


**Child Welfare Programs' Integrated Family Team Conference Policy**

<p><b>Approved By:</b></p>  <p>Gladys Carrion, Esq. Commissioner</p>	<p><b>Date Issued:</b></p> <p>10/24/2016</p>	<p><b>Number of Pages:</b></p> <p>33</p>	<p><b>Number of Attachments:</b></p> <p>8</p>
<p><b>Related Laws:</b></p> <p>Family Court Act (FCA) Articles 7, 10, 10-A, 10-B, 10-C, Soc. Serv. Law §§ 358-a, 409</p>	<p><b>ACS Divisions/Provider Agencies:</b></p> <p>Child Welfare Programs (CWP), Child Protection (DCP), Family Permanency Services (FPS), Family Court Legal Services (FCLS), Preventive Services (DPS), foster care and preventive service provider agencies</p>	<p><b>Contact Office /Unit:</b></p> <p>Beverly Ali, Assistant Commissioner Child Welfare Conferencing <a href="mailto:Beverly.Ali@acs.nyc.gov">Beverly.Ali@acs.nyc.gov</a></p>	
<p><b>Supporting Regulations:</b></p> <p>18 NYCRR §§ 428.6, 430.9, 430.12</p>	<p><b>Supporting Case Law:</b></p> <ul style="list-style-type: none"> <li>• <i>Matter of Brooke S.B. v Elizabeth A.C.C. and In the Matter of Estrellita A. v Jennifer L.D.</i>, 2016 NY Slip.Op. 05903 (N.Y. Aug.30, 2016)</li> </ul>	<p><b>Bulletins &amp; Directives:</b></p> <ul style="list-style-type: none"> <li>• <i>Children's Services Office of Family Permanency Team Conferencing Protocol Phase II</i>, April 1, 2009</li> <li>• <i>Children's Services Delegation and Centralization of Case Management Casework Requirements (Schedule B) Improved Outcomes for Children (IOC) Initiative Phase II Implementation</i>, June 2010</li> <li>• <i>Child Safety Alert #14 (Revision), Safety Planning for Newborns or Newly Discovered Children Whose Siblings are in Foster Care</i>, June 5, 2008</li> <li>• <i>Child Safety Alert #32, Responding to Heightened Safety Concerns in Preventive Service Cases</i>, March 30, 2011</li> <li>• <i>ACS Foster Care Quality Assurance Standards</i>, January 2011</li> <li>• <i>ACS Preventive Services Quality Assurance Standards and Indicators</i>, April 2011</li> <li>• <i>ACS Division of Child Protection, Initial Child Safety Conference Policy, 3<sup>rd</sup> Rev</i>, October 2012</li> </ul>	

		<ul style="list-style-type: none"> <li>• Guidelines for Working with Attorneys representing parents and children, Issued 10/24/12</li> <li>• ACS Division of Family Support Services Office of Preventive Family Team Conferencing Protocol, January 2013</li> <li>• A Guide to Scheduling Family Team Conferences, ACS Family Support Services (FSS) Office of Preventive Family Team Conferencing Guide</li> <li>• 15-OCFS-ADM-16: <i>Requirements to Identify, Document, Report, and Provide Services to Child Sex Trafficking Victims</i>, Revised March 30, 2016</li> <li>• 15-OCFS-ADM-19: <i>Planning for a Successful Adulthood: Another Planned Permanent Living Arrangement with a Permanent Resource (APPLA) for Youth 16 Years of Age and Older</i>, September 11, 2015</li> <li>• 15-OCFS-ADM-22: <i>Case Planning for Youth in Foster Care 14 Years of Age or Older</i>, September 28, 2015</li> <li>• 16-OCFS-ADM-08: <i>Permanency Hearing Notification and Participation Requirements</i>, April 28, 2016</li> </ul>
<p><b>Supersedes:</b></p>	<p><b>Related Policies:</b></p> <ul style="list-style-type: none"> <li>• ACS Procedure #2011/08: <i>The Americans with Disabilities Act (ADA) Procedure</i>, October 28, 2011</li> <li>• ACS Memorandum, <i>Face-To-Face Interpretation, Telephonic and Translation Services</i>, October 22, 2007</li> <li>• ACS Policy, <i>Working with Limited English Proficient (LEP) Clients</i>, April 25, 2011</li> </ul>	<p><b>Key Words:</b></p> <p>conference, conferencing, family team conference, FTC, child safety conference, CSC, child advocacy center, CAC, permanency conference, permanency plan, permanency planning, placement preservation, placement disruption, family support conference, goal change, APPLA, trial discharge conference, TD, final discharge conference, service termination conference, STC, evidence-based model, evidence based model, EBM, facilitator, scheduler, integration, integrated, management review, IOC, continuum, trigger, triggers, touch point, touch points, touchpoint, touchpoints</p>
<p><b>SUMMARY:</b></p> <p>This policy provides guidance and procedures for ACS staff and provider agency staff regarding ACS'</p>		

