

2020

Department of Social Services

annual report



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staff engagement

While 2020 was an unique year, our staff still did a bit of interaction - socially distanced, of course.

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



The communication team took a small break the beginning of the year but came back in the fall with a 'design your own mask' contest for Halloween. Staff were encouraged to show their creativity.





Anthony Turano, Commissioner

It was a year like no other in Social Services and everywhere. The COVID-19 virus changed the way we do so much of our work in every area of functioning. The challenge quickly became reinventing our work function processes while keeping our staff and the public safe at a time when the public needed us more than ever. In the face of so much chaos, it was impressive to see the DSS leadership team at their best.

Our Medicaid Director of 30 years, Karen Oliver said it all when she prepared to retire in June 2020, “more has changed in the last 3 months than I’ve seen in 30 years.”

The pandemic led to widespread unemployment in the spring, leading to rising caseloads in the SNAP program. When the federal unemployment benefit hit, SNAP caseloads began to decline. Homeless numbers were helped by the moratorium on evictions but began to rise as informal evictions of people who may have been “couch surfing” needed shelter. Our APS and Homecare staff worked on keeping the most vulnerable in our community safe. CPS numbers fell in 2020, as children were engaged in remote learning and largely out of the gaze of mandated reporters. That changed when in-person learning began to resume in September, driving numbers extremely high.

Not only did our staff deal with the struggles of adapting to caseloads driven by the pandemic, they also dealt with changing work flow processes, working from home, changes to the office layout to improve health and safety but they also were faced with sick or quarantined family members, facilitating remote education for their children and day care needs.

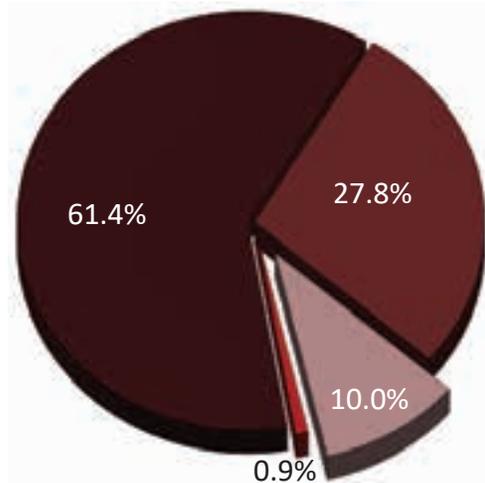
It was a tough year.

Through it all, there were many victories. As a department, we were able to ramp up technology, improve efficiencies in all areas, grow stronger as a team and enhance communications. While many people have talked about ‘returning to normal’, we are not so anxious. While it will be beneficial to meet in person instead of over Webex or Zoom, and the idea of more personal socialization and collaboration, many of the adjustments we have made will serve us well into the future.

Beyond the fluctuating caseloads and ongoing adjustment to local, state and federal regulations so many DSS staff stepped up to help with the crisis. From delivering meals on wheels to elderly and shut ins, working at food pantry’s, manning the desk at the EOC, doing contact tracing, scheduling vaccines and even administering vaccines, DSS was everywhere they were needed and always willing to help.

There were a lot of achievements and a lot to be proud of in 2020 but as usual, it was our staff that stood out for their ability to adapt and meet every challenge that came our way.

Revenue



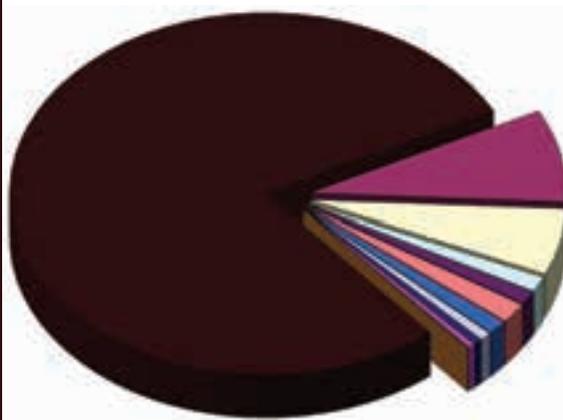
Revenue Percentage

- Federal
- State
- County
- Repays

Revenue by Source

	2019	2020	Change
Federal	150,792,366	155,834,126	5,041,760
State	66,342,064	70,478,512	4,136,448
Repays	2,293,483	2,239,282	(54,201)
County	27,337,536	25,406,988	(1,930,548)
Totals	246,765,449	253,958,908	7,193,459

