

Monroe County Department of Human Services



DHS 101

(To access a subject in the Table of Contents press CTRL and click on the subject)

Table of Contents..... i-iii

PREFACE	1
FREQUENTLY ASKED QUESTIONS	2
GENERAL	2
TRANSPORTATION	4
SANCTIONS	5
EMERGENCY HOUSING	5
FAIR HEARING	5
DOMESTIC VIOLENCE	6
CHAPTER 1 DIVERSION BENEFITS	7
GENERAL	7
AVAILABLE DIVERSION BENEFITS	7
TABLE 1 TRANSPORTATION RELATED EXPENSES	8
TABLE 2 SHELTER RELATED EXPENSES	9
TABLE 3 MISCELLANEOUS ITEMS REQUIRED TO OBTAIN EMPLOYMENT	9
TABLE 4 NON CASH & MEDICAL ASSISTANCE TO ACCEPT EMPLOYMENT	10
CHAPTER 2 THE APPLICATION PROCESS	12
TEMPORARY ASSISTANCE AND FOOD STAMP APPLICATION	12
HOW AND WHERE TO APPLY: TEMPORARY ASSISTANCE AND/OR FOOD STAMPS	12
APPOINTMENTS	12
INTERVIEWS	12
COMMUNITY MEDICAID – PERSONS UNDER 65 LIVING IN THE COMMUNITY	12
HOW AND WHERE TO APPLY:	12
CHRONIC CARE MEDICAID (PERSONS 65 OR OLDER LIVING IN THE COMMUNITY OR PERSONS OF ANY AGE RESIDING IN A NURSING HOME FACILITY. FACE TO FACE INTERVIEWS ARE OPTION.	13
HOW AND WHERE TO APPLY:	13
PROCESSING TIMES – FOR ALL PROGRAM AREAS	14
TEMPORARY MEDICAID AUTHORIZATION	14
CHAPTER 3 EMPLOYMENT REQUIREMENTS	15
DISABILITY AND LIMITED EMPLOYABILITY	15
JOB SEARCH	15
DRUG AND ALCOHOL	15

(To access a subject in the Table of Contents press CTRL and click on the subject)

CORE AND NON-CORE WORK ACTIVITIES	15
CORE WORK ACTIVITIES	16
NON-CORE WORK ACTIVITIES INCLUDE	16
CHAPTER 4 SANCTIONS	18
PROGRAM AREAS:	18
SANCTIONS ARE UNTIL COMPLIANCE	18
RULES AND REGULATIONS	18
MOST COMMON SANCTIONS	18
TABLE 5 EMPLOYMENT SANCTION	19
TABLE 6 DRUG AND ALCOHOL REHABILITATION SANCTION	20
TABLE 7 CHILD SUPPORT ENFORCEMENT SANCTION - IV-D SANCTION	21
TABLE 8 EMERGENCY HOUSING SANCTIONS	22
CHAPTER 5 EMERGENCY ASSISTANCE	23
EMERGENCY ASSISTANCE SITUATIONS	23
DOCUMENTATION REQUIRED	23
NO FOOD	23
EVICTION/FORECLOSURE PREVENTION AND FIRST MONTH'S RENT	24
NO HEAT OR UTILITIES	25
CHAPTER 6 FAIR HEARING	26
CHAPTER 7 DAYCARE	29
GENERAL	29
APPLICATION PROCESS	29
AVAILABLE DAY CARE SUBSIDY PROGRAMS	29
INCOME CEILING LIMITS	29
TABLE 9 2009 INCOME GUIDELINES FOR DAY CARE PROGRAMS	29
ELIGIBILITY INFORMATION	30
CHAPTER 8 TRANSPORTATION	31
CHAPTER 9 DOMESTIC VIOLENCE	32
CHAPTER 10 WORK PAY\$, TRANSITIONAL AND OTHER ASSISTANCE	33
WORK PAY\$	33
TABLE 10 INCOME COMPARISON FOR A 2 PERSON HOUSEHOLD (PARENT & 1 CHILD)	33
TABLE 11 INCOME COMPARISON FOR A 3 PERSON HOUSEHOLD (PARENT & 2 CHILDREN)	34

(To access a subject in the Table of Contents press CTRL and click on the subject)

OTHER ASSISTANCE	35
<u>CHAPTER 11 INCOME GUIDELINES AND CASH GRANT TABLES</u>	<u>36</u>
TABLE 12 2009 INCOME GUIDELINES FOR DAY CARE PROGRAMS	36
TABLE 13 2009 INCOME GUIDELINES FOR FS	36
TABLE 14 2010 MONTHLY INCOME GUIDELINES FOR MA AND FHP	37
TABLE 15 MONTHLY TEMPORARY ASSISTANCE CASH GRANT	37
<u>CHAPTER 12 LINKS TO WEB SITES</u>	<u>38</u>
APPLICATION FORMS	38
SOURCE BOOKS AND REFERENCE GUIDES	38
NEW YORK STATE DEPARTMENT OF HEALTH	38
NEW YORK STATE OFFICE OF TEMPORARY AND DISABILITY ASSISTANCE	38
FEDERAL GOVERNMENT	38
<u>CHAPTER 13 DEFINITIONS FOR ABBREVIATED TERMS</u>	<u>39</u>
<u>CHAPTER 14 MCDHS FINANCIAL ASSISTANCE POINTS OF CONTACT</u>	<u>41</u>
<u>CHAPTER 15 MCDHS CHILD AND FAMILY SERVICES POINTS OF CONTACT</u>	<u>43</u>
<u>CHAPTER 16 COMMUNITY AGENCY'S POINTS OF CONTACT</u>	<u>44</u>

(To access a subject in the Table of Contents press CTRL and click on the subject)

Preface

The Monroe County Department of Human Services is a complex system not easily understood by those working outside the system. This is a cause of frustration on the part of clients and Case Managers. Increasing the understanding of this complex system by Case Managers will result in improved services to the clients served by the various Community Agencies in Monroe County.

The Monroe County Department of Human Services staff in partnership with representatives of several Community Agencies have developed this booklet as an educational tool for use by Case Managers from these Community Agencies. The objective is for Case Managers to use this information to assist our mutual clients in becoming self-sufficient.

The information provided in this booklet addresses the most common issues encountered by community Case Managers.

The enclosed information is a collaborative effort of the following Agencies

- Monroe County Department of Human Services**
- Alternatives for Battered Women**
- Catholic Family Center**
- Sojourner House**
- Volunteers of America**
- Wilson Commencement Park**
- Young Women's Christian Association**

(To access a subject in the Table of Contents press CTRL and click on the subject)

Frequently Asked Questions

General

- Q:** Is there an after hours contact number for Child Protective Services?
- A:** Call the Monroe County child abuse reporting hotline at 585-461-5690 anytime of the day or night.
- Q:** Why does a client have to get a birth certificate if DHS already has one on file from a previous visit or case?
- A:** Recent changes to Medicaid regulations require an original Birth Certificate be presented and that an Agency employee verify a copy of the original and place it in the record.
- Q:** Once a case is closed, and a person is reapplying why do they have to bring information that is already in their folder from their previous case?
- A:** The agency needs current information. Information not subject to change doesn't need to be submitted again. Information subject to change, shelter expenses, household composition, income and resources must be current.
- Q:** If a client's case is closed for failure to recertify, is there a standard procedure to have benefits reinstated?
- A:** The client must re-apply; there is not a standard procedure for reinstatement.
- Q:** Is there a website that providers can access to get information regarding guidelines for services provided by your agency?
- A:** <http://www.monroecounty.gov/>
www.mybenefits.ny.gov
- Q:** Is there a hotline that providers can access as a resource when a client is unsure of their next steps?
- A:** Client can go on line to: <http://www.monroecounty.gov/> and use the Find My Caseworker link to find out their Workers Name and Phone Number. Client can call Customer Service at 753-6440 and Customer Service will e-mail the client's Worker and Supervisor if the client cannot contact the Worker by phone.

(To access a subject in the Table of Contents press CTRL and click on the subject)

- Q:** What services does DHS have to offer the working poor who need support besides Food Stamps and Medicaid?
- A:** Other services offered by DHS include, Home Energy Assistance Program, Diversion Benefits, Day Care and One Time Emergency Benefits.
- Q:** What is the best way to contact a caseworker in order to ask questions regarding the status of a client's case?
- A:** E-mail.
- Q:** Is there someone or somewhere to direct clients if they are not successful in getting in touch with their caseworker?
- A:** The client can call our Customer Service line at 753-6440 and Customer Service will contact the Examiner and Supervisor if the client cannot reach the Worker by phone. Team supervisors phone numbers are provided in Chapters 14 and 15 as well.
- Q:** Whom may providers contact when they are unable to satisfactorily resolve any concerns with the case Examiner and/or their Supervisor?
- A:** Please follow the "chain of command". If unable to resolve with Examiner staff, contact the supervisor. If unable to resolve with the supervisor, contact the Coordinator. The provider can also call Customer Service at 753-6440.
- Q:** Is there an in-house process if a client submits all the paperwork and no one contacts them in a timely manner? What is the normal time line?
- A:** The normal time line is 10 Business Days. The provider can call Customer Service at 753-6440 or use the MCDHS Contact List in Chapter 14 or 15 to contact a supervisor.
- Q:** Does an applicant still need to fill out the job search book to get financial assistance when they are already enrolled in an employment-training program and have a job lined up for them?
- A:** If the job is full time and will start right away, the client should not need to do a job search.
- Q:** Does DHS provide any type of translation services for non-English speaking clients?
- A:** Yes. The client should indicate on their application that they need an interpreter and the language required. DHS has contracts with two Interpreter Services that provide translators and we have several Spanish speaking Examiners on Staff. DHS staff also has access to LLinc – a telephone interpreter service.

