



NEW YORK STATE
OFFICE OF TEMPORARY AND DISABILITY ASSISTANCE
40 NORTH PEARL STREET
ALBANY, NEW YORK 12243-0001

David A. Paterson
Governor

David A. Hansell
Commissioner

March 16, 2009

Mr. David Jolly
Commissioner
Orange County Department of Social Services
Box Z, 11 Quarry Road
Goshen, New York 10924

Dear Commissioner Jolly:

I am pleased to inform you that your enclosed **Intensive Case Services for Noncompliant Families (ICS3)** plan submitted in response to 08-LCM-13 has been approved in the amount of \$34,416.

These ICS3 funds are available to support your efforts to increase work participation by TANF-eligible recipients who are subject to or have been sanctioned for noncompliance with work activities as described in your approved ICS3 plan. If your district's approved plan includes ICS services to TANF-eligible participants who are not fully engaged, please note that no more than 20% of the district's ICS3 allocation may be used to provide services to such recipients.

Financial claims should be submitted to the Bureau of Financial Services as described in the claiming instructions included in 08-LCM-13 *Funding for Intensive Case Services for Noncompliant Families (ICS3)*. Program outcome measures are reported quarterly to OTDA through the TANF Reporting and Control System 2 (TRACS 2). Reporting guidelines are enclosed. Detailed reporting instructions will be provided separately.

Thank you for your continued efforts to engage all families receiving temporary assistance in work preparation activities so they may successfully enter the workforce. If you have any questions regarding this program, please contact Libby McGinn at (518) 486-6106 or your Employment Technical Advisor.

Sincerely,

A handwritten signature in black ink, appearing to read 'RSY', written over a horizontal line.

Russell Sykes
Deputy Commissioner
Center for Employment and Economic Supports

Enclosure

cc: Kristina Patsalos
Michele Wilk
Libby McGinn

"providing temporary assistance for permanent change"

**Program Narrative for Intensive Case Services (ICS3)
Services for TANF-Eligible Participants-*Noncompliant***

District Name: Orange County Employment & Training

Contact Name and Number: Kristina Patsalos (845) 568-5083 or Patrick DiCesare (845) 568-5069

ICS funds budgeted for services to TANF-eligible **noncompliant** participants:

\$ 27,533

Anticipated number of TANF-eligible **noncompliant** participants to be served during program period:

40

I. Program goals and services

A. List the specific goals of the project for TANF-eligible, noncompliant participants.

The primary goal and/or objective of our project is to engage noncompliant participants through intensive case management strategies and services. This funding will enable us to provide a continuation of our existing successful program that has provided hundreds of clients with support, outreach, assessments and other intensive services to address employment barriers and other related issues.

Other goals include:

- To provide more intensive case services and supports through home visits and other outreach efforts beyond unit staff capabilities. Ensure client fully understands work requirements and consequences or financial impact of noncompliance including sanctions.
- Providing clients with information about programs and opportunities that will improve and enhance their situations such as intensive assessment, vocational and job readiness training, job search and placement, engagement in work experience, referrals to our Bridge Program, GED and ESL classes and/or a combination of the above (and more) countable activities.
- Assisting clients with intensive case management strategies such as home visit assessments, referrals to needed services, counseling and identification of community resources available to help reduce and remove barriers to employment and self-sufficiency.
- To increase our federal participation rate through engagement of clients who would have otherwise been lost or counting against our district in data collection activities.

B. Describe the process that will be used to identify and refer TANF-eligible, noncompliant participants for ICS services.

