

2018

Department of Social Services

annual report



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The handprints found randomly in the annual report are from different foster children currently in care.

staff engagement

Throughout 2018, Social Services staff participated in numerous events to call attention to causes that resonate for the department and the employees as well as raise morale for the department.



Mobile work crew supervisors received certificates of appreciation for work done for the Department of Public Works



The Employability unit relocated to the One Stop and held an open house attended by state representatives.



Staff members at the services fair held at the Olean Center Mall.



Some units participated in the costume contest sponsored by the Recognition Team in groups.



Anthony Turano, Commissioner

One of the greatest challenges in doing the work that falls under the DSS umbrella is keeping staff engaged and helping them avoid burnout. We perform such a variety of functions from child support, homeless services, child welfare, fraud and HEAP and in each situation, we typically see people who have or are experiencing trauma. An unengaged or overwhelmed workforce cannot tackle such complex social issues. As an administration, it is our duty to remain vigilant in assuring the well-being of our staff. Their health and wellness has to be a top priority. If they are not emotionally prepared to greet the public each day and help them with their struggles, small problems can easily become much bigger ones.

To stay proactive in this area, we have built systems to foster staff wellness. Several years ago, we created two committees. The first is an employee safety committee. This was not born out of “an incident” but out of the desire to be forward-looking and address items and areas of risk. Each unit in the department has a representative on the committee, which meets quarterly. Any concerns that the group would like to tackle or discuss are heard and a plan is made to resolve the matter. The group has been responsible for reconfiguration of work areas where the public is met, changes to the parking lot, the addition of call-buttons in interview and conference rooms and improved exterior lighting. In the process, we have attempted to model effective problem solving and collaboration within the department and with other county entities.

The second committee created approximately six years ago was the Recognition Team. This group of approximately 15 employees meets throughout the year to plan fun events during breaks and lunch times. Through the years, this has included Cinco De Mayo celebrations, Christmas events, St. Patrick’s Day parties, hot dog roasts and Halloween costume contests. The group also puts together a quarterly newsletter, recognizes staff for milestones of service and provides random ABCD awards. These awards are available to anyone in the department who wants to honor another individual or group for going “Above and Beyond the Call of Duty”. It doesn’t stop there. The Recognition Team also ensures that when members of the public come to our office for any reason with young children in tow, they are offered a drink box, snack and book to make the child’s visit more pleasant. No public monies are used on any of these projects.

Our department also continues to facilitate the development of unit planning. At the start of each year, front line staff from every unit in the department is asked to come together with their peers to develop a set of goals to improved workflow and efficiency. Anything that will improve their ability to meet their responsibilities is fair game. When the plans are done, they are presented to administration, then shared with unit supervisors. During the course of the year, plans are reviewed at staff meetings to assure steps are taken to turn goals into achievements through action steps. This practice has led to effective, professional dialog with line staff, administration and supervisors and has produced lists of “ground up” achievements each year.

Part of the rational in engaging and sustaining these practices is to empower staff at all levels to effect change. If something is not working, we ask staff to bring a solution or

suggestion to make things better. We want them to be able to see the process of change. These are the same skills staff needs to employ when assisting families. We hope they get the message that we care about their safety, morale and functional needs. We never claim to know better. We then ask them to treat the families and individuals we serve in the same respectful manner.

Sticking to these practices over the years has helped develop a compassionate, service-oriented culture. Giving people permission to care has led to further successes for our community. For example, each year our staff collect donations of back to school supplies, hygiene products, clothing and furniture to help people whose lives are touched by disasters, domestic violence, human trafficking and abuse. We have so many mandates. These are extra things we are not required to do but once we started, the floodgates opened. ABCD!

In 2019, we will offer training for staff in vicarious trauma. Hearing the struggles of the people we serve day after day can take a toll on staff. We are pleased to partner with the University at Buffalo to encourage self-care and strengthen our workforce. We are also working to bring trauma-informed care to our staff, our partners and our community.

We can't imagine doing this work any other way than with the amazing people we work with every day.

Above and Beyond the Call of Duty



So many of our staff go above and beyond the jobs for other staff and for our clients that we'd like to recognize this by highlighting some of the efforts in the newsletter. If you'd like to recognize someone, there are forms at recognition team members desks.

Rose McClune - for keeping a positive attitude and giving 100% to all the clients.

