



David A. Paterson
Governor

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

David A. Hansell
Commissioner

April 6, 2009

Ms. Deborah A. Schmitt
Commissioner
Wyoming County Department of Social Services
P.O. Box 231
Warsaw, New York 14569

Dear Commissioner Schmitt:

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 \$7,020.

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: Kellie Conrad
Darcell McDonald
Libby McGinn

"providing temporary assistance for permanent change"

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

District Name: Wyoming

Contact Name and Number: Deborah A. Schmitt (585)-786-8901

ICS funds budgeted for services to TANF-eligible **noncompliant participants:** \$ 5,616

Anticipated number of TANF-eligible **noncompliant participants** to be served during program period: 10

I. Program goals and services

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

GOAL:

- To assist non-compliant participants in becoming compliant by providing the necessary services that would allow or enhance their employability. 80% of the ICS3 funds would be allocated for this purpose.
- B. Describe the process that will be used to identify and refer TANF-eligible, noncompliant participants for ICS services.
- Cognos reports will be reviewed to identify noncompliant participants and bring them into compliance
 - Home visits will continue, with the participants, to determine if any barriers exist, why they are there and to help resolve them. Education on available resources and referrals to the appropriate resources will be made as a result of any findings.
- 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.
- Outreach will be done via telephone, initially, when individuals are identified as non-compliant. If no response to telephone contacts, a letter (time limited) will be sent to the home requesting them to respond by deadline.

Outreach:

1. A call will be made to the participant to schedule an in-office appointment with the Case Manager to ascertain what may be the issues associated with their non-compliance.
2. Home visit will be conducted if no response to the in-office request or if participant is unable to travel due to other circumstances.
3. Follow-up letter will be sent to participant if no other means of communication was effective.

Both methods will be followed up by telephone contacts and/or further home visits to help participant(s) identify and help overcome any barriers to self-sufficiency, become empowered and motivated to reach their goals.

All outreach methods and frequency are noted in participant files.

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.

- In-home visits will continue in order to assess any invisible barriers to employment. Referrals will then be made to the appropriate agency to help remove barriers and enhance employability. Examples of these agencies or services are Mental Health, Community Action, OTDA jobs staff, Nutrition sites, Domestic Violence, Literacy Volunteers, VEDID, Child Care, Health related organizations, Drug and Alcohol, Housing, etc.
- Employment plans will be reassessed and modified to help meet the needs of the individual/family, when barriers to employment are identified.
- Work experience sites will be monitored for effectiveness and accessibility to all areas of the County.
- Transportation has been an issue but has expanded hours to accommodate participants.
- Identified participants will continue to work with the OTDA jobs staff to enhance services, i.e. computer workshops, etc.

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
Senior Social Services Program Specialist	7%	Responsible for the employment unit. Assess job skills and activities to engage participants in meeting their countable hours of activities. Provides Intensive Case Management, work site development, employer/agencies contacts and follow up, family engagement services. Monitors and supervises community service worker activities in regards to this population.
Community Services Worker	7%	Responsible for supervision of Work Experience clients, their compliance with activities and countable hours of engagement. Initiates contact at orientation to establish an immediate relationship with a client. Works closely with OTDA jobs staff to assist clients in activities and job skills.

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).

- Senior Program Specialist will pull the employment files for review to see how many calls were made to the participant, letters sent and how many contacts were made.
- WTWCMS will be accessed to see the engagement statistics or if the participant was not in full compliance whether they are or not currently to obtain correct information for reporting.
- Enter all required information into the TRACS 2 system for data collection and tracking.

**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: Wyoming

Contact Name and Number: Deborah A. Schmitt (585) 786-8901

ICS funds budgeted for services to TANF-eligible participants who are not fully engaged: \$ 1,404

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.

- To assist the not fully-engaged participants by increasing their hours of participation by providing the necessary services that would allow or enhance their employability. 20% of the ICS3 funds would be allocated for this purpose.

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.

- Cognos reports will be reviewed to note which participants lack hours necessary to meet participation requirements and then work with the participants to increase these hours.

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.

- Outreach will be done via telephone, initially, when individuals are identified as not fully engaged. If no response to telephone contacts, a letter (time limited) will be sent to the home requesting them to respond by deadline.

