed are reviewed by the JJMHC to screen for mental health needs and if so, will reach out to families and offer assistance/support. An assigned ATD Probation Officer will contact the family, identify any concerns, make appropriate referrals, and notify family of upcoming Court dates.
- **Electronic Monitoring:** The Team provides assessment, recommendations and reports to the Court regarding the use of Electronic/GPS monitoring as an alternative to Pre-Dispositional Placement.
- **Resource Cabinet:** The Team has established a clothing cabinet with school uniforms, book bags with school supplies, alarm clocks, duffel bags, hygiene bags etc. to address needs of youth and encourage/support them.

As a result of the decreases in complaints and petitions, as well as the excellent work of the ATD team, Monroe County has experienced a 65% reduction in the number of PINS detention admissions and a 73% reduction in PINS detention bed days between 2015 and 2019. MCFC has also seen a significant decrease in the average number of outstanding PINS warrants monthly, dropping from 63 in 2015 to 15

as of January 2020.

As FACT and Probation continued to collaborate with schools and provide more preventive, solution-based services, youth with truancy and ungovernable petitions account for a much smaller percentage of PINS youth detained. In 2019, no youth with truancy petitions were detained and only four (4) youth were detained on ungovernable petitions. This represents a dramatic shift from 2017 where truant youth comprised 15% of the admissions and ungovernable youth accounted for 38%. Addressing the needs of runaway youth continues to pose a challenge for service delivery, as youth with Runaway petitions accounted for 97% of the detention admissions in 2019. A significant number of the youth detained in 2019 had risk factors associated with sex trafficking and were referred to Safe Harbour.

While the number of unique PINS youth detained in 2018 and 2019 remained stable, the number of admissions increased 1.5%. This is most likely an artifact of a high AWOL rate, as might be expected with a population primarily comprised of youth who are detained because they run away. The AWOL rate for non-secure detention jumped to 45% from 33% in 2018. Another factor was a change in the local judiciary: the PINS judge retired at the end of 2018 and her responsibilities were assumed by 2 other judges in 2019. As the new judges settled in, PINS detention admissions again decreased. PINS detention admissions were 31% lower in the second half of the year. Finally, as the number of youth in the system shrinks, youth who are already in the care and custody of DHS account for a larger percentage of youth. In 2019, 31% of detained youth were in DHS care and custody, compared with 19% in 2018, and accounted for 35% of bed days in 2019 compared to 26% in 2018. These youth will not be pre-dispositionally placed in 2020, as they will remain in foster care.

F. Desired Changes

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

For each outcome:

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

Desired Change	Numerical or Percentage Change Sought	Identify Outcome (for PINS Diversion Services population)	Strategy / Plan to achieve (who, what, and when)
Change #1			
More successfully provide supports and services to runaway youth without the need for court intervention.	No more than 50% of runaway referrals will result in a petition to court.	More runaway youth will be safely maintained in the community	Probation will continue to aggressively search for missing youth per current practice Provide thorough assessment of strengths & needs for runaway

			<p>youth</p> <p>Develop different strategies for youth who "stay away" versus "run away"</p> <p>Intern from University of Rochester will conduct a literature review to inform and adopt new strategies and best practice</p> <p>Repeat Safe Harbour training in Spring 2020</p>
Change #2			
<p>Increase the number of PINS youth screened at FACT to identify those who have co-occurring conditions to develop effective cross system treatment plans.</p>	<p>65%</p>	<p>65% of new referrals (other than runaways who can not be located) will complete a MAYSI-2 within 1 month and be linked to services when appropriate/desired.</p>	<p>Continue to offer MAYSI-2 to youth coming to FACT (FACT, Probation) Ongoing</p> <p>Track results of MAYSI-2 screens & outcomes of linkages/referrals to other service providers. (FACT, Probation, OMH) Ongoing</p> <p>JJMHC/Engagement Specialist will review MAYSI-2 screens and collaborate with FACT staff on making referrals/linkages (CCSI MH/JJCC)</p> <p>Report outcomes to Leadership Team (FACT, Probation, OMH)</p>
Change #3			
<p>Increase the availability of respite/alternate housing options for PINS youth.</p>	<p>An additional option for alternative housing and/or respite will be developed and implemented.</p>	<p>More Youth will have access to safe, short-term housing.</p>	<p>Despite much community planning resulting in an RFP for Respite being released in 2019, there is still no county contracted respite program available</p> <p>Continue to plan/budget</p>

			for Respite funds through STSJP Probation to continue to explore Respite for older youth Collect data on housing needs of local PINS youth Administration to explore possibility of short-term group home model with partners.
--	--	--	---

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

Describe any technical assistance and/or training requested to implement this plan. Please be as specific as possible.

Training or Technical Assistance on best practices in the areas of runaway, stay-aways and sex trafficked youth would be welcome.

Also, describe any additional information you wish to bring to the attention of OCFS and DCJS regarding **PINS Diversion Services**.

Monroe County would like to include a 4th Desired Change, which is a carry over from last year.

Desired Change 4: Establish a Multi-Disciplinary Team with multiple system partners to co-locate and provide needed services to PINS youth, as well as community youth/families in need of services.

Numerical or Percentage Change Sought: Develop at least 5 Collaborative Agreements with Community partners.

Identify Outcome (for PINS Diversion Services population): Youth and families will have faster and easier access to needed services which all ascribe to the same shared values.

Strategy / Plan to achieve (who, what, and when):

- Program Director has been hired and is working to develop relationships with community partners.
- FACT Re-design Team to continue to meet on a regular basis.
- Seek legal consultation where necessary.
- Develop MOU's.
- Provide space on site for service partners

H. PINS Diversion Services Plan County Contact

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

Name:

Kristine Durante

Title:

Assistant Chief Probation Officer

Email Address:

kdurante@monroecounty.gov

Adult Services

Please select one of the APS goals you chose to address in your 2018–2023 Child and Family Services Plan address the following questions for it:

Select one of the goals from your 2018–2023 Plan:

- ☒ **Goal 1:** 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.
- ☐ **Goal 2:** APS will pursue appropriate legal interventions to address situations where impaired adults are at risk of harm, are unable to make informed decisions, and are refusing necessary services.
- ☐ **Goal 3:** APS will utilize multi-disciplinary teams and community resources to improve investigations, assessments and service delivery to reduce risk and protect vulnerable adults.
- ☐ **Goal 4:** APS will provide protective and residential services in the least restrictive manner that will effectively protect vulnerable and dependent adults, balancing adults' rights to self-determination against need to seek protection of at-risk persons lacking capacity.
- ☐ **Goal 5:** Youth aging out of foster care or other child welfare services who could benefit from Adult Services as they reach adulthood will be identified, have their needs assessed and be protected.

Identify the strategy(s) you proposed for year one (can be copied from your CFSP submission):

- A. Increase outreach and awareness of the Adult Protective Services Criteria and referral process to reduce inappropriate referrals by:
 - 1. Reviewing existing presentation information, formulating a new comprehensive presentation relevant to community needs regarding APS guidelines and criteria and develop a pre- and post- survey to assess participants' understanding of presented material;
 - 2. Conducting quarterly presentations for key stakeholders.
- B. Continue to partner and collaborate with local organizations to serve vulnerable and aging adults with appropriate services by:
 - 1. Providing clients/family members with information regarding available community services prior to or at the time of case closing;
 - 2. Continuing to participate in collaborative and planning meetings with key partners/stakeholders regarding open cases;
 - 3. Co-managing selected cases with Lifespan's Elder Abuse Prevention program to reach optimal outcomes and reduce risk to older adult clients.
- C. Provide training to APS staff on topics relevant to the population for a minimum of 6 hours per staff per year, by:
 - 1. Utilizing Staff Development to find and promote beneficial trainings;
 - 2. Staff sharing materials and key information learned at trainings at team meetings;
 - 3. Inviting community partners and service providers to share information and resources at APS team meetings.

Have you implemented the strategy(s) you proposed for year one? If not, why not?

In 2019, five presentations were provided to community stakeholders or organizations; Monroe County Medical Society, BOCES II in Spencerport, which encompassed Westside suburban school districts, Highland Hospital, Veterans Administration and Anthony Jordan Health Center. Additionally, APS

attended the Salute to Seniors, an annual event sponsored by the Monroe County Office of the Aging. APS was able to reach approximately 950 seniors at this event, providing them information on APS and available community services.