(To access a subject in the Table of Contents press CTRL and click on the subject)

- Q:** How can we receive a budget sheet that is more understandable to the clients and community providers?
- A:** The Notice of Decision that the client receives clearly states how their Benefits were determined. The Budget Sheets come from a State System that the Agency has no control over.
- Q:** What is the process to receive a furniture voucher or place household goods in storage?
- A:** The client must contact their Worker.
- Q:** If a person owns their home, how can they receive benefits without placing a lien on their property?
- A:** They cannot receive cash assistance unless they sign a second mortgage. They can receive Medicaid, Daycare and Food Stamps. Their children can receive cash assistance.

Transportation

- Q:** What exactly are DHS capabilities in regards to transportation assistance for clients?
- A:** See Chapter 1, Table 1 on pages 2 and 3.
- Q:** How can DHS help a client that needs car repairs to get to his job in order to remain employed?
- A:** See Chapter 1, Table 1 on pages 2 and 3.
- Q:** What are the requirements for clients to receive a bus pass?
- A:** See Chapter 1, Table 1 on pages 2 and 3.

(To access a subject in the Table of Contents press CTRL and click on the subject)

Sanctions

Q: Are there different types of sanctions?

A: Yes. See Chapter 4.

Q: What can DHS or other community providers do to help when a client is seeking Emergency Housing if they are sanctioned?

A: See Chapter 4.

Emergency Housing

Q: Is there a gap for emergency housing service between DHS and the after hours department?

A: No. See Chapter 5 paragraph 4 d.

Q: Is there a way for community providers or the police to secure emergency housing for a client over the phone during the day?

A: No. If a client is active, they need to contact their worker. If they are not active, they need to see the emergency team.

Fair Hearing

Q: Who is contacted if a worker is non-responsive to our inquiries and what is the process for resolving an issue without having to request a Fair Hearing?

A: If the worker is non-responsive, contact their supervisor by using the MCDHS Contact List in Chapter 14. The process for resolving issues without requesting a Fair Hearing is in Chapter 6 paragraph 4.

Q: Why does DHS take so long to comply when the client has won the Fair Hearing?

A: The Hearing Officer may tell the client that they have won the Fair Hearing but a Supervising Administrative Law Judge reviews decisions before being issued “Officially” to the client and agency. Generally, a final decision is issued within 3 to 6 weeks of the Fair Hearing and must be processed by MCDHS within 10 business days of receipt from the State. However, some cases require MCDHS to request additional or updated information from the client in order to process the decision. These situations may take longer than 10 business days to bring the issues to a final resolution.

(To access a subject in the Table of Contents press CTRL and click on the subject)

Domestic Violence

Q: Is there a way to release women who are victims of Domestic Violence and are going into a shelter from employment search?

A: See Chapter 9.

(To access a subject in the Table of Contents press CTRL and click on the subject)

Chapter 1 Diversion Benefits

General

1. There are several Diversion Benefits available to assist clients in becoming self-sufficient that may preclude their having to apply for full benefits.
2. Tables 1 - 4 explain:
3. Who is Eligible?
4. Gives a Description of the action required by MCDHS.
5. Benefits available to the client.

Available Diversion Benefits

1. Transportation related expenses:
 - a. Auto Insurance.
 - b. Auto Repairs and Fee for Estimate.
 - c. Bus Pass.
 - d. Driver's License.
 - e. Mileage.
 - f. Parking Tickets or Fines.
2. Shelter related expenses for Rent or Mortgage.
3. Miscellaneous items to obtain employment:
 - a. Clothing.
 - b. License Fees or Union Dues.
 - c. Grooming Expenses.
 - d. Tools.
4. Non Cash and Medical Assistance to accept employment:
 - a. Child Support.
 - b. Health Insurance through Chamber of Commerce Group Plan.
 - c. Child Care and related expenses.
 - d. Child Care in lieu of Temporary Assistance.
 - e. Safety Net Plan of Self Support.

(To access a subject in the Table of Contents press CTRL and click on the subject)

TABLE 1 Transportation Related Expenses	
Automobile Insurance	
WHO'S ELIGIBLE	Applicants/recipients that obtain/retain employment and own a vehicle
DESCRIPTION	Verify ownership of motor vehicle, driver's license, policy premium and employment/job offer
BENEFIT	Issue 1 st quarter premium, up to \$1000.00. Pay directly to the client or to the insurance company
Automobile Repairs and Fee for Estimate	
WHO'S ELIGIBLE	Applicants/recipients that have access to a vehicle which needs repair to be reliable transportation to work (when the vehicle is worth repairing) in order to obtain or retain employment
DESCRIPTION	Verify ownership of motor vehicle, driver's license, value of car and employment/job offer Estimate of cost of repairs and whether vehicle is worth repairing from at least 1 reputable repair shop
BENEFIT	Issue cost of repairing client's vehicle up to \$500 when repairs will enable client to obtain/retain employment. Pay directly to client/vendor. Over \$500 requires administrative approval
Bus Pass	
WHO'S ELIGIBLE	Applicants/recipients that obtain or retain employment
DESCRIPTION	Verify job offer
BENEFIT	Issue bus pass via Rochester Transit Services Web-based system
Driver's License	
WHO'S ELIGIBLE	Applicants/recipients that have a permit or had a license which can be renewed, and need it to obtain or retain employment
DESCRIPTION	Verify permit or license status, employment/job offer
BENEFIT	Issue the cost of obtaining/renewing driver's license to the client
Mileage	
WHO'S ELIGIBLE	Applicants/recipients that obtains/retain employment and own a vehicle
DESCRIPTION	Verify car ownership, drivers license, employment/job offer, and mileage to/from work
BENEFIT	Issue one month of mileage round trip from home to work when it will make it possible for client to obtain/retain employment that they otherwise would not have. 2006 rate = \$.445 per mile. Maximum amounts: City = \$56.00

(To access a subject in the Table of Contents press CTRL and click on the subject)

Parking Tickets or Fines	
WHO'S ELIGIBLE	Applicant/recipients with outstanding tickets/fines (not DWI) that would allow client to drive legally to obtain/retain employment
DESCRIPTION	Verify ticket amounts, driver's license, registration and employment/job offer
BENEFIT	The cost of paying fines or tickets up to \$300
TABLE 2 Shelter Related Expenses	
Rent or Mortgage	
WHO'S ELIGIBLE	Applicants/recipients that obtain/retain employment, and will not be able to pay rent/mortgage until they receive a full month's pay
DESCRIPTION	Verify address, monthly shelter expense, employment/job offer, pay schedule and salary
BENEFIT	Issue two (2) months worth of shelter expense to the landlord. Anything over 2 months needs Administrative approval
TABLE 3 Miscellaneous Items Required to Obtain Employment	
Clothing	
WHO'S ELIGIBLE	Applicants or recipients that need clothing (including work boots, office clothing, jackets for outdoor work, etc.) in order to obtain or retain employment
DESCRIPTION	Verify employment or job offer
BENEFIT	Authorize \$150 by SAO to the client. Men and women can be referred to the VOA Working Wardrobe for professional attire (and the \$150 is paid directly to the VOA for 3 outfits and shoes)
License Fees or Union Dues	
WHO'S ELIGIBLE	Applicants or recipients that can renew a trade or professional license, or to pay union dues in order to obtain or retain employment
DESCRIPTION	Verify cost of license or union dues and employment/job offer
BENEFIT	Issue the amount of fees or dues up to \$300 to the client or to the vendor
Grooming Expenses	
WHO'S ELIGIBLE	Applicants that are in need of a haircut, grooming supplies, or laundry in order to job search or obtain or retain employment
DESCRIPTION	Verify job offer or job search
BENEFIT	Issue \$10.00 SAO to client for Laundromat or \$15.00 SAO to client for Haircut

(To access a subject in the Table of Contents press CTRL and click on the subject)

