

ACS RESOURCES FOR FOSTER CARE PROVIDERS

Program	Contact	Telephone No.	E-mail
Adoption and KinGAP Support Services	Fabian Matthew	212 -513-7686	Fabian.Matthew@acs.nyc.gov
<p>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 three functional areas: Adoption Subsidy Unit, Kinship Guardianship Assistance Program (KinGAP) and Post Adoption Program.</p>			
Adoption Subsidy	Lucretia McDowell	212-676-6942	Lucretia.McDowell@acs.nyc.gov
<p>The Adoption Subsidy Review 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.</p>			
Advocacy, Office of	Susan Sala	917-551-7976	Susan.Sala@acs.nyc.gov
	Michael Arsham	917-551-7967	Michael.Arsham@acs.nyc.gov
<p>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.</p>			
Agency Program Assistance (APA)	Preventive Contact: Yola A. Norville	212-676-6948	Yola.Norville@acs.nyc.gov
	Foster Care Contact: B. Indira Ramsaroop	212-341-8956	Brahaspa.Ramsaroop@acs.nyc.gov
	Close to Home Contact: Chris Tirado	212-442-8272	Christian.Tirado@acs.nyc.gov
<p>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 prevention and foster care and close to home 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.</p>			
APPLA Monitoring Unit	Sophonie Taylor	212-676-6997	Sophonie.Taylor@acs.nyc.gov
<p>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.</p>			

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Child and Family Health, Office of (OCFH) <i>*=Part of Department</i>	Angel Mendoza, MD, Chief Medical Officer	212-341-2660	Angel.Mendozajr.@acs.nyc.gov
<p>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.</p>			
*Children with Special and Exceptional Needs Unit (CSEN)	Yelena Gladkova, Senior Director of Clinical Programs and Services	212-341-3165	Yelena.Gladkova@acs.nyc.gov
<p>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.</p>			
*Developmental Disabilities Unit (DD Unit)	Angela Medina- Broddox, Director	212-442-7144	Angela.Medina-Broddox@acs.nyc.gov
<p>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 has expanded its reach to support parents with suspected cognitive limitations. Please contact us through our mailbox: DDUnit@acs.nyc.gov</p>			
*Medical Audit Unit	Yelena Gladkova, Senior Director of Clinical Programs and Services Monica DiGrado, Assistant Director of Clinical Programs and Services	212-341-3165 212-788-5517	Yelena.Gladkova@acs.nyc.gov Monica.Digrado@acs.nyc.gov
<p>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.</p>			

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*Medical Consent Unit	Yelena Gladkova, Senior Director of Clinical Programs and Services	212-341-3165	Yelena.Gladkova@acs.nyc.gov
	Nonceba Lubanga	212-341-2765	Nonceba.Lubanga@acs.nyc.gov
<p>The Medical Consent Unit 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.</p>			
*Medical Consultation Program	Melissa Nieman, Coordinator	212-562-7976	Melissa.Nieman@acs.nyc.gov Melissa.Nieman@nychhc.org
<p>The Medical Consultation Program 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.</p>			
*Mental Health Coordination Unit (MHCU)	Gita Thadhani, DSW Director	212-341-2671	Gitanjali.Thadhani@acs.nyc.gov
<p>The Mental Health Coordination Unit is responsible for tracking psychiatrically hospitalized children in foster care and providing assistance, guidance, advocacy, and support to case planners and provider agency staff during the inpatient stay. The three criteria for MHCU eligibility are: A child who is in the care and custody, or custody and guardianship of ACS (PINS and JD placement must be reported; PINS pre-dispositional placement and JD remand cases are not reportable), and under age 18, is hospitalized in an acute inpatient psychiatric inpatient unit (not an Emergency Room, Children's Comprehensive Psychiatric Emergency Program, Extended Observation Bed, State hospital, or 21-day Crisis/Community Respite Program). MHCU must be notified of acute inpatient psychiatric admissions and discharges within one business day. The unit works closely with case planning teams, acute hospitals that have inpatient child and adolescent psychiatric units, and OMH.</p>			
*Pre-Placement Medical Services	Monique Richards, MD. Pre-Placement Medical Director	646-935-1377	Monique.Richards@acs.nyc.gov
<p>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.</p>			
*Psychiatric and Behavioral Health Unit	Suchet Rao, MD, Medical Director Psychiatry and Behavioral Health	212- 676-6814	Suchet.Rao@acs.nyc.gov (preferred)
	Assistant Director, Jacqueline Penn, DO	646-935-7283	Jacqueline.Penn@acs.nyc.gov
<p>Under the supervision of the Medical Director of Psychiatric and Behavioral Health, 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.</p>			

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Program	Contact	Telephone No.	E-mail
Child Care Referrals for Children Placed in Foster Care	Marsha Y. Davis	212-341-3316	Marsha.Davis@acs.nyc.gov Fps.childcarereferral@acs.nyc.gov
<p>The unit works with the foster care agencies to submit referrals to Child and Family Well-Being (CFWB) for children in care when the foster parent is working. There is a simple form that captures the pertinent information needed by CFWB to find a placement for a child 3 years old or younger. Children 4 and older are captured by universal pre-K services.</p>			
Children’s Center	David Bauer	646-935-1719	David.Bauer@acs.nyc.gov

The **Nicholas Scoppetta Children’s Center** 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. **Pre-Placement Services (PPS)** 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**. **Placement Stability Unit** manages the contracted **Youth Reception Centers, Sheltering Arms Reception Center**.

