

# ACS RESOURCES FOR FOSTER CARE PROVIDERS

Program	Contact	Telephone No.	E-mail
Adoption and KinGAP Support Services	Stephanie Wilson Iris Kaplan	212-788-8340 212-341-2654	Stephanie.Wilson@acs.nyc.gov Iris.Kaplan@acs.nyc.gov
Adoption & KinGAP Support Services (AKSS) is dedicated to increased rates of permanency and reduced lengths of stay for children in foster care, as well as the provision of post adoption assistance. AKSS works cross-divisionally with other ACS programs to ensure collaborative efforts with stakeholders such as provider agency staff, adoptive youth, adoptive parents, FCLS and adoption attorneys, Family Court and the Office of Children and Family Services (OCFS) in working toward achieving and sustaining permanency. Under Adoption and KinGAP Support Services there are four functional areas: Adoption Subsidy Unit, Adoption Permanency Monitoring Unit, Kinship Guardianship Assistance Program (KinGAP) and Post Adoption Program. Additionally, as a recruitment resource for children in need of an adoptive resource, AKSS oversees the Wednesday's Child Program. The program is funded by a private grant through the Dave Thomas Foundation for Adoption.			
Adoption Permanency Monitoring Unit	Kim Halpern	212-442-0643	Kim.Halpern@acs.nyc.gov
The Adoption Permanency Monitoring Unit works closely with our foster care agencies and other key stakeholders to identify specific cases and agency trends in case practice that pose challenges to adoption finalizations. Technical assistance is provided, when necessary, to assist and address those barriers impeding the process. Every quarter, a spreadsheet of current freed children with a goal of adoption is provided to the agencies to focus efforts on moving these children to permanency. Along with the provider agencies and courts. The unit partners with the state to achieve adoption permanency.			
Adoption Subsidy	Jessica Castro	212-341-2731	Jessica.Castro@acs.nyc.gov
The Adoption Subsidy Unit is responsible for receiving and reviewing subsidy requests from prospective adoptive parents to ensure they meet the requirements for Adoption Subsidy. Applications are forwarded from the contract agency when the termination of rights have been filed or the child is freed for adoption and adoptively placed. Once all documents are received, ASRU reviews for subsidy eligibility and Title IV-E eligibility. If subsidy is approved, ASRU supervisor signs off and forwards to NYSOCFS for approval.			
Advocacy, Office of	Susan Sala Michael Arsham	917-551-7976 917-551-7967	Susan.Sala@acs.nyc.gov Michael.Arsham@acs.nyc.gov
The Office of Advocacy is a unit within ACS External Affairs that responds to the concerns of parents, youth, foster parents, and the general public about child welfare cases. Staff provide individual advocacy, ombudsman, and information and referral services to families served by the agency. We elevate systemic concerns with ACS leadership, and alert the administration to new or recurring issues and problems in the interests of continuous quality improvement. Office of Advocacy also oversees the participation of Parent Advocates in Initial Child Safety Conferences, citywide.			
Agency Program Assistance (APA)	Preventive Contact: Tanya Scott	212-442-5870	Tanya.Scott@acs.nyc.gov
	Foster Care Contact: B. Indira Ramsaroop	212-341-8956	Brahaspa.Ramsaroop@acs.nyc.gov
The Agency Program Assistance (APA) team's mission is to help improve the quality of services provided and the outcomes achieved by Children's Services provider agencies for New York City's children and families. Located within the Division of Policy, Planning and Measurement, the Agency Program Assistance (APA) unit is comprised of teams of performance monitors assigned to preventive and foster care providers. APA works collaboratively with both provider agencies and ACS stakeholders to improve performance. Through Collaborative Quality Improvement (CoQI) APA analyzes practice and outcome data collected to identify areas of strength and areas in need of improvement with each provider agency. APA works collaboratively with provider agencies throughout the CoQI cycle to develop priorities and Improvement plans. APA engages in ongoing and consistent dialogue with each provider agency regarding performance and progress on improvement plans.			
APPLA Monitoring Unit	Sophonie Taylor	212-676-6997	Sophonie.Taylor@acs.nyc.gov
The APPLA Monitoring Unit is responsible for tracking Preparing Youth for Adulthood (PYA) checklist submission. The unit performs random reviews assessing selected PYA transition plans (In-Care, Discharge and Supervision Until 21 checklists) completed by provider agencies for young people ages 17-21. Checklist documentation include: Housing; Health/Health Insurance; Educational/Vocational Opportunities; Employment Opportunities; Opportunities for Adult Permanency Resources; Continuing Support Systems and Vital Documents. The Unit meets on a quarterly basis with the provider community to report out on provider agency compliance ratings respectively; discuss provider agency challenges with checklist submission and provide technical assistance to improve permanency planning in order to impact positive outcomes for APPLA + youth transitioning to self-care.			



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Case Practice Consultation	Ina Mendez	212-341-0387	Ina.Mendez@acs.nyc.gov
ACS has established a new case consultation function within the Family Permanency Services Division to provide consultation, technical assistance and support to foster care agency staff on individual cases. This is a pilot program that will be implemented with 5 provider agencies. Currently 3 agencies (MercyFirst, Catholic Guardian Services, and Forestdale Inc.) have been engaged and 2 others will be selected. ACS Senior Practice Consultants (SPCs) will work directly and collaboratively with ACS' contracted foster care provider agencies to deepen and strengthen agency practice resulting in improved well-being, safety and permanency outcomes for children in foster care, reduced lengths of stay and rates of re-entry into foster care. Initially, the SPCs will focus on helping to find permanency for youth in care over 2 years.			
ACS' Senior Practice Consultation Team:			
Patricia Pryce: <b>Catholic Guardian Services</b> , Patricia.Pryce@acs.nyc.gov, ACS Office: 212-442-5236 (Thurs), ACS Cell: 347-415-7866 (Mon-Fri), Agency: 718-828-0300 x131 (Mon, Tues, Wed, Fri)			
Elisa Georges: <b>JCCA</b> , Elisa.Georges@acs.nyc.gov, ACS Office: 212-442-0719 (Thurs), ACS Cell : 646-872-7454 (Mon-Fri), Brooklyn Site: 718-758-7833 (Mon & Fri), Bronx Site: 718-742-8550 (Tues & Wed)			
Linda Catanzaro: <b>MercyFirst</b> , Linda.Catanzaro@acs.nyc.gov, ACS Office: 212-442-0642 (Thurs), ACS Cell: 347-844-3062 (Mon-Fri), Agency: 718-232-1500 x2277 (Mon, Tues, Wed, Fri)			
Lorna Bailey: <b>SCO (Queens Site Only)</b> , Lorna.Bailey@acs.nyc.gov, ACS Office: 212-341-3324 (Thurs), ACS Cell: 646-784-1069 (Mon-Fri), Agency: 718-674-7707 (Mon, Tues, Wed, Fri)			
Gladys Screen: <b>SCO</b> , Gladys.Screen@acs.nyc.gov, ACS Office: 212-341-0722 (Thurs), ACS Cell: 917-583-4532 (Mon-Fri), Brooklyn Site: 718-935-9466 (Fri), Queens Site: 917-583-4532 (Mon, Tues, Wed)			
Sonia Michel: <b>St. Dominic's</b> , Sonia.Michel@acs.nyc.gov, ACS Office: 212-676-6575 (Thurs), ACS Cell: 917-697-3302 (Mon-Fri), Agency: 917-645-9100 x8509 (Mon, Tues, Wed, Fri)			
Child and Family Health, Office of (OCFH) *=Part of Department	Angel Mendoza, MD, Agency Medical Director	212-341-2660	Angel.Mendozajr.@acs.nyc.gov
The Office of Child & Family Health (OCFH) is charged with ensuring all foster children served by Children's Services have access to physical and mental/behavioral health care that is comprehensive, appropriate and in line with current best practice standards. It also provides that medical lens to support DCP, FPS, DYFJ and DPS in their assessment and practice. OCFH delivers direct medical services to children entering foster care, offers individual case consultations and training to ACS staff and foster care agencies on a variety of health-related topics, conducts research and provides clinical expertise in developing health and mental health policies that support best case practice. Dr. Angel Mendoza, Agency Medical Director, oversees the overall functioning of the Program.			
*Children with Special and Exceptional Needs Unit (CSEN)	Yelena Gladkova, Director of Clinical Programs and Services	212-341-3165	Yelena.Gladkova@acs.nyc.gov
The CSEN Unit assists foster care agencies and foster care parents to obtain reimbursement rates for children who have heightened physical and/or mental health needs. It reviews for approval special and exceptional rate requests that agencies submit, taking into account the child's medical, psychiatric, psychological or behavioral condition.			
*Developmental Disabilities Unit (DD Unit)	Yolanda Dillard, Director	212-442-2081	Yolanda.Dillard@acs.nyc.gov
The Developmental Disabilities Unit enables ACS to coordinate efforts for providing supports, services and appropriate planning for children in foster care with developmental disabilities. The Unit outreaches daily to case planners, preventive agencies, CPS workers, provides case specific consultation, training on developmental disabilities, and establishes linkages to local community resources and services. The unit provides free psychological testing to children in foster care suspected of having a developmental disability and parents with suspected cognitive limitations. The DD Unit is the point of access for referrals for state OPWDD services and maintains the ACS/OPWDD Waitlist.			
*Medical Audit Unit	Yelena Gladkova, Director of Clinical Programs and Services	212-341-3165	Yelena.Gladkova@acs.nyc.gov
	Monica DiGrado, Assistant Director of Clinical Programs and Services	212-788-5517	Monica.Digrado@acs.nyc.gov
The Medical Audit Unit reviews foster care medical records to ensure compliance with the established health standards for children in foster care. It strives to ensure that all relevant ACS policies reflect the currently recognized best practices as identified by the American Academy of Pediatrics and other entities.			