integration (the centralization and standardizing) of family team conferencing, which includes, but is not limited to, initiating a conference, requesting a conference, facilitating a conference, and the management review process. This policy will also delineate which family team conferences ACS and the provider agency will facilitate.

**SCOPE:**

This policy applies to ACS’ Divisions of Child Protection, Family Court Legal Services, Family Permanency Services, Preventive Services, Office of the Commissioner, and Child Welfare Programs, as well as to foster care and preventive service provider agency staff.

**Table of Contents**

- I. Introduction and Purpose.....
- II. Policy.....
- III. Child Welfare Programs (CWP) Family Team Conference (FTC).....
  - A. General Information.....
  - B. Family Team Conference Types.....
- IV. Conferences Involving Evidence-Based Model (EBM), Preventive Services.....
- V. Conferences Involving Youth, Another Planned Permanent Living Arrangement (APPLA), and Residential Care.....
- VI. Management Review Process.....
- VII. Role of Investigative Consultants (ICs) and Clinical Consultants (CCs).....
  - A. General Information.....
  - B. Investigative Consultants (ICs) .....
  - C. Clinical Consultants (CCs) .....
- VIII. Debriefing Process.....
- IX. An Alternative to Family Team Conference (FTC): Family Team Meeting (FTM).....
- X. **Attachments**
  - A. ACS-Facilitated Conferences Chart
  - B. Agency-Facilitated Conferences Chart
  - C. Child Welfare Programs Family Team Conference Universal Request Form
  - D. Child Welfare Programs Family Team Conference Conferencing Roster by borough
  - E. Family Team Conference Universal Action Plan
  - F. Entering a Progress Note in Connections
  - G. Conference Types FTC Integration Project
  - H. Investigation Consultation Request Form – Trial Discharge Cases

## I. Introduction and Purpose

### A. Improved Outcomes for Children (IOC)

1. ACS first piloted the Improved Outcomes for Children (IOC) initiative in October 2007. The theory of change underlying IOC posits that the principles of family engagement, efficient decision-making, and accountability, when practiced effectively, will yield positive safety and permanency outcomes for children and families. To this end, the implementation of IOC included three (3) main components:
  - a. The adoption of a *family engagement practice model* that is based on a continuum of Family Team Conferences (FTCs) to keep children safe, make key case decisions, and promote permanency and well-being;
  - b. The *delegation of case management*<sup>1</sup> functions to the provider agencies who work directly with children and families to ensure timely, well-informed decision-making; and
  - c. A sophisticated *performance measurement and monitoring system* that allows ACS to continuously evaluate the quality of services being delivered to children and families and hold provider agencies accountable for their performance.
2. IOC gives contracted provider agencies responsibility for case management, so that they can respond more quickly and effectively to the needs of the children and families they serve and expedite permanency. This model brings substantial benefits by making certain that the provider agency understands its responsibility as primary case manager<sup>2</sup>.
3. ACS maintains an oversight role in these cases through two (2) key functions:
  - a. Monitoring cases in Connections (CNNX) via the Provider Agency Measurement System (PAMS) review process; and

---

<sup>1</sup> The ability for ACS to delegate the responsibility of case management does not apply in all cases. Specifically, if a case is not assigned to the managed care system (IOC), ACS cannot delegate the responsibility of case management. 18 NYCRR 403.4; 18 NYCRR 423.4(c)(i); It should be further noted that ACS cannot delegate the responsibility of child protective services investigations in a managed care system. NY Social Services Law §153-k(4).