Community Investment



■	199,603,128	Medicaid
■	21,086,018	SNAP
■	14,791,425	Program Administration
■	4,543,773	HEAP
■	3,956,129	Child Care
■	2,920,079	Family Assistance
■	3,113,956	Safety Net
■	1,917,215	Services
■	1,255,805	Daycare
■	1,152,665	Grant Programs
■	93,936	Juvenile Delinquents
	254,434,129	TOTAL

Nichole V Zink, Deputy Commissioner



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

As was true almost everywhere, 2020 was a year of flexibility and change for the financial assistance units. From the expected, the retirement of our Chief Examiner for Medicaid, to the unexpected Covid-19 global pandemic the team was presented with the opportunity to flex our creative problem-solving muscles; and flex we did. As the Department is tasked with the mandate of assisting the community in securing their basic needs, this became more essential as people were struggling in the economy of the pandemic.

Technology played a significant role throughout 2020. In January, the Department launched an automated call and texting program to remind clients of various required deadlines for the financial assistance programs. New York State expedited an app-based program, NY DocSubmit, allowing the public to submit required documents electronically, while keeping their information secure. The MyBenefits electronic application was expanded allowing more applicants to submit an application online. The combination of these technology enhancements along with regulatory waivers from both the state and federal government allowed the Department to meet the needs of the agency and the community while increasing safety to both the public and staff.

The team adjusted to meet each challenge that was faced. The Home Energy Assistance Program (HEAP)/Summer Youth Employment Program (SYEP) staff administered an extended HEAP program through the end of August, helping the community to maintain critical energy needs during both the winter and summer seasons. They also administered a condensed SYEP, helping youth find employment within the community. They were able to meet program guidelines by creating digital training materials, allowing youth to gain employment skills while assisting struggling businesses by reducing employment costs.

The fraud unit stepped up to help out wherever they were needed while significantly cleaning up a backlog of cases. They worked with the District Attorney's office to move these through both departments in an efficient and effective manner.

Temporary Assistance to Needy Families (TANF), Supplemental Nutrition Assistance Program (SNAP) and Medicaid programs saw the need for their programs fluctuate with the everchanging nature of the public health crisis. The program staff adjusted to the needs of the community, the fast-paced regulatory changes, and staffing shortages by leaning into their teams and working together. They created, tweaked, and tweaked again, work from home processes. They got familiar with virtual private networks and Webex meetings to keep things running. They participated in "fire drills" at the One Stop Career Center, creating a backup control center in the event of building closures that were seen in other counties. Through all of this they maintained their connections with other community agencies who were facing similar challenges and worked through them together

The Home Care Unit has been fully remote throughout most of the pandemic. They have continued to monitor and assess the needs of some of the most vulnerable members of the community throughout the public health crisis.

Throughout the pandemic staff have come forward and expressed their willingness to be of assistance wherever there may be a need. Staff members have and continue to be of service by delivering meals through the "Meals on Wheels" program, assisting at the Emergency Operations Center (EOC), Contact Tracing to help curb the spread of the virus, scheduling and administering vaccinations in the community As a team we were able to find creative solutions to challenges that will likely outlive the pandemic.

income programs

temporary assistance

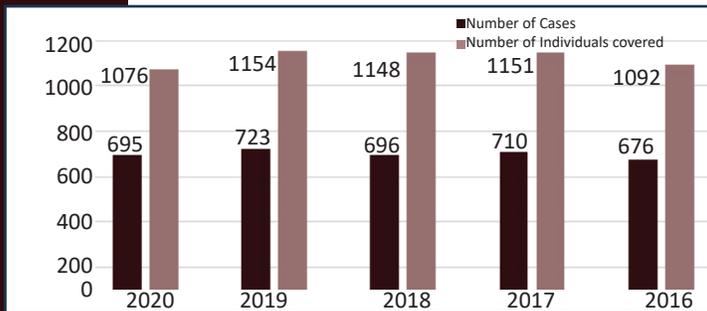
Standing: Standing: Senior Examiners Anita Bliss (L) and Amy Brown (R). Seated: Senior Examiner Jody Blackwell (L) and Chief Examiner Michelle Imhoff (R).