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<b>*Medical Consent Unit</b>	Yelena Gladkova, Director of Clinical Programs and Services	212-341-3165	Yelena.Gladkova@acs.nyc.gov
	Nonceba Lubanga	212-341-2765	Nonceba.Lubanga@acs.nyc.gov
The <b>Medical Consent Unit</b> works closely with the foster care agencies, DCP, and the ACS Office of General Counsel to ensure children placed under Article 10 receive essential medical treatment when biological parents disagree, or are unable or unwilling to provide consent. It determines whether the proposed treatment is medically appropriate when seeking parental override, and reviews transfer applications of medically fragile children to skilled nursing facilities. The Unit provides support to the Special Care unit during SPRs and discharge planning of cases of children in skilled nursing facilities.			
<b>*Medical Consultation Program</b>	Melissa Nieman, Coordinator	212-562-7976	Melissa.Nieman@acs.nyc.gov Melissa.Nieman@nychhc.org
The <b>Medical Consultation Program</b> assists the Child Protective Specialists in their assessment of family functioning in regard to medical needs. They allocate medical resources, contact medical providers, and assist in building linkages to external partners in health care. The Medical Consultants are Nurse Practitioners with clinical experience in medical diagnoses, medications, and treatment, and are experts in child development and medical issues. The medical consultation program works collaboratively with the Clinical Consultation program and supports ACS' child protection staff in their decision-making surrounding issues of Medical, Mental Health, Domestic/Intimate Partner Violence, and Substance Use Disorder.			
<b>*Mental Health Coordination Unit (MHCU)</b>	Gita Thadhani, DSW Director	212-341-2671	Gitanjali.Thadhani@acs.nyc.gov
The <b>Mental Health Coordination Unit</b> is responsible to track psychiatrically hospitalized children in foster care and provides mental health technical assistance to case planners as requested. The three criteria for <b>MHCU</b> eligibility are: A child is in ACS Custody, under age 18, and is admitted to an acute psychiatric inpatient unit (not an Emergency Room, Children's Comprehensive Psychiatric Emergency Program, Extended Observation Bed, State hospital, or 21-day Crisis Respite Program). <b>MHCU</b> must be notified of acute inpatient psychiatric admissions and discharges within 24 hours. The unit works closely with case planning teams, acute hospitals that have inpatient child and adolescent psychiatric units, and OMH.			
<b>*Pediatric AIDS (PAU)</b>	Albana Xhafa	212-513-1425	Albana.Xhafa@acs.nyc.gov
The <b>PAU</b> offers technical assistance to foster care agencies with issues relating to HIV. It provides consents for HIV testing for Article 10 children following ACS and state regulations, tracks test results and medical information on all HIV-infected children and perinatal exposed infants. The <b>PAU</b> delivers formal training and phone consultations to ACS and foster care agency staff on HIV risk assessment, testing and confidentiality, and ensures that HIV prevention strategies shared among foster care constituents are appropriate and based upon current best practice guidelines.			
<b>*Pre-Placement Nursing Services</b>	Monique Richards, MD, Pre-Placement Medical Director	646-935-1377	Monique.Richards@acs.nyc.gov
Nursing Services is responsible for the day-to-day nursing functions of the 24/7 operations at the Children's Center pre-placement, and the borough office medical units in the Bronx, Queens, and Brooklyn. This program provides complete physical assessments for all children entering foster care and direct primary care, and conducts medical case management of children residing at the Children's Center.			
<b>*Psychiatric and Behavioral Health Unit</b>	Suchet Rao, MD, Medical Director Psychiatry and Behavioral Health	212- 676-6814	Suchet.Rao@acs.nyc.gov (preferred)
Under the supervision of the Medical Director of <b>Psychiatric and Behavioral Health</b> , the unit reviews override requests for consent for psychiatric medication, psychiatric hospitalizations, psychiatric and psychological evaluations, therapy and other mental health treatments or interventions when parents do not provide consent. In addition, the unit provides consultation on any concerns pertaining to the psychiatric or mental health care of children in the ACS system. The unit also provides psychiatric evaluations and care for children at the Children's Center: is initiating projects to improve the psychiatric and mental health care of foster children in the community; and providing training both within ACS and to outside agencies.			

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<b>Child Care Referrals for Children Placed in Foster Care</b>	Sheryl Watson	212-676-6639	Sheryl.Watson@acs.nyc.gov Fps.childcarereferral@acs.nyc.gov
The unit works with the foster care agencies to submit referrals to Early Childcare and Education (ECE) for children in care when the foster parent is working. There is a simple form that captures the pertinent information needed by ECE to find a placement for a child 3 years old or younger. Children 4 and older are captured by universal pre-K services.			
<b>Children's Center</b>	Rebecca Chew David Bauer	646-935-1499 646-935-1719	Rebecca.Chew@acs.nyc.gov David.Bauer@acs.nyc.gov
<p>The <b>Nicholas Scoppetta Children's Center</b> operates 24/7 and serves vulnerable children and youth who have experienced the trauma of abuse and neglect and removal from their families. Our mission is to provide a temporary living environment that is non-judgmental, supportive, caring, and structured that strives to heal past and ongoing trauma. Our vision is that children and youth will be prepared to transition to placement or achieve permanency after their stay at the Children's Center. <b>Pre-Placement Services (PPS)</b> consists of an interdisciplinary team who provide trauma-informed direct care, therapeutic programming, medical and clinical services to children and youth residing at Children's Center. <b>Placement Stability Operations</b> ensures all collaborative assessments of the overall needs of children and link to provide for the most appropriate services.</p> <p>For assistance, please see the contact information for <b>PPS</b> below:</p> <ul style="list-style-type: none"><li>• <b>Dr. Katia Pierre, Senior Director for Operations: 646-935-1533</b></li><li>• <b>Executive Director of Social Work/Placement Stability Unit: Dr. Michele Brown: 646-935-1396</b></li><li>• <b>Mental Health Service (NYU/Bellevue): Dr. Patrick Heppell: 646-935-1443</b></li><li>• <b>PPS Intake: 646-935-1363 or 1411</b></li><li>• <b>PPS Supervisors/Managers: 646-935-8626 or 1496 or 1597 or 3413</b></li><li>• <b>PPS Medical Unit: 646-935-1534/1536</b></li><li>• <b>Placement Stability Executive Director – Dr. Michele Brown: 646-935-1396</b></li></ul>			
<b>Child Trafficking Prevention and Policy, Office of (OCTPP)</b>	Selina Higgins, LCSW-R Executive Director	917-769-1987 for emergencies. Otherwise, send email, especially for case inquiries.	Selina.Higgins@acs.nyc.gov  Child.Trafficking@acs.nyc.gov (cases)  CTDB@acs.nyc.gov (database screenings)  Traffickingtraining@acs.nyc.gov (training)  Child.tattoo.removal@acs.nyc.gov (tattoo removals)
<p>ACS' <b>Office of Child Trafficking Prevention and Policy (OCTPP)</b> coordinates all aspects of ACS' policy and practice concerning children involved in human trafficking and commercial sexual exploitation, including prevention, identification, and service provision. OCTPP also:</p> <ul style="list-style-type: none"><li>• Manages the NYC Safe Harbour Program</li><li>• Administrates grants received by ACS for work with trafficked and at-risk children</li><li>• Develops and implements trainings on child trafficking</li><li>• Provides technical support, guidance and resource referrals</li><li>• Manages ACS' Child Trafficking Database (the electronic application for the mandated OCFS sex trafficking screenings)</li><li>• Provides referrals to medical professionals for free tattoo removal for trafficked or gang involved youth through its "Movin' On": The NYC Child Tattoo Eradication Project.</li></ul> <p>For all case notifications or questions about trafficked children, email <a href="mailto:Child.trafficking@acs.nyc.gov">Child.trafficking@acs.nyc.gov</a> For all inquiries and issues about the ACS Child Trafficking Database (CTDB), email <a href="mailto:CTDB@acs.nyc.gov">CTDB@acs.nyc.gov</a> For all training inquiries and requests, email <a href="mailto:Traffickingtraining@acs.nyc.gov">Traffickingtraining@acs.nyc.gov</a> For all tattoo removal requests, email <a href="mailto:Child.tattoo.removal@acs.nyc.gov">Child.tattoo.removal@acs.nyc.gov</a></p>			