Renee James - for always being willing to take the time to explain a process or find an answer

Britany Wilkins & Erin Raun - for the "flip flop" wall in the intake area

Erin Raun - for being more than willing to do any work/tasks/duties without hesitation. Being a pleasant individual with a ready smile.

Shanna Schey - for always being ready and willing to answer any question.

Brittany Wilkins - for being always ready to step up and take on special tasks

Melissa Lyons - for stepping up to clear up questions for the SNAP intake clerk even though she was extremely busy (like everyone else).

Shannon Scanlan - for sharing her knowledge and getting involved in staff meetings

Christina Haseley - for going above and beyond and helping her co-workers

Kim Singleton - for never calling in sick and not even being 1 minute late for a year

The department strives to reinforce the agency's mission, of assisting the residents of Cattaraugus County both through the effort of each program area but steps outside the box throughout the year.



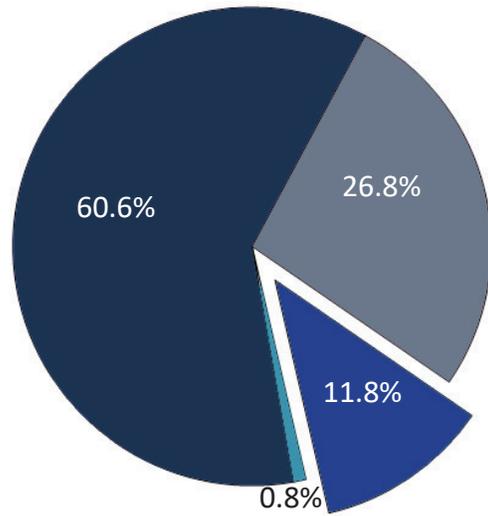
During the first weeks of June, the staff held a cereal challenge. Each unit "competed" against the others to assist the Food Pantry in providing breakfast over the summer. The department donated over 300 boxes in 2018.

With the generous assistance of a local Olean church, the department is able to collect and distribute needed furniture, bedding, household goods and clothing to community members. With the generosity of local residents and businesses, this assistance would not be possible. The program assists not only social service clients but those from other county departments and community agencies. A snapshot of items given to clients in need:

- Dressers
- Couches
- Beds
- Cribs
- Dishes
- Futon
- Bedding
- Kitchen supplies
- Clothing for children and adults
- Coffee tables



Revenue



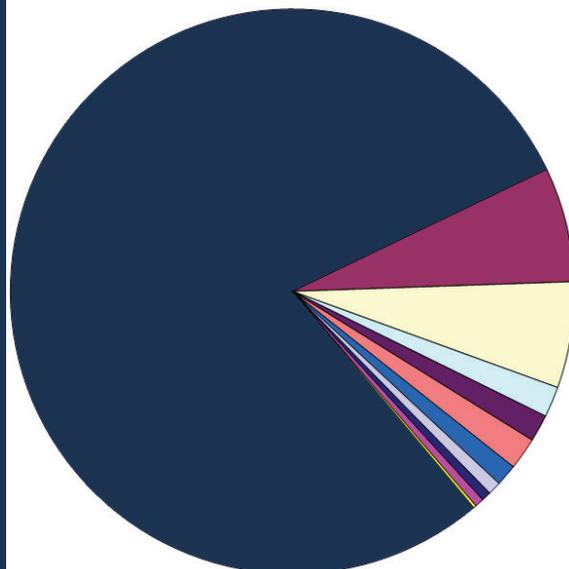
Revenue Percentage

- Federal
- State
- County
- Repays

Revenue by Source

	2017	2018	Change
Federal	133,030,202	143,131,606	10,101,404
State	56,358,230	63,168,656	6,810,426
Repays	1,570,313	1,981,764	411,451
County	28,382,788	27,836,431	(546,357)
Totals	219,341,533	236,118,457	16,776,924

Community Investment



■	180,450,184	Medicaid
■	15,498,587	Food Stamps
■	14,359,074	Program Administration
■	4,350,848	HEAP
■	3,956,129	Child Care
■	3,659,326	Family Assistance
■	2,916,510	Safety Net
■	1,796,639	Services
■	1,292,762	Daycare
■	1,197,498	Grant Programs
■	379,235	Juvenile Delinquents



Tammy Hinman, Director of Income Programs

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

The Income Program staff accomplished many achievements during 2018. They are a dynamic group that continues to focus on ways to improve client service, collaboration between units, and community outreach. The year began with the retirement of two veteran Chief Examiners in the Medicaid and SNAP programs. This created promotional opportunities and staffing changes. Succession planning efforts the previous year assisted with this transition. The focus has been on training and mentoring staff. Income Program staff has stepped up to every challenge it has faced in 2018!