<sup>2</sup> The provider agency will function as the programmatic case manager, but the ACS caseworker shall be assigned the “case manager” role in Connections (CNNX).

b. Family Team Conferencing

B. Family Team Conferencing Integration

1. A Family Team Conference (FTC) is a decision-making meeting that takes place when a child's safety and well-being have been preliminarily assessed to require removal, legal intervention, preventive services, or later in a case when permanency and other planning decisions must be made.
2. Families in the New York City child welfare system experience many different types of conferences across the ACS Child Welfare Programs (CWP) continuum of Child Protection (DCP), Family Permanency Services (FPS), and Preventive Services (DPS), in partnership with provider agencies.
3. Family team conferencing, now housed in CWP, centralizes conferencing in an effort to streamline ACS' and the provider agencies' ability to best assess safety and risk at critical junctures throughout a family's experience with ACS and, when appropriate, to plan, expedite, and support safety, well-being, and permanency.
4. By centralizing or integrating ACS' conferences, ACS aims to further reduce repeat involvement of families in its child welfare system by prioritizing safety, bolstering continuous quality assurance, and supporting and coaching our conference facilitators.
5. Conference integration is focused on how ACS touches and works with a family, using the conference process to move the case along ACS' continuum – making transitions more seamless between the child welfare divisions and provider agency partners – while improving outcomes for those families.
6. As such, ACS' practice changes are designed to create a more centralized and standardized continuum of conferencing using a clinical framework that seeks to achieve safety, permanency, and well-being for our families and children.

**II. Policy**

- A. ACS must facilitate the following FTCs (see Section III) for all children and families, including those working with Evidence-Based Models (EBMs): Initial Child Safety Conference, Follow-Up Child Safety Conference, Permanency Planning (12 month), Trial Discharge Conference, Final Discharge Conference, Placement Preservation (placement disruptions), Preventive Service (30 – 45 day), Service Termination, and Elevated Risk Conference.
- B. The provider agency must facilitate all other FTCs that are not facilitated by ACS.

- C. ACS staff and provider agency staff must follow direction regarding FTCs, and coordinate with the ACS CWP Office of Integration of Conferencing. This includes, but is not limited to oversight by ACS CWP, initiation of conferences by specific triggers, requests for ACS-facilitated FTCs to ACS CWP, and more frequent conference facilitation by ACS.
- D. For FTCs involving older youth, residential care, and youth with the goal of Another Planned Permanent Living Arrangement (APPLA), ACS staff and provider agency staff must request FTCs, follow direction, and coordinate with the ACS Family Permanency Service's (FPS) Office of Older Youth Services (OYS).
- E. For ACS-facilitated FTCs, ACS staff and provider agency staff must complete and submit the universal conference request form, which is titled *Child Welfare Programs Family Team Conference Universal Request Form* (see Attachment "C"), to the designated Child and Family Specialist (CFS) Manager or Scheduler in the borough office (see Attachment "D" FTC Borough Roster) to initiate any FTC in accordance with this policy (Section III). For provider agency-facilitated FTCs, provider agency staff must submit FTC requests in accordance with internal directives to initiate an FTC.
- F. ACS staff and provider agency staff must notify the FCLS attorney, if assigned, the attorneys representing the child(ren) and parent(s), if assigned, and social workers affiliated with counsel, if any, of the scheduled FTC as soon as an FTC is scheduled (see Section III for more information).
- G. All facilitators must complete the *Family Team Conference Universal Action Plan* (see Attachment "E") during the course of or immediately after any FTC.
- H. All families receiving EBM preventive services must be aligned with ACS CWP's integrated conferencing. All EBM cases must have an ACS-facilitated conference at the 30<sup>th</sup> – 45<sup>th</sup> day mark and an ACS-facilitated Service Termination Conference prior to closing (see Section IV for more information).
- I. ACS FPS OYS must facilitate conferences involving youth who are seeking a goal change to Another Planned Permanent Living Arrangement (APPLA), or with youth who have a goal of APPLA, or who are in residential care (see Section V for more information).
- J. ACS staff and provider agency staff must participate in a debriefing immediately following an FTC (see Section VIII for more information).
- K. ACS staff and provider agency staff must follow the management review process in accordance with this policy (Section VI).

### III. Child Welfare Programs (CWP) Family Team Conference

#### A. General Information

##### 1. Facilitators

- a. The attached charts (see Attachments “A” and “B”) show which conferences will be facilitated by ACS or the provider agency, the purpose of each conference, and the code to be used in Connections (CNNX) for each conference.