For assistance, please see the contact information for **PPS** below:

- **Dr. Katia Pierre, Senior Director for Operations: 646-935-1533**
- **Executive Director of Social Work/Placement Stability Unit: Dr. Michele Brown: 646-935-1396**
- **Mental Health Service (NYU/Bellevue):**
- **PPS Intake: 646-935-1411**
- **PPS Supervisors/Managers: 646-935-8626 or 1496 or 1597 or 3413**
- **PPS Medical Unit: 646-935-1534/1536**

Agencies must submit documentation/replacement packet to: Replacement.Notification@acs.nyc.gov

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Program	Contact	Telephone No.	E-mail
Child Trafficking Prevention and Policy, Office of (OCTPP)	Selina Higgins, LCSW-R, Executive Director	For cases inquiries and trafficked youth notifications, email the Child Trafficking Mailbox at: Child.trafficking@acs.nyc.gov For emergencies: 917-769-1987 If a child is in immediate danger, call 911.	Selina.Higgins@acs.nyc.gov Child.Trafficking@acs.nyc.gov (cases) CTDB@acs.nyc.gov (database screening issues and questions) Traffickingtraining@acs.nyc.gov (training and groupwork inquiries) Child.tattoo.removal@acs.nyc.gov (tattoo removal requests) FGM@acs.nyc.gov (Female Genital Mutilation case notifications) Messenger@acs.nyc.gov (Credible Messenger presentations)

ACS' **Office of Child Trafficking Prevention and Policy (OCTPP)** coordinates all aspects of ACS and provider agency policy and practice concerning children involved in human trafficking and commercial sexual exploitation, including prevention, identification, service provision and training. OCTPP is the primary resource and first stop contact for work with all trafficked youth involved with any aspect of the NYC child welfare system. OCTPP also:

- Manages the NYC Safe Harbour Program
- Develops policies, procedures and tools for work with trafficked and at-risk youth
- Administrates grants received by ACS for work with trafficked and at-risk children
- Develops and implements trafficking awareness and prevention related trainings and events for professionals, youth and communities
- Provides technical support, guidance and resource referrals
- Manages ACS' Child Trafficking Database (the electronic application for the mandated OCFS sex trafficking screenings)
- 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.
- Provides a variety of therapeutic and trafficking awareness groupwork models for youth
- Manages the "Children are NOT for \$ale" Trafficking Awareness Campaign
- Manages "Here for You", the Trafficked Youth Credible Messenger Program

Contact:

For all case notifications or questions about trafficked children, email Child.trafficking@acs.nyc.gov For all inquiries and issues about the ACS Child Trafficking Database (CTDB), email CTDB@acs.nyc.gov For all training inquiries and requests, email Traffickingtraining@acs.nyc.gov
For all tattoo removal requests, email Child.tattoo.removal@acs.nyc.gov
For all Female Genital Mutilation/Cutting (FGM/C) case notifications, email FGM@acs.nyc.gov
For the Trafficking Credible Messenger Program, email Messenger@acs.nyc.gov

Resources:

ACS Trafficked Youth webpages with downloadable resources:

- **Trafficked Youth Overview Page:** <https://www1.nyc.gov/site/acs/youth/traffickedyouth.page>
- **Trafficked Youth Resources for Professionals Page:** <https://www1.nyc.gov/site/acs/about/child-trafficking/resources.page>
- **What to Do When Identifying a Trafficked Youth Page:** <https://www1.nyc.gov/site/acs/youth/identify.page>
- **Human Trafficking Virtual Resource Fair - provider information and links:** <https://www1.nyc.gov/site/acs/youth/virtualresourcefair.page>
- **For more information on tattoo removals for youth, watch:** <https://www.youtube.com/watch?v=NGUMtzipIo48>