The Temporary Assistance unit has been working with ever changing policies, procedures, and regulations during the pandemic. The unit has done a remarkable job ensuring the individuals we serve still received the same level of service throughout it all. 617 applications for homeless individuals were received during 2020, as well as 998 applications for non-homeless individuals. The needs of the community were greater than ever during this crisis and the staff rose to the occasion to meet to need.

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

2020	Cases	Individuals
March	726	1157
June	751	1192
September	712	1113
December	695	1076

Safety Net **44% of overall caseload

2020	Cases	Individuals
March	411	469
June	435	503
September	398	464
December	386	448

2020 Achievements

- Successful development of a remote work process
- Reduced timeframes between examiner processing and senior case review
- Improved new worker training process

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 individual to ensure compliance with federal/state requirements to retain their benefits. There was drop in the number of completed assessments during the year due to the pandemic, the employment team worked hard to maintain connections with those we serve by means other than face to face meetings.

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.

	2018	2019	2020
Assessments completed	875	901	500
On-the-Job Placements	47	50	42
Entries to Employment	162	186	78
Individuals who received post-employment services	23	37	29

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.

Medicaid Chief Examiner Rachael Nine (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

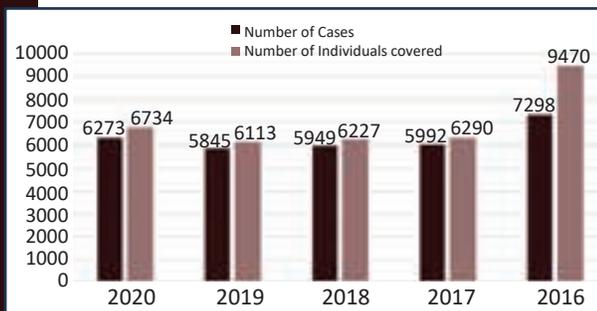
Medical coverage for low-income families and single individuals and childless couples between the ages of 19 and 64. It also covers individuals who are receiving Social Security retirement or disability and are residing at home.

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	5863	6135
June	6067	6428
September	6188	6593
December	6273	6734

2020 Achievements

- Developed materials for Nursing Homes to use as resource for families and staff for MA process
- Created digital form for case work to clerical team
- Began crosstraining with Daycare unit for agency coverage depth



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

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

Home Attendant

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

Consumer-Directed Personal Assistance Program (CD-PAP)

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

Children’s Waiver 1915(C)

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

	2020
Home Attendant Clients	47
Private Duty Nursing	4
Percentage of clients with a PERS	30%

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.

2020 Achievements

- Developed new protocol for Consumer-Directed clients
- Adopted NYSDOH guidelines for incomplete and/or late orders
- Coordinating the first environmental modification case under the Children’s waiver requirements/process

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.

home care

snap supplemental nutrition assistance program



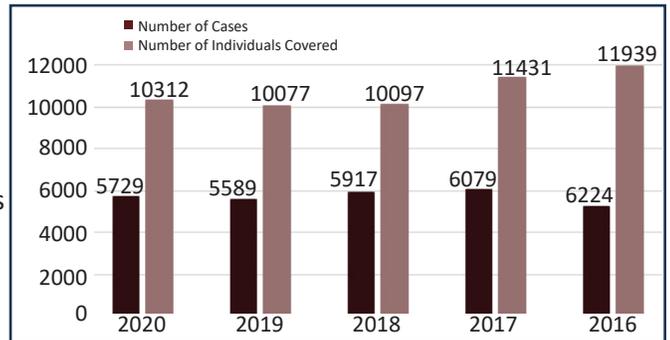
Standing: Senior Examiners Erin Hollowell (L), Dawn Karl (center) and SNAP Chief Examiner Molly Marsh (R). Seated: Senior Examiner Kelly Andrews

In 2020, there was a very large influx of SNAP (Supplemental Nutrition Assistance Program) applications from March through December due to the COVID-19 pandemic. The year ended with a 14% increase in applications from 2019.