Temporary Assistance continued to focus on serving the homeless population. Staff was realigned to create a specialized team to work with these clients, community partners, and landlords. Collaborative efforts with the Adult Protective unit allowed a caseworker to join this team. The change has made remarkable improvements to service delivery and outcomes for homeless individuals and families. The TA Employment staff relocated to the One Stop Career Center to better serve their clients. The location change allowed clients to avail themselves to a variety of employment workshops and partner agencies, including the Department of Labor. Employment Specialists also began community outreach in 2018 to serve clients in Gowanda, Cattaraugus, Little Valley, and Machias areas.

SNAP adjusted their task-based work assignment to improve client service and staff coverage for the unit. This change allowed examiners to perform all functions related to SNAP eligibility instead of specialized areas. This group worked hard to meet this challenge and continue to make improvements. Restructuring allowed reassignment of three Eligibility Workers to create a new HEAP/SYEP team in early 2018. HEAP and SYEP are seasonal programs that were previously staffed with temporary employees. The creation of this team allowed full time staff to maintain both programs. This change resulted in better service to HEAP/SYEP clients, reduced training needs, and resulted in costs savings.

The new HEAP/SYEP team had a successful first year. Staff training was the focus. This team worked hard to develop their new roles. They continue to implement ideas to improve program access and outcomes.

Medicaid continued to assist clients that receive Medicaid through the State Health Exchange in 2018. Staff updated training to continue to offer assistance as Certified Application Counselors to residents that need to enroll for Medicaid through the State Health Exchange. Staff continued regular outreach to both locations of The Pines to assist families with Medicaid application process. This process has allowed for timely applications and strengthened the partnership with The Pines.

The Fraud/Recovery Unit continued their efforts to meet unit goals. This team was created two years ago and focused on cross training to create depth. This unit is responsible to complete fraud investigations, calculate assistance overgrants, and Front End Detection Investigations. They worked collaboratively with Accounting and Income Program staff to streamline collection processes. This team also represents DSS at all Fair Hearings.

Taking time to revisit 2018 and all that was accomplished by the Income Program staff was very rewarding. As I prepared this summary it became evident, that despite all the challenges, staff continue to be committed to the mission of this department, each other, and the clients they serve. That is a job well done!

temporary assistance

Standing: Standing: Senior Examiner Rachael Nine (L) and Chief Examiner Michelle Imhoff (R). Seated: Senior Examiners Anita Bliss (L) and Amy Brown (R).

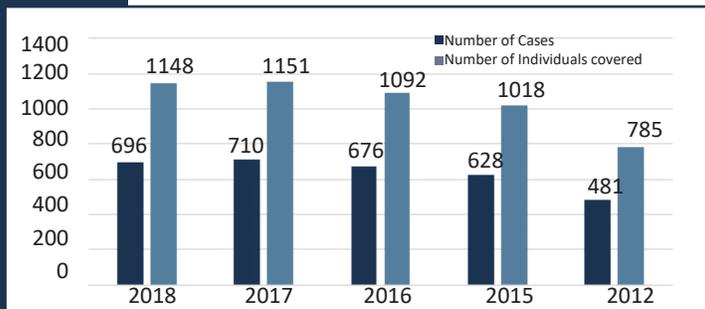


In 2018, the Temporary Assistance Unit assisted 275 homeless individuals and 30 families. Due to the low inventory of affordable housing, combined with the large number of parolees and sex offenders, staff has experienced challenges in finding appropriate living arrangements. In addition to the homeless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

Temporary Assistance for Needy Families (TANF)

Federal cash assistance program for families with children under 18. This program has a sixty-month time limit and has a work activity requirement for adults. Usually when a family receives

TANF it also receives SNAP benefits and Medicaid, in addition to cash assistance.