The provision of the Elder source GRAPE resource book and/or the NY connects phone number to clients and families has been fully integrated into APS Caseworker practice. Adult Protective staff continue to participate in collaborative meetings and other planning opportunities with partner agencies to ensure that APS clients in need of services are referred to and linked with the most appropriate program. Agencies include, but are not limited to: Office of the Aging, Lifespan, Catholic Family Center, Center for Youth, OPWDD, VA, and local hospitals.

APS staff attended the following trainings in 2019:

- Senior Care Authority Presentation
- LGBTQ+ Overview Training
- Diversity and Inclusion Training
- Domestic Violence Training provided by Willow
- Webinar: Legal Aspects of Adult Protective Services Update 2019
- Regional Discussions: Service Coordination for Hard to Serve Individuals
- FTHA for District Users: Phase 1 – processing initial, change and renewal applications
- Article 81 Guardianship for PSA Clients (Parts 1 and 2)
- PSA New Worker Institute (Parts 1, 2, 3, 4 and 5)
- Narcan Training
- NYS AATI

The APS Administrator, Supervisor and Senior Caseworkers have been attending individual and group sessions with Lead Peak Performance. Monroe County contracts with Lead Peak Performance to provide supervisor development and coaching to our Child and Family Services Staff.

Additionally, presentations from outside programs were brought to team meetings to discuss topics of specific interest to APS, including Rochester Gas and Electric Company, Touching Hearts at Home, Alzheimer's Association, St. Ann's, and Senior Care.

Were the activities associated with your strategy(s) successful (so far)?

Thus far, the strategies selected have been useful and successful. Five presentations were provided to stakeholders in the community, thus informing and educating community providers of Adult Protective Services. Caseworkers are consistently providing information to clients by distributing the Elder Source GRAPE booklet or NY Connects phone number to clients assessed to have service needs. Caseworkers are also more regularly documenting this in their progress notes. MCDHS APS workers continue to collaborate and plan with other adult serving agencies on open cases appropriate for services and with identified service needs. MCDHS continues to contract with Catholic Family Center for rep payee services and case management services of Article 81 guardianship cases. We also contract with Lifespan for capacity evaluations. APS workers are engaging in professional development trainings and opportunities, with a more focused emphasis on providing trainings applicable to the work of APS.

How do you know? How did you measure your success and was there an Administrative review by the Director of Services, Deputy Commissioner or the Commissioner?

The Administrator of Adult Services reviewed a sampling of cases throughout the year (24 total). Results showed that in 100% of cases, a GRAPE resource book was provided, the NY Connects phone number was provided, and/or the client was set up with services when a need existed. In 25% of the cases reviewed, clients may have been left information for future use, but it was not clearly documented. In all of those cases however, clients were verbally offered and/or connected to services.

In total, approximately 115 people attended the five presentations offered by APS staff. A pre- and post-test was developed to measure effectiveness of the presentations. The pre and post tests were administered at four of the five presentations. All participants that completed the pre and post tests showed an improvement in their knowledge of APS, demonstrating that they learned something new.

DHS continues to contract with Catholic Family Center and Lifespan for services. The contracts are monitored, and performance measures are reviewed quarterly. Catholic Family Center also provides monthly reports to MCDHS for every case where CFC is the case manager. Additionally, in the cases that were sampled by the APS administrator, it was noted that Caseworkers are regularly planning and communicating with service providers, including but not limited to hospitals, OPWDD, home health aides, Center for Youth, mental health and substance abuse agencies. In 2019, seven cases were co-managed between DHS and Lifespan and all were tracked contained necessary documentation.

Staff trainings are tracked by the DHS Staff Development team. One hundred percent of APS staff met their full 6 hours of mandated training hours. Additionally, the APS Administrator, Casework Supervisor and Senior Caseworkers have attended 6-8 individual and group coaching sessions with Lead Peak Performance.

At this point, do you believe that a strategy needs to change? Is there an obstacle which is interfering with your activities / strategy(s)?

Monroe County does not believe that any strategies need to be changed at this time. The work with Lead Peak Performance was added in the 2019 Plan Update and will continue in 2020.

What will you do instead?

N/A

Please select one of the APS goals you chose to address in your 2018–2023 Child and Family Services Plan address the following questions for it:

Select one of the goals from your 2018–2023 Plan:

- ☐ **Goal 1:** 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.
- ☐ **Goal 2:** APS will pursue appropriate legal interventions to address situations where impaired adults are at risk of harm, are unable to make informed decisions, and are refusing necessary services.
- ☒ **Goal 3:** APS will utilize multi-disciplinary teams and community resources to improve investigations, assessments and service delivery to reduce risk and protect vulnerable adults.
- ☐ **Goal 4:** APS will provide protective and residential services in the least restrictive manner that will effectively protect vulnerable and dependent adults, balancing adults' rights to self-determination against need to seek protection of at-risk persons lacking capacity.
- ☐ **Goal 5:** Youth aging out of foster care or other child welfare services who could benefit from Adult Services as they reach adulthood will be identified, have their needs assessed and be protected.

Identify the strategy(s) you proposed for year one (can be copied from your CFSP submission):

- A. Enhance quality review of APS cases to ensure appropriate service delivery, linkage to resources and planning by:
 - 1. Continuing to participate on the "No Wrong Door Team;"
 - 2. Reviewing cases that have had 3 or more intake closings within 12 months to determine if a more in-depth assessment should occur;
 - 3. Conducting Administrative and/or Supervisory review of files of APS clients who die in their home (non-dormitory settings), to identify opportunities for practice/policy changes and improved service delivery and/or training;

4. Continuing involvement with Lifespan's Enhanced Multi-Disciplinary Team (EMDT) focusing on financial exploitation;
 5. Continuing to meet monthly with the County Law Department regarding client specific issues;
 6. Holding monthly "Difficult Case Review" meetings to enhance peer critical thinking skills and staff awareness/use of community resources and inform training needs.
- B. Increase information and resources and then create intervention and recurrence strategies to address hoarding by:
1. Developing a shared definition of hoarding between APS, NY Connects and the Monroe County Hoarding Task Force and collaborating around how to track cases and collect/report data;
 2. Completing a hoarding risk assessment at the 72-hour mark for clients exhibiting hoarding or hoarding-like behaviors;
 3. Continuing to attend and actively participate in the Monroe County Hoarding Task Force;
 4. Continuing to work with the Monroe County Hoarding Task Force to identify potential strategies and interventions and further develop and/or implement them as appropriate;
 5. Researching effective strategies and interventions used elsewhere that could be adopted locally to address hoarding behavior.

Have you implemented the strategy(s) you proposed for year one? If not, why not?

In 2019, APS implemented several of the strategies identified in our plan. A representative from APS continues to attend the No Wrong Door Team, where a portion of the meeting has now been dedicated to discussing high risk cases. APS also continues to participate regularly in the EMDT, which is held twice a month at Lifespan. Monroe County has established a regular practice to open cases for assessment where a referral has been received three or more times on an individual within a year. This practice ensures a more thorough analysis for each of these cases. Every case file in which a client passes away is reviewed by the Administrative Caseworker. Legal consultations are conducted on site with APS staff on a monthly basis to review situations where guardianship or another court action is being considered. Difficult case reviews have been held, but not as often as desired due to retirements and other staffing issues.

The Monroe County Hoarding Task Force was dissolved in 2018. Before the group ceased meeting, a shared definition of hoarding was developed, which continues to be used by APS. Quality data collection to support future interventions is the first focus. As such, Monroe County has been tracking data around hoarding and researching strategies to be well-positioned for potential grant or contract opportunities. Monroe County has also expanded our work regarding housing concerns beyond hoarding. Our community has seen increased problems with locating and securing appropriate long-term placements for older adults who have a history of diagnosed mental health issues. Administrative Caseworker, Lynn White, has joined three other community workgroups related to housing concerns: Long Term Care Council-Housing; Care for the Elderly with Mental Health Challenges; and a Facility Evictions Multidisciplinary Team.

Were the activities associated with your strategy(s) successful (so far)?