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Program	Contact	Telephone No.	E-mail
Child Welfare Support Services (CWSS) *=Part of Department	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
*Clinical Consultation Program	Michael Hernandez, Director	212-341-8940	Michael.Hernandez@acs.nyc.gov
<p>As part of the Division of Child Protection (DCP), the Clinical Consultation Program (CCP) 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 CCP 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 Clinical Consultation Program 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>			
*Mental Health, Policy & Planning Unit	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 Residential Treatment Facility (RTF) Authorization Team review meetings and provides technical assistance for this process. The unit also participates in the ACS Multidisciplinary Team (MDT) Meetings as an Adolescent Specialist. In addition, the New York Society for the Prevention of Cruelty to Children's (NYSPCC's) Crisis Debrief and Crisis Grief Programs are facilitated by and processed through this unit.</p>			
*Domestic Violence Practice, Policy & Support (DVPP)	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. DVPP 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>			
*Substance Use Disorders	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 Substance Use Disorders 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>			
*Early Childhood Mental Health and Development	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>			
*Adolescent Mental Health and Development	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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Program	Contact	Telephone No.	E-mail
College Support Initiatives	Sonia Gonzalez	212-676-9519	Sonia.Gonzalez@acs.nyc.gov
<p>ACS provides a variety of supports for young people in foster care who are attending college. As of Fall 2022, a variety of programs - including College Room and Board, the Fostering College Success Initiative (also known as the "Dorm Project"), and Fostering College Success Stipend - are being re-imagined and streamlined to offer more options for young adults. The new, enhanced components of the College Support Initiative are as follows:</p> <p>Coaching, Tutoring, and Career Counseling: Individual coaching, personalized tutoring, career advising, and social support with navigating college life are provided to college students in both virtual and in-person formats. Students attending CUNY, SUNY and other Colleges / Universities within New York State, as well as outside New York are eligible to participate.</p> <p>Housing and Board: Eligible students attending a college or university within New York City can have housing expenses related to living in a dorm covered; several options are available. Eligible students attending an institution outside NYC can have dorm or appropriate apartment expenses covered. Eligible students attending an institution outside NYC can have dorm or appropriate apartment expenses covered. All eligible students can also have food expenses covered, either through a college / university meal plan if their financial aid funding covers the cost of a meal or through an enhancement to their daily stipend.</p> <p>Stipend: Eligible college students receive a \$60 per-day stipend for college related expenses and meals. Stipend funding is distributed to foster care agencies on a monthly basis, and agencies allocate stipend funds to participants on a weekly basis.</p> <p>Tuition and Fees: Eligible students can have tuition and related fees/costs not covered by financial aid paid for by ACS, subject to certain limits/restrictions.</p> <p>All of the above programs have eligibility criteria as well as additional guidelines as to how much funding is available and under what circumstances. Those seeking to learn more are welcome and encouraged to contact Sonia Gonzalez at Sonia.Gonzalez@acs.nyc.gov</p>			
Community Engagement & Partnerships, Office of (OCEP) <ul style="list-style-type: none"> • Community Partnerships: • Family Enrichment Centers (FECs): 	<ul style="list-style-type: none"> • Nigel Nathaniel • Crystal Young- Scott 	212-393-5175 917-921-5212	Nigel.Nathaniel@acs.nyc.gov Crystal.Young-Scott@acs.nyc.gov
<p>The Office of Community Engagement & Partnerships (OCEP) is part of ACS' Division of Child and Family Well-Being, which implements programs and strategies focused on primary prevention and child and family well-being as a way to reduce the potential need for child welfare system involvement. OCEP oversees two programs.</p> <p>First, the Community Partnerships, which are networks of local provider, community leaders, and residents. ACS funds Partnerships in 11 communities: Bushwick, Bedford-Stuyvesant, East Flatbush, East Harlem, East New York, Elmhurst, Jamaica, Highbridge, Hunts Point, Mott Haven, and St. George on Staten Island. Membership ranges between 30 to 60 organizations and community representatives. Partnership members share primary prevention resources, work to increase service referral and utilization, organize events to disseminate knowledge to community members, and support Community Ambassadors, who are residents with lived experience that contribute to Partnership governance and develop community-led projects that strengthen child and family well-being. In addition to Community Ambassadors, the work of each Partnership is led by a small core staff. All Partnerships have regular, open meetings where the community is invited to contribute to efforts, which focus on a priority area selected by the community. For more information regarding the Partnerships or to attend a Partnership meeting, contact Director Nigel Nathaniel or email the OCEP office at OCEPMailbox@acs.nyc.gov.</p>			
Connections			
<p>Technical Assistance for Connections Contact your assigned OCFS Implementation Support Specialist. A contact list of each district and agency's assigned implementation specialist can be found on the CONNECTIONS Internet site https://ocfs.ny.gov/connect/contact.asp.</p> <p>CNNX Error</p> <ul style="list-style-type: none"> • Phone: 844-891-1786 • Email: fixit@its.ny.gov <p>OCFS Training For training opportunities, to Register in STARS/HSLC, staff should contact their Training Coordinator and register via: https://www.hslcnys.org/hslc.</p> <p>Obtaining a Role Assignment All requests for role assignments from Providers must go to the following mailbox: Foster Care Providers: fostercare@acs.nyc.gov</p>			

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Program	Contact	Telephone No.	E-mail
Continuation of Care and Support Beyond Age 21 (CCS21+)	Miranda Seaton	212-442-0702	Miranda.Seaton@acs.nyc.gov
<p>Continuation of Care and Support Beyond Age 21 (CCS21+) unit processes requests to allow youth to remain in foster care past age 21 when they haven't secured housing. The CCS21+ unit ensures foster care youth have an appropriate discharge plan to successfully transition into adulthood.</p> <p>Submit all initial/extension requests to: acs.sm.FPS.CCS21 or FPS.CCS21@acs.nyc.gov Be sure to cc: Miranda.Seaton@acs.nyc.gov</p>			
Corrective Action Monitoring Unit (CAMU)	Edith Letamendi	212-341-3437	Edith.Letamendi@acs.nyc.gov
<p>Corrective Action Monitoring Unit (CAMU): 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 (CAMU) 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. CAMU 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>			
Crossover Youth Practice Model-CYPM- Raise the Age- Youth Justice (Detention & Corrections)	Patricia Bassy	212-513-0343	Patricia.Bassy@acs.nyc.gov
<p>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.</p>			
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.
<p>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.</p>			