Emergency Assistance to Families

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

Emergency Aid to Adults

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

Safety Net Assistance

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

Drug/Alcohol Screenings/Assessments

All adults who are applying for Temporary Assistance must complete a screening instrument for drug and alcohol use. If this instrument indicates substance abuse, he/she is referred to the on-site Alcohol and Substance Abuse Counselor, with whom the Department contracts, for a complete assessment. This counselor not only assesses individuals, but also refers and monitors individuals for treatment. **percentages of cases with household member receiving treatment

Temporary Assistance **14%

2018	Cases	Individuals
March	746	1180
June	737	1172
September	736	1183
December	696	1148

Safety Net **31%

2018	Cases	Individuals
March	409	475
June	390	450
September	386	452
December	365	421

2018 Achievements

- Positively implemented new Orientation process
- Improved homeless database
- Developed and implemented an electronic application intake database

Domestic Violence Liaison

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

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

Job Search/Job Readiness

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

Subsidized Employment

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

On-the-Job Training

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

Work Experience

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

Education

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

Vocational Education

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

Job Skills Training

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

Mobile Work Crew

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

Post Employment Services

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

Re-entry Program

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

	2016	2017	2018
Assessments completed	903	905	875
On-the-Job Placements	76	63	47
Entries to Employment	207	218	162
Individuals who received post employment services	36	34	23

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



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

Community Medicaid

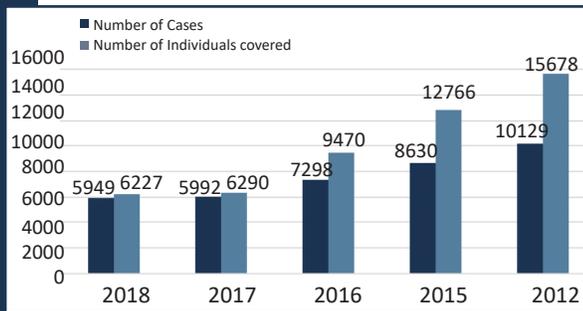
Medical coverage for low-income families and single individuals and childless couples between the ages of 19 and 64. It also covers individuals who are receiving Social Security retirement or disability and are residing at home.

Care at Home (Model Waiver Program for Children)

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

Presumptive Eligibility for Pregnant Women

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



Medicare Premium Payment Program

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

Chronic Care

Provides coverage for long term home health care (including PACE, Programs of All-inclusive

Care for the Elderly) and nursing home care.

Medicaid Buy-In Program for Working People with Disabilities

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

Home and Community-Based Waiver Services

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

	Cases	Individuals
March	5962	6252
June	5995	6279
September	5969	6231
December	5949	6227

2018 Achievements

- Implemented the placement of an Examiner in the County Nursing Homes to assist residents and families with Medicaid applications and questions
- Successfully trained an Examiner Trainee in the Chronic Care/SSI unit to strengthen that unit to improve customer service and process cases in a timely manner



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

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

Home Attendant

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

Consumer-Directed Personal Assistance Program (CD-PAP)

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

Care at Home

The Care at Home program provides community-based services to physically disabled children who require hospital or skilled nursing home level of care, and allows the child to be at home instead of in an institutional setting.

Private Duty Nursing

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

PERS (Personal Emergency Response Systems)

Home devices that connect older adults to a 24-hour call center with the push of a button.

The transmitter is typically worn on a neck pendant or wristband, and it sends a signal to a receiver that's connected to the home telephone line. With most PERS setups, the client can talk with the call center staff from anywhere in the house.

PRI (Patient Review Instrument) & Screens

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

	2018
Home Attendant Clients	62
CD-PAP	9
Care at Home	8
Private Duty Nursing	4
Managed Care	2
Percentage of clients with a PERS	6%

2018 Achievements

- Resolved issue regarding PERS units for clients with no landline
- Refined our Medicaid eligibility process with new Care at Home referrals
- Established biannual meetings with Willcare to improve communications and protocols

snap supplemental nutrition assistance program



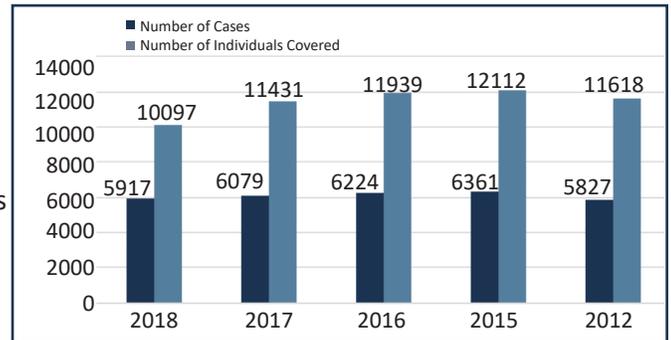
Standing: Senior Examiners Erin Hollowell (L), Dawn Karl (center) and SNAP Chief Examiner Molly Marsh (R). Seated: Senior Examiner Kelly Andrews