At the beginning of the referral process, TANF-eligible, employable clients are sent to the ETA employment unit at the Orange Works One Stop Career Center by the income maintenance staff of the local DSS. They are then referred to a case manager who does an assessment and provides support to the client. The case manager performs an assessment, develops an employment plan and the client is ultimately assigned to a work activity. If and/or when noncompliance begins (noncompliance is identified through attendance forms, communication with site supervisors or employers and other related circumstances), the client is

referred to our Intensive Case Services program and referred to Best Resources for outreach. ETA staff can refer clients to Best any day of the week through email or telephone calls but weekly meetings between ETA and Best staff are mandatory. At this meeting, case conferencing and updates on clients are discussed. Collaboration and team work from the two agencies are a large part of the program's success. The identification and referral of noncompliant clients is a streamlined process so early intervention and support can be implemented.

- C. Explain the method of outreach that will be used to initiate contact with TANF-eligible, noncompliant participants. Additionally, identify the two different types of outreach that will be used before any action is taken to discontinue public assistance benefits for failure to comply with a public assistance eligibility requirement that is included as a component of an ICS program plan.

The most common method of outreach used in ICS is home visits. Best Resources staff is sent out to locate clients in their homes or perhaps in other community areas where case managers and Best staff believe the client may be found. Early intervention and contact with noncompliant clients has proven helpful in re-engaging participation and interest in employment goals.

Several different types of outreach and attempts are made to contact noncompliant clients in Orange County. Initially, and at the first sign of noncompliance, ETA case managers will attempt to contact the client by telephone. A letter may also be sent to inquire about what may have happened and a request to contact the case manager with all pertinent information is included. In addition, the case manager may contact the employer, site supervisor or teacher (depending on the work activity) to collaborate on what may have happened to cause the noncompliance. If all of these initial attempts fail, a conciliation notice will be sent and the outreach worker from Best Resources will begin home visits, leave contact letters (if the client is not home) and may also try to contact by telephone. A great deal of time and effort by ETA and Best Resources staff is put into outreach to identify barriers.

ETA also conducts quarterly re-orientations for sanctioned clients. Those clients on a sanction are invited in to a friendly orientation where all the supports and benefits of compliance are presented, such as opportunities for education, job placement, clothing vouchers, assistance with car repairs and others. This meeting provides a forum for clients to have another chance to comply and often sanctions are lifted and engagement is successful. Several approaches and efforts are tried by all staff to engage and sometimes re-engage clients to participate and utilize supports available. As previously state, the focus of ETA is to get all clients involved in work or work activities to assist them on their journey to self-sufficiency.

- D. Describe the case management services and other activities that will be provided to assist TANF-eligible, noncompliant participants to identify and address barriers and increase participation in work or work-preparation activities.

Case management services and other activities are provided to assist TANF-eligible, noncompliant participants. Best Resources staff performs outreach activities such as home visits and when able to make contact, offers enhanced case management services such as in-home assessments and counseling to identify barriers and resources to assist with getting back to work or work activities. These barriers and issues are identified and shared with the ETA case manager at their weekly case conferencing meeting and a plan to assist the client by providing these needed services is prepared. Modification of the client's employment plan is often necessary and expectations are discussed with the clients. Always provided are any and all services needed for success. Referrals for child-care, arrangements for transportation, assessment of skills (TABE testing), GED preparation or ESL classes, referrals to our SUNY Bridge program, assistance with job search, job readiness and job placement is available. Assigning post-employed clients an employment mentor to assist with on the job issues and supports, referrals to family counseling, housing services, health

care contacts and any other barrier will be addressed and the client will be referred to appropriate services and supports.

II. Project Staff and Duties

Identify the project staff and duties for each provider or district staff providing services to TANF-eligible, noncompliant participants.

Position/Title	Estimated Percentage of Time on ICS Program	Duties
Outreach Worker	80%	Performing home visits, outreach activities, including sending and delivering correspondence and letters to re-engage clients, making telephone calls, meeting with ETA staff on a weekly basis for case-conferencing, keeping organized and detailed reports on visits, casenotes and other related duties.

III. Data Collection

Briefly describe the mechanism that will be used to collect the data to be reported on the TANF Reporting and Control System (TRACS 2).