Tools	
WHO'S ELIGIBLE	Applicants or recipients that need work-related tools in order to obtain or retain employment
DESCRIPTION	Verify employment or job offer, and the necessity & costs of work-related tools
BENEFIT	Issue a maximum of \$500.00 to the client or vendor. Anything over \$500.00 needs Administrative approval
TABLE 4 Non Cash & Medical Assistance to Accept Employment	
Child Support	
WHO'S ELIGIBLE	Applicants or recipients that will be unable to meet their needs on the income left after child support is removed
DESCRIPTION	A reduction in the Child Support order will allow the client to accept or retain employment, and be able to meet their needs without public assistance
BENEFIT	Refer to CSEU at 50 W. Main St. to obtain paperwork in order to file a motion in Family Court to reduce the Child Support order until the client is able to increase their income. Client should be instructed to file paperwork in Family Court. The court date should be set right away
Health Insurance – Chamber of Commerce Group Plan	
WHO'S ELIGIBLE	Applicants or recipients that have a job offer, but the employer does not offer medical benefits. The A/R may be able to afford health insurance at a group rate through the Chamber after they have a full quarter income.
DESCRIPTION	Verify employment/job offer, salary and the benefit package offered by employer. If health insurance is not available, contact the Chamber of Commerce (Greece Chamber has the best rates)
BENEFIT	Issue the membership fee to join and the 1 st quarter's Health Insurance premium (Blue Choice Plus)
Child Care and Related Expenses	
WHO'S ELIGIBLE	Applicants that need childcare in order to obtain or retain employment, and need child care to eliminate the need for Temporary Assistance.
DESCRIPTION	Verify employment/ job offer. Have client return a completed day care request. Copy application and send to IEDC team for DC determination.
BENEFIT	Childcare necessary for employment at contracted rate. Day care fees necessary to be able to enroll child in center

(To access a subject in the Table of Contents press CTRL and click on the subject)

Child Care in Lieu of Temporary Assistance	
WHO'S ELIGIBLE	Applicants or recipients that are financially eligible for Temporary Assistance (TA), have a need for Child Care (CC) for a child under the age of 13 in order to obtain or retain employment AND in receipt of child support or pursuing child support, have a Domestic Violence waiver within the past 12 months or meet good cause in 99 ADM-05
DESCRIPTION	Fill out an application (DSS 2921) and choose to receive CC in lieu of TA. Verify employment/job offer
BENEFIT	Eligible families must pay the family share of the CC in the amount of \$1.00.
Safety Net Plan of Self Support	
WHO'S ELIGIBLE	Applicants or recipients of Safety Net (SN) whose medical cost needs are preventing them from going to work but who are not eligible for Social Security Income. The individual should have a job offer.
DESCRIPTION	Verify the employment and the medical need such as insulin for diabetes, medication for hypertension, mental health etc. Explore whether the employer offers medical benefits and how/when, the client can become eligible for them. Write a plan with client, with the goal of self-sufficiency. This includes being able to afford health insurance and medication. Enter a budget in Able using client's gross earned income. Deduct just enough money to keep the case open for Medicaid. A SN plan for self-support can last up to one year
BENEFIT	The SN plan of self-support is a written plan made with worker and client. Some or all of the client's income can be ignored, which will allow the client's case to remain active for Medicaid Coverage until client has the means to meet their own medical needs. This would generally be until the client can receive health benefits or until they earn enough to cover medication costs

(To access a subject in the Table of Contents press CTRL and click on the subject)

Chapter 2 The Application Process

Temporary Assistance and Food stamp application

A completed application signed by the client or their Authorized Representative is required before an appointment can be scheduled.

How and Where to Apply: Temporary Assistance and/or Food Stamps

1. Applications are available on line at <http://www.otda.state.ny.us/main/apps/2921.pdf>, at both DHS offices and at many area community service agencies. Client may call the appointment line at 753-6960 to have an application mailed to them.
2. Client brings completed application to either DHS office and is screened for shelter, utility, or food emergency.

Appointments

1. After screening, client is handed an appointment letter for next available in-depth interview if eligible for ongoing application processing.
2. Clients who are ineligible for cash assistance will receive a notice of ineligibility in the mail and subsequently be evaluated for Food stamp and Medicaid eligibility.
3. Appointments missed for good cause can be rescheduled by the applicant or authorized representative within 30 days of the application date to maintain the original application date.

Interviews and application processing

Client comes in for scheduled face-to-face interview.

1. A Documentation Requirements Form (LDSS-2642) is issued to client (if necessary) at the interview.
2. Documentation required for eligibility is due to the Agency within 10 days.
3. Referrals are made as needed for the correct employment path.

Community Medicaid – Persons under 65 living in the community

How and Where to Apply:

1. Applicants under age 65 and not disabled may contact CCSI or Fidelis to be referred to a facilitated enroller near their home. **Please call (585) 613-7662.**
2. Applications are available on line at <http://www.health.state.ny.us/nysdoh/fhplus/pdf/4220.pdf>, at both DHS offices and at many area community service agencies. Client may call the appointment line at 753-6960 to have an application mailed to them.

(To access a subject in the Table of Contents press CTRL and click on the subject)

3. Applicant should mail the completed application and any supporting documentation to 111 Westfall Rd, attention TEAM 10.

Completing a face to face interview is NOT required for Medicaid applicants. Applicants wishing to be screened in person for expedited food stamps should bring their application in to either DHS office

Application Processing

1. DHS mails an acknowledgement letter to the applicant upon receipt of the completed Medicaid application
 - a. Applicants also applying for food stamps will receive a letter scheduling a telephone eligibility interview
2. The application is assigned to a Medicaid intake examiner for eligibility determination
3. Intake Examiner sends applicant a letter requesting any missing documentation and specified “due” date. The applicant may request “application assistance”, either over the phone or in person.
4. Once documentation is received intake examiner makes and eligibility determination.

Chronic Care Medicaid (Persons 65 or older living in the community or persons of any age residing in a nursing home facility. Face to face interviews are option.

How and Where to Apply:

1. Client may call the appointment line at 753-6960 to have an application mailed to them.
2. Applications are available on line at <http://www.health.state.ny.us/nysdoh/fhplus/pdf/4220.pdf>, at both DHS offices and at many area community service agencies
3. Applicant should mail or drop off the completed application and any supporting documentation to 111 Westfall Rd
4. For persons in need of nursing home coverage application assistance interviews are strongly encouraged. If an application assistance is desired please indicate this on the front page of the application.

Application Processing -

1. DHS mails an acknowledgement letter to the applicant and/or their authorized representative upon receipt of the completed Medicaid application
2. Applicants also applying for food stamps are advised by the acknowledgement letter that they will be contacted for a phone interview. The Senior Examiners on the teams screen the applications for expedited food stamp processing.
3. The application is assigned to a Chronic Care Medicaid intake examiner for eligibility determination

(To access a subject in the Table of Contents press CTRL and click on the subject)

4. Appointment letter is mailed to applicant and/or authorized representatives requesting application assistance.
5. Request for necessary documentation indicating “due” date is handed to applicants during application assistance interview OR mailed to all other applicants.
6. Intake examiner makes eligibility determination

Processing Times – for all Program Areas

The normal processing times from the date of receipt of an application are as follow:

1. Family Assistance – 10 days after client completes - not more than 30 days.
2. Safety Net – 10 days after client completes - benefits are not issued until 45 days.
3. Medicaid – 10 days after client completes - not more than 45 days.
4. Food Stamps – 10 days after client completes - not more than 30 days.

Temporary Medicaid Authorization

A Temporary Assistance (cash) applicant may become eligible for Medicaid before they have completed their application for TA because there are fewer requirements for Medicaid. Applicants having an immediate medical need such as prescriptions needing to be filled, which have completed for Medicaid, can be issued a Temporary Medicaid Authorization (LDSS-2831A). The Temporary Medicaid Authorization is issued for a specified period for clients not yet in the Welfare Management System computer as showing active on Medicaid.

Once a Medicaid or Temporary Assistance case is active, the Medicaid coverage needs to update over a weekend in the Welfare Management System computer before it shows as active on the provider’s computer system.

(To access a subject in the Table of Contents press CTRL and click on the subject)

Chapter 3 Employment Requirements

Disability and Limited Employability

Clients that claim to be disabled or limited in their employability must provide medical verification of their disability. If they cannot provide this, an appointment will be made with Industrial Medicine Associates (IMA).

1. Medical verification that client is completely disabled will be required to apply for Social Security Disability (SSD) or Social Security Income (SSI).
2. When Client needs medical/psychiatric treatment to become employable, they are required to be in treatment.
3. When Client is able to work in some capacity, they must follow employable path.

Job Search

Client's that are employable must keep their appointment with Job Search Orientation and subsequent Job Club appointments. They must also be actively seeking employment at places that are hiring. Once this is complete, they must attend an Assessment appointment.

Drug and Alcohol

Client that screen positive for Drug & Alcohol abuse must attend an appointment with a DHS Certified Alcohol and Substance Abuse Counselor (CASAC) for an assessment.

1. If client is in need of rehabilitation and unable to work in any capacity, an evaluation appointment is made once all other requirements are met. Client must go to the evaluation and keep their first rehabilitation appointment before the case can be opened.
2. If the client is in need of rehabilitation, but also able to work, an evaluation appointment will be made once all other requirements are met. Client must go to the evaluation, keep their first rehabilitation appointment and attend an employment assessment before the case can be opened.
3. If client is not in need of rehabilitation, they must follow the employable path.

Core and Non-Core Work Activities

1. Mandated Employment activities for applicants and recipients of Temporary Assistance are grouped into "Core" and "Non-Core" work activities.
2. TANF recipients are required to participate in a minimum of 30 hours of work activities per week and up to no more than 40 hours total per week.
3. Work activities considered "Core" can count for all hours of participation.