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Program	Contact	Telephone No.	E-mail
Education and Employment Initiatives, Office of	Chris Tan, Assistant Commissioner (Education)	212-341-3272	Christopher.Tan@acs.nyc.gov
	Raymond Singleton, Assistant Commissioner (Employment)	212-442-3247	Raymond.Singleton@acs.nyc.gov
<p>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.</p> <p>Education: 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. Please see the "College Support Initiatives" entry in this guide.</p> <p>Employment: 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.</p>			
Education and Training Vouchers (ETV)	Sonia Gonzalez	212-676-9519	Sonia.Gonzalez@acs.nyc.gov
<p>ETV is a federally funded program that provides youth attending college or a certified training program with up to \$5000 per year to support their studies. To be eligible, 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: Welfare Research Institute in Albany, NY Website: NYS Education and Training Voucher Program (smapply.org) https://etv-nys.smapply.org/</p>			
Education Funds provided by New Yorkers for Children (NYFC)	Sonia Gonzalez	212-676-9519	Sonia.Gonzalez@acs.nyc.gov
<ul style="list-style-type: none"> • <u>The Nick's Scholars Program</u> provides essential wraparound services in the form of financial, academic, and emotional support to help students succeed in college. • <u>The Back to School Package Program</u> provides New York City youth in care, who are enrolled in college or an accredited vocational program, with resources they need to succeed in school, including a laptop computer and gift cards to cover textbooks and other educational expenses. • <u>The NYFC Emergency Educational Fund</u> ensures that a youth continues with their education, without interruption, when an unforeseen circumstance or unusual financial emergency occurs. • <u>The Spirit Award</u> is awarded to four young adults currently or formerly in foster care attending college full time and in their third or fourth year. • <u>Financial Empowerment Fund</u> 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 must be a third or fourth year, full time college student with foster care involvement (past or current). A youth can receive up to \$5,000. 			

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Program	Contact	Telephone No.	E-mail
Family Court Legal Services (FCLS)	Alan Sputz, Deputy Commissioner	212-341-0972	Alan.Sputz@acs.nyc.gov
<p>The Division of Family Court Legal Services (FCLS) 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. FCLS 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>Borough Chiefs:</p> <p>Bronx: Lauren Meller, 718-590-8481, Lauren.Meller@acs.nyc.gov Brooklyn: Oran Nembhard, 718-802-2924, Oran.Nembhard@acs.nyc.gov Manhattan: Peninna Oren, 212-788-1379, Peninna.Oren@acs.nyc.gov Queens: Lisa Rodin, 718-725-3000, Lisa.Rodin@acs.nyc.gov Staten Island: Kimberly.Jones, 718-720-6026, Kimberly.Jones@acs.nyc.gov</p>			
Family Home Care Program	Martha Boomer, Assistant Commissioner Michele Napoleon, Deputy Director Angela Taylor, FHC Manager of Field Operations	212-676-6800 212-341-3176 212-676-6816	Submit all documents the mailbox: HomeCarePrevFC@acs.nyc.gov Ms. Taylor and her staff are the point of contact for foster care referrals. 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"> • Home Attendant Services: ACS, in conjunction with NYC Human Resources Administration offers Home Attendant Services to Medicaid eligible individuals who are incapacitated and might be institutionalized. Home Attendant Services provide personal care to adults and children whose personal care tasks can’t be completely met by family due to medical needs. • Homemaking Services 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. 			

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
	Crystal Dougherty, Acting Executive Deputy Director	212-788-9664	Crystal.Dougherty@acs.nyc.gov
<p>Division of Child Protection: Family Services - Court Order Supervision</p> <p>Family Service Units (FSU) 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. FSU teams are responsible for maintaining at least two or more successful, purposeful familial contact and engagement each month. FSU 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. FSU 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. FSU 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.</p>			
DCP Family Service Units/ COS	Almarie Buddington Assistant Commissioner FSU Strategic Planning and Implementation	212-341-2811	Submit all documents to mailbox: Almarie.Buddington@acs.nyc.gov
Central Office Support	Crystal Dougherty Acting Executive Deputy Director	212-788-6694	Crystal.Dougherty@acs.nyc.gov
Borough Based Leadership	Wendy Brown Borough Commissioner	718-623-4975	Wendy.Brown@acs.nyc.gov
Brooklyn East	Martha Marcano DD Michael Dunbar FSU DD	718-623-4862 718-623-4862	Martha.Marcano@acs.nyc.gov Michael.Dunbar@acs.nyc.gov
Brooklyn West	Joan Cleary Borough Commissioner Mitchell Walker FDD Vivienne Grant FSU DD	718-218-6215 718-218-6349 718-623-4568	Joan.Cleary@acs.nyc.gov Mitchell.Walker@acs.nyc.gov Vivienne.Grant@acs.nyc.gov
Bronx North	Lisa Bolling Borough Commissioner Lisette Matos FDD Olga Laboriel FSU DD	718-239-5209 718-239-5213 718-239-5199	Lisa.Boilling@acs.nyc.gov Lisette.Matos@acs.nyc.gov Olga.Laboriel@acs.nyc.gov
Bronx South	Lissette Estrella Borough Commissioner Dwight Quamina FDD Josephine Veloz	718-933-1212 718-933-7475 718-933-5367	Lissette.Estrella@acs.nyc.gov Dwight.Quamina@acs.nyc.gov Josephine.Veloz@acs.nyc.gov
Manhattan	Corinne Ross Borough Commissioner Frances Carrero FDD Feola Murray DD	212-289-2780 212-410-6309 212-289-4209	Corinne.Ross@acs.nyc.gov Frances.Carrero@acs.nyc.gov Feola.Murray@acs.nyc.gov
Queens	Marsha Kellam Borough Commissioner Taniya Mingo FDD Doris Avila DD	718-557-1745 718-557-8964 718-557-8988	Marsha.Kellam@acs.nyc.gov Taniya.Mingo@acs.nyc.gov Doris.Avila@acs.nyc.gov
Staten Island	Sandra Graydon-Long Natalya Litvinova FDD Sarah Dudley FSU DD	718-720-2833 718-720-2708 718-720-2712	Sandra.GraydonLong@acs.nyc.gov Nataliya.Litvinova@acs.nyc.gov Sarah.Dudley@acs.nyc.gov