A referral form is given to Best Resources staff with pertinent information (such as client name, address, phone number, issues or barriers, noncompliance behaviors, etc.) and this form is returned to ETA case managers at weekly case conferencing meetings with a reported update documented. This form is kept in a binder and dated. Case notes on WTWCMS are also a means of documentation for each client and may often be attached to the referral form. A list of clients targeted and attempted to re-engage is also kept and used for data collection purposes and compiled on a quarterly basis to satisfy record keeping procedures and data collection for TRACS 2. The Director of Program Integrity at our local DSS is given a report and she enters the data into TRACS 2 for the district.

**Program Narrative for Intensive Case Services (ICS3)
Services for TANF-Eligible Participants - Not Fully Engaged**

Note: This form only needs to be completed if the district intends to use up to 20% of their ICS allocation to provide services to this eligible population.

District Name: Orange County

Contact Name and Number: Kristina Patsalos (845) 568-5083 or Patrick DiCesare (845) 568-5069

ICS funds budgeted for services to TANF-eligible participants who are not fully engaged: \$ 6,883.00

Anticipated number of TANF-eligible participants who are not fully engaged to be served during the program period: 10

I. Program goals and services

A. List the specific goals of the project for TANF-eligible participants who are not fully engaged in countable work activities.

The primary goal and/or objective of our project is to engage noncompliant participants through intensive case management strategies and services. This funding will enable us to provide a continuation of our existing successful program that has provided hundreds of clients with support, outreach, assessments and other intensive services to address employment barriers and other related issues.

Other goals include:

- To provide more intensive case services and supports through home visits and other outreach efforts beyond unit staff capabilities. Ensure client fully understands work requirements and consequences or financial impact of noncompliance including sanctions.
- Providing clients with information about programs and opportunities that will improve and enhance their situations such as intensive assessment, vocational and job readiness training, job search and placement, engagement in work experience, referrals to our Bridge Program, GED and ESL classes and/or a combination of the above (and more) countable activities.
- Assisting clients with intensive case management strategies such as home visit assessments, referrals to needed services, counseling and identification of community resources available to help reduce and remove barriers to employment and self-sufficiency, .
- To increase our federal participation rate through engagement of clients who would have otherwise been lost or counting against our district in data collection activities.

B. Describe the process that will be used to identify and refer TANF-eligible participants who are not fully engaged in countable work activities for the ICS program.

Clients who are not fully engaged in countable work activities will be identified by ETA staff by use of WTWCMS and other case management records and procedures. In some cases, clients will be doing paid work on a part-time basis and will need additional hours or may be assigned full time work activities and not attending on a full time basis. These clients will be identified and referred to Best Resources staff by use of

a referral form and a case conferencing meeting. The outreach worker will contact the client by home visit, telephone calls or letters to try to engage the client up to his or her full requirements.

- C. Explain the methods of outreach that will be used to initiate contact with TANF-eligible participants who are not fully engaged in countable work activities. Additionally, identify the two different types of outreach that will be used before any action is taken to discontinue public assistance benefits for failure to comply with a public assistance eligibility requirement that is included as a component of an ICS program plan.

The most common method of outreach used in ICS is home visits. Best Resources staff is sent out to locate clients in their homes, on the job, at a worksite or educational institution, or perhaps in other community areas where case managers and Best staff believe the client may be found.

Several different types of outreach and attempts are made to contact those not fully engaged. Initially, and at the first sign of noncompliance, ETA case managers will attempt to contact the client by telephone. A letter may be sent to inquire about attendance or work schedules/hours and a request to contact the case manager. In addition, the case manager may contact the employer, site supervisor or teacher (depending on the work activity) to collaborate on what may have happened to cause the attendance problem or reduction in hours attended. A great deal of time and effort is put into outreach to identify barriers.

- D. Describe the case management services and other activities that will be provided to assist TANF-eligible participants who are not fully engaged in countable work activities to identify and address barriers and increase participation in work or work preparation activities.