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

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

Expedited SNAP

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



2018	Cases	Individuals
March	6032	11226
June	5950	11027
September	5800	10682
December	5808	10688

NY State Nutrition Improvement Project (NYSNIP)

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

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

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

SNAP Education/Outreach

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

2018 Achievements

- Received a SNAP Bonus Allotment to be used to purchase much needed printers and implement a robocall/text system
- Moved the SNAP Unit from task based to "general" unit where all examiners do everything on a case from beginning to end, intake and all undercare, including closings.

Renee Williams, Senior Fraud Investigator



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

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



2018 Achievements

- Completed 476 Overgrant referrals - totaling over \$247K in Overgranted benefits to be recovered
- Completed more fraud investigations than we had referrals for the second year in a row (342 to 245).
- Completed 104 positive Fraud investigations with a total of \$77,178.98 in program overgrants
- Completed 483 FEDS Investigations resulting in over \$368K in estimated cost savings

Fraud and recovery



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

There are three specific populations who must be served with these funds. Each of these populations is offered core services, intensive services and training services. Anyone may avail themselves of core services. There are eligibility requirements for intensive and training services.

Core Services are basically self-help services or are offered in group settings and are the only ones available regardless of income. Intensive Services are services for individuals who are unable to find employment through the use of core services only. Training in one or more courses or classes that lead to a certificate, an associate or baccalaureate degree or a competency or skill recognized by employers.

2018 Title I		
	Adult	Dislocated Worker
Active Participants	119	19
Number Employed at Entry	69	9
Number in Training	57	10
Exited	113	17

Title I Adult

Provides intensive services and training to individuals whose incomes are below the self-sufficiency standard established by the local Workforce Development Board.

Title I Dislocated Workers

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

Youth Program

To be eligible for the services of this program, a youth must be between the ages of 14 and 24, meet the income guidelines and be one or more of the following: deficient in basic literacy skills; a school dropout; homeless, a runaway or foster child; pregnant or parenting; an offender; or an individual who requires additional assistance to complete an educational program. The Youth Program is required to provide ten elements. The One Stop must have these services available for each youth, but some of them are provided by partners of the One Stop.

Youth	2017	2018
In-School Active	5	5
Out of School Active	15	42
In-School Exited	3	2
Out of School Exited	24	21
Attained Degree or Certificate	19	22
Place in Employment or Education	18	17

2018 Achievements

- Integrated Employment Specialists into the One Stop center, creating a truly central location for employment and employability services
- Increased utilization of our web presence on both the county website and Facebook.
- Expanded our one on one services to customers

Summer Youth Employment Program (SYEP)

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

	2016	2017	2018
Youth Served	144	163	179
Employers	56	58	58

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

2018 Achievements

- Served 163 during Summer Youth Employment program
- Administered program with lower overhead (staff, mileage, overtime) allowing more funds for youth wages

Home Energy Assistance Program (HEAP)

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

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

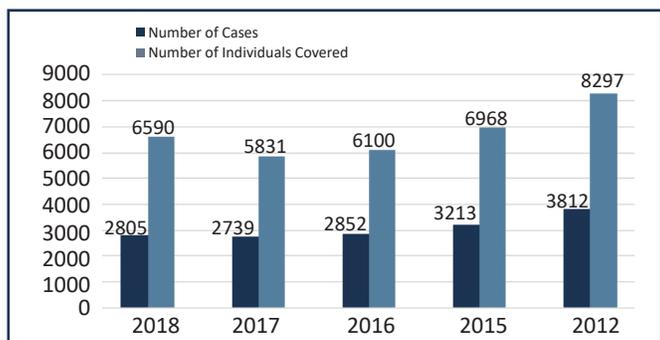
The HEAP and SYEP programs previously consisted of seasonal hires for each program. In 2018, three existing Eligibility Workers were reassigned and one senior examiner position was added to create a combined unit responsible for all HEAP and SYEP duties. This provided continuity of staff, minimized retraining,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