The strategies have contributed to our ability to provide quality work with vulnerable adults. The Difficult Case Reviews, participation at the EMDT, further assessment of cases with 3 or more calls in a year, and our work within the No Wrong Door meetings have assisted workers in using a team approach to problem-solve, think critically and strategize on complex cases.

While the dissolution of the Hoarding Task Force was disappointing, MCDHS will continue to look at this problem, concentrating on collecting data, researching interventions and developing next steps to support clients who present with this challenge. As concerns regarding the stability of housing for older adults for other reasons have grown, Monroe County has responded by expanding their work to further assess and address these issues.

How do you know? How did you measure your success and was there an Administrative review by the

Director of Services, Deputy Commissioner or the Commissioner?

Issues, challenges and progress are documented via minutes for each of the various teams and committees cited above. The EMDT remains very active in Monroe County and APS staff attend regularly. Internal monthly reports track the number of hoarding cases on which APS receives calls. A summary of research on intervention strategies being used with hoarders was prepared and reviewed by the Administrative Caseworker. With the technical assistance of OCFS, Monroe County was able to have access to a report detailing the reasons cases were classified as having "poor housing conditions." Hoarding, squalors and poor/deplorable conditions were the three top concerns noted to Monroe County APS at intake. The Administrative Caseworker for APS logs and tracks all cases where the client has passed away. Concerns for nursing home care were noted and reported to the DOH as a part of our internal fatality reviews.

At this point, do you believe that a strategy needs to change? Is there an obstacle which is interfering with your activities / strategy(s)?

Monroe County discontinued strategy B3 and B4 in 2019 since the Hoarding Task Force is no longer meeting. Should interest reemerge, APS will participate. APS will continue all other strategies. Monroe County will continue to review and research effective interventions in working with hoarders to assess opportunities for implementation locally. We will continue to identify what situations are being categorized as "poor housing conditions" and gather data as it relates to calls on hoarding being made to Monroe County APS.

Monroe County also proposes that strategy "B" be expanded to read: "Increase information and resources and then create intervention and recurrence strategies to address housing concerns." (instead of hoarding)

What will you do instead?

Monroe County will continue the following previously identified strategies:

1. Developing a shared definition of hoarding between APS, NY Connects and the Monroe County Hoarding Task Force and collaborating around how to track cases and collect/report data;
2. Completing a hoarding risk assessment at the 72-hour mark for clients exhibiting hoarding or hoarding-like behaviors;
3. Researching effective strategies and interventions used elsewhere that could be adopted locally to address hoarding behavior.

Monroe County will add the following strategy:

1. Participating in local collaborative work groups that are further assessing housing concerns in the greater Rochester Region, identifying barriers, and strategizing around interventions towards improvement.

Child Care

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

Appendix K: Child Care Administration

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

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

- | | |
|--------------------------------|---|
| a. Public Assistance Families: | MCDHS Division Of Financial Assistance |
| b. Transitioning Families: | MCDHS Division of Financial Assistance |
| c. Income Eligible Families: | MCDHS Division of Financial Assistance |
| d. Title XX: | MCDHS Division of Child & Family Services |

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

Item	Amount
a. FFY 2018-2019 Rollover funds: <i>(available from the NYSCCBG ceiling report in the claiming system)</i>	\$269,315
b. Estimate FFY 2019-2020 Rollover Funds:	\$1,068,816
c. Estimate of Flexible Funds for Family Services transferred to the NYSCCBG:	\$0
d. NYSCCBG Allocation 2020:	\$39,124,255
e. Estimate of Local Share:	\$4,221,021
Total Estimated NYSCCBG Amount:	\$42,110,507
f. Subsidy:	\$39,995,746
g. Other program costs excluding subsidy:	\$0
h. Administrative costs:	\$2,114,761

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

Function	Organization	Amount of Contract
<input checked="" type="checkbox"/> a. Subsidy eligibility screening	Workforce Development Corporation	0.00
<input type="checkbox"/> b. Determining if legally-exempt providers meet OCFS-approved additional local standards <i>(must be noted in Appendix Q with the corresponding additional standard)</i>		
<input checked="" type="checkbox"/> c. Assistance in locating care	TBA	Not to exceed \$125,000
<input type="checkbox"/> d. Child care information systems		
<input type="checkbox"/> e. Payment processing		
<input type="checkbox"/> f. Other <i>Please specify function:</i>		

Appendix L: Other Eligible Families if Funds are Available

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

Optional Categories	Option	Limitations
1. Public Assistance (PA) families participating in an approved activity in addition to their required work activity.	<input checked="" type="radio"/> Yes <input type="radio"/> No	
2. PA families or families with incomes up to 200% of the State Income Standard when child care services are needed for the child to be protected because the caretaker is:		
a) participating in an approved substance abuse treatment program	<input checked="" type="radio"/> Yes <input type="radio"/> No	
b) homeless	<input checked="" type="radio"/> Yes <input type="radio"/> No	
c) a victim of domestic violence and participating in an approved activity	<input checked="" type="radio"/> Yes <input type="radio"/> No	
d) in an emergency situation of short duration	<input checked="" type="radio"/> Yes <input type="radio"/> No	Authorization limited to requests submitted in writing and subject to administrative approval on a case-by-case basis.

3. Families with an open child protective services case when child care is needed to protect the child.	<input checked="" type="radio"/> Yes <input type="radio"/> No	
4. Families with incomes up to 200% of the State Income Standard when child care services are needed for the child to be protected because the child's caretaker:		
a) is physically or mentally incapacitated	<input checked="" type="radio"/> Yes <input type="radio"/> No	Authorization is limited to families with written documents from the family's treating physician/mental health professional indicating the reason for the incapacity, its expected duration, and that the applicant is unable to provide care.
b) has family duties away from home	<input checked="" type="radio"/> Yes <input type="radio"/> No	
5. Families with incomes up to 200% of the State Income Standard when child care services are needed for the child's caretaker to actively seek employment for a period up to six months. Child care services will be available only for the portion of the day the family can document is directly related to the caretaker engaging in such activities.	<input checked="" type="radio"/> Yes <input type="radio"/> No	Authorization is limited to families already in receipt of a low-income daycare subsidy; coverage can continue for up to thirty (30) days to seek new employment.
6. PA families where a sanctioned parent or caretaker relative is participating in unsubsidized employment, earning wages at a level equal to or greater than the minimum amount under law.	<input checked="" type="radio"/> Yes <input type="radio"/> No	
7. Families with incomes up to 200% of the State Income Standard when child care services are needed for the child's caretaker to participate in:		
a) a public or private educational facility providing a standard high school curriculum offered by or approved by the local school district	<input checked="" type="radio"/> Yes <input type="radio"/> No	Authorization is limited to student/parent caretakers (under the age of 21) who maintain 85% attendance rate in high school
b) an education program that prepares an individual to obtain a NYS High School equivalency diploma	<input checked="" type="radio"/> Yes <input type="radio"/> No	Authorization is limited to student/parent caretakers who maintain 85% attendance rate; GED program must be in addition to 17.5 hours of weekly employment.

c) a program providing basic remedial education in the areas of reading, writing, mathematics, and oral communications for individuals functioning below the ninth month of the eighth-grade level	<input checked="" type="radio"/> Yes <input type="radio"/> No	Authorization is limited to student/parent caretakers who maintain 85% attendance rate; program must be in addition to 17.5 hours of weekly employment.
d) a program providing literacy training designed to help individuals improve their ability to read and write	<input checked="" type="radio"/> Yes <input type="radio"/> No	Authorization is limited to student/parent caretakers who maintain 85% attendance rate; program must be in addition to 17.5 hours of weekly employment.
e) an English as a second language (ESL) instructional program designed to develop skills in listening, speaking, reading, and writing the English language for individuals whose primary language is other than English	<input checked="" type="radio"/> Yes <input type="radio"/> No	Authorization is limited to student/parent caretakers who maintain 85% attendance rate; program must be in addition to 17.5 hours of weekly employment.
f) a two-year full-time degree granting program at a community college, a two-year college, or an undergraduate college with a specific vocational goal leading to an associate's degree or certificate of completion	<input checked="" type="radio"/> Yes <input type="radio"/> No	Authorization is limited to student/parent caretakers who maintain a minimum 2.0 GPA; program must be in addition to 17.5 hours of weekly employment.
g) a training program, which has a specific occupational goal and is conducted by an institution other than a college or university that is licensed or approved by the State Education Department	<input checked="" type="radio"/> Yes <input type="radio"/> No	Authorization for program must be in addition to 17.5 hours of weekly employment.
h) a prevocational skill training program such as a basic education and literacy training program	<input checked="" type="radio"/> Yes <input type="radio"/> No	Authorization for program must be in addition to 17.5 hours of weekly employment.
i) a demonstration project designed for vocational training or other project approved by the Department of Labor	<input checked="" type="radio"/> Yes <input type="radio"/> No	Authorization for program must be in addition to 17.5 hours of weekly employment.
Note: The caretaker must complete the selected programs listed within 30 consecutive calendar months. The caretaker cannot enroll in more than one program.		