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Program	Contact	Telephone No.	E-mail
<b>Child Welfare Support Services (CWSS)</b> <i>*=Part of Department</i>	Shanelle Bolton, Acting Associate Commissioner	212-341-3483	Shanelle.Bolton@acs.nyc.gov
	Jacqueline Jeffrey, Assistant Commissioner	212-341-2776	Jacqueline.Jeffrey@acs.nyc.gov
<b>*Clinical Consultation Program</b>	Michael Hernandez, Director	212-341-8940	Michael.Hernandez@acs.nyc.gov
<p>As part of the Division of Child Protection (DCP), the <b>Clinical Consultation Program (CCP)</b> offers clinical expertise and service referrals for the ACS Divisions of Child Protection, Preventive Services, and Foster Care. Providing a therapeutic perspective influenced by best practices in clinical decision-making, the <b>CCP</b> provides clinical mental health expertise in five fields of practice including, Mental Health, Domestic Violence, Substance Use Disorders, Early Childhood Mental Health, and Adolescent Mental Health.</p> <p>The <b>Clinical Consultation Program</b> hopes to partner with the child welfare continuum to build capacity, promote best practice, and enhance efforts to serve children and families through assessments, consultations, office-based trainings, and appropriate interventions.</p>			
<b>*Mental Health, Policy &amp; Planning Unit</b>	Nancy Chapman, Senior Advisor	212-442-8567	Nancy.Chapman@acs.nyc.gov
<p>This unit is responsible for promoting mental health best practice through technical assistance, training, case review, facilitation and support. The unit is also responsible for assessing mental health needs within the child welfare system and developing operational mechanisms, protocols and programs to address these needs, both within Children's Services and in collaboration with other governmental agencies. The unit also participates in the Office of Mental Health Pre-Admission Certification Committee (PACC) review meetings and provides technical assistance for this process. In addition, the New York Society for the Prevention of Cruelty to Children's (NYSPCC's) Crisis Debrief Program is facilitated by and processed through this unit. Staff Mindfulness sessions are offered on a regular basis.</p>			
<b>*Domestic Violence Practice, Policy &amp; Support (DVPP)</b>	Claudette Hall, Director	212-442-5528	Claudette.Hall@acs.nyc.gov
	Susan Clee, Assistant Director	212-341-2663	Susan.Clee@acs.nyc.gov
<p>This unit works to inform ACS services and practice so that families and children affected by domestic violence are identified and receive the services they need. <b>DVPP</b> supports capacity-building and adherence to best practice, and achieves its goals through consultation, technical assistance, training, inter- and intra-agency collaboration and community outreach. The unit develops policy, formulates practice guidelines and protocols, and works collaboratively within ACS and with external partners to identify and address and develop domestic violence policies, formulate practice guidelines and protocols, and inform best practice.</p>			
<b>*Substance Use Disorders</b>	Shernet Neufville-Gray, Director	212-341-3134	Shernet.Neufville-Gray@acs.nyc.gov
<p>This unit is responsible for creating and maintaining the on-going cross-systems collaboration with Provider Agencies, the Office of Alcoholism and Substance Abuse Services (OASAS) and the ACS Division of Child Protection to oversee the unique implementation of <b>Substance Use Disorders</b> screening, assessments and referral to treatment/treatment by CASACs in each of the ACS Borough Offices. We partner with Federal, State and City Agencies to expand the resources available to our staff and clients to assist with training, as well as engagement of clients so as to improve our outcomes with this population. The unit strives to support staff and families by bringing evidence-based practices in Substance Use Services to our client population in a way that improves client's show-rate for treatment and ultimately outcomes. We utilize data driven decision making to evaluate outcomes and plan for improvement.</p>			
<b>*Early Childhood Mental Health and Development</b>	Nancy Chapman, Senior Advisor	212-442-8567	Nancy.Chapman@acs.nyc.gov
<p>This unit provides technical assistance in the area of Early Childhood Development and Early Childhood Mental Health. There is a focus on the competencies necessary to understand, value and respect the unique and important growth of young children in their social and emotional development in the context of their parents/caretakers within child welfare. Inclusive of trauma treatment, dyadic therapies and related training.</p>			
<b>*Adolescent Mental Health and Development</b>	Michael Hernandez, Director	212-341-8940	Michael.Hernandez@acs.nyc.gov
<p>This unit provides technical assistance in the area of Adolescent Development and Adolescent Mental Health. It places focus on working with staff to provide resources that assist adolescents to achieve overall well-being, including mental, social, emotional, cognitive and physical wellness, setting them up for positive mental health outcomes in adulthood.</p>			

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College Room and Board – Exceptional Payment (CRB EP)	Phyllis Brodsky	212-341-3318	Phyllis.Brodsky@acs.nyc.gov
<p><b>College Room and Board – Exceptional Payment (CRB/EP)</b> provides payments for foster care youth, ages 21 -23, attending a college or university full-time, residing on or off-campus and in need of financial assistance for room and board. The CRB/EP unit also maintains on-going contact with each youth on a monthly basis. The CRB/EP unit also provides support and assists the youth with resources and services.</p> <p>The CRB/EP unit also processes Pass-Through Payments for foster care youth in need of temporary placement during school closures. The CRB/EP unit works collaboratively with foster care providers to ensure foster care homes are available for youth during all school closures.</p> <p>All referrals and requests are submitted to:</p> <ul style="list-style-type: none"><li>• acs.sm.FPS.CRBExceptionalPayment or <a href="mailto:CRBExceptionalPayment@acs.nyc.gov">CRBExceptionalPayment@acs.nyc.gov</a></li><li>• Be sure to cc: <a href="mailto:Phyllis.Brodsky@acs.nyc.gov">Phyllis.Brodsky@acs.nyc.gov</a></li></ul>			
<b>Community Engagement &amp; Partnerships, Office of (OCEP)</b> <ul style="list-style-type: none"><li>• <b>CCPs:</b></li><li>• <b>FECs:</b></li></ul>	<ul style="list-style-type: none"><li>• Nigel Nathaniel</li><li>• Crystal Young-Scott</li></ul>	<ul style="list-style-type: none"><li>212-393-5175</li><li>212-393-5176</li></ul>	<ul style="list-style-type: none"><li>OCEPMailbox@acs.nyc.gov</li><li>Nigel.Nathaniel@acs.nyc.gov</li><li>Crystal.Young-Scott@acs.nyc.gov</li></ul>
<p><b>The Office of Community Engagement &amp; Partnerships (OCEP)</b> oversees 11 Community Partnership Programs (CPP)s, which are local provider networks composed of organizations and leaders. ACS funds CPPs in 11 neighborhoods: Staten Island, Elmhurst, Jamaica, East New York, Bushwick, Bedford-Stuyvesant, East Flatbush, Hunts Point, Mott Haven, Highbridge and East Harlem. Membership ranges between 30 and 60 individuals. CPP members support each other by inviting speakers and making referrals across organizations. Their primary goal is to build a strong primary prevention network and strategy that increases overall child and family well-being. The work of the CPP is led by a small core staff who are supported by Community Ambassadors. All CPPs have regular, open meetings where the community is invited to learn about resources and work collaboratively on a primary prevention priority selected by the community. For more information regarding the CPPs or to attend a local CPP meeting, contact Director Nigel Nathaniel or email OCEP office.</p> <p><b>OCEP</b> also oversees three <b>Family Enrichment Centers (FEC)s</b>, which are warm, strength-based, home-like spaces where neighbors are able to connect, contribute to their community, find resources, support one another and build protective factors that help children and their families thrive. <b>FECs</b> are located in Highbridge, Hunts Point and East New York, are accessible and open to the community, free of charge. Referrals and appointments are not needed and there is no case management. A Parent Advisory Group works closely with the staff to help develop offerings for children and families such as movie night, computer classes, clothing drives, read-alouds, fathers’/men’s’ groups, family trips and a wide range of other community-designed activities that occur based on the community’s preferences. For more information regarding the <b>FECs</b> or to learn how to participate in an <b>FEC</b>, contact FEC Director Crystal Young-Scott at 212-393-5176; <a href="mailto:Crystal.Young-Scott@acs.nyc.gov">Crystal.Young-Scott@acs.nyc.gov</a> or email the OCEP office at <a href="mailto:OCEPMailbox@acs.nyc.gov">OCEPMailbox@acs.nyc.gov</a>.</p>			
Connections Mailboxes Systems Support Office (SSO)	SSO Mailbox	SSO Mailbox	fostercare@acs.nyc.gov
<p>In addition to the Communications Center, which is the single point of contact for resolving problems and concerns around systems and systems policy issues related to ACS Connections cases; <b>SSO</b> also facilitates the transfer of case management between IOC agencies and CPS &amp; FSU Units upon notification of a family court supervision order.</p>			
CCS 21+ (Continued Care and Support) Follow-up	Kathleen Owens	212-676-7397	Kathleen.Owens@acs.nyc.gov
<p>Reviews requests from provider agencies for <b>CCS 21+</b> for youth transitioning to adulthood, College Room and Board Exceptional Payments for 21+youth attending college, Non-safety Foster Boarding Home Exceptions to Policy and court-ordered exceptional payments for issues not included in the Special Payment Bulletin.</p>			
Corrective Action Monitoring Unit (CAMU)	Fabian Matthew	212-513-7686	Fabian.Matthew@acs.nyc.gov
<p><b>Corrective Action Monitoring Unit (CAMU):</b> At the conclusion of an investigation of a report made to the Statewide Central Register of Child Abuse and Maltreatment (SCR) involving a foster home or a child who is in foster care, the Office of Special Investigation (OSI) may create a corrective action plan (CAP) with recommendations for a foster care provider to enhance the safety and well-being of the child(ren) involved in the report. The Corrective Action Monitoring Unit (<b>CAMU</b>) monitors the progress the provider agencies are making in completing the CAP. The provider agencies are required to submit the CAP to the unit within 20 business days after receiving the CAP. <b>CAMU</b> will review and approve the submissions for compliance with the recommendations and work to resolve any outstanding issues. Our tracking is provided to PPM for use in the scorecard results of each agency.</p>			