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.



2020	Cases	Individuals
March	5703	10321
June	5602	9832
September	5578	9833
December	5729	10312

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.

2020 Achievements

- Formed work groups to brainstorm staffing and other issues
- Implemented a "floater" examiner position
- Successfully completed succession planning for ABAWD examiner position

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

2020 Achievements

- Completed 326 Overgrant referrals - totaling over \$246K in Overgranted benefits to be recovered
- Continued closing outdated fraud referrals with 74 arrests with totaled \$168,842 in program overgrants.
- Completed 147 positive Fraud investigations with a total of \$193,000 in program overgrants
- Completed 384 FEDS Investigations resulting in over \$199K in estimated cost avoidance

Fraud and recovery

workforce development

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.



Bret Marvin, One Stop Manager

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

Core Services are self-help services or services offered in a group setting. Core services are available regardless of income or residence.

These services can be provided one-on-one or in a workshop setting, such as Interviewing skills, resume building, intake and orientation, work skills exploration, resource library which includes access to computers, telephones, fax and copy machines, job searches, access to job banks or listings of available jobs, internet access, job search skills training. During 2020, our ability to serve individuals through core services changed to many online resources.

Intensive Services are services for individuals who are unable to find employment using core services only. Employment Specialists work with customers to provide pathways and funding for 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. Our intensive services require a more “hands-on” interaction for completion but as much is done remotely.

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

Title I Dislocated Workers serves individuals who are unemployed due to elimination of their position, 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.

2020 Title I		
	Adult	Dislocated
Active Participants	18	10
Number Employed at Entry	8	0
Number in Training	18	8
Exited	6	8

**Numbers are lower due to the absence of NYSDOL presence and lack of front door/foot traffic usage. Currently, there is no way to track online influence

Youth	2019	2020
In-School Active	9	12
Out of School Active	29	30
In-School Exited	2	10
Out of School Exited	15	21
Attained Degree or Certificate	28	37
Place in Employment or Education	25	19

who requires additional assistance to complete an educational program. The Youth Program is required by NYSDOL to provide ten elements through the through the One Stop or through affiliated partner programs.

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

WIOA Youth Program To be eligible for the services of this program, a youth must be between the ages of 14 through 24, be a Cattaraugus county resident, and meet established income guidelines. They must also meet at least one of the following requirements: deficient in basic literacy skills; a school dropout; homeless, a runaway or foster child; pregnant or parenting; an offender; or an individual

2020 Achievements

- Transitioned to new blended work flow with Employment Specialists
- Integrated phone system to new and updated system

Summer Youth Employment Program (SYEP)

The SYEP faced many challenges due to the COVID-19 Pandemic in 2020: funding for the program was guaranteed much later in the year than normal; staff were unable to do face to face outreach; very short time period to do outreach; lack of employers. Despite these challenges the SYEP was able to serve 76 Cattaraugus County youth. This number was down about 50% from 2019. However, we were able to extend the program for the 76 youth for approximately 3 weeks.

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 but we offer as many weeks as the funding allows. 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 placed with a not-for-profit organization, a governmental entity or in private business.

In 2020, the funding for SYEP came very late due to the COVID-19 pandemic. Usually, outreach for the program begins approx. in April. Minimal outreach was done and we were still able to serve just over 70 youth in Cattaraugus County.

2020 Achievements

- Converted courses offered to program participants to online platform

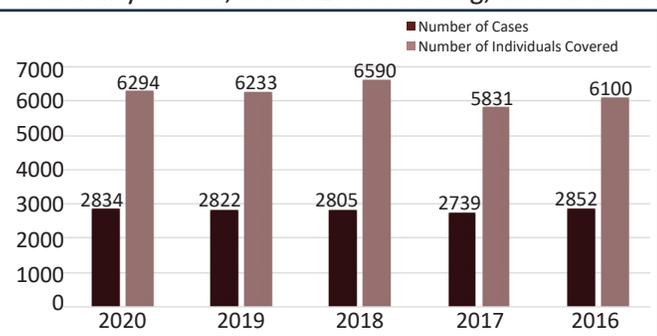
Home Energy Assistance Program (HEAP)

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 and the clean and tune 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 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.