<p>8. PA recipients or low-income families with incomes up to 200% of the State Income Standard who are satisfactorily participating in a two-year program other than one with a specific vocational sequence (leading to an associate's degree or certificate of completion and that is reasonably expected to lead to an improvement in the caretaker's earning capacity) if the caretaker is also working at least 17½ hours per week. The caretaker must demonstrate his or her ability to successfully complete the course of study.</p>	<input checked="checked" type="radio"/> Yes <input type="radio"/> No	
<p>9. PA recipients or low-income families with incomes up to 200% of the State Income Standard who are satisfactorily participating in a two-year college or university program (other than one with a specific vocational sequence) leading to an associate's degree or a certificate of completion that is reasonably expected to lead to an improvement in the caretaker's earning capacity if the caretaker is also working at least 17½ hours per week. The caretaker must demonstrate his or her ability to successfully complete the course of study.</p>	<input checked="checked" type="radio"/> Yes <input type="radio"/> No	
<p>10. PA recipients or low-income families with incomes up to 200% of the State Income Standard who are satisfactorily participating in a four-year college or university program leading to a bachelor's degree and that is reasonably expected to lead to an improvement in the caretaker's earning capacity if the caretaker is also working at least 17½ hours per week. The caretaker must demonstrate his or her ability to successfully complete the course of study.</p>	<input checked="checked" type="radio"/> Yes <input type="radio"/> No	
<p>11. Families with incomes up to the 200% of the State Income Standard when child care services are needed for the child's caretaker to participate in a program to train workers in an employment field that currently is or is likely to be in demand in the future, if the caretaker documents that he or she is a dislocated worker and is currently registered in such a program, provided that child care services are only used for the portion of the day the caretaker is able to document is directly related to the caretaker engaging in such a program.</p>	<input type="radio"/> Yes <input checked="checked" type="radio"/> No	

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

I. Reasonable Distance for Public Assistance Recipients to Travel to Child Care and Work

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

1. The following defines "reasonable distance":

Within one hour travel time from daycare site to work site or work site to daycare site.

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

This has been the established/approved DHS policy.

II. Recertification Period

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

☐ Six months

☒ Twelve months

III. Family Share

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

Note: The family share percentage selected here must match the percentage entered in the Program Matrix in the Welfare Management System (WMS) and the Child Care Time and Attendance (CCTA) system.

Family Share Percentage selected by the district:

20%

Additional Description of this Family Share Percentage:

The family share percentage is being lowered to 20%, effective 2/1/20.

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

IV. Very Low Income

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

"Very Low Income" is defined as **165%** of the State Income Standard.

V. Federal and Local Priorities

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

a. Very low income as defined in Section IV:

☒ Rank 1

☐ Rank 2

☐ Rank 3

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

☐ Rank 1

☐ Rank 2

☒ Rank 3

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

☐ Rank 1

☒ Rank 2

☐ Rank 3

2. Does the district have local priorities?

☐ Yes

☒ No

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

None

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

I. Case Openings When Funds Are Limited

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

☒ 1. Open cases based on **FIRST COME, FIRST SERVED.**

☐ 2. Open cases based on **INCOME.**

☐ 3. Open cases based on **CATEGORY OF FAMILY.**

☐ 4. Open cases based on **INCOME AND CATEGORY OF FAMILY.**

- ☐ 5. Open cases based on **OTHER CRITERIA**.

II. Case Closings When Sufficient Funds Are Not Available

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

If no priorities are established beyond the federally mandated priorities and all funds are committed, case closings for families that are not eligible under a child care guarantee and are not under a federally mandated priority must be based on the length of time they have received services (must choose #1 below).

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

- ☐ 1. Close cases based on **AMOUNT OF TIME** receiving child care services.
- ☐ 2. Close cases based on **INCOME**.
- ☐ 3. Close cases based on **CATEGORY OF FAMILY**.
- ☐ 4. Close cases based on **INCOME AND CATEGORY OF FAMILY**.
- ☒ 5. Close cases based on **OTHER CRITERIA**.

Describe the criteria the district will use to select cases to be closed:

The district chooses not to close cases due to insufficient NY State Child Care Block Grant (NYSCCBG) funds. In the event of insufficient NYSCCBG funds, the district will use local funds.

III. Waiting List

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

- ☒ No
- ☐ Yes

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

I. Fraud and Abuse Control Activities

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

Monroe County utilizes three methodologies for identifying and investigating fraud: Front End Detection System (FEDS), Back End Detection System (BEDS) and Child Care Program Integrity (CCPI).

CCPI

Monroe County intends to utilize the Child Care Program Integrity matrix to more effectively identify and focus its investigational efforts on cases with a higher likelihood of fraud. This new methodology will replace various strategies outlined in previous plans.

FEDS

FEDS referrals on Child Care cases are determined at all eligibility interviews using the Electronic Investigation System and the Child Care/Day Care Indicators as approved in the FEDS Plan.

Monroe County's Child Care Indicators:

Child Care Indicators for Provider Daycare:

- Hours of Care do not match hours approved/hours parent(s) are working
- Inconsistencies on Child Care Request form
- Provider may be working during hours claimed for children
- Inconsistencies in Household members (application) vs CCFS listed members
- Provider is parent of the child's Absent Parent

Child Care Indicators for Clients

- No absent parent information, or Application/information has inconsistencies regarding absent parent.
- Self-employed without adequate business records to support financial assertions
- Work hours do not match Child Care hours
- Prior History of constant denials, case closings, fraud, overpayments
- New In-Home care case
- Questionable paperwork submitted
- Non-Legal Union (NLU) not on application, but on TA or SNAP case Application inconsistent with prior case information
- Documents provided are inconsistent with Applicant information
- P.O. Box used as primary mailing address without reasonable explanation Working off-the-books (currently or previously)

Income Eligible Child Care eligibility staff will screen new applications for assistance as they are received. A Senior Eligibility Evaluator will complete a Child Care FEDS referral for all applications having an approved indicator. Child Care FEDS referrals will be sent to and processed by the Monroe County Special Investigations Unit Investigators. Collateral contacts may be made, DMV Searches, City Tax Assessment, County Clerk Search, Department of Labor Search, U.S. Postal check, landlord, employer, a review of case file, a home visit, and related items as necessary depending on the Child Care Indicators.

The application process will not be interrupted while waiting for the results of an investigation.

BEDS

In addition to the Front-End Detection investigations, Monroe County employs a Back-End Detection System (BEDS) for investigative activity as well. There are a growing number of children being cared for by legally exempt providers in the child's home for whom the local Child Care Council does not have authority or oversight to investigate fraud. As such, Monroe County DHS will investigate cases identified through a number of sources to be at high risk of fraud.

During the course of any fraud investigation (provider fraud or parent fraud) the LDSS may make announced or un-announced site visits during a provider's licensed care hours. For legally-exempt providers, announced or un-announced site visits will occur during the hours they are authorized to provide care. The OCFS licensor or the Child Care Council staff often assist the LDSS throughout the investigation.

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

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

As a BEDS activity, Monroe County will generate a monthly report and conduct an investigation of new day care authorizations where the day care is being provided in the legal residence of the child. For those cases reviewed within the first 90 days of day care authorization, Monroe County investigators will conduct a site visit at addresses where the day care is being provided in the legal residence of the child to verify that the care is being provided and confirm the provider identity.