Case management services and other activities are provided to assist TANF-eligible clients not fully engaged. Best Resources staff performs outreach activities such as home visits and may even visit clients who are part-time employed on the job site. Enhanced case management services such as in-home assessments and counseling to identify barriers and resources to assist with getting back to work or work activities. These barriers and issues are identified and shared with the ETA case manager at their weekly case conferencing meeting and a plan to assist the client by providing these needed services is prepared. Modification of the client's employment plan is often necessary and expectations are discussed with the clients. Always provided are any and all services needed for success. Referrals for child-care, arrangements for transportation, assessment of skills (TABE testing), GED preparation or ESL classes, referrals to our SUNY Bridge program, assistance with job search, job readiness and job placement is available. Assigning post-employed clients an employment mentor to assist with on the job issues and supports, referrals to family counseling, housing services, health care contacts and any other barrier will be addressed and the client will be referred to appropriate services and supports.

II. Project Staff and Duties

Identify the project staff and duties for each provider or district staff providing services to TANF-eligible participants who are not fully engaged in countable work activities

Position/Title	Estimated Percentage of Time on ICS Program	Duties
Outreach Worker	20%	Performing home visits, outreach activities, including sending and delivering correspondence and letters to re-engage clients,

		making telephone calls, meeting with ETA staff on a weekly basis for case-conferencing, keeping organized and detailed reports on visits, casenotes and other related duties.

III. Data Collection

Briefly describe the mechanism that will be used to collect the data to be reported on the TANF Reporting and Control System (TRACS 2).

A referral form is given to Best Resources staff with pertinent information (such as client name, address, phone number, issues or barriers, noncompliance behaviors, etc.) and this form is returned to ETA case managers at weekly case conferencing meetings with a reported update documented. This form is kept in a binder and dated. Case notes on WTWCMS are also a means of documentation for each client and may often be attached to the referral form. A list of clients targeted is also kept and used for data collection purposes and compiled on a quarterly basis to satisfy record keeping procedures and data collection for TRACS 2. The Director of Program Integrity at our local DSS is given a report and she enters the data into TRACS 2 for the district.

Intensive Case Services for Noncompliant Families Baseline Budget Form**ICS 3**

ICS 3 Program Cycle: January 1, 2009-December 31, 2009

Program Cycle must fall within expenditure period of January 1, 2009 - December 31, 2009Local Department of Social Services Orange County ETAProvider Agency Best Resources

Budget Categories			
	NON- ADMINISTRATION COSTS	ADMINISTRATION COSTS	TOTAL
SALARY COSTS			
1. Salary Costs	\$ 20,800.00	\$ -	\$ 20,800.00
2. Fringe Benefits	\$ 6,733.00	\$ -	\$ 6,733.00
3. Total Salary & Fringe Benefits	\$ 27,533.00	\$ -	\$ 27,533.00
NON-SALARY COSTS			
4. Contractual Costs *	\$ -	\$ -	\$ -
5. Staff Travel Costs	\$ -	\$ -	\$ -
6. Equipment Costs	\$ -	\$ -	\$ -
7. Supplies	\$ -	\$ -	\$ -
8. Other Direct Expenses	\$ -	\$ -	\$ -
9. Total Non-Salary Expenses	\$ -	\$ -	\$ -
10. Overhead Costs Allocated		\$ -	\$ -
11. A-87 Costs Allocated		\$ -	\$ -
PARTICIPANT RELATED COSTS			
12. Work-Related Supports	\$ -		\$ -
13. Participant Transportation	\$ -		\$ -
14. Other Participant Related Costs	\$ -		\$ -
15. Total Participant Related Costs	\$ -		\$ -
16. Total Project Costs	\$ 27,533.00	\$ -	\$ 27,533.00

* If the District plans to subcontract with a local provider agency for program services, a separate Baseline Budget Form must be completed and submitted for each subcontractor.