ACS RESOURCES FOR FOSTER CARE PROVIDERS

Program	Contact	Telephone No.	E-mail
Family Team Conferencing (DCP, DPS & FPS)			
<p>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 –FTC facilitates Placement Preservation/Disruption; Trial & Final Discharge; 12month Permanency Conferences and Pre-birth Planning Conferences. *OYS facilitates Goal Change to APPLA conferences.</p>			
<p>Division of Child Protection: Beverly Ali, LMSW Assistant Commissioner, DCP Beverly.Ali@acs.nyc.gov</p> <p>DCP Borough Directors:</p> <p>Dale Baker: (Manhattan-South, Manhattan-North, Staten Island & OSI), Office: 718-518-7137, Cell: 347-415-7579 Dale.Baker@acs.nyc.gov</p> <p>Perpetua Igweatu: (Bronx-North, Bronx-South & Upstate, Office: 718-933-1133, Cell: 929-271-6145 Perpetua.Igweatu@acs.nyc.gov</p> <p>Debbie Fraser: (Brooklyn-East & West), Office: 718-623-4965, Cell: 646-532-9509 Debbie.Fraser@acs.nyc.gov</p> <p>Taryen Davidson: (Queens & Long Island), Office: 718-557-1768, Cell: 917-769-1975 Taryen.Davidson@acs.nyc.gov</p>			
<p>Division of Prevention Services Celeste Lucas Powers, Assistant Commissioner, DPS Celeste.LucasPowers@acs.nyc.gov</p>			
Borough	Manager	Scheduler	
Bronx	Catrize Vega Catrize.Vega@acs.nyc.gov	Tanika Moore Tanika.Moore@acs.nyc.gov	
Brooklyn	Rhonda Sealey Rhonda.Sealey@acs.nyc.gov	Roxane Benjamin Roxane.Benjamin@acs.nyc.gov	
Manhattan	Yvette Rodgers Yvette.Rodgers@acs.nyc.gov	Lenore Hurdle Lenore.Hurdle@acs.nyc.gov	
Queens	Adeyinka Adeniran Adeyinka.Adeniran@acs.nyc.gov	Lorna Etkins Lorna.Etkins@acs.nyc.gov	
Staten Island	Yvette Rodgers Yvette.Rodgers@acs.nyc.gov	Lenore Hurdle Lenore.Hurdle@acs.nyc.gov	
<p>Foster Care:</p> <p>Sonia Tye-Santiago, Borough Director, FPS Sonia.Tye-Santiago@acs.nyc.gov</p> <p>Patricia Bassy, Executive Director Patricia.Bassy@acs.nyc.gov</p>			
Borough	Manager	Scheduler	
Bronx North and Westchester	Aline Fertil-Monroe Aline.Fertil@acs.nyc.gov	Marcia Smith Marcia.Smith@acs.nyc.gov	
Brooklyn	Natasha Harding Natasha.Harding@acs.nyc.gov	Ramona Parilla Ramona.Parrilla@acs.nyc.gov	
Bronx South and Manhattan North	Francisco Guadamuz Francisco.Guadamuz@acs.nyc.gov	Leathene Molloy Leathene.Molloy@acs.nyc.gov	
Manhattan South and Staten Island	Laura Haynes-White Laura.White@acs.nyc.gov	Rosa Quinones Rosa.Quinones@acs.nyc.gov	
Queens	Fred Eirebamen Fred.Eirebamen@acs.nyc.gov	Marie Gilles Marie.Gilles@acs.nyc.gov	