In addition to the FEDS, BEDS and CCPI investigations, the LDSS will investigate, on a case by case basis, the following issues:

- referrals received through the LDSS fraud hotline
- referrals from OCFS
- referrals from Child Care Council
- referrals from internal daycare payables – over-capacity, non-traditional hours, over-capacity, non-traditional hours, anomalies in provider/client signatures, parent-fees and dates attended vs. dates authorized
- absent parents
- parents employed by a temp agency or working varying hours
- self-employed parents
- parents out of compliance with OTDA/OCFS/LDSS program mandates

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

When Monroe County is investigating a case of suspected child care fraud, the investigators will reach out to the OCFS licensor or the Child Care Council to ensure that any Child and Adult Care Food Program inspection forms match MCDHS Child Care Time & Attendance (CCTA) records. Specifically, the MCDHS Investigator will email the Child Care Council or the OCFS licensor to inquire if the subject of the fraud investigation is enrolled in and receiving services via the Child and Adult Care Food Program. If they are, they will ask for copies of the inspection forms that correspond to the time period under investigation and review them to ensure that information is consistent. If discrepancies between the Child and Adult Care Food Program inspection forms and the CCTA records are discovered, the Investigator will notify either the OCFS licensor or Child Care Council and share any pertinent information. Investigation of any discrepancies involving the Child and Adult Care Food Program records is the responsibility of OCFS licensor or the Child Care Council.

II. Inspections of Child Care Provider Records and Premises

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

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

The district must report violations of regulations as follows:

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

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

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

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

Check the organization that will be responsible for conducting inspections:

- ☒ Local social services staff
- Provide the name of the unit and contact person:*
Allan Jarvie, Special Investigations Unit
- ☐ Contracted Agency *(must correspond to Appendix K, Question 3f)*
- Provide the name of the agency and contact person:*

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

- ☒ **Legally-Exempt Child Care**
- ☒ In-Home
 - ☒ Family Child Care
 - ☒ Group programs not operating under the auspices of another government agency
 - ☒ Group programs operating under the auspices of another government agency
- ☒ **Licensed or Registered Child Care**
- ☒ Family Day Care
 - ☒ Registered School-Age Child Care
 - ☒ Group Family Day Care
 - ☒ Day Care Centers
 - ☒ Small Day Care Centers

Appendix N: District Options

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

in Appendix T.

I. The district selects:

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

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

- ☐ 1. The district has chosen to establish funding set-asides for NYSCCBG (complete Appendix O).
- ☒ 2. The district has chosen to use Title XX funds for the provision of child care services (complete Appendix P).
- ☒ 3. The district has chosen to establish additional local standards for child care providers (complete Appendix Q).
- ☒ 4. The district has chosen to make payments to child care providers for absences (complete Appendix R).
- ☒ 5. The district has chosen to make payments to child care providers for program closures (complete Appendix S).
- ☐ 6. The district has chosen to pay for transportation to and from a child care provider (complete Appendix T).
- ☒ 7. The district has chosen to pay a differential rate for licensed or registered child care providers that have been accredited by a nationally recognized child care organization (complete Appendix T).
- ☐ 8. The district has chosen to pay a differential rate above the required 5% minimum differential rate for child care services during non-traditional hours (complete Appendix T).
- ☐ 9. The district has chosen to pay a differential rate for child care providers caring for children experiencing homelessness above the required minimum differential rate (complete Appendix T).
- ☐ 10. The district has chosen to pay a differential rate in excess of the 25% maximum differential rate for child care providers that qualify for multiple differential rates to allow sufficient access to child care providers or services within the district (complete Appendix T).
- ☒ 11. The district has chosen to pay up to 75% of the enhanced market rate for legally-exempt family and in-home child care providers who have completed 10 hours of training, which has been verified by the Legally-Exempt Caregiver Enrollment Agency (complete Appendix T).
- ☐ 12. The district has chosen to pay an enhanced market rate for eligible legally-exempt group child care programs that meet required health and/or training requirements (complete Appendix T).
- ☒ 13. The district has chosen to pay for child care services while a caretaker who works the second or third shift sleeps (complete Appendix T).
- ☒ 14. The district has chosen to make payments to child care providers who provide child care services exceeding 24 consecutive hours (complete Appendix U).
- ☒ 15. The district has chosen to include 18-, 19- or 20-year-olds in the Child Care Services Unit (complete Appendix U).
- ☒ 16. The district requests a waiver from one or more regulatory provisions. Waivers are limited to

those regulatory standards that are not specifically included in law (complete Appendix U).

- ☒ 17. The district has chosen to pay for breaks in activity for low income families (non-public assistance families) (complete Appendix U).
- ☒ 18. The district has chosen to use local equivalent(s) of OCFS required form(s). Prior to using a local equivalent form the district must obtain OCFS, Division of Child Care Services (DCCS) written approval. **Any previous approvals for local equivalent forms will not be carried forward into this county plan. Therefore, any local equivalent forms a district wishes to establish or renew must be included in this plan and will be subject to review and approval by OCFS.**

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

The Monroe County Department of Human Services Notification to Legally Exempt Caregiver Enrollment Agency

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

Appendix O: Funding Set-Asides

I. Total NYSCCBG Block Grant Amount, Including Local Funds

Category	Amount
	\$
	\$
	\$
	\$
	\$
Total Set-Asides (NYSCCBG):	\$

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

Category:

Description:

Category:

Description:

Category:

Description:

Category:

Description:

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

Category	Amount
	\$
	\$
	\$
Total Set-Asides (Title XX):	\$

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

Category:

Description:

Category:

Description:

Category:

Description:

Appendix P: Title XX Child Care

1. Enter the projected total of Title XX expenditures for the plan's duration: **\$4036206**

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

Family Size	Eligibility Limit
Two People	%
Three People	%
Four People	%

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

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

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

- ☐ Yes
- ☒ No

If yes, describe eligibility criteria:

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

- ☐ Yes
☒ No

If yes, describe which families will receive priority:

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

- ☒ Yes
☐ No

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

- ☒ Yes
☐ No

Appendix Q: Additional Local Standards for Child Care Providers

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

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

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

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

- ☐ Verification, using the district's local records, that the provider has given the caretaker complete and accurate information regarding any report of child abuse or maltreatment in which he or she is named as an indicated subject
- ☐ Local criminal background check
- ☐ Require providers caring for subsidized children for 30 or more hours a week participate in the Child and Adult Care Food Program (CACFP).

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

☐ Site visits by the district

☒ Other

Please describe:

Child Care sites must be in compliance with local city or municipal health & safety codes.

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

☒ Legally-exempt relative-only family child care program

☐ Provider

☐ Provider's employee

☐ Provider's volunteer

☐ Provider's household member age 18 or older

☒ Legally-exempt relative-only in-home child care program

☐ Provider

☐ Provider's employee

☐ Provider's volunteer

☒ Legally-exempt family child care program

☐ Provider

☐ Provider's employee

☐ Provider's volunteer

☐ Provider's household member age 18 or older

☒ Legally-exempt in-home child care program

☐ Provider

☐ Provider's employee

☐ Provider's volunteer

☐ Legally-exempt group program

☐ Director

☐ Employee

☐ Volunteer

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

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

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

☐ a. The district will not apply this additional local standard when the applicable person **resides** outside of the subsidy-paying district.

☒ b. The district will not apply this additional local standard when the **program's site of care is located outside** of the subsidy-paying district.

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

☒ Local social services staff

Provide the name of the unit and contact person:

Allan Jarvie, Special Investigations Unit

☐ Contracted agency (must correspond to Appendix K, Question 3b)

Provide the name of the agency and contact person:

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

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

☐ Yes

☒ No

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

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

Monroe County will apply the same health and safety standards to legally- exempt (L-E) family and L-E in-home child care program sites as are applied to housing units for public assistance recipients in accordance with Social Service Law 143-B, in determining whether violations may pose a health or safety risk to children. Attached is a listing of property violations determined by the Monroe County Department of Public Health that pose significant risk of health or safety concerns. Monroe County will, for each location where subsidized L-E family and L-E in-home childcare is provided within the county, determine, to the extent possible, whether there are open property code violations for the site.