Budget Narrative - Please use Budget Form 3A to provide a brief narrative for categories 4, 5, 6, 7, 8, 12, 13 and 14.

Intensive Case Services for Noncompliant Families Baseline Budget Form**ICS 3**

ICS 3 Program Cycle: January 1, 2009 to December 31, 2009

Program Cycle must fall within expenditure period of January 1, 2009 - December 31, 2009Local Department of Social Services Orange County ETAProvider Agency Best Resources

Budget Categories			
	NON- ADMINISTRATION COSTS	ADMINISTRATION COSTS	TOTAL
SALARY COSTS			
1. Salary Costs		\$ -	\$ -
2. Fringe Benefits		\$ -	\$ -
3. Total Salary & Fringe Benefits	\$ -	\$ -	\$ -
NON-SALARY COSTS			
4. Contractual Costs *	\$ 27,533.00	\$ -	\$ 27,533.00
5. Staff Travel Costs	\$ -	\$ -	\$ -
6. Equipment Costs	\$ -	\$ -	\$ -
7. Supplies	\$ -	\$ -	\$ -
8. Other Direct Expenses	\$ -	\$ -	\$ -
9. Total Non-Salary Expenses	\$ 27,533.00	\$ -	\$ 27,533.00
10. Overhead Costs Allocated		\$ -	\$ -
11. A-87 Costs Allocated		\$ -	\$ -
PARTICIPANT RELATED COSTS			
12. Work-Related Supports	\$ -		\$ -
13. Participant Transportation	\$ -		\$ -
14. Other Participant Related Costs	\$ -		\$ -
15. Total Participant Related Costs	\$ -		\$ -
16. Total Project Costs	\$ 27,533.00	\$ -	\$ 27,533.00

* If the District plans to subcontract with a local provider agency for program services, a separate Baseline Budget Form must be completed and submitted for each subcontractor.

Budget Narrative - Please use Budget Form 3A to provide a brief narrative for categories 4, 5, 6, 7, 8, 12, 13 and 14.

Intensive Case Services for Noncompliant Families Baseline Budget Narrative Form

ICS 3

Local Department of Social Services _____ Orange County _____

Provider Agency _____ Best Resources _____

Budget Categories

4. Contractual Costs:

Best Resources will provide an outreach worker to provide ICS services including performing home visits, outreach activities, including sending and delivering correspondence and letters to re-engage clients, making telephone calls, meeting with ETA staff on a weekly basis for case-conferencing, keeping organized and detailed reports on visits, casenotes and other related duties.

5. Staff Travel Costs:

6. Equipment Costs:

7. Supplies:

8. Other Direct Expenses:

12. Work-Related Supports:

13. Participant Transportation:

14. Other Participant Related Costs:

Intensive Case Services for Not Fully Engaged Families Baseline Budget Form

ICS 3

ICS 3 Program Cycle: January 1, 2009-December 31, 2009

Program Cycle must fall within expenditure period of January 1, 2009 - December 31, 2009

Local Department of Social Services Orange County ETAProvider Agency Best Resources

Budget Categories			
SALARY COSTS	NON-ADMINISTRATION COSTS	ADMINISTRATION COSTS	TOTAL COSTS
1. Salary Costs	\$ 5,200.00	\$ -	\$ 5,200.00
2. Fringe Benefits	\$ 1,683.00	\$ -	\$ 1,683.00
3. Total Salary & Fringe Benefits	\$ 6,883.00	\$ -	\$ 6,883.00
NON-SALARY COSTS			
4. Contractual Costs *	\$ -	\$ -	\$ -
5. Staff Travel Costs	\$ -	\$ -	\$ -
6. Equipment Costs	\$ -	\$ -	\$ -
7. Supplies	\$ -	\$ -	\$ -
8. Other Direct Expenses	\$ -	\$ -	\$ -
9. Total Non-Salary Expenses	\$ -	\$ -	\$ -
10. Overhead Costs Allocated		\$ -	\$ -
11. A-87 Costs Allocated		\$ -	\$ -
PARTICIPANT RELATED COSTS			
12. Work-Related Supports	\$ -		\$ -
13. Participant Transportation	\$ -		\$ -
14. Other Participant Related Costs	\$ -		\$ -
15. Total Participant Related Costs	\$ -		\$ -
16. Total Project Costs	\$ 6,883.00	\$ -	\$ 6,883.00

* If the District plans to subcontract with a local provider agency for program services, a separate Baseline Budget Form must be completed and submitted for each subcontractor.