Program	Contact	Telephone No.	E-mail
Family Visiting Unit / Children of Incarcerated Parents Program (CHIPP)	Andrew Mandel, Assistant Commissioner	212-442-0569	Andrew.Mandel@acs.nyc.gov
<ul style="list-style-type: none"> Family Visiting Unit 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 Family Visiting Unit offers Visit Coaching training (supportive interactive model that empowers parents to have quality visits). Children of Incarcerated Parents Program (CHIPP) 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. CHIPP 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. 			
First Star Academy (FSA)	Sonia Gonzalez	212-676-9519	Sonia.Gonzalez@acs.nyc.gov
<p>The First Star Academy (FSA) partners with child welfare agencies, universities, and school districts to ensure youth in care have the academic, life skills, and adult supports needed to transition to higher education and adulthood successfully. FSA provides year-round support services via monthly Saturday academies and a four-week college readiness program during the summer.</p> <p>For more information about FSA, including how to apply, contact Sonia.Gonzalez@acs.nyc.gov</p>			

ACS RESOURCES FOR FOSTER CARE PROVIDERS

Program	Contact	Telephone No.	E-mail
Housing Supports	Paul Williams, Director (Young Adults)	212 676-6779 Office 646-770-4979 Cell	Paul.Williams@acs.nyc.gov
	Judi Trotter, Director (Families)	212-341-3419 Office 212-676-2818 (Families Helpline)	Judi.Trotter@acs.nyc.gov
	Kenia Maldonado, Executive Director	212-676-6897 Office	Kenia.Maldonado@acs.nyc.gov
<p>ACS' Housing Team works to connect young adults and families with the resources they need to have safe and stable housing.</p> <p>Young Adults: The Housing Academy Collaborative helps young adults obtain and maintain permanent housing as they transition from foster care to adulthood. Options include NYCHA and supportive housing apartments, as well as vouchers that can be used to rent private apartments. Also offers trainings to young people that help equip them with the skills they need to live on their own.</p> <p>Families: The Housing Support and Services unit is responsible for administering various housing services to families re-unifying from foster care placement and families receiving contracted preventive mandated services to prevent their children 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 HSS unit. Reunifying families and families receiving contracted preventive mandated 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 limited, 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.</p>			
Immigration Services and Language Affairs (ISLA)	Lauren McSwain, Esq. Director	212-676-9008	Lauren.McSwain@acs.nyc.gov
	Bojana Zezelj, Program Manager	212.676.9021	Bojana.Zezelj@acs.nyc.gov
	Pedro Rodriguez, Language Access Contract Manager	212.676.6723	Pedro.Rodriguez@acs.nyc.gov
<p>Public Mailboxes:</p> <p>Immigration Services for Youth in Care: sijs@acs.nyc.gov</p> <p>For U-visa certifications write to: Uvisa@acs.nyc.gov</p> <p>Language Access questions write to: Language.access@acs.nyc.gov</p>			
<p>ISLA is responsible for:</p> <ul style="list-style-type: none"> • Implementing the ACS Policy and Procedure on Special Immigrant Juvenile Status and Immigration Services, 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; • Responding to general questions about immigration law and policy; • Issuing U-visa nonimmigrant status certifications for victims of domestic violence and other crimes who assist ACS with child protective investigations. • Ensuring that ACS is addressing the city's immigrant and Limited English Proficient (LEP) populations unique needs, as identified by ACS community partners and provider agencies, ACS staff, and city government. 			

ACS RESOURCES FOR FOSTER CARE PROVIDERS

Program	Contact	Telephone No.	E-mail
Implementation and Support, Office of	Wesley Santos Senior Director	212-676-7019	Wesley.Santos@acs.nyc.gov
<p>The Office of Implementation and Support 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 Office of Implementation and Support 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 Adolescent 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>Partnering 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.</p>			
Independent Review	Fayette Bennett	212-341-3239	Fayette.Bennett@acs.nyc.gov
<p>Family Permanency Services-Provider Agency Collaboration and Engagement (FPS-PACE) is responsible for conducting Independent Reviews 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.</p>			
Intensive Preventive Aftercare Services for Child Welfare (IPAS-CW Unit)	Maria Vilme	212-341-0718	Maria.Vilme@acs.nyc.gov IPAS-CW Mailbox: IPASCW@acs.nyc.gov
<p>IPAS-CW Unit - Intensive Preventive Aftercare Services (IPAS) for Child Welfare (CW) IPAS-CW 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. IPAS-CW is charged with:</p> <ul style="list-style-type: none"> • Supporting efforts to link youth/family to community-based wraparound supports to include Preventive Evidence-based referral and appropriate school setting. • 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. • 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. • Participating in quarterly preventive provider meetings to ensure ongoing collaborative efforts at the macro level. • Reaching out to the youth/family to provide further clarity and information regarding community-based supports. 			
Interjurisdictional Placement (ICPC)	Jacqueline Fernandez	212-676-6885	Jacqueline.Fernandez@acs.nyc.gov
<p>The Central Office of Interjurisdictional Placements (COIP) provides guidelines and direction concerning inter-jurisdictional movements of children to and from New York City and provides resources, training, ICPC clinics and technical assistance to Children's Services personnel, voluntary agency staff, attorneys and other individuals on current ICPC 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 ICPC packages for submission to the NYS ICPC office.</p>			
KinGAP Support Services (KinGAP)	Bryan Hayes Jayme Steadman	212-442-2214 212-513-0927	Bryan.Hayes@acs.nyc.gov Jayme.Steadman@acs.nyc.gov
<p>The Kinship Guardianship Assistance Program (KinGAP) 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 KinGAP 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 KinGAP.</p>			