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Crossover Youth Practice Model-CYPM- Raise the Age- Youth Justice (Detention & Corrections)	Patricia Bassy	212-513-0343	Patricia.Bassy@acs.nyc.gov
Assists and monitors crossover youth involved in both the foster care and juvenile/criminal justice systems. This unit ensures that a child welfare plan is in place for crossover youth in detention, placement or in the custody of the Department of Corrections (DOC), as well as ensuring the young person is being visited and has a transition plan in place for when they leave detention, placement or DOC custody.			
Diligent Search Unit (DSU)	Michelle Acevedo, DSU Supervisor	212-227-5777	Michelle.Acevedo@acs.nyc.gov  Diligent search requests should be submitted through the DSU Mailbox: acsdsu@acs.nyc.gov  Electronic request forms are available from agency liaisons or by contacting the DSU Mailbox.
The ACS Diligent Search Unit (DSU) helps locate both respondent and non-respondent parents as well as potential kinship resources for children in foster care. For foster care agencies, the DSU generally assists with diligent searches when agencies are attempting to locate family resources or as part of the TPR (Termination of Parental Rights) process. The DSU checks through a large number of databases, several of which are not available to most ACS/foster care agency staff.			
Dorm Project	Sonia Gonzalez Shirley Fonseca	212-676-9519 212-676-6526	Sonia.Gonzalez@acs.nyc.gov Shirley.Fonseca@acs.nyc.gov
The Dorm Project provides full tuition, room, and board scholarships to participants who are attending (or wish to attend) a CUNY college. Participants may attend any CUNY college and live year-round at dorm sites operated by Queens College, City College, or John Jay College. They receive 24/7 on-campus support services at the dorm site, including access to college success coaches, personalized tutoring, and social support with navigating college life. Youth in foster care in NYC who are current high school seniors, or who are currently attending a CUNY college, are eligible to apply. Applications are available at the following link: <a href="http://dormproject.org">dormproject.org</a>			
Educational Training Vouchers (ETV)	Phyllis Brodsky	212-341-3318	Phyllis.Brodsky@acs.nyc.gov
ETV is a federally funded program which provides youth attending college or a certified training program with up to \$5000 per year. When applying for ETV funds, the youth must be between the age of 17-20 when they first apply. These funds are available up until the youth's 23rd birthday, and can be used to help pay for tuition, student fees, room and board, books, supplies, etc. For more information about eligibility requirements and how to apply, please visit: <a href="http://www.fc2sprograms.org">www.fc2sprograms.org</a>			
Education and Employment Initiatives, Office of	Rachel Natelson, Exec. Dir. (Education)	212-442-4320	Rachel.Natelson@acs.nyc.gov
	Raymond Singleton, Asst. Commissioner (Employment)	212-442-3247	Raymond.Singleton@acs.nyc.gov
	Yurij Pawluk, Assoc. Commissioner	212-341-0977	Yurij.Pawluk@acs.nyc.gov
The Office of Education and Employment Initiatives supports training, technical assistance, and capacity building for education, employment, and college access programs. The office works with ACS providers and staff to ensure that children and youth receive the education, career and college readiness, employment, and supportive services they need.			
<b>Education:</b> The Office assists and supports administrative and casework staff on all educational matters for children and youth who are accessing services through ACS. They can be the subject of an active child protective investigation, receiving preventive services, or in foster care. The Office advises on issues related to all educational levels (from early childhood to post-secondary), including special education rights, educational record sharing, school stability planning, and alternative school placements for disengaged youth. The Office also oversees programs that promote readiness for and access to college and vocational training, including the <b>Dorm Project</b> (see separate entry above).			
<b>Employment:</b> The Office oversees, and offers ACS and agency staff information on, employment and workforce development programs aimed at youth in, and aging out of, foster care. These include career readiness initiatives; mentored, summer, and other internship programs; career-exploration and planning activities; employment opportunities; and a driver's education program.			

## ACS RESOURCES FOR FOSTER CARE PROVIDERS

Program	Contact	Telephone No.	E-mail
Education Funds provided by New Yorkers for Children (NYFC)	Phyllis Brodsky	212-341-3318	Phyllis.Brodsky@acs.nyc.gov
<ul style="list-style-type: none"><li><b>The Nick's Scholars Program</b> provides essential wraparound services in the form of financial, academic, and emotional support to help students succeed in college.</li><li><b>The Back to School Package</b> provides foster care youth in New York City, who are enrolled in college or an accredited vocational program, with up to \$2,500 in materials.</li><li><b>The NYFC Emergency Educational Fund</b> ensures that a youth continues with their education, without interruption, when an unforeseen circumstance or unusual financial emergency occurs.</li><li><b>The Spirit Award</b> is awarded to four young adults currently or formerly in foster care attending college full time and in their 3<sup>rd</sup> or 4<sup>th</sup> year.</li><li><b>Financial Empowerment Fund</b> helps ease the financial burden of pursuing a college education and to alleviate or prevent debt by connecting students to a Financial Coach. In order to qualify, a youth is currently or was formerly in foster care attending college full time and in their 3<sup>rd</sup> or 4<sup>th</sup> year. A youth can receive up to \$5,000.</li></ul>			
Family Court Legal Services (FCLS)	Alan Sputz, Deputy Commissioner	212-341-0972	Alan.Sputz@acs.nyc.gov
<p>The Division of <b>Family Court Legal Services (FCLS)</b> is responsible for representing Children's Services in child neglect and abuse cases, permanency hearings, other child welfare proceedings, and juvenile delinquency matters in the New York City Family Courts. <b>FCLS</b> attorneys work collaboratively with Child Protective Specialists, case planners, Permanency Planning Specialists and other child welfare and juvenile justice stakeholders to further the agency's mission on behalf of children, youth and families.</p> <p><b>Supervising Attorneys:</b> <b>Bronx:</b> Lauren Meller, 718-590-8481, Lauren.Meller@acs.nyc.gov <b>Brooklyn:</b> Cynthia Lopez, 718-802-2713, Cynthia.Lopez@acs.nyc.gov <b>Manhattan:</b> Peninna Oren, 212-788-1379, Peninna.Oren@acs.nyc.gov <b>Queens:</b> Lisa Rodin, 718-725-3000, Lisa.Rodin@acs.nyc.gov <b>Staten Island:</b> Kimberly Jones, 718-720-6026, Kimberly.Jones@acs.nyc.gov</p>			
Family Home Care Program	Martha Boomer, Assistant Commissioner	212-676-6800	Submit all documents the mailbox: HomeCarePrevFC@acs.nyc.gov
	Michele Napoleon, Deputy Director	212-341-3176	Ms. Taylor and her staff are the point of contact for foster care referrals.
	Angela Taylor, FHC Manager of Field Operations	212-676-6816	Fax: 212-676-9402  Original M11Qs must be submitted with the package within 10 days of the date of examination to complete the processing of the service request.
<ul style="list-style-type: none"><li><b>Home Attendant Services:</b> ACS, in conjunction with NYC Human Resources Administration offers <b>Home Attendant Services</b> to Medicaid eligible individuals who are incapacitated and might be institutionalized. <b>Home Attendant Services</b> provide personal care to adults and children whose personal care tasks can't be completely met by family due to medical needs.</li><li><b>Homemaking Services</b> are used temporarily when stress prevents primary caretakers from contributing to the developmental growth of their minor children or if parents or guardians possess poor parenting skills, are emotionally immature or incapable of coping with the care of their children without exposing these children to neglect or abuse. The homemaker provides services to the entire family.</li></ul>			