Monroe County will process the Child Care Facility System (CCFS) referrals for this additional standard

at the time of the initial enrollment and at re-enrollment. Additionally, Monroe County will investigate a L-E family or L-E in-home child care site from any hotline, whistleblower, complaint, or other outside tips or concerns regarding open health or safety violations.

a. SIU Investigator receives the e-notice referral and cross references the address, which has been added to CCFS by the Enrollment Agency (EA), with a health and safety violation report received from the City of Rochester on a monthly basis. Should the site be outside the city limits, the investigator will contact the appropriate municipality to determine if there are any health and safety violations consistent with the list provided by the Monroe County Health Department (attached).

b. When there is a current, open health and safety code violation(s) for an enrolled or enrolling providers of L-E family and L-E in-home child care site, a Monroe County Special Investigations Unit (SIU) Investigator will immediately send a letter to the family and contact the L-E in-home child care provider in person or by mail to discuss and evaluate the open code violation/s. All correspondence has contact information for the SIU Investigator and the City Inspector. At all steps of this process, the investigator will check the L-E family and L-E in-home provider's status in CCFS to determine if the provider has withdrawn their application or has been denied. If the L-E family or L-E in-home provider has not withdrawn or been denied, the district will follow up with the City or municipality on a weekly basis to see if open health and safety code violations have been resolved. The SIU Investigator will send a notification to the EA within 25 days and may monitor the case for up to another 20 days with periodic checks of the City Violations system for certain cases where extra time is needed to correct the violation and/or allow the City Inspector time to clear the violations.

c. The district will notify the EA as to whether the standard is *"Met," "Not Met" or "Not Applicable,"* utilizing an electronic worksheet approved by NYS OCFS (5-23-2017) in collaboration with the Child Care Council, Inc. (Enrollment Agency).

- *"Met"* indicates that either a) there were no open health and safety code violations; b) any open health and safety code violations have been resolved; or c) violations are in the process of being corrected. Notice of *"met"* will be provided to the EA within 25 days. For c), the situation will be monitored for up to an additional 20 days and if violations are not corrected, notice will be sent to the EA that the standard has not been met.
- *"Not Met"* indicates the site has open health and safety violation that may pose a health and safety risk for children receiving care and that the L-E family or L-E in-home child care provider has made no efforts towards clearing the violations or even with efforts to do so, was unsuccessful in doing so, or the municipality determined that the property was uninhabitable and issued a vacate order. Notification of *"Not Met"* will be provided to the EA within 25 days of referral, or, in cases that were initially *"Met"* because the provider was working to resolve the issue but was ultimately unable to do so, within 45 days of referral. (Note: The time frame may be extended in situations where the provider is working to correct the violations but may need extra time to do so.) The violation/s does not affect the parent's eligibility; they do not need to re-apply. Monroe County will inform parents via a letter sent within 5 days that they need to find a new child care provider and the reason(s) why. Parents are expected to submit a new child care request within 10 days. At that time, the District will end payment to the provider while the parent remains eligible.
- The additional standard is considered *"Not Applicable"* if the site is outside of Monroe County. Notification to the EA will be with 25 days of the CCFS e-notice referral.

d. Please Note: Monroe County will process complaints/concerns received outside of the enrollment/re-enrollment period in the same manner. All complaints received will be cross-checked with the City Health and Safety Code Violation report. Contact will be made with the provider and the parent in the manner cited above. The time frames and criteria for *"Met," "Not Met" and "Not Applicable"* still apply.

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

1. The Standard will be applied:

☒ At initial enrollment and re-opening

☒ At each re-enrollment

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

☒ *During the enrollment **review** period*, and the district will notify the Enrollment Agency of the results within 25 days from the E-Notice referral date.

☐ *During the 12-month enrollment period*, and the district will notify the Enrollment Agency of the results promptly. Note that this option is always applicable to an additional local standard requiring participation in CACFP.

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

Monroe County Department of Human Services has partnered with the City of Rochester and the Lead-Free Coalition of Rochester and Monroe County to identify best practices in mitigating health and safety risks for children in our community, particularly children living in poverty. This additional standard will assist providers, parents and the community in minimizing environmental health and safety hazards to children receiving care in L-E family and L-E in-home child care sites.

Please see uploaded list of Health & Safety Violation Codes.

Appendix R: Payment to Child Care Providers for Absences

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

☒ Day care center

☒ Group family day care

☒ Family day care

☐ Legally-exempt group

☒ School-age child care

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

☐ Yes

☒ No

3. Base Period:

☐ 3 months

☒ 6 months

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

Period	Routine Limits (# of days)	Extenuating Circumstances (# of days)	Total Number of Absences Allowed (# of days)
In a Month	0	3	3
Base Period	0	18	18

Note: The number of absences per month and base period selected here must match the attendance group numbers entered in CCTA.

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

Payment will only be allowed for open Child & Family Services cases (LDSS case prefix SO) in which the child is to appear in court or keep appointments related to the provision of preventive, FC, adoption or child protective services, or other needs as identified in the child's service plan.

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

Payments will only be made if the child care program is open and the parent is scheduled to work or attend an approved activity.

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

Appendix S: Payment to Child Care Providers for Program Closures

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

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

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

- ☒ Yes
- ☐ No

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

5

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

Monroe County will only pay temporary program closures for reasons specified in the contract.

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

Appendix T: Transportation, Differential Payment Rates, Enhanced Market Rate for Legally-Exempt Providers, Legally-Exempt Programs, and Sleep

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

☒ No

☐ Yes

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

II. Differential Payment Rates

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

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

Differential Payment Rate Category	Differential Payment Rate Percent	Instructions
Homelessness: Licensed and Registered Providers State required minimum of 5%	5%	Enter a percentage (%): 5% to 15%. (Must enter at least 5%)
Homelessness: Legally-Exempt Providers	0%	Enter 0% or a percentage (%) up to 15%.

Non-traditional Hours: All Providers State required minimum of 5%	5%	Enter a percentage (%): 5% to 15%. (<i>Must</i> enter at least 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>	10%	Enter 0% or a percentage (%) from 5% to 15%.

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

III. 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 a 70% differential applied to the 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.

- ☐ No
- ☒ Yes

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

75%

IV. 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.

- ☒ No
- ☐ Yes

If yes, indicate the percent (76%–81%), not to exceed 81% of the applicable market rate for day care centers.

%

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 §415.4(f), the caregiver 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.

- ☒ No
☐ Yes

If yes, indicate the percent (76%–81%), not to exceed 81% of the applicable market rate for day care centers.

%

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%.

V. Sleep

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

- ☐ No
☒ Yes

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

In accordance with SSL 410-w(9), up to eight hours of additional child care assistance must be authorized for all eligible children in a family, as needed, in order to allow a parent or caretaker to sleep, if the parent or caretaker works non-traditional hours, is eligible for and provided with child care assistance, and has a child under the age of six and not in school for a full day.

Additionally, Monroe County will authorize up to 8 hours of child care assistance, as needed, to allow a parent or caretaker to sleep, if the parent or caretaker works non-traditional hours, is eligible for and provided child care assistance, and needs child care assistance for children up to and including the age of twelve who are enrolled in school for a full day, during school breaks and over the summer.

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

8

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

I. Child Care Exceeding 24 Hours

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

- ☒ On a short-term or emergency basis

☐ The caretaker's approved activity necessitates care for 24 hours on a limited basis

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

Childcare services exceeding 24 hours may be paid with Administrative approval and supporting documentation.

II. Child Care Services Unit (CCSU)

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

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

☐ 18-year-olds

☐ 19-year-olds

☐ 20-year-olds

OR

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

☒ 18-year-olds

☒ 19-year-olds

☒ 20-year-olds

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

Financial criteria only, when inclusion of the 18/19/20 year old makes the household eligible for assistance.

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III. Waivers

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

Monroe County requests a waiver of the regulatory provision 415.1(o) -- defining engaged in work as 20 hours per week on average, effective 9/25/19. Monroe County has fewer than 100 cases where the individual is engaged in less than 20 hours per week of work but needs child care to maintain this part-time employment. With our current funding levels, we don't want to initiate any limitations that would reduce our block grant spending. Also, with the community focus on child care, as well as our local ESPRI (Empire State Poverty Reduction Initiative) focus on poverty reduction, we believe this waiver would allow individuals to move towards self-sufficiency even as they are not yet engaged in work at least 20 hours per week.