ACS RESOURCES FOR FOSTER CARE PROVIDERS

Program	Contact	Telephone No.	E-mail
LGBTQ Unit, (Office of Equity Strategies)	Steven Gordon	646-284-5851	Steven.Gordon@acs.nyc.gov
<p>The Office of Equity Strategies – LGBTQ Unit located in the Office of the First Deputy Commissioner, works to improve overall outcomes for lesbian, gay, bisexual, transgender and queer or questioning (LGBTQ) 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 LGBTQ youth, and provides technical assistance and case consultation to improve services, so that all young people are safe, respected and affirmed. The LGBTQ 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 LGBTQ youth and families.</p> <p>For more about ACS’ LGBTQ Support visit the ACS website at http://www1.nyc.gov/site/acs/about/lgbtq-support.page</p> <p>To contact the LGBTQ office, please send inquiries to lgbtq@acs.nyc.gov</p>			
Medicaid Transition Unit	Novena Riojas	212-341-8978	Novena.Riojas@acs.nyc.gov
<p>The Medicaid Transition Unit 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>			
Missing Children’s Outreach Unit (MCOU)	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>			
Office of Foster Parent Recruitment and Support (OFPRS)	Karen Rivera Louise Holden David Widitor	212-442-6547 212-676-7589 212-341-3417	Karen.Rivera@acs.nyc.gov Louise.Holden@acs.nyc.gov David.Widitor@acs.nyc.gov
<p>The OFPRS team provides technical assistance and support using the Home Away from Home (HAFH) / Sustainability Phase Technical Assistance (SPTA) framework. The overall goal of the OFPRS team is to expand the pool of family caregivers through a four-prong approach which includes, but not limited to, increase new certifications with placements within 90 days; increase initial placements with kin; increase caregivers to serve older youth and children with therapeutic and special needs; and support and retain new caregivers. OFPRS utilizes data analysis and target setting to inform ACS of foster parent recruitment progress and needs, coverings to share best practices, conduct workshops, provide trainings and tools for all agencies, and conduct intensive coaching at selected agencies. OFPRS also focuses on various practice areas such as assessments of prospective foster parents, recruitment strategies, foster parent certification pipeline, business processes and overarching themes like kinship and customer service. The OFPRS is instrumental in promoting peer-to-peer learning opportunities among provider agency partners and sharing successful innovations and lessons learned.</p> <p>Training: OFPRS provides ongoing coordination and responses to inquiries regarding Foster Parent Training Standards and Requirements and maintains the MAster Foster Parent Training Calendar, which is a repository of available city-wide foster parent trainings. OFPRS ensures registration for agency staff for both city-wide trainings and trainings offered through the ACS/Workforce Institute.</p>			

ACS RESOURCES FOR FOSTER CARE PROVIDERS

Program	Contact	Telephone No.	E-mail
Permanency Monitoring Unit (FKA: Adoption Permanency Monitoring Unit)	Kim Halpern	212-442-0643	Kim.Halpern@acs.nyc.gov
<p>The Permanency Monitoring Unit works with our foster care agencies and other key stakeholders to identify specific cases and agency trends in case practice that pose challenges to adoption and KinGAP finalizations. Technical assistance is provided to help identify and address those barriers impeding the process. Along with the provider agencies, the unit partners with attorneys, family court, OCFS and ACS departments to assist in achieving adoption and KinGAP permanency.</p>			
Person In Need of Supervision-PINS filing	Patricia Bassy	212-513-0343	Patricia.Bassy@acs.nyc.gov
<p>Filing extensions on placement for youth on a PINS petition and D-delinquency cases. Ensuring agency provides comprehensive status report for extensions.</p>			
Placement Administration, Office of (OPA)	Andrew Mandel	212-442-2124	Andrew.Mandel@acs.nyc.gov
	David Chambers	646-935-1484	David.Chambers@acs.nyc.gov
	OPA/Hotline Intake	212-966-8000	
<p>The Office of Placement Administration is responsible for identifying timely and appropriate placements for children in foster care.</p> <p>The Office of Placement Administration (OPA) 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> <p>For all other inquiries: OPAPlacementModuleReferralIssues@acs.nyc.gov</p>			
Post Adoption	Yvette Norman-Godreau	212-341-2832	Yvette.NormanGodreau@acs.nyc.gov
<p>The Post Adoption Unit reviews/processes Post Adoption 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 Post Adoption Advocacy Unit focuses on the resolution of concerns/issues of the post adoption families and children through outreach and referrals for services.</p>			
Presumptive Budget Letter Requests	Maria Ortiz	212-780-2249	Maria.Ortiz2@acs.nyc.gov
<p>Presumptive Budget Letter Requests. 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 Presumptive Budget Letter 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 Presumptive Budget Letter 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
Office of 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: OPTA@acs.nyc.gov
The OPTA teams are available to answer 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 OPTA 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 Re-Entry 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	Jenna Lawman	646-946-9154	Jenna.Lawman@acs.nyc.gov Mailbox: Uts.sm.FPS.Local.Clearance
SCR-local (5 boroughs) Clearance for Emergency Kinship Placements- 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.			
Shared Response, Office of (OSR)	Fatima Robinson Neil Freedman	212-676-7323 O 646-957-7840 C 212-676-9271 O	Fatima.Robinson@acs.nyc.gov Neil.Freedman@acs.nyc.gov
The Office of Shared Response (OSR) is within the Division of Family Permanency Services (FPS); under the Provider Agency Collaboration and Engagement (PACE) unit. OSR is responsible for assessing and responding to critical incidents, fatalities, high-profile and media cases involving children and youth in foster care. OSR 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. OSR provides technical assistance to Foster Care Provider Agencies to ensure that systems, problems, and inquiries receive helpful and effective responses. In addition, OSR 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.			
<ul style="list-style-type: none"> ○ Immediately submit all critical incidents to OSR’s notification mailbox: <ul style="list-style-type: none"> ● acs.sm.FPS.Incident.Forms (acs.sm.Incident.Forms@acs.nyc.gov) ● Be sure to cc: Executive Director, Fatima Robinson ● Be sure to cc: The assigned OSR Director: Alicia Rooks, Ethan Leichter, or Zarlina Arazy 			