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

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

2018 Achievements

- Successfully trained new HEAP staff to work effectively and productively with the HEAP team to provide quality service to our clients and vendors.



child support

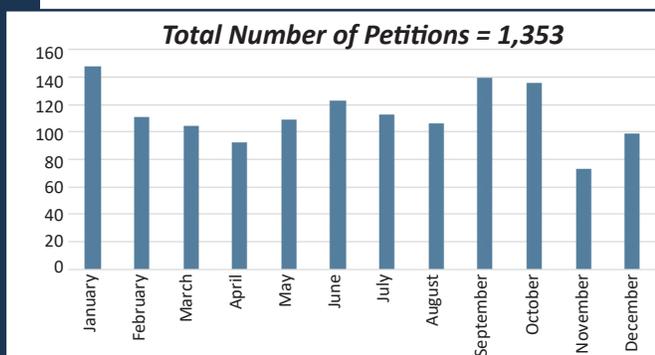
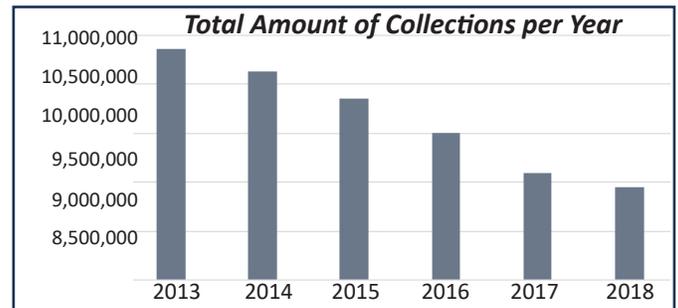
Connie Barth, Child Support Coordinator (R) and
Kathy Smith, Supervising Support Officer (L)



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

The Child Support Collection Unit:

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



2018 Achievements

- Established use of GovPay.net for child support payments
- Increased the number of Support Officers with caseload with reorganizing court scheduling
- Successfully transitioned caseloads to intake and enforcement within cases

Evonne Phillips, Director of Services



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

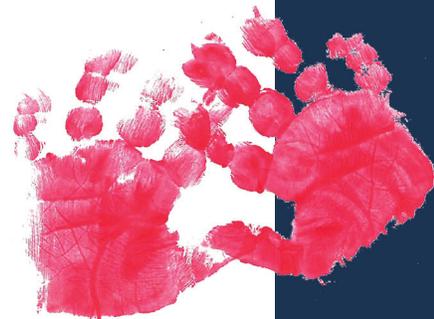
Change was in the forefront of the department during 2018. We have experienced another year filled with numerous changes to the state/federal mandates; Raise the Age, Safe Harbour as well as Families First Services Prevention Act. Each mandate has had and will continue to have significant impact on our day to day operations. As we adjusted to these impacts our teams continued to work diligently toward meeting family's needs and were able to keep family engagement as a top priority. Cattaraugus County is now a Safe Harbour county. During 2018, our Youth Bureau led the engagement on raising awareness on Child Sex Trafficking.

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

We brought attention to several civic awareness days throughout the year. April is Child Abuse Awareness Month and to highlight this, we partnered with local churches and area businesses to display blue lights and focused on healthy families. May is Foster Parent Appreciation Month. We celebrated the families that open their homes to this vulnerable population with a recognition dinner. We honored approximately 48 families. It is always a privilege to honor those within our communities that care for vulnerable children. World Elder Abuse Day was celebrated throughout the county with pamphlets in local physicians' offices, libraries and banks.

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

services



child protective



Child Protective supervisors (L-R): Debra Westfall (Unit), Nichole Zink (Case), and Tammy Brickel (Unit)

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

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

	2016	2017	2018
Reports Received	1,650	1819	1924
Sexual/Physical Abuse Reports	120	131	116
Children Removed/Placed in Foster Care	44	28	20
Petitions Filed	155	119	117

During 2018 our focus was on Kinship foster homes that are key resources in the overall strategy of locating homes that best meet children’s needs. When children can’t live safely with their parents and are placed into foster care, we have prioritized placement with relatives.