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.



2020 Achievements

- Implemented a remote work process in response to COVID-19

Three seasonal keyboard specialists 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.

child support

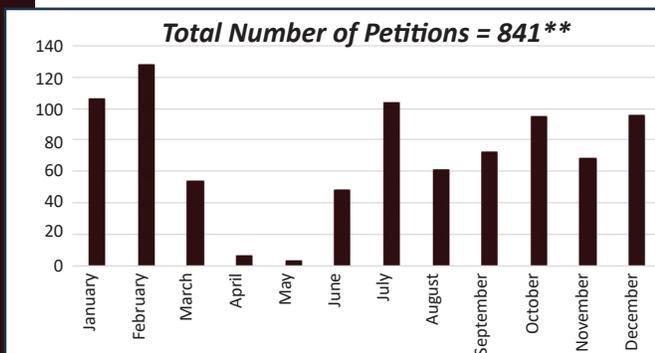
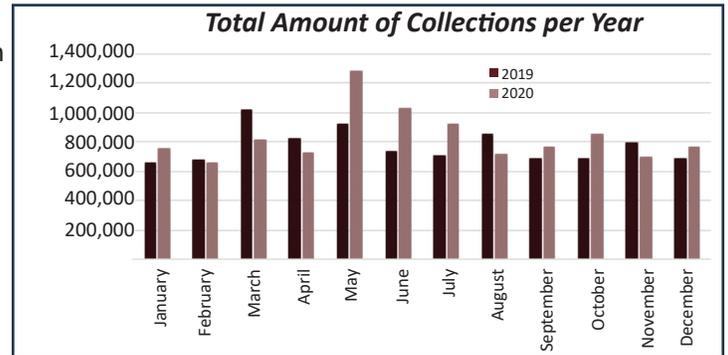
Kathy Smith, Child Support Coordinator



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.



**total decreased due to Family Court closure for several months at the start of the pandemic

2020 Achievements

- Collections increased 7.90%
- GovPay collections up 62% over 2019, averaging 59 payments per month and \$7309 per month
- In December 2019, we completed our first Internal Revenue Service Child Support Federal Tax Information Data Security Review and have corrected/implemented the majority of the findings/recommendations.

Evonne Phillips, Director of Services



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

I have referenced change as being in the forefront of the department for the past several years but 2020 has been one of a kind!! Despite Covid we experienced another year filled with numerous changes to the state/federal mandates; PINS, Kinship, Blind Removal, Day Care 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 completed year two as the lead agency for Safe Harbour, partnering with community stakeholders. We continue to promote raising awareness on Child Sex Trafficking, partnering with Connecting Communities Action and the Child Advocacy Center. We will continue focusing on raising awareness to child sex trafficking and its impact on our children, families, and communities through our partnership.

Through our ongoing partnership with Connecting Communities in Action our agencies we were able to draw together several agencies from multiple disciplines to create a Domestic Violence High Risk Team. This has created opportunities to facilitate better service provision and outcomes for families.

Our department brought attention to several civic awareness days throughout the year via multimedia channels. Due to Covid, our use of multimedia opened unknown opportunities to our department. May is Foster Parent Appreciation month and instead of our traditional recognition dinner we honored foster parents via pre-recorded videos by each caseworker designed specifically for each set of foster parents. Our caseworker teams partnered with our training coordinator who served as our multimedia guru and the experience was FANTASTIC with each caseworker video presentation far exceeding our expectations. It served as a greatly needed uplifting experience for caseworkers, supervisory staff, and our foster parents.

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. We have exceeded the Federal expectation for relative foster care placements in the past year. For 2020 the Office of Children and Family Services expectation for placement with relative foster care was at Thirty percent. On January 1, 2021 the expectation was increased to fifty percent use of relative resources when foster care placement is necessary. Our teams exceeded both standards and we are currently at fifty six percent of relative resource foster care placements.