IV. Breaks in Activities

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

- ☐ Two weeks
- ☒ Four weeks
- ☐ The district will not pay for breaks in activities

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

- ☒ Entering an activity
- ☒ Waiting for employment
- ☒ On a break between activities

Non-Residential Domestic Violence Services

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

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

Please provide the information required below.

Indicate if Plan has Changed

Please review your Plan from last year, and then indicate if you will be making any changes to your Plan.

☐ I have read and acknowledge that there are no changes to the previously approved domestic violence non-residential plan.

STOP HERE. Do not update any information in this section.

☒ Changes have been made to this plan.

Please update as needed.

County Contact Person

County Contact Person:

Denise Read

Phone Number:

(585) 753-6173

E-Mail address:

Denise.Read@dfa.state.ny.us

Program Closure

Program Name:

Date Closed:

Reason for Closing:

Program Information

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

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

Agency Name:

Lifespan Inc.

Program Name (if different):

Business Address:

1900 Clinton Avenue South, Rochester, NY 14618

Contact Person:

Paul L. Caccamise

Telephone number:

(585) 244-8400

E-mail Address:

pcaccamise@lifespan-roch.org

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?

Elder Abuse Prevention Program (EAPP), a program within the Upstate Elder Abuse Center at Lifespan of Greater Rochester, was initiated in 1987 and has operated continuously since then. The program is one of 30 programs serving older adults and their caregivers at Lifespan. EAPP provides investigation and casework intervention in cases of older adults abused, neglected or financially exploited by trusted third parties including family members. Each year the program investigates over 250 cases of elder abuse in Monroe County. Approximately 80% of perpetrators each year are close family members.

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

All clients in the EAPP program are served without regard to income. Eligibility is determined by allegations of abuse or neglect and the willingness of the client to cooperate with EAPP staff.

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

Services are provided in the client homes for the most part. Lifespan has bilingual staff who can be called into cases for clients whose primary language is not English. Lifespan also has contracts with professional interpreting services to provide interpreting services in other languages. Lifespan also has a contract with the Center for Disability Rights for ASL Interpreting Services for Deaf clients when needed. For clients who come to Lifespan offices for interviews, meeting or for workshops, Lifespan conference rooms are equipped with assistive listening hearing loops to provide communication access for persons who use hearing aids with T-coils.

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)

Services are provided in client homes. EAPP staff maintains strict confidentiality about client information and case circumstances to maintain the safety and dignity of the client and to prevent re-victimization. Access to information about EAPP clients in the county-wide aging services database, PeerPlace, is restricted.

Complete chart below

Core Services Chart

Core Service	Days Provided	Hours Provided	Service Delivery Method	Location of Service Provided	Position Providing Service
Telephone Hotline Assistance	M-F	8:30 - 4:30	EAPP provides services through telephone contacts with clients and their caregivers and through home visits.	Lifespan	8.0 FTE Social Workers
Information and Referral	7 days/week	24hrs/day	Information & Referral through Eldersource	Afterhours calls are taken by Lifeline. Referrals are then transmitted to EAPP staff via the PeerPlace aging services database.	8.0 FTE Social Workers
Advocacy	M-F	8:30 - 4:30	EAPP social workers advocate for clients and support clients in self-advocacy in a number of areas: the criminal justice system including accompaniment to file Orders of Protection and to court hearings, the healthcare system, and	Service is usually provided in client homes; EAPP social workers also accompany clients to court hearings and other appointments	7.5 FTE Social Workers

with financial institutions and with creditors.

Counseling	M-F	8:30 - 4:30	EAPP social workers counsel clients individually; EAPP also offers a unique psycho-educational group program for perpetrators of elder abuse (the Stop Elder Abuse and Mistreatment or SEAM program)	Service is usually provided in client homes; EAPP social workers also accompany clients to court hearings and other appointments.	7.5 FTE Social Workers
Community Education and Outreach	M-F	8:30 am - 4:30 pm; some evenings available	EAPP staff offer presentations for public and training for professionals on elder abuse to thousands of individuals in Monroe County as well as other locations in NYS annually. EAPP offers information on elder abuse via the local media, e.g., on local radio and articles in print publications in Monroe County.	Trainings and presentations are given in the community throughout Monroe County.	Lifespan VP for Program; EAPP Program Director; EAPP staff
Optional Services (e.g., Support Groups, children's services, translation services, etc.)	As scheduled	As scheduled	EAPP also offers a unique psycho-educational group program for perpetrators of elder abuse (the Stop Elder Abuse and Mistreatment or SEAM program)	Lifespan	2 Social Workers

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

Staffing Requirements

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

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

** Do **not** give names or qualifications of current program staff.*

Staffing Chart

Position Title	Responsibilities of Position	Qualifications of Position
Lifespan VP for Program	Program oversight/strategic planning/conducts training in elder abuse/conducts research on elder abuse	LMSW; 34 years of experience in Adult Protective and Elder Abuse: 17+ years as administrator for non-residential DV program. A minimum of 1 year of experience as a supervisor is required.
EAPP Program Director	Program management/clinical supervision/program monitoring/budget preparation/offer training in elder abuse/conducts research in elder abuse	LMSW; 30 years in Elder Abuse services; over 20 years as director (supervisor) of non-residential DV program. A minimum of 1 year of experience as a supervisor is required.
EAPP Social Workers (7.5 FTEs) (Includes LMSW Program Director)	Investigation of elder abuse cases/counsels victims of elder abuse/ works with law enforcement and other community agencies to intervene in cases of elder abuse and set up safety plans for victims/offer training in elder abuse	MSW or BSW and experience working with older adults; all staff have a minimum of one year of experience as service providers in Lifespan's non-residential DV program (Elder Abuse Prevention Program)

Agency Name:

Willow Domestic Violence Center

Program Name (if different):

Business Address:

PO Box 39601, Rochester, NY 14604

Contact Person:

Meaghan de Chateauvieux, MA

President and Chief Executive Officer

Telephone number:

(585) 232-5200 Ext. 226

E-mail Address:

MeaghanD@WillowCenterNY.org

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?

Willow Domestic Violence Center (formerly Alternatives for Battered Women) is a not-for-profit agency serving victims of domestic violence in Rochester and Monroe County, New York. In addition to providing Residential Domestic Violence Services (a 49-bed emergency domestic violence shelter for victims of DV and their children), Willow also offers non-residential domestic violence services that provide a full continuum of support for victims of domestic violence and their children. Participants in this program do not need to be housed in the emergency shelter to access these services. In fact, most of the clients using Non-residential services reside in the local community.

Non-Residential Services Include:

- 24-HOUR CRISIS HOTLINE - Provides information, referrals and counseling as well as access to the shelter and non-residential programs. Victims of domestic violence, concerned family members, friends, and community professionals utilize Willow's Crisis Hotline.
- INDIVIDUAL COUNSELING – Short term one on one individual counseling.
- SUPPORT GROUPS - Topic focused groups and open community support groups, for victims of domestic violence residing in the community who are coping with the effects of an abusive relationship.
- CHILDREN'S SERVICES- Services for children whose parent (mother or father) is participating in individual counseling or community support groups.
- COURT ADVOCACY PROGRAM – Willow advocates are stationed at the Monroe County Hall of Justice. This program assists victims who are petitioning Family Court for an Order of Protection and provides support in both IDV and DVIIC Courts. This is a collaborative program with Legal Aid Society of Rochester. Clients seeking an order of protection can obtain counseling, information, referrals and court accompaniment from Willow as well as civil legal services from Legal Aid.
- MOBILE ADVOCACY – Mobile Advocates work with victims of domestic violence and community partners at various locations throughout the county. Advocates provide counseling, safety planning, advocacy and information and referrals to victims, at a safe location, and at a point in time that is critical to their well-being.
- DOMESTIC VIOLENCE PREVENTION EDUCATION PROGRAM: A preventive, educational program for youth and adults in both academic and community-based settings throughout Monroe County.

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

Willow programs, which are confidential and free of charge, are open to all victims of domestic violence in Monroe County regardless of race, creed, color, national origin, sexual orientation, gender identity or expression, military status, marital status, or disability.