ACS RESOURCES FOR FOSTER CARE PROVIDERS

Program	Contact	Telephone No.	E-mail
Special Investigations, Office of (OSI)	Maryann Ponton, Asst. Commissioner	212-442-6737	Maryann.Ponton@acs.nyc.gov
	Daphne Hill Operational Deputy	212-442-7235	Daphne.Hill@acs.nyc.gov
	Donnett Huggins Administrative Deputy	212-442-7776	Donett.Huggins@acs.nyc.gov
<p>OSI 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. OSI also investigates allegations of child abuse and maltreatment 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)	Rosalind Hay-Stevens	212-676-6714	Rosalind.Hay-Stevens@acs.nyc.gov
	Andrew Mandel	212-442-2124	Andrew.Mandel@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 (SUP21)	Sophonie Taylor	212-676-6997	Sophonie.Taylor@acs.nyc.gov
	Stephanie Alston	212-341-3349	Stephanie.Alston@acs.nyc.gov Mailbox: OlderYouthSupport@acs.nyc.gov
<p>Supervision Until 21 - 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 21st 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 SUP21 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 (SSI)/Title II Identification and Enrollment services for children and youth in care. SSI/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>			
Systems Support Office (SSO)	Sydney McSweeney, Executive Director Financial Services		SSO-SMP Application: https://www1.nyc.gov/site/acs/about/applications-for-authorized-users.page Request Access to SSO-SMP: SSO-SMP@acs.nyc.gov
<p>SSO manages the SSPS/RECON reconciliation process which is impacted by the Connections Placement Module and the Pending Activities Grid. The SSO-SMP application should be used as the single point of outreach to SSO for resolving case related system issues pertaining to CNNX, WMS and Activities (https://www1.nyc.gov/site/acs/about/applications-for-authorized-users.page). To request access to the SSO-SMP application providers must reach out to SSO-SMP@acs.nyc.gov.</p>			

ACS RESOURCES FOR FOSTER CARE PROVIDERS

Program	Contact	Telephone No.	E-mail
Technical Assistance and Support, Office of (OTAS)	Myra Soto-Aponte Assistant Commissioner	212-341-0410	Myra.Soto-Aponte@acs.nyc.gov
<p>The newly developed Office of Technical Assistance and Support (OTAS) 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. OTAS also project manages and supports ACS special initiatives and new programs.</p>			
Teen Specialist Unit (TSU)	James Brock Harris	212-676-7500	JamesBrock.Harris@acs.nyc.gov Mailbox: acs.sm.tsu@acs.nyc.gov
<p>The Teen Specialist Unit (TSU) 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. TSU 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.</p>			
Vital Records	Marsha Y. Davis	212-341-3316	Marsha.Davis@acs.nyc.gov Birth.request@acs.nyc.gov ssncards@acs.nyc.gov
<p>Vital Records: Birth Certificates, Social Security Numbers & Cards, Death Certificates for birth parents: 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.</p>			
Voucher Enrollment Unit (VEU)	Devon Gayle, Executive Director	212-393-5060	Devon.Gayle@acs.nyc.gov
<p>The Special Referral Unit, receives the referrals from FPS and places the request for a childcare voucher. Carla H. Crawley, Executive Director, SRU, works closely with the Voucher Enrollment Unit which Devon Gayle, oversees. VEU (which is under the Child and Family Well Being Division) is responsible for all childcare voucher enrollments for children 6 weeks up until 13 years of age. If the child is determined to have special needs, the child may be eligible for childcare up to 18 years of age.</p> <p>Families should send their completed vouchers or request transfer vouchers to either the SRU (Special Referral Unit) or the Voucher Enrollment Unit (VEU) as follows:</p> <p>SRU Mailbox: CFWB.SRU.Voucher@acs.nyc.gov VEU Mailbox: VEU@acs.nyc.gov</p>			
Wendy's Wonderful Kids (WWK)	Edwin Medina	212-341-3344	Edwin.Medina@acs.nyc.gov
<p>The Wendy's Wonderful Kids 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.</p> <p>Please send your referrals to the following address: WWK.Referral.Notification@acs.nyc.gov</p>			