In 2020 our child welfare unit facilitated nine adoptions and six sibling groups were able to return to birth families. Our teams work tirelessly to achieve permanency for our children and families.

Services

child protective

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



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

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

	2017	2018	2019	2020
Reports Received	1819	1924	1833	1701
Sexual/Physical Abuse Reports	131	116	119	122
Children Removed/Placed in Foster Care	28	20	42	23
Petitions Filed	119	117	100	79

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

2020 Achievements

- Increased placement of children with relatives
- Developed Family Resource sheet
- Created a process for cases with vulnerabilities of substance abuse and domestic violence to enable the use of more services utilizing CAPTA/CARA nurse
- Improved reporting to court through development of internal calendar

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



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

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

Foster Care

	2017	2018	2019	2020
Children receiving preventive services	213	243	198	204
Childre in Foster Care (includes JD/PINS)	39	35	55	51

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. 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

Homefinding and Adoption

	2017	2018	2019	2020
New Foster Homes Certified (including relative homes)	11	12	13	11
Children Freed for Adoptions		14	17	12
Children Adopted	16	8	9	9

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).

2020 Achievements

- Surpassed NYS requirement (30%) of relative placement - 56.8%
- Reunited five children with their parents through hard work by the parents in conjunction with caseworkers
- Conducted nine adoptions
- Restructured one position to a lighter caseload to assist with other cases (placements, supervised visits, home visits)

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.

2020 Achievements

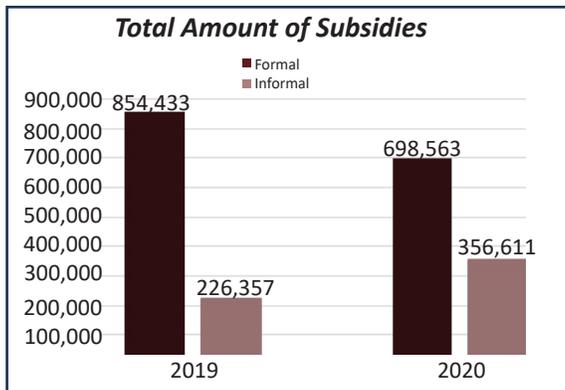
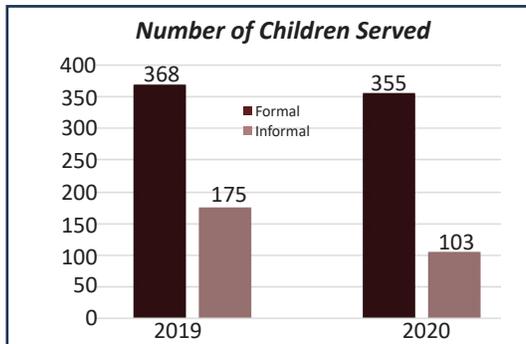
- New programs utilized for PINS diversion
- Reduced facilities placements by partnering with Child Welfare to certify families

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



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

day care subsidy



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

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

2020 Achievements

- Requested waiver to increase State income guideline to 85% to assist First Responders with childcare during pandemic
- Partnered with Medicaid Unit to crosstrain with Daycare unit for agency coverage

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.

	2017	2018	2019	2020
Number of new referrals	60	81	146	140
Number of Representative Payee Cases	355	222	216	202
Number of Guardianships	15	15	14	14

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

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

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

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

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

2020 Achievements

- Partnered with Child Welfare to assist teens that have left care in transitioning to adulthood

Jessica Weinman, Director of
Administrative and Fiscal Services



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

administrative and fiscal

To say 2020 has been challenging would be an understatement. Almost overnight, we were faced with making difficult, unprecedented decisions. We were tasked with continuing to provide services and benefits to those in need in a way we could have never imagined possible. We learned a lot about teamwork and perseverance, change and adaptability.

The Data Entry and Clerical teams were tasked with adapting their procedures to provide support and service to a remote workforce. They were able to embrace the challenge and offer suggestions and ideas as we discovered what worked and what did not. Ultimately, efficiencies were recognized and we are able to continue to provide our clients and coworkers with quality service safely and effectively.