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

Willow staff have credentials, experience and education that meet the requirements of their position and comply with NYSOCFS regulations. Willow strives to hire staff that reflect the diversity of those we serve. Willow has staff that are bi-lingual (including ASL) and it places a high priority on recruiting and hiring staff that are bi-lingual and culturally sensitive, either by targeted hiring of bi-lingual, bi-cultural staff or by providing appropriate cultural training. Cultural sensitivity is integral to building trust so that victims are more likely to take the steps necessary to enhance their safety. The expertise of staff from diverse backgrounds and experience is called upon to help ensure that our programming is accessible, culturally sensitive and relevant to our community. This translates into a diverse multi-skilled staff who are available to address the unique needs of all victims and their families including victims from the Deaf and LGBTQ communities. When necessary, Willow secures interpreters for non-English speakers. All Willow facilities, including our emergency shelter, are handicap accessible.

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)

Willow's non-residential program is located in a confidential location in Monroe County for the protection of its clients. It is in a secure location that is not accessible to the general public. Client confidentiality is an important component of Willow services to protect clients who are seeking help from further victimization and to provide a safe environment for disclosure of domestic violence incidents. Willow has specific and strict policies and procedures regarding client confidentiality.

The Court Advocacy program is on site at the Hall of Justice to assist victims in obtaining an order of protection. Prevention and educational outreach are offered in the community and in schools.

Complete chart below

Core Services Chart

Core Service	Days Provided	Hours Provided	Service Delivery Method	Location of Service Provided	Position Providing Service
Telephone Hotline Assistance	7 days/weeks, including holidays	24 hrs/day	Provides counseling, support, advocacy, information and referral for victims of domestic violence and their families calling the 24-hour crisis hotline. The crisis hotline provides information on all Willow’s services, as well as community resources and is the point of access for the Emergency shelter and the Counseling Center.	Undisclosed; confidential location	2 Full-time Hotline Case Managers, as well as full-time, part-time and per-diem Counselors
Information and Referral	7 days/week, including holidays	24 hrs/day	All staff are trained to provide information and referrals regarding domestic violence, Willow resources and community resources. Willow is a major resource to the community as a depository of information regarding community resources and services.	Undisclosed; confidential location	All Willow programs provide information and referral including the Hotline, Counseling Center, Mobile Advocacy, Court Advocacy, Safety First, Project Stronger and HEAL.

Advocacy	M-F, weekends as needed	8 – 5; evenings as needed	Provide advocacy on an individual case basis and at the community and system wide levels. Willow advocates provide support for victims of domestic violence in obtaining entitlement benefits, appropriate health and mental health care, orders of protection and in other legal proceedings related to abuse. Willow frequently advocates with all 17 law enforcement agencies and crime victims' assistance programs in Monroe County and with the MC District Attorney's Office for prosecution of criminal acts perpetrated against victims of abuse. Willow works with schools, employers and landlords to advocate for services needed for victims and their children. They work closely with the Monroe County Department of Human Services to assist victims in obtaining Public Assistance, Medicaid and Food Stamps as needed.	At a confidential location and in the community	All Willow programs provide advocacy including: Hotline, Counseling Center, Mobile Advocacy, Court Advocacy, Safety First, Project Stronger, HEAL
Counseling	M-F Weekends as needed	8 -5; evening hrs as needed.	Services include safety planning, individual counseling, support groups and topic focused groups to assist victims in recovering from trauma; information and referral, advocacy	Undisclosed, Confidential Location at non-residential site	All Willow programs provide counseling including: Hotline, Counseling Center, Mobile

and supports to
victims transitioning

Advocacy,
Court

			from emergency shelter to community living.		Advocacy, Safety First, Project Stronger, HEAL
Community Education and Outreach	M-F, weekends as needed.	8-5 Evenings (as needed)	<p>Educational based program works with youth and young adults to inform and promote the development of skills necessary to achieve healthy, violence-free interpersonal relationships. Programs are offered in academic settings, including elementary, junior and senior high school, and area colleges, as well as youth service providers. Companion programs are available for parents.</p> <p>Community Speakers Bureau: Conduct presentations to raise community awareness and reach out to victims. Presentations are made to community groups, human service organizations, professional groups, businesses and professional training programs.</p>	Throughout the community	1 full-time Director of Prevention Education; 1 full-time Educator, as well as staff members of Willow's Executive and Leadership Teams
Optional Services (e.g., Support Groups, children's services, translation services, etc.)	M-F	8-5 (some evenings as needed)	Court Advocacy Program (CAP): Willow advocates work with victims of domestic violence who are seeking orders of protection at the Hall of Justice. Willow provides victims with counseling, support, safety planning, court accompaniment, and information and referrals to other	CAP: Hall of Justice Safety First: Mon Co CPS- St. Paul Street; Project Stronger: Mt. Hope Family Center; HEAL: University of Rochester	1 full-time CAP Coordinator; 2 full time CAP Advocates; Per diem Advocates and Mobile Advocates as needed. Safety First: 2 full-time Safety First

		Willow programs as well as other community-based programs. Safety First: Provides counseling, safety planning, advocacy and information and referrals to victims of domestic violence who are working with Monroe County Child Protective Services. Project Stronger: Works with Mt. Hope Family Center staff to provide counseling to child victims of domestic violence. HEAL: Working in collaboration with the University of Rochester, the HEAL program provides support and services including obtaining virtual orders of protection for victims of domestic violence who are receiving services through Strong Memorial Hospital		Advocates; Project Stronger: 1 full-time Mobile Advocate; HEAL: 1 full-time HEAL Advocate
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All core services listed are a requirement listed in 18 NYCRR 462.4 and must be provided directly by the program in a timely manner as defined in the regulation.

Staffing Requirements

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

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

** Do **not** give names or qualifications of current program staff.*

Staffing Chart

Position Title	Responsibilities of Position	Qualifications of Position
Director of Programs and Services	Oversight of all Willow residential and non-residential programs.	Masters' degree and 5 years of experience (including supervisory experience).

Assistant Director of Community Programs	Oversight and supervision of all Willow community programs.	Masters' degree and 5 years of experience (including supervisory experience).
Counseling Center Counselors	Provide individual counseling and facilitate groups for victims of domestic violence in the community.	Masters' degree and 1 year of experience.
Court Advocacy Program (CAP) Coordinator	Oversees and supervises the Court Advocacy Program based out of the Monroe Co. Hall of Justice	Masters' degree and 3 years of experience.
Director of Prevention Education	Develops, organizes and facilitates prevention programs and supervises Prevention Education staff	Bachelors' degree (Masters' preferred) and 3 years of experience.

PINS Pre-dispositional Placement Services

As outlined in 19-OCFS-ADM-22, Person 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.

If these services are not currently available, what steps is the LDSS currently undertaking to resolve this gap in service?

T and U Visa Reporting

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 2019, how many T visa applications were received?

0

2. In 2019, how many T visa certifications were issued?

0

3. In 2019, how many U visa applications were received?

0

4. In 2019, how many U visa certifications were issued?

0

Title XX Program Services Matrix

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

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

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

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

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

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

Are there changes to the services your county intends to provide during the 2020 Child and Family Services Planning cycle?

- ☒ Yes
- ☐ No

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

The Family Share percentage for Child Care was reduced to 20% effective 2/1/20.



Office of Children and Family Services



Division of Criminal Justice Services

ANDREW M. CUOMO
Governor

SHEILA J. POOLE
Commissioner

MICHAEL C. GREEN
Executive Deputy Commissioner

July 2, 2020

Dear Local District Commissioner or Probation Director:

This letter is to inform you that the PINS Diversion Services Section of the Monroe County Child and Family Services Plan (CFSP) has been approved jointly by the Office of Children and Family Services and the Division of Criminal Justice Services effective June 29, 2020.

The Office of Children and Family Services and the Division of Criminal Justice Services are committed to providing the support you need to continue to offer quality services and improve outcomes for youth and their families.

Sincerely,

Robert M. Maccarone
DCJS Deputy Commissioner and Director
Office of Probation and Correctional Alternatives
NYS Division of Criminal Justice Services

Dr. Nina Aledort
Deputy Commissioner
Division of Youth Development and Partnerships for Success
NYS Office of Children and Family Services