##### 2. Requesting a CWP FTC (ACS-facilitated FTCs only)<sup>3</sup>

- a. ACS and provider agency staff must complete the *Child Welfare Programs Family Team Conference Universal Request Form* (see Attachment “C”)(hereinafter “CWP FTC Request Form”) and submit the completed form within the following timeframes:
  - i. For Child Safety Conferences - immediately
  - ii. For Elevated Risk Conference - immediately
  - iii. For Preventive Service Planning Conference (30-45 day) - immediately after the Case Responsibility Date (CRD), which is the date the family agrees to and signs for preventive services
  - iv. For Permanency Planning Conference (12<sup>th</sup> month) - Two (2) months before the Family Assessment Service Plan (FASP) due date
  - v. For Placement Preservation Conference (Placement Disruptions) - immediately
  - vi. For Trial Discharge Conference - within 48 hours if court-ordered; 35 to 60 days prior to the anticipated or planned trial discharge
  - vii. For Final Discharge Conference- 30 days prior to the anticipated or planned final discharge

---

<sup>3</sup> For provider agency-facilitated FTCs, provider agency staff must submit requests for FTCs in accordance with internal directives.

- viii. For Service Termination Conference - four (4) weeks in advance of the anticipated or planned service termination
- b. For all FTCs, ACS and provider agency staff must take particular actions for the following family concerns or requests:
  - i. ACS and provider agency staff must identify whether the family has limited proficiency in English, whether the family needs an interpreter, and if so, the family's preferred language.
    - a) The designated CFS Manager or Scheduler must immediately collaborate with ACS and provider agency staff in addressing the family's need for an interpreter by following the current policy<sup>4</sup>, including, but not limited to consultation with the ACS Director of Immigrant Services and Language Affairs in the First Deputy Commissioner's Division of Coordination and Integration Services, as needed.
    - b) ACS and provider agency staff must re-schedule the FTC if an interpreter or reasonable substitute at ACS or the provider agency is not present face-to-face or telephonically at the scheduled FTC. A reasonable substitute may include, but is not limited to, a bi-lingual staff member. ACS and provider agency staff must not rely on children, family members, and friends for interpretation.
    - c) ACS and provider agency staff must document all efforts to obtain an interpreter for the family's preferred language in accordance with policy.
  - ii. ACS and provider agency staff must identify whether there is a domestic violence history or concern with the family, what the domestic violence history or concern consists of, and whether there are any known Orders of Protection in effect.
    - a) For FTCs requested by ACS staff only, the designated CFS Manager or Scheduler, in collaboration with ACS staff, must contact the designated Domestic Violence Consultant in the borough office for guidance.

---

<sup>4</sup> At the time of this writing, ACS is developing a Language Access Policy to provide guidance to staff. However, staff can refer to the following memorandum and policy until the Language Access Policy is ready to be issued: ACS Memorandum, *Face-To-Face Interpretation, Telephonic and Translation Services* dated October 22, 2007; ACS Policy, *Working with Limited English Proficient (LEP) Clients*, dated April 25, 2011.



- b) For all requested FTCs, the designated CFS Manager or Scheduler must schedule separate conferences and separate locations for the suspected batterer and victim in advance. If domestic violence concerns for the family become apparent for the first time to ACS staff or provider agency staff during a scheduled FTC, the facilitator must immediately stop the FTC and hold separate FTCs for the suspected batterer and victim as soon as possible.
  - iii. ACS and provider agency staff must identify whether the family has physical and/or mental impairments and/or conditions, whether the family made a reasonable accommodations request, what the family's request consists of, and whether the reasonable accommodations request is informal or formal. ACS and provider agency staff must also review the case record to confirm whether there is documentation regarding any physical and/or mental impairments and/or conditions for the family that would require a reasonable accommodation.
    - a) The designated CFS Manager or Scheduler must immediately collaborate with ACS and provider agency staff in addressing the family's needs by following the Americans with Disabilities Act (ADA) Procedure<sup>5</sup>. The ADA procedure includes, but is not limited to informing the ADA Coordinator, the ACS Office of Equal Employment Opportunity (EEO), of the family's request and consulting with the ADA Coordinator as needed.
    - b) ACS and provider agency staff must refer to the ADA procedure for guidance and consult with ACS' ADA Coordinator if the family's reasonable accommodation request cannot be made.
    - c) ACS and provider agency staff must document all efforts to obtain reasonable accommodation requests in accordance with the ADA Procedure.
  - c. For ACS-facilitated conferences only, ACS and provider agency staff must avoid submitting incomplete or inaccurate CWP FTC Request Forms in order to avoid delay in the scheduling process.
  - d. For ACS-facilitated conferences only<sup>6</sup>, ACS and provider agency staff must email (or fax if unable to email) the completed CWP FTC Request Form as a password-protected document to the designated CFS Manager or Scheduler

---

<sup>5</sup> See Procedure #2011/08: *The Americans with Disabilities Act (ADA) Procedure*, issued on October 28, 2011, and any amended or successor policy.