(To access a subject in the Table of Contents press CTRL and click on the subject)

Core Work Activities

1. Vocational Education Programs:
 - a. Cannot exceed 12 months in the individual's lifetime.
 - b. Include short term career or job oriented certificate programs such as:
 - i. Certified Nursing Assistant training.
 - ii. Commercial Drivers License training.
 - iii. 2-year degree programs can count for a core work activity for up to 12 months.
2. Job Readiness Training:
 - a. JRT counts for employment participation for up to four consecutive weeks per fiscal year.
 - b. JRT counts for employment participation for up to 6 weeks per fiscal year.
 - c. Provides instruction on how to obtain and retain employment.
3. Job Search Programs:
 - a. JS counts for employment participation for up to four consecutive weeks per fiscal year.
 - b. JS counts for employment participation for up to 6 weeks per fiscal year.
 - c. JS participants may provide job matching or individual job search with a specified number of employer contacts made in person or via internet or FAX.
4. Unsubsidized Employment (Paid Employment).
5. Subsidized Employment:
 - a. MCDHS subsidizes employment by diverting an individual's public assistance cash grant to the Employer through TEAP contracts, Transitional Jobs, Health Care Jobs, and Green Jobs.
 - b. TEAP-The individual retains his/her full Medicaid coverage, Childcare and possibly food stamps for the duration of the contract.
 - c. Transitional, Health Care Jobs, Green Jobs- MCDHS pays the employer directly to employ public assistance recipients and wages are budgeted the same as unsubsidized employment. Participants who are closed due to excess income can be eligible for transitional benefits.
 - d. Work Experience Program:
 - 1) Unpaid on the job training conducted at public or non-profit agencies.
 - 2) Provides current experience and references for individuals on public assistance.
 - e. Community Service:
 - 1) Consists of volunteer activities.
 - 2) Must be supervised and attendance must be reported weekly to count.
 - f. On the Job Training must be paid in order to count for participation.

Non-Core Work Activities Include

These activities only count for hours of participation once the individual has already participated for 20 hours per week in a "Core" work activity. Individuals are generally assigned 10 to 15 hours of non-core activities, which include:

1. Job skills training directly related to employment such as:
 - a. Computer training
 - b. Cardio Pulmonary Resuscitation training.
2. Educational training such as:
 - a. General Education Diploma.

(To access a subject in the Table of Contents press CTRL and click on the subject)

- b. English for Speakers of Other Languages.
 - c. Adult Basic Education.
3. High School education for adult students 18 and older.

(To access a subject in the Table of Contents press CTRL and click on the subject)

Chapter 4 Sanctions

Program Areas: A sanction may be imposed in one of four (4) programs areas

1. Temporary Assistance [Cash]
2. Food Stamps
3. Medicaid
4. Emergency Housing

Each program area has its own set of rules and regulations. The imposition of a sanction in one program area does not automatically result in a sanction in one of the other program areas. For example a client might be sanctioned from Temporary Assistance, but still be eligible for Food Stamps and Medicaid.

Sanctions are until compliance

1. That means the individual is ineligible until they comply, or it has been determined that they are no longer required to comply.
2. Some sanctions have a durational period attached to them. In these situations, the individual will have to serve out the durational period and comply before the sanction can be lifted. However, drug and alcohol sanctions can be “cured” if the client enters a Congregate Level II facility **and** the DHS CASAC determines that level of care is appropriate.

Rules and Regulations

1. All Medicaid sanctions are until compliance
2. There are no employment rules for Medicaid
3. There are no rehabilitation requirements for Medicaid or Food Stamps
4. An individual who is sanctioned from receiving Temporary Assistance is not eligible for Emergency Assistance. [Utility Emergencies are not included.]
5. If there were children in the household, they would not be sanctioned. Their eligibility for Temporary Assistance, Emergency Assistance, Medicaid and Food Stamps would be evaluated.
6. The individual’s status as an applicant or a recipient, or the presence of a child in the household may affect the type of action that is taken.
7. In Temporary Assistance, a case or individual may receive multiple sanctions, if so these will run concurrently.

Most Common Sanctions

1. Failure to comply with a work activity assignment, refer to Table 5.
2. Failure to comply with Drug and Alcohol screening, assessment or treatment requirements, refer to Table 6.
3. Failure to cooperate with Child Support Enforcement Unit (CSEU) requirements, refer to Table 7.
4. Emergency Housing Sanctions, refer to Table 8.

(To access a subject in the Table of Contents press CTRL and click on the subject)

TABLE 5 Employment Sanction	
Temporary Assistance (TA)	
Failure to comply with TA Employment requirements may result in the following individual sanctions:	
Applicant/Recipient with dependent children	1st – until compliance 2nd – 90 days and until compliance 3rd – 180 days and until compliance *The remaining household members may continue to receive assistance. The household’s budget is reduced by removing the sanctioned individual’s pro-rated needs.
Applicant /Recipient without dependent children	The case will be closed and the following progressive sanction imposed: 1st – 90 days and until compliance 2nd – 150 days and until compliance 3rd – 180 days and until compliance
NOTES:	
If a TA Applicant fails to complete Job Search activities or fails to keep and complete Assessment Appointment the entire case is denied.	
If a TA Recipient fails to complete Job Search activities or fails to keep and complete Assessment Appointment the durational sanctions listed above will apply.	
Medicaid (MA)	
There are no employment rules for Medicaid	
Food stamps (FS)	
Food Stamps Applicants or Recipients who fail to comply with a FS work activity assignment including job search may be sanctioned individually as follows:	1st – 60 days and until compliance 2nd – 120 days and until compliance 3rd – 180 days and until compliance
An individual who has been sanctioned due to non compliance with work requirements must be permitted to receive FS benefits during the sanction period if he/she becomes exempt from work requirements	An example of this would be an individual who during their sanction period is involved in an accident that results in an injury, which leaves them unable to work.

(To access a subject in the Table of Contents press CTRL and click on the subject)

TABLE 6 Drug and Alcohol Rehabilitation Sanction	
Temporary Assistance (TA)	
When the head of household and/or other adult household member fails to comply with drug and alcohol screening or assessment requirements, take the following case action:	
Single: Close or deny case and sanction until compliance.	
Family: Individual is ineligible until compliance. The household's budget is reduced by the individual's prorated needs.	
When the head of the household and/or other adult household member fails to participate in mandatory substance abuse treatment or fails to document participation, the sanctions are as follow:	
Single: Close or deny case, impose a durational and until compliance sanction.	1st failure - 45 days and until compliance 2nd failure - 120 days and until compliance 3rd failure - 180 days and until compliance
Family: Individual is ineligible for a specific period and until compliance. The household's budget is reduced by the individual's prorated needs.	compliance or Until entry/reentry into an OASAS Certified level II or VA operated in-patient treatment facility if deemed appropriate by DHS.
Medicaid (MA)	
There are no "rehabilitation" requirements to receive Medicaid.	
Food stamps (FS)	
There are no "rehabilitation" requirements to receive Food Stamps	

(To access a subject in the Table of Contents press CTRL and click on the subject)

TABLE 7 Child Support Enforcement Sanction - IV-D Sanction
Temporary Assistance (TA)
An individual who refuses or fails to cooperate with CSEU requirements and does not have good cause for such failure is ineligible to receive TA until compliance.
For IV-D sanctions: The non-compliant individual is included in the household and TA case count, but the total monthly TA needs amount is reduced by 25% for each non-complying individual whether they receive TA or not. The non-complying individual's 25 % share of the TA benefit is counted as FS income and all of their non-exempt income is counted. This sanction can be imposed concurrent with other sanctions. This would result in a further reduction of client's grant.
Medicaid (MA)
If a parent or individual fails to comply with support related requirements, only that individual loses their MA coverage. A child may never be denied or discontinued from MA because a parent or individual is non-compliant
When that parent or individual complies with the requirements of the Child Support Enforcement Unit the MA coverage shall be authorized if otherwise eligible. Failure to cooperate with IV-D requirements makes an individual ineligible for MA until compliance unless the person is pregnant or in the 60 day post partum period.
Food stamps (FS)
There are no IV-D requirements to receive Food Stamps

(To access a subject in the Table of Contents press CTRL and click on the subject)

TABLE 8 Emergency Housing Sanctions
Ineligible for Emergency Housing Assistance
Single individuals with a Temporary Assistance sanction (for example Failure to Attend Rehab) are ineligible for emergency housing placement through DHS
Single parent households where the adult is sanctioned can be placed in emergency housing. DHS cannot provide payment for the sanctioned individual.
Emergency Housing Sanctions
Excessive After Hours Use
In cases where an individual utilizes the After Hours Placement Line consistently without following through, the individual may be barred from utilizing After Hours until they comply by following through (i.e.: Applying for Emergency and Temporary Assistance).
Cases are evaluated individually before a sanction is imposed to determine if perhaps there are underlying causes for a failure to follow through.
Failure to Accept Permanent Housing
The workers in the Emergency Housing Unit gather lists of available, affordable permanent housing that is free of health and safety violations. These lists are updated at least once or twice a week, and distributed to each client in Emergency Housing as they meet with the DHS shelter worker.
Clients are encouraged to use these lists in their housing search and to locate housing on their own if they so desire.
If after a period of time the client has not chosen a permanent housing situation, or located one on their own, the client is ineligible for placement through DHS for 30 days and until compliance. (In this situation, compliance would be defined as having located and secured permanent housing).
Cases are evaluated individually before a sanction is imposed to determine if there may be an underlying cause for not locating permanent housing.
Endangering the Health and Safety of Others
If a client violates a shelter rule that endangers the health and safety of others in the shelter (i.e., fighting, using drugs), the client is ineligible for placement through DHS for 30 days and until compliance. (The situation is evaluated after 30 days to determine if the sanction can be removed without endangering the safety of shelter staff and residents).
Cases are evaluated individually before a sanction is imposed to determine if there may be an underlying cause for the non-compliance.