Budget Narrative - Please use Budget Form 4A to provide a brief narrative for categories 4, 5, 6, 7, 8, 12, 13 and 14.

Intensive Case Services for Not Fully Engaged Families Baseline Budget Narrative Form
ICS 3

Local Department of Social Services _____ Orange County _____
 Provider Agency _____ Best Resources _____

Budget Categories	
4. Contractual Costs:	
	Best Resources will provide an outreach worker to provide ICS services including performing home visits, outreach activities, including sending and delivering correspondence and letters to re-engage clients, making telephone calls, meeting with ETA staff on a weekly basis for case-conferencing, keeping organized and detailed reports on visits, casenotes and other related duties.
5. Staff Travel Costs:	
6. Equipment Costs:	
7. Supplies:	
8. Other Direct Expenses:	
12. Work-Related Supports:	
13. Participant Transportation:	
14. Other Participant Related Costs:	

**Intensive Case Services (ICS) 3
Program Outcome Measures
Reporting Guidelines**

March 2009

Districts are required to report program outcome measures supported by Intensive Case Services (ICS) funds. Districts previously reported program outcomes for the SFY 06-07 ICS and SFY 07-08 ICS programs via the TANF Reporting and Control System (TRACS) based on the number of participants served and the associated programs achieved during the respective reporting quarter. Districts will report ICS3 program outcomes achieved during Calendar Year 2009 through TRACS2. Program outcomes will be submitted quarterly as in previous cycles, however, instead of reporting one (grand) total number for the quarterly reporting period for each question, the screen will prompt the user to input a number for each of the three months for that quarter. The due date for such reports are as follows:

Reporting Quarter	Due Date
January, 2009 - March, 2009	4/15/09
April, 2009 - June, 2009	7/15/09
July, 2009 - September, 2009	10/15/09
October, 2009 - December, 2009	1/15/10

The system changes needed to support the reporting of ICS3 outcomes are under development, but the following guidelines should be used to identify the program outcomes to be reported on TRACS2. Districts will receive detailed reporting instructions, including information on how to access TRACS2 before April 15, 2009. The information below provides a summary of the program outcomes that districts will be required to submit for the ICS3 program.

Note: Financial claims are not submitted through TRACS 2 and should be submitted to the OTDA Bureau of Financial Services consistent with the Claiming Instructions described in 08 LCM-13.

Eligible Population

Participants served under the ICS Program must be eligible to receive TANF-funded non-assistance services and must be in receipt of TANF (case types 11 or 12) or Safety Net MOE (case type 16 or 17 with state charge code 63 or 64). This includes two-parent families eligible for TANF-funded non-assistance as described in 06 LCM-09. Eligible participants also must be:

- individuals who are noncompliant (subject to penalty or in sanction status for failure to comply) with work requirements, or
- individuals who are not fully engaged in countable work activities, including those employed part time (up to 20% of a district's allocation may be spent on efforts to target this population).

The outcomes for **each** eligible population served under the Intensive Case Services Program will continue to be reported separately for those districts serving both eligible populations as described below. Districts that have targeted 100% of their ICS3 allocation only need to report program outcomes associated with the noncompliant population.

The program outcome reporting elements are broken down into 4 categories and are described below.