<sup>6</sup> See Attachment "A", which lists all ACS-facilitated conferences.

in accordance with the attached borough-based FTC roster (see Attachment “D”) by the specified timeframes delineated above:

- i. For Child Safety Conferences, ACS and provider agency staff, if assigned, must email the completed CWP FTC Request Form to the designated borough CFS Manager.
  - ii. For all other ACS-facilitated FTCs (discharge conferences, family support conferences, or permanency conferences [see Section III (B) below for conference types]), ACS and provider agency staff must email the completed CWP FTC Request Form as a password-protected document to the designated borough FTC Scheduler.
- e. Upon receipt of the completed CWP FTC Request Form, the borough FTC Manager or Scheduler must:
- i. verify that the CWP FTC Request Form is correctly and thoroughly completed;
  - ii. discuss pertinent case-related information with the ACS or provider agency staff member requesting the FTC;
  - iii. discuss potential dates and times for the FTC with the ACS or provider agency staff member requesting the FTC;
  - iv. assign a facilitator for the requested FTC;
  - v. confirm that the assigned facilitator is aware of the accommodation request and other considerations for the family, if any, from the CWP FTC Request Form;
  - vi. confirm that the requested accommodation(s), including an interpreter, is(are) reasonable and available for the scheduled FTC;
  - vii. invite a domestic violence consultant to attend and participate in the FTC if there is a history or concern of domestic violence for the family (only applicable to Child Safety Conferences);
  - viii. schedule and confirm the date, time, and location for the FTC with the ACS or provider agency staff requesting the FTC; and
  - ix. remind the ACS or provider agency staff requesting the FTC to notify the family, identified family supports, and the attorneys representing the child(ren), parent(s), social workers affiliated with the attorneys, and the

assigned Family Court Legal Services (FCLS) attorney, if there is court involvement, of the scheduled FTC as soon as the FTC is scheduled.

3. Notification to Attorneys and Social Workers Affiliated with Counsel

a. For FTCs involving placement change, ACS staff and provider agency staff must notify the assigned FCLS attorney, the attorney for the child(ren), and social workers affiliated with the attorney for the child(ren) of the FTC as soon as the FTC is scheduled. The designated ACS staff and provider agency staff must provide notification of the placement change conference (also known as a placement preservation conference) by taking the steps below:

i. Emailing [notify@acs.nyc.gov](mailto:notify@acs.nyc.gov) with the subject line stating: Placement Change Conference; and

ii. The body of the message must include:

a) The name and date of birth of the child(ren);

b) The case name;

c) Available information about the placement change, including the new provider agency or foster parent, if known, and

d) The effective date of the placement change, if known; and

e) The date, time, and location of the placement change conference.

b. For all other FTCs, ACS staff and provider agency staff must email notification of the FTC, including the date, time, and location, to the Attorney for the child(ren), if assigned, and copy the Family Court Legal Services (FCLS) Attorney, if assigned.

c. The FCLS Attorney, if assigned, must immediately notify the Attorney for the parent(s) of all scheduled FTCs upon receipt of the FTC notification.

4. Proceeding with an FTC or Rescheduling an FTC

a. The FTC must proceed as scheduled unless the necessary participants are unavailable. The necessary participants consist of:

i. The FTC facilitator;

- ii. The parent(s) and youth<sup>7</sup>;
  - iii. The interpreter (if requested) or a reasonable substitute, which may include, but is not limited to a bi-lingual staff member;
  - iv. The assigned caseworker or case planner;
  - v. The supervisor for the assigned caseworker or case planner;
  - vi. The provider agency or child welfare professional, if assigned;
  - vii. Social workers affiliated with the attorney for the child(ren) and parent(s)<sup>8</sup>, if there is court involvement;
  - viii. Any other participant required for an FTC (e.g. Child Protective Manager for a fatality-related FTC).
- b. The assigned FCLS attorney, if any, becomes a necessary participant for an FTC if the attorneys representing the child(ren) and/or parent(s)<sup>9</sup> are present at an FTC.
  - c. The FTC Manager or Scheduler must reschedule an FTC to a date no later than three (3) days after the initially scheduled FTC when:
    - i. The parent notifies ACS and/or the provider agency by the morning of the scheduled FTC that he or she cannot attend the FTC except for Initial Child Safety Conferences where it must proceed as scheduled;
    - ii. Any other necessary participant is unavailable for the FTC; and/or
    - iii. An attorney for the child(ren) or parent(s) appears at the FTC without an FCLS attorney present.