(To access a subject in the Table of Contents press CTRL and click on the subject)

Chapter 5 Emergency Assistance

Emergency Assistance Situations

1. No Food.
2. Homeless.
3. Eviction/Foreclosure Prevention and First Month's Rent.
4. No Heat or Utilities.

Documentation Required

1. Identification.
2. Verification of Social Security Number.
3. Verification of income and resources.

No Food

1. An application for Food Stamps can be made at either DHS office between the hours of 8:00 am and 4:00 pm. It is best to come in as early as possible. Applicants arriving after 3:00 may be asked to return the next day however the original application date is preserved.
2. Submitted applications are screened to determine if the household is eligible for Expedited Food Stamp processing.
 - a. The household's gross income and liquid resources are compared to their shelter expense and State utilities allowance.
 - b. The shelter expenses must exceed the household's gross monthly income and liquid resources to be eligible for Expedited Food Stamp processing. (A copy of the screening form is attached.)
3. If the household is found eligible for Expedited Food Stamp processing a full food stamp interview is conducted.
 - a. The person applying:
 - i. Must provide valid identification.
 - ii. Is Finger Imaged.
 - b. If the household is determined to be eligible for Expedited Food Stamps the benefits must be issued with-in five days but benefits are typically available the next day after 10:00 am.
4. If the household is determined to be ineligible for Expedited Food Stamp processing:
 - a. Applicants screened in person will receive an appointment letter at the time of the screening.

(To access a subject in the Table of Contents press CTRL and click on the subject)

Homeless

1. An application for Emergency Housing Assistance can be made at either 691 St. Paul St. or 111 Westfall Road between the hours of 8:00 am and 3:00 pm. It is best to come in as early as possible.
2. Placement should be the option of last resort. The worker will explore other options and the client's ability to meet the emergency on their own
3. During normal business hours:
 - a. If the client is already active or pending Temporary Assistance, they should contact their worker.
 - b. If the client is not currently active or pending Temporary Assistance and is unable to meet the emergency on their own they can apply for Emergency Assistance.
4. After Hours Placement:
 - a. Clients who come in between 3:00 pm and 4:00 pm will be seen by the Emergency Housing Unit and will be placed for the night if appropriate.
 - b. Clients should call After Hours Placement at 442-1742 during non-business hours. This number is answered:
 - c. From 4:00 PM through 7:00 am on business days
 - d. From 5:00 pm Friday through 7:00 am on Monday.
 - e. If a placement is done after hours, the client will only be placed until the next business day.
 - f. The client will be instructed to contact their worker (for active cases and applicants who have a pending TA application and have been assigned a worker) or come in to 111 Westfall Rd. the morning of the next business day.
5. If DHS is unable to place the client, they will give the client a referral to the Salvation Army.
6. Identification is not required for placement.

Eviction/Foreclosure Prevention and First Month's Rent

1. An application for assistance can be made at either 691 St. Paul St. or 111 Westfall Road.
2. A client that is already active or pending on Temporary Assistance should contact their worker.
3. Some common factors to be evaluated when evaluating an Eviction or Foreclosure Prevention are:
 - a. Can the client pay future shelter expenses to maintain the dwelling?
 - b. What is the condition of the dwelling and are there building code violations?
 - c. Did the client cause their own emergency by spending their money on non-essentials instead of paying the rent? To determine this we will want to look at the client's last two months of income and expenses.
 - d. What is cost effective and what will happen if the application is denied?
 - e. The County's Legal Department will have the client execute a lien on the property if the County makes a payment to prevent foreclosure.
 - i. A repayment agreement may be required.
 - ii. The Agency may not be able to help with foreclosure prevention, but may be able to help with first month's rent for a new dwelling

(To access a subject in the Table of Contents press CTRL and click on the subject)

- iii. A client that is facing eviction will not be placed into emergency housing until the Marshall has come to evict them.
4. If a client applies for first month's rent, the reason for the move will be reviewed in addition to evaluating their income and resources. (For example, an individual who has a medical condition that has worsened and now requires them to be in a dwelling with no stairs.)

No Heat or Utilities

1. If a client is already active or pending Temporary Assistance, they should contact their worker to apply for assistance through HEAP. If HEAP benefits are not available, they can apply for Emergency Assistance through the HEAP Team.
2. If a client has an active Food Stamp case (not receiving Temporary Assistance), they should contact their worker to apply for assistance through HEAP. If HEAP benefits are not available, they can apply for Emergency Assistance through the HEAP Team.
3. If a client is not currently active or pending, they can apply for Emergency Assistance through the Home Energy Assistance Program (HEAP) Team located at 111 Westfall Road. This team is in place year round and in addition to handling applications for HEAP handles applications for assistance with heat and utility emergencies.
4. Clients are encouraged to call the HEAP Information/Appointment Line – 753-6477 to schedule an appointment to come and apply for HEAP and/or Emergency Assistance.
5. Clients can apply as a walk-in at 111 Westfall Road when their situation will not allow them to wait:
 - a. Already shut-off.
 - b. Will be shut-off or without Fuel within 24-48 hours.
6. Please advise clients to come as early as possible during HEAP season. It is recommended that they come in between the hours of 8:00 and 8:30 am.
7. Please note that individuals who receive Emergency Assistance may be required to enter into a repayment agreement.
8. Common information that will be required is:
 - a. Proof of identity for all household members.
 - b. Picture identification for all household members over the age of 18.
 - c. Social Security numbers verification.
 - d. Proof of address: Rent receipt, Lease, Landlord Statement, Deed, Tax Bill or Water Bill.
 - e. Proof of Income: Last 4 weeks pay stubs for Heap and last 8 weeks for Emergency Assistance.
 - f. Proof of last 8 weeks' paid expenses for Emergency Assistance
 - g. Employer's Statement
 - h. Verification of the last 3 months income if self-employed
 - i. Resources - Current Bank/Credit Union statements or ATM receipt.
 - j. Fuel Oil – Copy of last bill or delivery receipt.
 - k. RG&E or National Grid (Niagara Mohawk) - Last months' bill and shut off notice.
9. Individuals who are without heat or utilities may be eligible for placement in emergency housing. These situations are reviewed on a case-by-case basis taking into account the current weather and household composition such as an infant or an elderly person in the household.

(To access a subject in the Table of Contents press CTRL and click on the subject)

Chapter 6 Fair Hearing

1. Monroe County Department of Human Services (MCDHS) receives an average of 630 requests for a Fair Hearing (FH) each month (average for the first quarter 2010.) All fair hearing information (requests, decisions, continued aid, etc.) is tracked in a database.
2. Information on Recipient and Applicant Rights to a Fair Hearing can be found in the Temporary Assistance Source Book (TASB), Chapter 4. The link to TASB is <http://otda.state.ny.net/dta/Manuals/TASB.pdf> .
3. Fair Hearing is defined in the source book as a formal procedure provided by the office upon a request made for an applicant or recipient to determine whether an action taken or failure to act by a local district was correct.
4. Monroe County staff attempts to resolve questions and concerns about case actions as efficiently as possible. Staff is encouraged to manage client concerns with a goal of providing excellent service and a reducing unnecessary Fair Hearings. Clients are encouraged to contact their case Examiner or the Examiner's supervisor to conference any decisions they believe are incorrect. If we made a mistake, we will correct it. We often find that clients have questions about how their budget was calculated so they may request a Fair Hearing to discuss them. Most client questions can be easily answered by the case Examiner. These type questions do not require a formal Fair Hearing.
5. Applicants and recipients can request a fair hearing in a variety of ways. All requests must go to the Office of Administrative Hearings (OAH) in Albany, not the local DHS office. OAH accepts mail in requests at The Office of Administrative Hearings, New York State Office of Temporary and Disability Assistance, P. O. Box 1930, Albany, NY 12201. Requests may be faxed to (518) 473-6735 on completed online at <http://www.otda.state.ny.us/oah/forms.asp>, or called in to (800) 342-3334. The information about fair hearing rights and case conferences is included in every CNS (client notice system) notice that is produced.
6. Every CNS notice also advises the applicant/recipient about continued aid and the specific time periods they have to request a fair hearing.
7. Monroe County receives a file of new Fair Hearing request from OAH every day. The responsible team reviews the file and the hearings are tracked on our database. The requests come to us on a form called the 1891. Approximately 2 - 3 weeks after the request, OAH sends a notice of the FH to the applicant/recipient. The agency receives this same information in a daily file on the form 457.
8. The 457 is the form that the OAH uses to tell us about the FH "calendar." We usually have nine to ten fair hearing calendars scheduled every week in Monroe County. Each calendar is scheduled with approximately twenty cases; ten are scheduled at 9:30 am and ten are scheduled at 1:00 pm.