ACS RESOURCES FOR FOSTER CARE PROVIDERS

Program	Contact	Telephone No.	E-mail
Family Service Units (FSU)	Almarie Buddington, Assistant Commissioner	212-341-2811	Submit all documents to mailbox: Almarie.Buddington@acs.nyc.gov
<b>Division of Child Protection: Family Services- Court Order Supervisión</b> <b>Family Service Units (FSU)</b> are part of the Division of Child Protection, our mission promotes the ongoing assessment of child safety and wellbeing with the support of court ordered supervision intervention. <b>FSU</b> teams are responsible for maintaining at least two or more successful, purposeful familial contact and engagement each month. <b>FSU</b> educates and provides children and families with appropriate preventive and or community-based services, to support behavioral changes, strengthen parents and caretakers’ protective capacity and achieve family permanency. <b>FSU</b> maintains purposeful key collateral contacts to inform ongoing assessment, familial progress and service outcomes. FSU CM conducts Family Team Meetings and Conferences, attend court hearing and completes court reports. <b>FSU</b> team works closely with the parents, children and extended family, key collaterals contacts, FCLS, service providers, child welfare cross systems partners, Family and Criminal Court.			
DCP Family Service Units/ COS	Almarie Buddington Assistant Commissioner	212-341-2811	Submit all documents to mailbox: Almarie.Buddington@acs.nyc.gov
Central Office Support	FSU Strategic Planning and Implementation		
<b>Borough Based Leadership</b>			
Brooklyn East	Rodney Jackson Borough Commissioner	718-623-4975	Rodney.Jackson@acs.nyc.gov
	Martha Marcano DD	718-623-4862	Martha.Marcano@acs.nyc.gov
	Michael Dunbar FSU DD	718-623-4862	Michael.Dunbar@acs.nyc.gov
Brooklyn West	Joan Cleary Borough Commissioner	718-218-6215	Joan.Cleary@acs.nyc.gov
	Vivienne Grant FSU DD	718-623-4568	Vivienne.Grant@acs.nyc.gov
Bronx North	Lisa Bolling Borough Commissioner	718-239-5209	Lisa.Boilling@acs.nyc.gov
	Lisette Matos FDD	718-239-5213	Lisette.Matos@acs.nyc.gov
	Olga Laboriel FSU DD	718-239-5199	Olga.Laboriel@acs.nyc.gov
Bronx South	Lisette Estrella Borough Commissioner	718-933-1212	Lisette.Estrella@acs.nyc.gov
	Dwight Quamina FDD	718-933-7475	Dwight.Quamina@acs.nyc.gov
	Josephine Veloz	718-933-5367	Josephine.Veloz@acs.nyc.gov
Manhattan	Corinne Ross Borough Commissioner	212-289-2780	Corinne.Ross@acs.nyc.gov
	Frances Carrero FDD	212-410-6309	Frances.Carrero@acs.nyc.gov
	Feola Murray DD	212-289-4209	Feola.Murray@acs.nyc.gov
Queens	Marsha Kellam Borough Commissioner	718-557-1745	Marsha Kellam.acs.nyc.gov
	Taniya Mingo FDD	718-557-8964	Taniya Mingo@acs.nyc.gov
	Doris Avila DD	718-557-8988	Doris.Avila@acs.nyc.gov
Staten Island	Sandra Graydon-Long	718-720-2833	Sandra.Graydon-Long@acs.nyc.gov
	Natalya Litvinova	718-720-2708	Nataliya.Litvinova@acs.nyc.gov

# ACS RESOURCES FOR FOSTER CARE PROVIDERS

Program	Contact	Telephone No.	E-mail
<b>Family Team Conferencing (FTC)</b>	Beverly Ali, LMSW Assistant Commissioner	212-341-8979	Beverly.Ali@acs.nyc.gov
Engages family and stakeholders (foster parents, adoptive parents, child/youth, professionals and others) in making quality decisions related to child safety, placement (stability), well-being and permanency. ACS – <b>FTC</b> facilitates Placement Preservation/Disruption; Trial & Final Discharge; 12month Permanency Conferences and Pre-birth Planning Conferences. *OYS facilitates Goal Change to APPLA conferences.			
<b>FTC Borough Directors:</b>			
Sonia Tye-Santiago: <b>(Manhattan – South, Staten Island &amp; OSI)</b> , Office: 212-676-6477, Cell: 347-578-4134, Sonia.Tye-Santiago@acs.nyc.gov			
Judith Vassell-Mariette: <b>(Manhattan – North)</b> , Office: 212-676-6715, Cell: 347-844-3060, Judith.Vassell-Mariette@acs.nyc.gov			
Robert Martinez: <b>(Bronx – North &amp; Upstate)</b> , Office: 718-239-5421, Cell: 646-872-0957, Robert.Martinez@acs.nyc.gov			
Perpetua Igweatu: <b>(Bronx – South)</b> , Office: 718-933-1133, Cell: 929-271-6145, Perpetua.Igweatu@acs.nyc.gov			
Harry Comeau: <b>(Brooklyn– West)</b> , Office: 718-260-8566, Cell: 347-860-5090, Harry.Comeau@acs.nyc.gov			
<b>Covering:</b> Keeva Bragg <b>(Brooklyn– East)</b> , Office: 718- 348-8173, Cell: 646-599-6606, Keeva.Bragg@acs.nyc.gov			
Celeste Lucas Powers: <b>(Queens &amp; Long Island)</b> , Office: 718-725-4352, Cell: 917-716-2211, Celeste.LucasPowers@acs.nyc.gov			
Taryen Davidson: <b>(Queens)</b> , Office: 718-557-1768, Cell: 917-769-1975, Taryen.Davidson@acs.nyc.gov			
<b>Family Visiting/CHIPP</b>	Andrew Mandel	212-442-2124	Andrew.Mandel@acs.nyc.gov
<ul style="list-style-type: none"><li><b>Family Visiting Unit</b> provides training and technical assistance to improve policy and practice in the area of family visiting to provider agency staff, ACS staff, and other child welfare professionals. In addition, the <b>Family Visiting Unit</b> offers Visit Coaching training (supportive interactive model that empowers parents to have quality visits).</li><li><b>Children of Incarcerated Parents Program (CHIPP)</b> offers services, resources, and technical assistance to children, families, and service professionals in the child welfare and criminal justice systems in order to improve the experience of children and families involved with both systems. <b>CHIPP</b> works closely with foster care providers, ACS divisions, criminal justice departments, NYC Department of Corrections, State and Federal correctional facilities and other agencies and organizations, serving as a resource and liaison, facilitating communication, coordinating efforts, and forging partnerships.</li></ul>			
<b>Housing Academy Collaborative (HAC)</b>	Paul Williams	212-676-6779	Paul.Williams@acs.nyc.gov
<b>Housing Academy Collaborative (HAC)</b> was created in March of 2013 with two goals: to better prepare young adults to maintain long-term possession of NYCHA, and to help them obtain supportive housing when they transition from foster care. In addition, <b>HAC</b> provides one-on-one technical assistance in key areas of education, employment and medical/mental health. HAC collaborates with provider agency staff on youth preparedness services.			
<b>Housing Support and Services (HSS)</b>	Judi Trotter	212-341-3419	Judi.Trotter@acs.nyc.gov
<b>Housing Support and Services</b> is responsible for administering various housing services to families reunifying from foster care placement and families receiving contracted mandated preventive services to prevent their child(ren) from entering into the foster care system. Families reuniting from foster care are eligible to receive a priority housing status when applying for a NYCHA Public Housing apartment through the <b>HSS</b> unit. Reunifying families and families receiving contracted mandated preventive services are eligible for the ACS Housing Subsidy Program. The primary purpose of the ACS Housing Subsidy, which is calculated in part on the client's monthly rent charge, is to provide a time limit, financial supplement up-to \$300.00 monthly towards NYC market rate housing that lasts for a period up to 3 years or \$10,800, whichever comes first. The subsidy program provides for two special grants, each up to \$1800.00. One grant can be used towards rent or mortgage arrears and the other grant can be used towards costs associated with establishing an apartment; for foster care cases only, this special grant can also be utilized to purchase essential furniture.			