Children in kinship placements tend to have:

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

2018 Achievements

- Maintained overdue cases below 20%
- Created a CPS on call manual and case closing sheet to assist caseworkers
- Continued to increase use of family as resources, decreasing foster care placements

Child Welfare supervisors (L-R): Hayden Williamson (Unit), Paula Faulkner (Case), and Rachele Ryan (Unit)



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

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

Foster Care

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

In situations where it has been determined that the child(ren) should be removed from the household (court ordered or voluntarily by parents), placement is made with either a foster family or a therapeutic foster family. The department maintains one caseworker dedicated to finding, certifying, training and coordinating foster homes within the county. In circumstances where a child needs a high level of care, a child may be placed in a group home or residential treatment center.

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

Homefinding and Adoption

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

If returning to the family is not possible, the unit has continued to see success in the adoption of children. A child(ren) is freed for adoption either through court action or through the

parent signing a surrender of parental rights. Regardless of how the child is freed, caseworkers employ a large commitment of time and effort working with the family to ensure a successful outcome for the child(ren).

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

2018 Achievements

- Successfully completed 7 adoptions in 2018
- According to wave 1 of our data: Cattaraugus County's permanency rate is at 53%. The state standard is 39%.
- Completed our parenting time policy to expand time and exposure of children to their natural parents to maintain and increase their bond.

Juvenile Needs Taskforce

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

School-based Juvenile Probation Officers

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

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

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

Catholic Charities Multisystemic Therapy

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

Cattaraugus Community Action Attendance Improvement Program and Berkshire Farms Turnaround Program

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

Family Group Conferencing

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

"Y-Wait"

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

Respite

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

Supportive Case Management

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

Youth Bureau

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

Electronic Monitoring Program

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

2018 Achievements

- Provided monthly Supervision to contract agencies to prevent risk of maltreatment and maintaining permanency (minis)

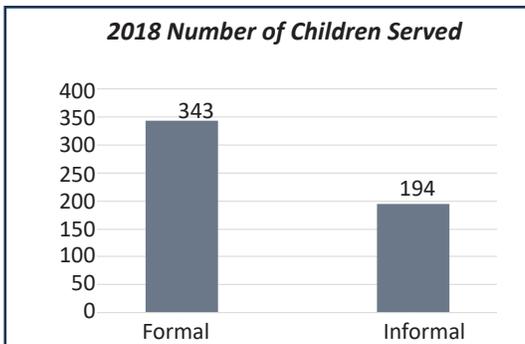
Daycare examiners (L- R): Linda Dolecki, Denise Karr, Erin Dash, and Penny Woodmancy



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

day care subsidy

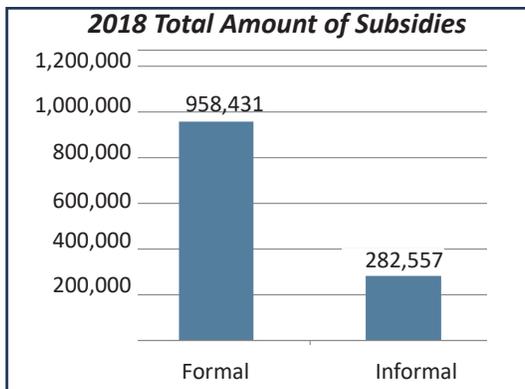
2018 Number of Children Served



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

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

2018 Total Amount of Subsidies



2018 Achievements

- Identified barriers for clients and began receiving Daycare information by fax and emails
- Implemented Self-assessment sheets for Foster care cases
- Completed employer contact list to access information quickly



adult protective

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



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

	2015	2016	2017	2018
Number of new referrals	94	57	60	81
Number of Representative Payee Cases	413	301	355	222
Number of Guardianships	21	16	15	15

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

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

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

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

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

2018 Achievements

- Utilize the level of care and permanency meeting for more complex cases
- Succession planning for the DV Liaison, including Supervision
- Using ASAP.NET more efficiently

Jessica Weinman, Director of
Administrative and Fiscal Services



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

It has been an exciting year for Administrative Services. Fiscally speaking, we have seen revenue growth which resulted in a decreased impact on the tax levy as compared to the prior year. Perhaps, most notably, we have seen over 25% growth in our local recoveries. This is a result of the increased collaboration between the Accounting, Legal, and Recovery units as well as the successful implementation of GovPay, which allows the department to accept credit and debit card payments.