Outreach:

1. A call will be made to the participant to schedule an in-office appointment with the Case Manager to ascertain what may be the issues associated with their level of engagement.
2. Home visit will be conducted if no response to the in-office request or if participant is unable to travel due to other circumstances.
3. Follow-up letter will be sent to participant if no other means of communication was effective.

Both methods will be followed up by telephone contacts and/or further home visits to help participant(s) identify and help overcome any barriers to self-sufficiency, become empowered and motivated to reach their goals.

All outreach methods and frequency are noted in participant files.

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.

- In-home visits will continue in order to assess any invisible barriers. Referrals will then be made to the appropriate agency to help remove barriers and enhance employability. Examples of these agencies or services are Mental Health, Community Action, OTDA jobs staff, Nutrition sites, Domestic Violence, Literacy Volunteers, VESID, Child Care, Health related organizations, Drug and Alcohol, Housing, etc.
- Home visits will continue, with the participants, to determine if any barriers exist, why they are there and to help resolve them. Education on available resources and referrals to the appropriate resources will be made as a result of any findings.
- Employment plans will be reassessed and modified to help meet the needs of the individual/family, when barriers to employment are identified.
- Work experience sites will be monitored for effectiveness and accessibility to all areas of the County.
- Transportation has been an issue but the public transportation hours have been expanded, which helps in accommodating participants.
- Identified participants will continue to work with the OTDA jobs staff to enhance services, i.e. computer workshops, etc.

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
Senior Social Services Program Specialist	2%	Responsible for the employment unit. Assess job skills and activities to engage participants in increasing their countable hours of activities. Provides Intensive Case Management, work site development, employer/agencies contacts and follow up, family engagement services. Monitors and supervises community service worker activities in regards to this population.
Community Services	2%	Responsible for supervision of participants while engaged in the Work Experience program. The worker will track the

Worker		<p>participants' hours and keep in contact with the agency in which the participant is involved for compliance, activities and countable hours of engagement.</p> <p>Works closely with OTDA jobs staff to assist clients in activities and job skills.</p>
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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).

- Senior Program Specialist will pull the employment files for review to see how many calls were made to the participant, letters sent and how many contacts were made.
- Welfare-to-Work case management services' data base will be reviewed to determine and track engagement statistics and to determine if the participant is not fully-engaged in employment activities.
- Enter all required information into the TRACS 2 system for data collection and tracking.

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 _____ Wyoming
Provider Agency _____**Budget Categories**

	NON- ADMINISTRATION COSTS	ADMINISTRATION COSTS	TOTAL
SALARY COSTS			
1. Salary Costs	\$ 3,447.00	\$ -	\$ 3,447.00
2. Fringe Benefits	\$ 1,448.00	\$ -	\$ 1,448.00
3. Total Salary & Fringe Benefits	\$ 4,895.00	\$ -	\$ 4,895.00
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		\$ 361.00	\$ 361.00
11. A-87 Costs Allocated		\$ 360.00	\$ 360.00
PARTICIPANT RELATED COSTS			
12. Work-Related Supports	\$ -		\$ -
13. Participant Transportation	\$ -		\$ -
14. Other Participant Related Costs	\$ -		\$ -
15. Total Participant Related Costs	\$ -		\$ -
16. Total Project Costs	\$ 4,895.00	\$ 721.00	\$ 5,616.00

* 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 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 _____ Wyoming _____
Provider Agency _____

Budget Categories

	NON- ADMINISTRATION COSTS	ADMINISTRATION COSTS	TOTAL COSTS
SALARY COSTS			
1. Salary Costs	\$ 862.00	\$ -	\$ 862.00
2. Fringe Benefits	\$ 362.00	\$ -	\$ 362.00
3. Total Salary & Fringe Benefits	\$ 1,224.00	\$ -	\$ 1,224.00
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		\$ 90.00	\$ 90.00
11. A-87 Costs Allocated		\$ 90.00	\$ 90.00
PARTICIPANT RELATED COSTS			
12. Work-Related Supports	\$ -		\$ -
13. Participant Transportation	\$ -		\$ -
14. Other Participant Related Costs	\$ -		\$ -
15. Total Participant Related Costs	\$ -		\$ -
16. Total Project Costs	\$ 1,224.00	\$ 180.00	\$ 1,404.00

* 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 (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 program outcomes 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.