The extensive cross-training efforts and well-documented procedure manuals that have been the focus of the Accounting unit in recent years have certainly proved worthwhile. These were instrumental in the efforts of the team to ensure seamless distribution of payments to clients, vendors, and community partners when we found ourselves short staffed. Accounting has also been able to transition to more paperless communications by sending bills and receipts via email, saving both time and money.

Perhaps the greatest challenge faced by any unit in the Department of Social Services this past year, was the overwhelming burden placed on the Information Technology staff. Our IT unit was able to successfully transition staff to be able to work from home. The team was constantly troubleshooting connectivity issues and fielding endless phone calls requesting to move computers and printers as we scrambled to social distance and create safer workspaces. They handled countless requests for more laptops as we determined more and more functions were able to be performed remotely. This army of two undoubtedly rose to the occasion and are still working hard to replace outdated, obsolete machines.

Reflecting on this past year, there were so many unknowns in the beginning. As the months passed we slowly accepted the uncertainty. Some of us embraced it. New leaders emerged. Problems arose. Solutions were created. Things changed. New problems arose. New solutions were created. By being forced to change the way we do things, we discovered that there might be a better way to do things.

fiscal operations

Casie Packard, Senior Accountant (L)
and Thomas Lecceadone, 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.

2020 Achievements

- Created an automated process to extract reportable information from monthly claim detail to both ensure accuracy and increase efficiency
- Identified accounting functions to assume from the IT unit to simplify processes and allow for greater focus on technology improvements



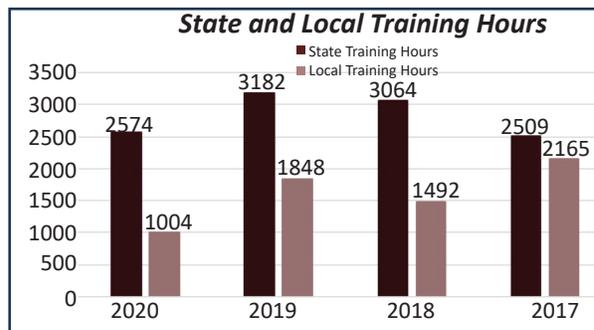
Kristin Rocheleau, Staff Development Coordinator

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.

2020 Achievements

- Collaborated with Summer Youth to convert trainings to virtual
- Implemented training paths for new workers in Temporary Assistance, Employability, SNAP and HEAP
- Transitioned to completely virtual for all trainings



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.

2020 Achievements

- Installed member server on state network
- Updated all existing laptops for Child Protective and Child Welfare
- Upgraded all PCs to Windows 10
- Updated check writing software

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

Welfare Management System (WMS)

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

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

Connections

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

ASSETS

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

Imaging/Electronic Document Retrieval (I/EDR)

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

COGNOS

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

Local Area Network

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

Child Care Time and Attendance (CCTA)

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

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

On-the-Job Training

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

Retention

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

Gas Cards

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

OATS Bus

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

Employment Medical Exams

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

Fingerprinting

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

Drug and Alcohol Assessment

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

Domestic Violence Liaison

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

BOCES Training

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

flexible fund for family services (FFFS)

flexible fund for family services (ffffs)

Math and Reading Tutorials

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

Y-WAIT

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

Kinship Program

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

Pop In Visitation

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

Family Group Conferencing

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

Youth Court

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

PINS Diversion

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

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

Glossary

glossary

MA	Medicaid: Payment of medical bills for qualified medically indigent individuals or families; recipients of Family Assistance, Safety Net, or Supplemental Security Income automatically qualify.
MMIS	Medicaid Management Information System: State-controlled system for approval and payment of Medicaid charges submitted by providers of services
OSOS	One Stop Operating System: The state-wide system for the Department of Labor into which is entered all the data for the clients of the One Stop.
PSA	Protective Services for Adults: Services to individuals over the age of 18 who exhibit serious physical and/or mental disabilities and who have no one willing or able to meet their needs.
Safe Harbour	an OCFS program that supports counties in developing response protocols for youth who have been trafficked, sexually exploited or are at risk of victimization. Cattaraugus County DSS is in year 3 of implementation of rolling out these services in 2020.
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.