I. Participants served during the report month

1. **Unduplicated number of participants served during the report month:** Report the unduplicated number of participants that received one or more ICS funded service during the report month. An ICS funded service may include, but is not limited to: providing information to clarify the reason for the sanction and how the family's grant is affected; enhanced assessments; home visits or other ICS related contact with family, and case management services.

II. Participants successfully contacted during report month

2. **Number of participants contacted by letter/call-in:** Report the number of participants that responded to a contact letter/call-in sent during the reporting month.
3. **Number of participants contacted by phone call:** Report the number of participants that responded to a phone contact made during the reporting month.
4. **Number of participants contacted by home visit:** Report the number of participants that received a home visit during the reporting month.
5. **Number of participants contacted by other means:** Report the number of participants that responded to outreach made during the reporting month by some means other than those listed above.

Note: A participant who responds to more than one method of outreach during the reporting month would appear in all those that applied.

III. Engagement outcomes for report month

6. **Number of participants successfully engaged in work activities for the first time following contact:** Of the number of participants served, report the number of participants who began participation in work activities, including employment, during the reporting month.

Notes:

Participants who continue to participate in work activities during subsequent report months would not be reported in this data element, but would be reported in #10, if he/she

continues to participate in such activities for a minimum of 3 months following the initial placement in work activities.

Participants determined to be exempt and engaged in treatment or rehabilitation should be reported under reporting element #8 even though the district may report the activity on WTWCMS as job readiness training.

7. **Number of participants successfully engaged in necessary treatment for the first time following contact:** Of the number of participants served, report the number of participants determined exempt and who began participation in treatment, rehabilitation or medical care during the reporting month.

Note: Participants who continue to participate in necessary treatment in subsequent report months would not be reported in this data element, but would be reported in #10, if he/she continues to participate in such activities for a minimum of 3 months following the initial placement in necessary treatment.

8. **Number of participants that remain unengaged without good cause:** Report the unduplicated number of participants served who continue to refuse to engage in work activities or other appropriate services during the reporting month.
9. **Number of participants with newly reported income:** Report the number of participants who obtain employment during the reporting month, or whose current employment was obtained before the reporting month, but is discovered by the district during the reporting month.
10. **Number of participants that remain engaged in work activities or necessary treatment for a minimum of 3 months following initial placement:** Of the number of participants successfully engaged in work activities (including employment) or necessary treatment in a previous report month (outcomes #6 and #7), report the number of participants who remain successfully engaged in such activities for a minimum of 3 months following the initial placement.

IV. Cases closed during the report month

11. **Number of cases closed due to income from employment obtained during the report month:** Report the number of cases closed during the reporting month due to income obtained during the reporting month. (Note: These participants should also have been included in reporting element #9.)
12. **Number of cases closed because district was unable to locate the participant:** Report the number of cases closed during the reporting month because the district was unable to locate the participant.
13. **Number of cases closed for failure to respond to outreach (excludes households the district was unable to locate):** Report the number of cases closed during the reporting

month for failure to comply with public assistance eligibility requirements which have been included as a component under the ICS program.

14. **Number of cases closed because of newly reported income prior to report month:** Report the number of cases closed during the reporting month due to income that was obtained prior to the reporting month, was previously unreported, and when budgeted, makes the household ineligible.
15. **Number of cases closed at the request of the participant:** Report the number of cases closed during the reporting month at the request of the participant.
16. **Number of cases closed for any reason other than those listed:** Report the number of cases closed during the reporting month for reasons other than those listed above.

OTDA is required to provide quarterly performance and expenditure data for programs funded by TANF, including the Intensive Case Services program. Districts are reminded that the program outcomes reported in the TRACS 2 system will be summarized with ICS3 expenditures based on claims submitted by districts and posted to the ICS Performance and Accountability matrix that will be available on the OTDA website at <http://www.otda.state.ny.us/main/pma>. Therefore, districts should ensure that program outcomes and claiming information are up-to-date, complete and accurate when submitted.

If you have any reporting questions, contact Libby McGinn at (518) 486-6106.