# ACS RESOURCES FOR FOSTER CARE PROVIDERS

Program	Contact	Telephone No.	E-mail
<b>Immigration Services and Language Access (ISLA)</b>	Elia Maritz, Esq. Director  Bojana Zezelj, Immigration Advocate	212-676-9008  212.676.9021	Elia.Maritz@acs.nyc.gov  Bojana.Zezelj@acs.nyc.gov Immigration Services for Youth in Care: sijs@acs.nyc.gov  For U-visa certifications write to: Uvisa@acs.nyc.gov
<b>ISLA</b> is responsible for: <ul style="list-style-type: none"><li>Implementing the <b>ACS Policy and Procedure on Special Immigrant Juvenile Status and Immigration Services</b>, which ensures that every child in ACS care is screened by their foster care agency for immigration legal needs and is referred to an immigration lawyer;</li><li>Responding to general questions about immigration law and policy;</li><li>Issuing <b>U-visa nonimmigrant status certifications</b> for victims of domestic violence and other crimes who assist ACS with child protective investigations.</li><li>Ensuring that ACS is addressing the city's immigrant and <b>Limited English Proficient (LEP)</b> populations unique needs, as identified by ACS community partners and provider agencies, ACS staff, and city government.</li></ul>			
<b>Implementation and Support, Office of</b>	Esther Ting	212-341-2858	Esther.Ting@acs.nyc.gov
The <b>Office of Implementation and Support</b> provides support to regular family foster care providers implement various permanency initiatives, special projects and evidence-based models outlined in the Foster Care Strategic Blueprint. Through analysis and use of data to support performance, the office provides technical assistance services to ACS' contracted foster care provider agencies to better achieve positive safety, well-being, and permanency outcomes for children in foster care and families. Additionally, the <b>Office of Implementation and Support</b> enhances the capacity of provider agencies to deliver comprehensive and robust services that meet the needs of children and families and align with the provider agencies' performance goals. Using an implementation science framework, the team supports the implementation and sustainability of various system reforms and evidence-based practices: <i>Child and Adolescents Needs and Strengths – New York</i> decision support tool, systemwide <i>case planner caseload and supervisory ratio reductions</i> , <i>Attachment and Biobehavioral Catch-up (ABC)</i> , <i>Parenting for Success (PFS)</i> , <i>KEEP</i> , <i>Parenting through Change (PTC)</i> and recently <i>Connect</i> . These interventions are core components of the ChildSuccess NYC and Strong Families NYC programs.			
<b>Independent Review</b>	Fayette Bennett	212-341-3239	Fayette.Bennett@acs.nyc.gov
Family Permanency Services-Provider Agency Collaboration and Engagement (FPS-PACE) is responsible for conducting <b>Independent Reviews</b> requested by Foster Parent(s). The New York State Regulations state the primary concern of the Independent Review is to determine if the removal of the child/(ren) was justified. The decision to remove or return a foster child/(ren) should be supported with considerations as to what is in the child/(ren)'s best interest. In some cases, decisions are made to support the agency, despite clear indications that removal was not warranted. In attempting to determine the justification for the removal and what is in the best interest of the child/(ren), the Independent Review Specialist considers many factors, including Safety & Risk Factors that exists.			
<b>Intensive Preventive Aftercare Services for Child Welfare (IPAS-CW Unit)</b>	Maria Vilme	212-341-0718	Maria.Vilme@acs.nyc.gov  IPAS-CW Mailbox: IPASCW@acs.nyc.gov
<b>IPAS-CW Unit - Intensive Preventive Aftercare Services (IPAS) for Child Welfare (CW) IPAS-CW</b> is a unit within the Office of Older Youth Services, Division of Family Permanency Services designated to provide technical assistance to residential care providers in support of timely permanency planning. The unit focuses on youth age 21 and under with a goal of Return to Parent (RTP) in residential care as a result of a child welfare placement. <b>IPAS-CW</b> is charged with: <ul style="list-style-type: none"><li>Supporting efforts to link youth/family to community-based wraparound supports to include Preventive Evidence-based referral and appropriate school setting.</li><li>Tracking permanency planning for all youth with a goal of RTP- ensuring timely reunification, transitioning older youth on a case-by-case basis and promoting movement to lower level of care from RTCs.</li><li>Providing case specific case consultation regarding treatment needs as it impacts permanency and facilitate ongoing dialogue with residential and preventive providers in support of eligibility and follow-up until completion of treatment.</li><li>Participating in quarterly preventive provider meetings to ensure ongoing collaborative efforts at the macro level.</li><li>Reaching out to the youth/family to provide further clarity and information regarding community-based supports.</li></ul>			

# ACS RESOURCES FOR FOSTER CARE PROVIDERS

Program	Contact	Telephone No.	E-mail
<b>Interjurisdictional Placement (ICPC)</b>	Carline Demaso	212-676-6897	Carline.Demaso@acs.nyc.gov
<p>The <b>Central Office of Interjurisdictional Placements (COIP)</b> provides guidelines and direction concerning inter-jurisdictional movements of children to and from New York City and provides resources, training, <b>ICPC</b> clinics and technical assistance to Children’s Services personnel, voluntary agency staff, attorneys and other individuals on current <b>ICPC</b> procedures.</p> <p>It processes requests from other jurisdictions for courtesy visits, home studies and supervision of resources that reside in New York City.</p> <p>COIP also completes the Title IV-E eligibility and financial/medical plan forms for all the contract agencies when they are preparing <b>ICPC</b> packages for submission to the NYS <b>ICPC</b> office.</p>			
<b>KinGAP Support Services (KinGAP)</b>	Bryan Hayes Jayme Steadman	212-442-2214 212-513-0927	Bryan.Hayes@acs.nyc.gov Jayme.Steadman@acs.nyc.gov
<p>The <b>Kinship Guardianship Assistance Program (KinGAP)</b> Unit focuses on supporting permanency for children and youth in foster care who can be discharged to a relative once reunification and adoption are not appropriate permanency options. The unit is responsible for processing <b>KinGAP</b> applications and subsidy agreements, training ACS and provider agency staff to increase their knowledge on the process, program guidelines and eligibility requirements, and assisting in addressing issues that may be a barrier to <b>KinGAP</b>.</p>			
<b>LGBTQ Office</b>	Denise Niewinski	212-393-5037	Denise.Niewinski@acs.nyc.gov
<p>The <b>LGBTQ Office</b> in the Division of Child and Family Well-Being, works to improve overall outcomes for lesbian, gay, bisexual, transgender and queer or questioning (<b>LGBTQ</b>) youth and adults, involved with the child welfare and juvenile justice systems. The Office creates policy guidance, develops and disseminates strategies for working with children and youth, helps collect data on the disproportional representation and experiences of <b>LGBTQ</b> youth, and provides technical assistance and case consultation to improve services, so that all young people are safe, respected and affirmed. The <b>LGBTQ</b> Office receives and tracks incident reports regarding violations of ACS’ policy of non-discrimination and works with internal divisions, as well as partner agencies, by providing guidance to improve best case practices and the lives of <b>LGBTQ</b> youth and families.</p> <p>For more about ACS’ <b>LGBTQ</b> Support visit the ACS website at <a href="http://www1.nyc.gov/site/acs/about/lgbtq-support.page">http://www1.nyc.gov/site/acs/about/lgbtq-support.page</a></p> <p>To contact the <b>LGBTQ</b> office, please send inquiries to <a href="mailto:lgbtq@acs.nyc.gov">lgbtq@acs.nyc.gov</a></p>			
<b>Medicaid Transition Unit</b>	Novena Riojas	212-341-8978	Novena.Riojas@acs.nyc.gov
<p>The <b>Medicaid Transition Unit</b> provides children who are final discharged from foster care with transitional Medicaid or community Medicaid depending on the age of final discharge of the child. Additionally, we activate community Medicaid and recertify Medicaid for adopted and guardianship children every year until the age of 18 or 21 years old depending on if they are basic, special or exceptional children. Also, the Medicaid Unit trouble shoot Medicaid issues for children who are in foster care.</p>			
<b>Missing Children’s Outreach Unit (MCOU)</b>	Maria Vilme Janice Ellison	212-341-0718 212-227-5017	Maria.Vilme@acs.nyc.gov Janice.Ellison@acs.nyc.gov Mailbox: MCOU@acs.nyc.gov
<p>Provides technical assistance to staff at the residential and foster boarding agencies by offering guidance on conducting diligent searches for youth who leave care without permission. This unit monitors the provider agencies adherence and compliance to the ACS ‘Children Missing from Foster Care Placement’ policy. The unit also assists with system cleanup.</p>			