(To access a subject in the Table of Contents press CTRL and click on the subject)

The calendar may also contain a number of cases adjourned from previous calendars or emergency issues added on.

9. The fair hearing data base produces reports that alert the team to all new requests for fair hearings and let them know whether the client has requested “aid continuing” (see definition from TASB pages). The team is also advised of all cases that are overdue for continued aid. It is the responsibility of the team to make sure that the cases eligible for continued aid receive it within five business days of the notification from OAH. The team receives lists for cases where OAH has issued a decision on the hearing and is responsible to make sure that the agency complies with the decision within the specified time period.

10. Teams are encouraged to review the requests for FH that come in every day on the form 1891. The team can review the case file at that time and contact the client to discuss the request. The agency encourages the teams to conduct a case conference whenever possible in an attempt to resolve the issue before the fair hearing.

11. If the team and client are unable to resolve the issue, the client has the right to pursue the fair hearing.

12. The legal assistant or senior examiner assigned to present the case will review the complete case file and prepare a packet of evidence to submit at the hearing. If the legal assistant or senior examiner has questions about the agency action, they contact the worker to discuss the case. Sometimes the agency examiner or other individual comes to the hearing to testify about the agency’s actions.

13. All FH are held on the first floor of the 691 St. Paul St. office. On the date of the hearing, clients are logged into the agency’s WRATS (Waiting room appointment tracking system) as they sign in with the case aide. Clients should come prepared with any evidence they have to support their case. This will avoid unnecessary delays and adjournments. The Hearing Officers determine the order in which cases will be called. Generally, they call cases on a first come first served basis but may make exceptions depending on special needs.

14. The Hearing Officer introduces him or herself and gathers basic information from the client. The hearing is digitally recorded over the telephone. The agency is asked to present its case to support the action first. The client is given the same copy of agency evidence as the Hearing Officer is given. The agency representative goes through the evidentiary packet page by page explaining the reasons for the agency actions. The Hearing Officer and client may ask questions about the agency’s case. Then the client is given the opportunity to present his/her case. The Hearing Officer and agency representative has the opportunity to ask questions of the client. Once all evidence has been heard, the HO “closes the record”.

15. The Hearing Officer reviews the evidence and writes a decision. Decisions are reviewed by a Supervising Administrative Law Judge before being issued to the client and agency.

(To access a subject in the Table of Contents press CTRL and click on the subject)

16. Generally, final decisions are issued within 3 to 6 weeks of the Fair Hearing and must be processed by MCDHS within 10 business days of receipt from the State. However, some cases require MCDHS to request additional or updated information from the client in order to process the decision. These situations may take longer than 10 business days to bring the issues to a final resolution

(To access a subject in the Table of Contents press CTRL and click on the subject)

Chapter 7 Daycare

General

1. Daycare subsidies (DC) payments can be provided to parents for employment-related activities only.
2. Rehabilitation appointments can be include as long as they are part of the client's Employment Development Plan (EDP)

Application Process

1. Client and DC provider complete a CHILD CARE STATEMENT form (MCDSS 932).
2. If DC provider is registered, Examiner checks to make sure the provider is licensed and has no violations. If provider checks out, daycare can be paid for Job Search, Job Search Orientation, Job Club, or any other employment related program.
3. If DC provider is an informal provider, the provider and client must fill out the 14 page ENROLLMENT FORM FOR PROVIDER OF LEGALLY-EXEMPT FAMILY CHILD CARE AND LEGALLY-EXEMPT IN-HOME CHILD CARE (OCFS-LDSS-4699), and return it to the Child Care Council (CCC). CCC will process the enrollment form and inspect the home where daycare is to be provided. Payment will be authorized **ONLY** when CCC approves and enrolls the provider.
4. If the provider does not return the OCFS-LDSS-4699 to CCC, no daycare payment can be made.

Available Daycare Subsidy Programs for working Parents/Guardians:

1. Income Eligible Daycare (IEDC)
2. Transitional Child Care (TCC)
3. Child Care Dollars (CC\$)

Income Ceiling Limits for these subsidies as of June 2009 are shown in TABLE 9.

TABLE 9 - 2009 Income Guidelines for Daycare Programs						
Ceiling Household of	IEDC 165%		TCC 200%		CC \$ 275%	
	Annual	Monthly	Annual	Monthly	Annual	Monthly
2	24,041	2,003	29,140	2,428	40,067	3,339
3	30,212	2,518	36,620	3,052	50,352	4,196
4	36,383	3,032	44,100	3,675	60,637	5,053
5	42,554	3,546	51,580	4,298	70,922	5,910
6	48,725	4,060	59,060	4,922	81,207	6,767

(To access a subject in the Table of Contents press CTRL and click on the subject)

Eligibility Information applicable to all of these subsidy programs:

1. Parents/guardians must be **actively working at a job weekly**.
2. Hours of care being requested **must coincide** with the Parents/Guardians work hours (There are times when MCDHS will pay for up to 6 hours of sleep time, but need must be verified and then approved by administration).
3. Once the minimum number of work hours is met the actual hours of care to be paid (full time or part time) will depend on **actual work hours added to the travel time allowed** (Up to an hour from home to provider and then up to an hour from work site to provider).
4. Child care payment can be authorized for Teen parents **ACTIVELY** attending high school **with no work requirement**.
5. Child care payment can be authorized for Parents/Guardians **ACTIVELY** attending college with **at least a 2.0** grade point average (limited to a 2 year degree or up to 24 months of a training course, *No 2 plus 2 programs or 4 year programs are eligible*) **The Parent/Guardian student must work an average of 17.5 work hours per week.**

(To access a subject in the Table of Contents press CTRL and click on the subject)

Chapter 8 Transportation

1. A monthly unlimited ride bus pass is provided for all clients who are required to be in employment related activities
2. If the client provides a valid title and registration for their automobile, current insurance and a driver's license, a gas allowance can be authorized for the employment related activities.
3. Employed clients who receive Temporary Assistance will have a monthly bus pass sent in the mail.
4. Clients attending a drug/alcohol rehabilitation program will get a buss pass from the rehabilitation provider.
5. Clients in an approved training or school will receive a monthly bus pass allowance.

(To access a subject in the Table of Contents press CTRL and click on the subject)

Chapter 9 Domestic Violence

1. Domestic Violence is a pervasive problem that affects people from all walks of life, including Temporary Assistance clients.
2. Victims of domestic violence often enter the Social Services system with a unique set of needs that may be very different from those of other clients. Safety is a primary concern that can subsequently affect the client's ability to meet and comply with Temporary Assistance Program requirements.
3. The Federal Family Violence Option allows States to address the safety needs of domestic violence victims and their children within the State's Temporary Assistance for Needy Families (TANF) plan.
4. All Temporary Assistance clients are screened for domestic violence at the time of application, recertification and at any other time that it is identified.
5. When a client discloses information regarding domestic violence they are given the opportunity to meet with a Domestic Violence Liaison. The Domestic Violence Liaison makes a **confidential** assessment of safety issues and the client's ability to comply with Temporary Assistance Program requirements. Information disclosed during this **confidential** assessment is not included in the client's Case Record; it is stored in a separate and secure location to ensure **confidentiality**.

(To access a subject in the Table of Contents press CTRL and click on the subject)

Chapter 10 Work Pay\$, Transitional and Other Assistance

Work Pay\$ - Tables 10 and 11.

TABLE 10 Income Comparison for a 2 Person Household (Parent & 1 Child)						
Source	\$ Monthly		\$ Monthly		\$ Monthly	
	No Wages	145.00 /wk Wages	No	200.00/wk Wages	No Wages	227.50/wk Wages
Wages	0.00	628.00	0.00	866.00	0.00	985.00
Cash Grant	481.00	201.00	481.0	77.00	481.00	0.00
Food Stamps	298.00	256.00	298.0	236.00	298.00	230.00
Day Care	None	Available	None	Available	None	Available
Transportation	None	Bus Pass	None	Bus Pass	None	Bus Pass
Sub Total	779.00	1085.00+	779.0	1179.00	779.00	1215.00
Fed Tax Refund	0.00	2859.00	0.00	3153.00	0.00	3165.00
St Tax Refund	0.00	1079.00	0.00	1161.00	0.00	1146.00
Yearly Total	9348.00	16958.00	9348.	18462.00	9348.00	18891.00
Difference	\$634.00/mo or \$7610.00 annually		\$759.00/mo or \$9114.00 annually		\$796.00/mo or \$9543.00 annually	
Earned Income Tax Credit	<p>Earned Income Tax Credit is a refundable credit. This means you can get this money when you had earned income whether you paid taxes or not. It is based on a percentage of your income and how many children you claim the credit for (2 children is the maximum for this credit). This money can be used to catch up bills, buy a car, get a washer and dryer or any other purchase for which you may not have been able to save. This money doesn't count against your grant.</p>					
Advanced Earned Income Tax Credit	<p>This is a process where you can get part of your Earned Income Tax Credit each week in your paycheck (if your employer participates). It's based on the same factors as Earned Income Tax Credit and you can get up to \$31.00/week. This money also doesn't count against your grant. Why would you want to get Advanced Earned Income Tax Credit? Let's say you are eligible to receive \$25.00/week. This might be your car insurance bill each month or your utility bill; it's intended to help you make ends meet. Be aware that any amount you receive as Advanced Earned Income Tax Credit will be subtracted from the tax return you file the following year.</p>					