The Accounting unit continues cross training efforts as we have been welcomed several new staff members this past year. We are working to increase oversight of the fiscal aspect of the Child Support unit and have expanded their collection options to include card payments through GovPay as well.

Working with the Services units, we have implemented the IV-E task force combining members of fiscal and program staff to ensure best practice and maximization of federal funding when available. Our quarterly meetings bring everyone to the table to discuss information flow and timelines and give perspective to how one side impacts the other. As a result, new tracking systems have been implemented and client service has been improved.

The combined clerical team has continued cross training to ensure seamless coverage in all positions, regardless of unit. Previously, the coverage options were limited due to the segregation by floor of the department. We have eliminated that separation and introduced greater flexibility within the clerical assignments.

All of the administrative support units are constantly striving to identify process efficiencies and take advantage of available technological advances in order to successfully do our part in fulfilling the agency mission.



fiscal operations

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



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

Functions performed by the Accounting Unit are:

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

2018 Achievements

- Successful implementation of GovPay, giving clients the ability to make payments to the department using debit or credit cards
- Created a work group to maintain control over department records in storage and ensure retention policies are being adhered to



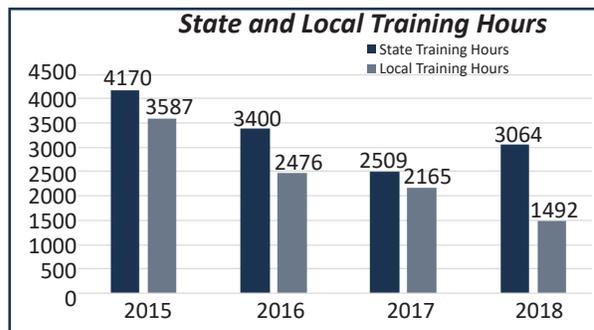
Kristin Rocheleau, Staff Development Coordinator

Staff Development

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

2018 Achievements

- Enhanced grant writing skills
- Assisted with the data mining for services



Michael Kiener, Systems Analyst

Systems Analyst

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

2018 Achievements

- Install a member server on the State HSEN network (currently waiting for State)
- Implement VDI in some units of DSS (working with Employment Unit at OneStop)
- Moved State switches to designated first floor and second floor areas

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

Welfare Management System (WMS)

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

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

Connections

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

ASSETS

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

Imaging/Electronic Document Retrieval (I/EDR)

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

COGNOS

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

Local Area Network

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

Child Care Time and Attendance (CCTA)

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



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

On-the-Job Training

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

Retention

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

Gas Cards

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

OATS Bus

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

Employment Medical Exams

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

Fingerprinting

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

Drug and Alcohol Assessment

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

Domestic Violence Liaison

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

BOCES Training

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

flexible fund for family services (FFFS)

flexible fund for family services (ffffs)

Math and Reading Tutorials

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

Y-WAIT

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

Kinship Program

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

Pop In Visitation

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

Family Group Conferencing

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

Youth Court

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

PINS Diversion

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

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

Glossary

glossary

OSOS	One Stop Operating System: The state-wide system for the Department of Labor into which is entered all the data for the clients of the One Stop.
PSA	Protective Services for Adults: Services to individuals over the age of 18 who exhibit serious physical and/or mental disabilities and who have no one willing or able to meet their needs.
SNA	Safety Net Assistance: Temporary Assistance for needy individuals or families who are ineligible for TANF and whose income is insufficient to meet the standard of need. This is a state program that services single individuals, childless couples as well as families that have exhausted their 60 months of TANF eligibility.
SNAP	Supplemental Nutrition Assistance Program: Formerly Food Stamps
TA	Temporary Assistance: The generic term for cash assistance.
TANF	Temporary Assistance to Needy Families: The federal program that provides 60 months of cash assistance to families with a dependent child under the age of 18 whose income is below the standard of need.
WIA	Workforce Investment Act: The federal legislation that provides funding for employment and training services for adults and youth who meet the income guidelines and individuals who have lost their employment. This same acronym is used for the Workforce Investment Area, which is composed of Cattaraugus and Allegany Counties.
WIB	Workforce Investment Board: The policy making board for the Workforce Investment Act.
WMS	Welfare Management System: A statewide computer system containing eligibility information on applicants for TA, SNAP, MA and/or support services.