## ACS RESOURCES FOR FOSTER CARE PROVIDERS

Program	Contact	Telephone No.	E-mail
<b>Parent Support &amp; Recruitment (PSR)</b>	Roberto Roman Linda White Trevor John	212-676-7572 212-442-4194 212-341-0410	Roberto.Roman@acs.nyc.gov Linda.White@acs.nyc.gov Trevor.John@acs.nyc.gov
<p><b>PSR</b> serves as the recruitment registration center of prospective foster and adoptive parents and assists those that call the WISH Recruitment Line in learning about the process in becoming a foster or adoptive family. Working with foster care agency partners, prospective parents attend an orientation session and begin the application and certification process. For those prospective parents that wish to adopt children, additional assistance is provided to them from <b>PSR's</b> WWK Adoption Recruiter.</p> <p>Aside from the WISH Line, <b>PSR</b> also receives inquiries from New York City's 311, AdoptUsKids and Meet Our Kids, and Wednesday's Child and are referred to contracted provider agencies to begin the certification process; those interested in adoption are explained they first must become a certified foster parent before they are able to become an adoptive parent. These inquiries are entered into the WISH database – a historical informational depository maintained by <b>PSR</b> to ease tracking.</p> <p>In addition to recruitment, <b>PSR</b> also provides operational support to the foster care agency partners to develop enhanced recruitment strategies and strengthen the available pool of families already licensed to foster and/or adopt children in need of a family in NYC. <b>PSR</b> coordinates annual events, such as the NFCAM Reception and Seminar, for foster parent support and other technical assistance. The unit also works with multiple community partnerships to strengthen their work around recruiting foster families for children and youth in their communities, as well as providing supportive networks to the foster/adoptive families willing to care for children and youth in a family-based setting.</p> <p><b>PSR</b> is also responsible in collecting data from all of the provider agencies recruitment efforts, certification process, annual foster parent re-certifications, and other important information needed by the administration.</p>			
<b>Person In Need of Supervision-PINS filing</b>	Patricia Bassy	212-513-0343	Patricia.Bassy@acs.nyc.gov
Filing extensions on placement for youth on a <b>PINS</b> petition and D-delinquency cases. Ensuring agency provides comprehensive status report for extensions.			
<b>Placement Administration, Office of (OPA)</b>	Andrew Mandel David Chambers  OPA/Hotline Intake:	212-442-2124 646-935-1484  212-966-8000	Andrew.Mandel@acs.nyc.gov David.Chambers@acs.nyc.gov
<p>The <b>Office of Placement Administration</b> is responsible for identifying timely and appropriate placements for children in foster care.</p> <p>The <b>Office of Placement Administration (OPA)</b> is identified as the sole source of referrals for foster care placement of children placed or remanded to the case and custody of ACS. OPA seeks placement for children in all five boroughs of New York City.</p>			
<b>Post Adoption</b>	Yvette Norman-Godreau	212-341-2832	Yvette.NormanGodreau@acs.nyc.gov
Reviews/processes <b>Post Adoption</b> subsidy application for change of payees in the event of Adoptive Parent(s) /guardian passes away and for post adoption Upgrade requests. Process suspensions/Lift of subsidy payments, completes Interstate Compact Adoption Medical Assistance for adoptive children outside the New York area and provides Title IV-E eligibility verifications. The <b>Post Adoption</b> advocacy unit focuses on the resolution of concerns/issues of the post adoption families and children through outreach and referrals for services.			
<b>Presumptive Budget Letter Requests</b>	Shamika Perkins	212-341-2806	Shamika.Perkins@acs.nyc.gov
<p><b>Presumptive Budget Letter Requests.</b> Many of our Youth between the ages of 18 and 21 are applying for NYCHA or NY/NYIII housing but they do not have a source of income in order for their applications to be processed. HRA will provide ACS with a <b>Presumptive Budget Letter</b> to use that states what the youth would receive if he or she were to apply for public assistance. NYCHA and NY/ NYIII are willing to accept this presumptive budget letter as a proposed source of income so that the housing application can move forward. The <b>Presumptive Budget Letter</b> is not an application for public assistance. Once the housing has been offered to the youth, and the youth has accepted the apartment, the youth must apply for public assistance if he or she is not working.</p>			

ACS RESOURCES FOR FOSTER CARE PROVIDERS

Program	Contact	Telephone No.	E-mail
Preventive Technical Assistance (OPTA)	Juliet Smith	For assistance contact the helpline at:  212-676-7667, or email	For all inquiries contact:  General Inquiries OPTA@acs.nyc.gov  Day Program request and inquiries email: DayProgramrequests@acs.nyc.gov  Interpretation services: OPTA@acs.nyc.gov  Childcare Services: DPS_OPTA.ChildcareReferral@acs.nyc.gov  DHS: PPRS-DHS@acs.nyc.gov  Service Termination Conference: acs.sm.DPS.STCOPTA STCCaseConcerns@acs.nyc.gov
The <b>OPTA</b> teams are available to answers calls five days a week (9am-5pm) from both Children's Services and provider agency staff to identify community-based resources for families, both within and outside the child welfare system. The <b>OPTA</b> teams also answer questions regarding Preventive Services available throughout the 5 boroughs.			
Re-Entry	Fayette Bennett Radashaday Hubbard	212-341-3239 212-442-0644	Fayette.Bennett@acs.nyc.gov Radashaday.Hubbard@acs.nyc.gov
Facilitates <b>Re-Entry</b> conferences with youth between the ages of 18-20 who meet the criteria to reenter foster care. Prepares a social worker assessment for Deputy Commissioner so that a decision can be made in reference to youth reentering or not reentering foster care. Follow-up and trouble shoot all reentry concerns: Like opening cases in Connections, working closely with FCLS Compliance Attorney to ensure that FCLS obtains necessary assessment for OTSC to be filed.			
Residential Care Related Issues	Sabine Chery	212-676-7025	Sabine.Chery@acs.nyc.gov Mailbox: OlderYouthSupport@acs.nyc.gov
Assisting with high level issues at the residential programs to formulate plan with the Provider Agencies and key stakeholders. Discussing concerns at residential programs and providing support for youth and agency as needed. Collaborating with other internal and external partners to support such high-level issues.			
SCR-Emergency Kinship Resources	Deborah Brooks	212-442-0793	Deborah.Brooks@acs.nyc.gov
<b>SCR-local (5 boroughs) Clearance for Emergency Kinship Placements-</b> ACS can provide a local clearance if an agency needs to do an emergency clearance of a kinship resourced for purposes of placing a child in the home. The clearance can only be completed on a resource who resides in one of the 5 boroughs. The agency must follow-up with a statewide clearance request to OCFS to obtain a clearance letter. Unit cannot clear someone who resides in another state or has a service history in another county outside of the 5 boroughs.			