(To access a subject in the Table of Contents press CTRL and click on the subject)

TABLE 11 Income Comparison for a 3 Person Household (Parent & 2 Children)						
Source	\$ Monthly		\$ Monthly		\$ Monthly	
	No Wages	145.00/wk Wages	No Wages	200.00/wk Wages	No Wages	227.50/wk Wages
Wages	0.00	628.00	0.00	866.00	0.00	985.00
Cash Grant	639.00	359.00	639.00	235.00	639.00	173.00
Food Stamps	403.00	337.00	403.00	316.00	403.00	301.00
Day Care	None	Available	None	Available	None	Available
Transportation	None	Bus Pass	None	Bus Pass	None	Bus Pass
Sub Total	1042.00	1324.00+	1042.00	1417.00	1042.00	1459.00
Fed Tax Refund	0.00	3310.00	0.00	4470.00	0.00	5028.00
St Tax Refund	0.00	1314.00	0.00	1656.00	0.00	1818.00
Yearly Total	12504.00	20512.00	12504.00	23130.00	12504.00	24354.00
Difference	\$637.33/mo or \$8008.00 annually		\$885.00/mo or \$10626.00 annually		\$987.00/mo or \$11850.00 annually	
Earned Income Tax Credit	<p>Earned Income Tax Credit is a refundable credit. This means you can get this money when you had earned income whether you paid taxes or not. It is based on a percentage of your income and how many children you claim the credit for (2 children is the maximum for this credit). This money can be used to catch up bills, buy a car, get a washer and dryer or any other purchase for which you may not have been able to save. This money doesn't count against your grant.</p>					
Advanced Earned Income Tax Credit	<p>This is a process where you can get part of your Earned Income Tax Credit each week in your paycheck (if your employer participates). It's based on the same factors as Earned Income Tax Credit and you can get up to \$31.00/week. This money also doesn't count against your grant. Why would you want to get Advanced Earned Income Tax Credit? Let's say you are eligible to receive \$25.00/week. This might be your car insurance bill each month or your utility bill; it's intended to help you make ends meet. Be aware that any amount you receive as Advanced Earned Income Tax Credit will be subtracted from the tax return you file the following year.</p>					

(To access a subject in the Table of Contents press CTRL and click on the subject)

Transitional Assistance

1. Child Care:
 - a. Assists with affordable child care for up to one year.
 - b. Fees are on a sliding scale.
 - c. Available to those whose Temporary Assistance case has been closed due to excess income.
 - d. For information, call 263-3713.
2. Medicaid:
 - a. Provides reduced medical costs for Physicians and Prescriptions.
 - b. Based on income and resources.
 - c. Eligibility lasts up to 12 months.
 - d. Contact assigned Temporary Assistance worker for more information.
3. Food Stamps:
 - a. Stretches food dollars.
 - b. Based on income and needs.
 - c. Contact assigned Temporary Assistance worker for more information.

Other Assistance

1. Home Energy Assistance Program (HEAP) and Red Cross Heating Fund:
 - a. Financial assistance with high fuel costs to prevent shut offs.
 - b. Eligibility is based on income, family size and fuel type.
 - c. For HEAP information, call 473-5560.
 - d. For Red Cross Heating Fund information, call 461-9800.
2. Home Weatherization:
 - a. Reduces fuel costs.
 - b. Owners and renters can have property weatherized.
 - c. Eligibility is based on income and household size.
 - d. For information, call 328-3620.
3. Child Support:
 - a. Increases income to the household.
 - b. Children not living with both parents are eligible.
 - c. The absent parent pays support for their child.
 - d. For information, call (888) 208-4485.
4. Working Men and Women's Wardrobe:
 - a. Assist with establishing a suitable wardrobe for work.
 - b. A wide range of high quality professional clothing is available.
 - c. Client must meet income guidelines.
 - d. For an appointment, call the Volunteers of America.

(To access a subject in the Table of Contents press CTRL and click on the subject)

Chapter 11 Income Guidelines and Cash Grant Tables

Ceiling Household of	IEDC 165%		TCC 200%		CC \$	
	Annual	Monthly	Annual	Monthly	Annual	Monthly
2	24,040.00	2003.00	29,140.00	2428.00	40,067.00	3339.00
3	30,211.00	2517.00	36,620.00	3051.00	50,352.00	4196.00
4	36,382.00	3031.00	44,100.00	3675.00	60,637.00	5053.00
5	42,553.00	3546.00	51,580.00	4298.00	70,922.00	5910.00
6	48,724.00	4060.00	59,060.00	4921.00	81,207.00	6767.00

Household Size	Monthly Income Elderly/Disabled Separate/Household 165% of Poverty	Maximum Gross Monthly Income 130% Of Poverty	Maximum Net Monthly Income 100% Of Poverty	Maximum Allotment
1	1490	1174	903	200
2	2004	1579	1215	367
3	2518	1984	1526	526
4	3032	2389	1838	668
5	3547	2794	2150	793
6	4061	3200	2461	952
7	4575	3605	2773	1052
8	5089	4010	3085	1202
Each+Member	+515	+406	+312	+150

(To access a subject in the Table of Contents press CTRL and click on the subject)

TABLE 14 2010 Monthly Income Guidelines for MA and FHP			
Household Size	Medicaid	FHP/single Or childless couple	FHP/parents w/children
1	767	903	1354
2	1117	1215	1822
3	1285		2289
4	1452		2757
5	1620		3224
6	1787		3692
7	1955		4159
8	2122		4627

TABLE 15 Monthly Temporary Assistance Cash Grant									
Family Size	Basic \$	Rent \$	Heat \$ Gas	Heat \$ Oil	Heat \$ PSC	Monthly \$ Heat Included	Total Monthly \$ Gas	Total Monthly \$ Oil	Total Monthly \$ PSC
1	151.10	257	54	69	107	408.10	462.10	477.10	515.10
2	240.50	298	54	69	107	538.50	592.50	607.50	645.50
3	321.00	343	54	69	107	664.00	718.00	733.00	771.00
4	413.70	374	56	72	111	787.70	843.70	859.70	898.70
5	510.70	405	58	75	117	915.70	973.70	990.70	1032.70
6	589.20	420*	63	81	125	1009.20	1072.20	1090.20	1134.20
7	668.70	438*	67	87	134	1106.70	1173.70	1193.70	1240.70
8+	748.20	477	71	92	142	1225.20	1296.20	1317.20	1367.20
Each Added	79.50								

*** If no children are in the household, reduce these amounts by \$2.00.**

When the actual rent exceeds the rent allowance funds from the client's basic allowance make up the difference.

The client must pay their monthly heating costs from the total grant when they reside in a unit where heat is not included in the rent.

(To access a subject in the Table of Contents press CTRL and click on the subject)

Chapter 12 Links to Web Sites

Online Food Stamp application, Prescreen for other benefits, Check your EBT account:
<https://www.mybenefits.ny.gov/selfservice/>

Application Forms (Forms cannot be completed on line, but can be printed)

1. To apply for Temporary Assistance (TA), Medical Assistance (MA), Medicare Savings Program (MSP), Food Stamp Benefits (FS), Services (S) and Child Care (CC) use Statewide Application Form (LDSS-2921). <http://www.otda.state.ny.us/main/apps/2921.pdf>
2. To apply for Child Health Plus (CHP), Family Health Plus (FHP), Medical Assistance (MA), Prenatal Care Assistance Program (PCAP) and Women, Infants and Children (WIC) use Access NY Health Care (DOH-4220).
<http://www.health.state.ny.us/nysdoh/fhplus/pdf/4220.pdf>
3. To apply or recertify for Food Stamp Benefits (FS) use Food Stamp Benefits Application/Recertification (LDSS-4826). <http://www.monroecounty.gov/p/dhs-FoodStampsApplication.pdf>

Source Books and Reference Guides

1. Food Stamp Source Book: <http://www.otda.state.ny.us/main/foodstamps/FSSB.pdf>
2. Medicaid Reference Guide:
http://www.health.state.ny.us/health_care/medicaid/reference/mrg/index.htm
3. Temporary Assistance Source Book (TASB): <http://www.otda.state.ny.us/main/ta/TASB.pdf>

New York State Department of Health

1. Child Health Plus - <http://www.health.state.ny.us/nysdoh/chplus/index>.
2. Prescription Drug Price Search - <http://rx.nyhealth.gov>