# ACS RESOURCES FOR FOSTER CARE PROVIDERS

Program	Contact	Telephone No.	E-mail
Shared Response (OSR)	Fatima Robinson	212-676-7323 646-957-7840	Fatima.Robinson@acs.nyc.gov
	Neil Freedman	212-676-9271	Neil.Freedman@acs.nyc.gov
<p>The <b>Office of Shared Response (OSR)</b> is within the Division of Family Permanency Services (FPS); under the Provider Agency Collaboration and Engagement (PACE) unit. <b>OSR</b> is responsible for assessing and responding to critical incidents, fatalities, high-profile and media cases involving children and youth in foster care. <b>OSR</b> provides technical support, guidance and resources to foster care agencies to ensure all children and youth in foster care receive the best child welfare outcomes and quality of care. <b>OSR</b> provides technical assistance to Foster Care Provider Agencies to ensure that systems, problems, and inquiries receive helpful and effective responses. In addition, <b>OSR</b> maintains the Business Process Guide, which summarizes policies and procedures and outlines the roles and responsibilities of Foster Care Provider Agencies and NYC Children's Services.</p> <ul style="list-style-type: none"><li>o <b>Immediately submit all critical incidents to OSR's notification mailbox:</b><ul style="list-style-type: none"><li>• <b>acs.sm.FPS.Incident.Forms</b> (<a href="mailto:acs.sm.Incident.Forms@acs.nyc.gov">acs.sm.Incident.Forms@acs.nyc.gov</a>)</li><li>• Be sure to cc: Executive Director, Fatima Robinson</li><li>• Be sure to cc: The assigned OSR Director: Janet Dawoodi, Alicia Rooks, Ethan Leichter, Miranda Seaton, Dorothea Nicholas or Zaria Arazy</li></ul></li><li>o <b>Continuation of Care and Support Beyond Age 21 (CCS 21 +) unit</b> processes requests to allow youth to remain in foster care past age 21. The CCS 21 + unit ensures foster care youth have an appropriate discharge plan to successfully transition into adulthood.<ul style="list-style-type: none"><li>• <b>Submit all initial/extension requests to: acs.sm.FPS.CCS21 or <a href="mailto:FPS.CCS21@acs.nyc.gov">FPS.CCS21@acs.nyc.gov</a></b></li><li>• Be sure to cc: Director, Kathleen Owens (212-676-7397)</li></ul></li></ul>			
Special Investigations, Office of (OSI)	Maryann Ponton, Asst. Commissioner	212-442-6737	Maryann.Ponton@acs.nyc.gov
	Donett Huggins, Administrative Deputy	212-442-7776	Donett.Huggins@acs.nyc.gov
	Tracy Francis-Martin, Operational Deputy Director	212-442-7235	Tracy.Francis-Martin@acs.nyc.gov
<p><b>OSI</b> is an office within NYC ACS Division of Child Protection that conducts investigations of child abuse and maltreatment of children residing in foster care. This includes cases involving teen parents (who are in foster) as well as foster parents' own children. <b>OSI</b> also investigates allegations of child abuse and mal treatment against ACS' employees concerning their own children as well as child abuse and maltreatment involving children in non- residential day care settings.</p>			
Specialized Care Unit (SCU)	Edwina Ford	212-676-6771	Edwina.Ford@acs.nyc.gov
	Rosalind Hay-Stevens	212-676-6714	Rosalind.Hay-Stevens@acs.nyc.gov
<p>Maintains case planning and management for children in foster care with special needs who are residing in a long term and/or permanent clinical treatment setting, including facilities operated by the Office of Persons with Developmental Disabilities (OPWDD) and the Office of Mental Health (OMH).</p>			
Supervision Until 21	Sophonie Taylor	212-676-6997	Sophonie.Taylor@acs.nyc.gov
	Stephanie Alston	212-341-3349	Stephanie.Alston@acs.nyc.gov
	Uwaila Alonge	212-341-2915	Uwaila.Alonge@acs.nyc.gov Mailbox: OlderYouthSupport@acs.nyc.gov
<p><b>Supervision Until 21</b> - Monitors all APPLA youth final discharged from foster care until age 21. The supervision until 21 monitors maintain monthly contacts with the discharged youth, assisting them if necessary, to ensure that all services procured (Housing, Income, Permanent Adult Connections etc.) pre-discharged are maintained. As a pre-condition all APPLA youth discharging from foster are automatically eligible to participate though Supervision Until 21 remains a voluntary service. All APPLA youth can opt in or out at any time while remaining eligible for this supportive monitoring until their 21<sup>st</sup> birthday. Supervision until 21 monitors (ACS) complete a six-month supervision until 21 checklist which documents general well-being (every 6 months) until the participating youth reaches 21. Monthly contacts / outreach is conducted via telephone and/or face to face. Youth final discharged from foster care eligible for <b>SUP21</b> include those who are in the military, married and residing outside of New York state.</p>			
Supplemental Security Income (SSI) Advocacy Program	Beth Nitzberg	212-676-9041	Beth.Nitzberg@acs.nyc.gov
<p>The Administration for Children's Services has contracted with the Public Consulting Group (PCG) to provide Supplemental Security Income (<b>SSI</b>)/Title II Identification and Enrollment services for children and youth in care. <b>SSI</b>/Title II benefits are useful resources which assist ACS in off-setting the cost of care and subsequently provide on-going economic security for youth and children upon final discharge from foster care. In addition, the identification and enrollment work being undertaken by PCG will strengthen agency compliance with the federal Social Security Administration (SSA) rules and regulations.</p>			



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Technical Assistance and Support (OTAS)	Ina Mendez	212-341-0387	Ina.Mendez@acs.nyc.gov
The newly developed <b>Office of Technical Assistance and Support (OTAS)</b> provides technical assistance services to ACS' contracted foster care provider agencies to better achieve positive safety, well-being, and permanency outcomes for children in foster care and families. The Office is responsible for developing and implementing a new approach to providing program-level technical assistance that responds to macro-level practice challenges and systemic barriers to performance and enhances the capacity of provider agencies to deliver comprehensive and robust services that meet the needs of children and families and align with the provider agencies' performance goals.			
Teen Specialist Unit (TSU)	James Brock Harris	212-676-7500	JamesBrock.Harris@acs.nyc.gov Mailbox: acs.sm.tsu@acs.nyc.gov
The <b>Teen Specialist Unit (TSU)</b> partners with external experts, professionals and internal cross-divisional partners to promote services that will develop and enhance parenting capacity for expectant and parenting teens involved in our child welfare system as well as the well-being of their children. The goal of the unit is to reduce subsequent teen pregnancy rates and decrease reports of child abuse and neglect allegations when there are no clear safety concerns. <b>TSU</b> staff provides support to expectant and parenting teens at Family Team Conferences, works to build providers' expertise in youth and family engagement; as well as providing useful toolkits, workbooks, training materials and linkages to community base services. Promoting fatherhood inclusion and working with fathers around workforce, education and health.			
Vital Records	Sheryl Watson	212-676-6639	Sheryl.Watson@acs.nyc.gov Birth.request@acs.nyc.gov ssncards@acs.nyc.gov
<b>Vital Records/Foster Care Child Care Referrals</b> – The Unit assists the provider agencies in obtaining birth certificates, death certificates and social security cards for children in foster care. If the child is born outside of the city, the provider agency can send an e-mail to the birth certificate e-mail address detailing child's DOB and place of birth and the unit will provide information on specific documents and costs for the birth certificate and assist in obtaining the birth certificate from the other jurisdiction. Additionally, Foundling, Corrections and Delayed birth certificates are processed by this unit. To request a social security card for a youth in foster care, provider agency should send an e-mail to the social security e-mail address. Unit also processes child care referral forms for working foster parents who need child care for a child placed in their home. Both foster parents must be working if it is a 2-parent foster home. Exceptions to policy can be requested if medical documentation is submitted to support why the foster parent is not working, but still needs child care.			
Wednesday's Child	Sophia Brewer	212-676-8450	Sophia.Brewer@acs.nyc.gov
<b>Wednesday's Child</b> is a weekly segment of the news on WNBC Channel 4 that features a child or sibling group that needs an adoptive placement. The <b>Wednesday's Child</b> program is a partnership between the Dave Thomas Foundation for Adoption, the Administration for Children's Services, WNBC News Channel 4 and New Yorkers for Children.			
Wendy's Wonderful Kids	Edwin Medina	212-341-3344	Edwin.Medina@acs.nyc.gov
The <b>Wendy's Wonderful Kids</b> is a program that executes proactive child-focused recruitment strategies that focus exclusively on moving America's longest-waiting children from foster into adoptive homes. The strategies include developing relationships with children, diligently searching for families to adopt, building custom recruitment plans for each child, and preparing everyone for an adoption to ensure a family is formed forever. Every child deserves to live in a safe, loving and permanent family. No child should linger in foster care or leave the system at age 18 without a permanent family of his or her own. Unadoptable is unacceptable.			
Please send your referrals to the following address: <a href="mailto:WWK.Referral.Notification@acs.nyc.gov">WWK.Referral.Notification@acs.nyc.gov</a>			