New York State Office of Temporary and Disability Assistance

1. Fair Hearing Request: <http://www.otda.state.ny.us/oah/forms.asp>
2. How to apply for services: <http://www.otda.state.ny.us/main/apply.asp#disability>
3. Policy directives : <http://www.otda.state.ny.us/main/directives/2009/>

Federal Government

1. Social Security Online: <http://www.socialsecurity.gov/>
2. USDA Food Stamp Program: http://www.fns.usda.gov/fsp/government/certification_policy.htm

(To access a subject in the Table of Contents press CTRL and click on the subject)

Chapter 13 Definitions for Abbreviated Terms

ABEL	Automated Budgeting And Eligibility Logic – creates Temporary Assistance and Food Stamp budgets
ABW	Alternatives for Battered Women
ARES	Addiction Recovery Employability System – tracks rehab participation
CASAC	Credentialed Alcohol and Substance Abuse Counselor
CCC	Child Care Council
CFC	Catholic Family Center
CHP A	Child Health Plus A
CHP B	Child Health Plus B
CNS	Client Notice System – State’s system that produces and mails client notices
CSEU	Child Support Enforcement Unit
DC	Day Care
DFR	District of Fiscal Responsibility
DMV	Department of Motor Vehicles
DOH	Department of Health – responsible for Medicaid regulations
DOL	Department of Labor
DV	Domestic Violence
EBT	Electronic Benefit Transfer – system allows for payment of grants and food stamps at point of sale
EDP	Employability Development Plan
FA	Family Assistance
FH	Fair Hearing
FHO	Fair Hearing Office
FHP	Family Health Plus
FPBP	Family Planning Benefit Program
FS	Food Stamps
HEAP	Home Energy Assistance Program
HO	Hearing Officer
IEDC	Income Eligible Day Care
IMA	Industrial Medicine Associates
IV-D	Funding Stream for Child Support – refers to Child Support
JRT	Job Readiness Training
JS	Job Search – or JSO – job search orientation
MA	Medical Assistance
MCDHS	Monroe County Department of Human Services
NYSNIP	New York State Nutrition Improvement Program - food stamps for SSI clients
OAH	Office of Administrative Hearings
OASAS	Office of Alcohol and Substance Abuse Services

(To access a subject in the Table of Contents press CTRL and click on the subject)

OCFS	Office of Children and Family Services
OTDA	Office of Temporary and Disability Assistance
PA	Public Assistance
PNA	Personal Needs Allowance
SAO	Single Authorization Order
SDX	State Data Exchange – gives us information on SSI benefits
SH	Sojourner House
SIR	Service Issue Resolution – our internal customer service database
SN	Safety Net
SNAP	Supplemental Nutrition Assistance Program – formerly known as food stamps
SOLQ	State On-Line Query – gives us information on SSI benefits
SSD	Social Security Disability
SSI	Supplemental Security Income
SSN	Social Security Number
TA	Temporary Assistance
TANF	Temporary Assistance for Needy Families
TB	Transitional Benefits
VA	Veteran’s Administration
VITA	Volunteer Income Tax Assistance
WC	Worker’s Compensation
WCP	Wilson Commencement Park
WIC	Women, Infants and Children
WMS	Welfare Management System – State’s computer system for welfare
WRATS	Waiting Room Appointment Tracking System
WTWCMS	Welfare to Work Caseload Management System
YWCA	Young Women’s Christian Association

(To access a subject in the Table of Contents press CTRL and click on the subject)

Chapter 14 MCDHS Financial Assistance Points of Contact

Area	Name	Phone	E-mail
Deputy Commissioner	Bob Franklin	753-6840	robert.franklin@dfa.state.ny.us
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Team 01-TA	Deb Hill	753-6813	deborah.hill@dfa.state.ny.us
Team 02-TA	Deb Van Riper	753-6800	deborah.vanriper@dfa.state.ny.us
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Team 06-TA/FS	Kendall Bell	753-6782	Kendall.Bell@dfa.state.ny.us
Team 08-TA	Linda Hawkes	753-6811	linda.hawkes@dfa.state.ny.us
Domestic Violence		753-5717	
Medicaid	Pat Schichler	753-6310	pat.schichler@dfa.state.ny.us
Team 07-MA/FS	Kathy Frey	753-6857	kathy.frey@dfa.state.ny.us
Team 14-MA	Jayne Quick	753-6422	jayne.quick@dfa.state.ny.us
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Team 42	Jane Fencur	753-5248	Jane.fencur@dfa.state.ny.us
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Team 31	Kim Shaw	753-5293	Kim.shaw@dfa.state.ny.us
Team 32	Anthony Andreano	753-6140	Anthony.Andreano@dfa.state.ny.us
Team 33	Kelley Smeal	753-6309	Kelley.Smeal@dfa.state.ny.us
Team 34	Kari Tubiolo	753-6217	kari.tubiolo@dfa.state.ny.us
Employ Unit	Ida Siegel	753-5721	Ida.Siegel@dfa.state.ny.us
Employ Unit	Wendy Halladay	753-6218	wendy.halladay@dfa.state.ny.us
Day Care	Nancy Hemry	753-6160	nancy.hemry@dfa.state.ny.us
Support	Vince Ruggiero	753-1245	vince.ruggiero@dfa.state.ny.us
Fair Hearing	Margaret Michniewicz	753-1335	margaret.michniewicz@dfa.state.ny.us
Floating Team	Patty LoFurno	753-xxxx	Patty.lofurno@dfa.state.ny.us
Westfall Road			
Intake	Dan Condello	753-6024	dan.condello@dfa.state.ny.us
Team 10 Appts	Don Norsen	753-6017	don.norsen@dfa.state.ny.us
Team 12 Emerg	John Bianchi	753-6025	john.bianchi@dfa.state.ny.us
Emerg Housing	Becky Miglioratti	753-6046	rebecca.miglioratti@dfa.state.ny.us
HEAP	Ken Bird	753-6920	ken.bird@dfa.state.ny.us

(To access a subject in the Table of Contents press CTRL and click on the subject)

Special Needs	Sylvia Anderson	753-6390	sylvia.anderson@dfa.state.ny.us
Team 15-Aged and	Andrew Hammond	753-6406	Andrew.Hammond@dfa.state.ny.us
Team 26-Rehab	Jeanne Hinman	753-6421	jeanne.hinman@dfa.state.ny.us
Team 27-Rehab	Kevin Young	753-6356	kevin.young@dfa.state.ny.us
Team 35 - Disabled	Barbara Booth	753-6227	Barbara.booth@dfa.state.ny.us
Special Needs – Medicaid	Barbara Bloomer	753-6248	Barbara.bloomer@dfa.state.ny.us
Team 44-MA CC	Jodi Schollnick	753-6559	Jodi.Schollnick@dfa.state.ny.us
Team 45-MA CC	Arlene Colbert	753-6485	arlene.colbert@dfa.state.ny.us
Team 46-MA HT	Gloria Webster	753-5117	gloria.webster@dfa.state.ny.us
Home Finding	Iris A. Turner, CHN	753-6482	iris.turner@dfa.state.ny.us
Team 49 – SSI MA	Deborah Greenfield	753-6385	deborah.greenfield@dfa.state.ny.us
Program Support	Vince Ruggiero	753-1245	vince.ruggiero@dfa.state.ny.us
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Resource Team	John Kareis	753-6701	john.kareis@dfa.state.ny.us

(To access a subject in the Table of Contents press CTRL and click on the subject)

Chapter 15 MCDHS Child and Family Services Points of Contact

Cindy Lewis	Director, Child and Family Services	cindy.lewis@dfa.state.ny.us	Room 660	753-6431
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CPSI Intake (Unit 89)	Paula Jarquin	Casework Supervisor	paula.jarquin@dfa.state.ny.us	753-6938
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CPS Investigation #4 (Unit 64)	Diane Barbato	Casework Supervisor	Diane.barbato@dfa.state.ny.us	753-5764
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CPS Impact Team (Unit 81)	Robert Barnes	Casework Supervisor	bob.barnes@dfa.state.ny.us	935-7815
Training Team (Unit 71)	Pat Mulcahy	Casework Supervisor	patricia.mulcahy@dfa.state.ny.us	753-6737
Marcia Young	Administrative Caseworker	marcia.young@dfa.state.ny.us	SPS 3rd floor	753-5763
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CPS Investigation #11 (Unit 61)	Jeff Diekvoss	Casework Supervisor	jeff.diekvoss@dfa.state.ny.us	753-5390
CPS Investigation #12 (Unit 70)	Ruth Gori	Casework Supervisor	ruth.gori@dfa.state.ny.us	753-5387
Preventive Day Care (Unit 73)	Sue Tortora	Casework Supervisor	sue.tortora@dfa.state.ny.us	753-5860
Adult Protective East (Unit 79)	Marge DeMonaco	Casework Supervisor	marge.demonaco@dfa.state.ny.us	753-6551
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CPS Management K (Unit 52)	Jeanne Zwerger	Casework Supervisor	jeanne.zwerger@dfa.state.ny.us	753-6841
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(To access a subject in the Table of Contents press CTRL and click on the subject)

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Mary LaDuca	546-3046 x254	mladuca@cfcrochester.org
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Veronica Jones (emergency shelter)	402-7410	vjones@voawny.org
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