## 5. Documenting the FTC Plan

---

<sup>7</sup> In the case of an Initial Child Safety Conference or Elevated Risk Conference, the parent(s) and youth are not necessarily required to appear in order for the conference to proceed.

<sup>8</sup> See 18 NYCRR § 430.12 and *ACS Policy Guidelines for Working with Attorneys representing parents and children*, Issued 10/24/12.

<sup>9</sup> See 18 NYCRR § 430.12 and *ACS Policy Guidelines for Working with Attorneys representing parents and children*, Issued 10/24/12.

- a. The facilitator must complete the *Family Team Conference Universal Action Plan* (see Attachment “E”)(hereinafter “FTC Action Plan”) during the course of or immediately after any FTC.
- b. The facilitator must document the contents of the completed *Family Team Conference Universal Action Plan* in CNNX within 48 hours.
- c. ACS facilitators must also enter the required information in the FTC database, as prompted by the FTC database, within 48 hours.

6. Post-FTC Process

- a. The facilitator must provide a copy of the completed *Family Team Conference Universal Action Plan*, which will include a summary of all decisions and action plans made during the FTC, the names of all participants who attended the conference, and signatures of all participants, by the conclusion of the FTC, to all participants.
- b. The facilitator must schedule a follow-up conference, if needed.
- c. The facilitator must conduct an informal debriefing with ACS staff and provider agency staff, if any, immediately after the FTC. This debriefing shall serve as a check-in with ACS staff and provider agency staff regarding the FTC and shall not include a discussion about safety concerns - lasting no more than 10 minutes. The ACS caseworker is not required to attend this debriefing and must not delay in seeking an application for court intervention, if necessary. However, a designee from the Child Protective Specialist (CPS) team must be present, such as a supervisor or manager.
- d. The facilitator must timely document the FTC plan in CNNX and in the FTC database (see above).
- e. The facilitator must remind ACS staff and provider agency staff of the monthly formal debriefing, which the FTC Borough Director is responsible for planning and scheduling with ACS staff and provider agency staff (see Section VIII for more information).

B. Family Team Conference Types

1. Child Safety Conference

- a. Purpose<sup>10</sup>

---

<sup>10</sup> See *Initial Child Safety Conference Policy*; 3<sup>rd</sup> Rev, issued October 2012, and any successor guidance.

A Child Safety Conference (CSC) is a decision-making meeting, facilitated by ACS, that takes place when a Child Protective Specialist (CPS) has preliminarily determined that either removal from the family or other court intervention is needed to keep the child safe. A CSC brings together all of the parties who have a responsibility and an interest in protecting the child in order to make a decision that will keep the child safe. The CSC is a collaborative process designed to produce the best decision concerning a child's safety and placement when necessary. All participants work together in the CSC to create a plan for safety that is tailored to the individual needs of the child and resources of the family.

b. Types of CSCs<sup>11</sup>:

- i. Initial Child Safety Conference (ICSC) – the ICSC is the first meeting used to determine the most appropriate intervention that will keep a child safe, while involving and empowering the parents or caretakers in the decision-making process. Triggers<sup>12</sup> for an ICSC include:
  - a) All ACS cases referred to the Child Advocacy Center (CAC). CAC cases must be screened by a Child and Family Specialist (CFS) manager for safety and risk. The CFS must assess presenting concerns, including the family's prior child welfare history, if any;
  - b) Instant Response Team (IRT) cases involving allegations of serious injury, excessive corporal punishment, sexual abuse, repeat maltreatment, chronic neglect, or any allegation requiring a safety plan for a child(ren);
  - c) The Child Protective Specialist (CPS) team assesses that safety concerns are serious enough that legal intervention may be necessary to keep a child safe;
  - d) A child was deemed unsafe and immediately removed by the police or the CPS team<sup>13</sup>. If there has been a removal, the CSC cannot delay the CPS team from contacting FCLS and following the necessary steps for potential court involvement;

---

<sup>11</sup> See *Preventive Family Team Conferencing (PFTC) Protocol*, issued on January 2013, and any successor guidance.

<sup>12</sup> See *Initial Child Safety Conference (ICSC) Policy*, 3<sup>rd</sup> Rev., issued on October 2012, and any successor guidance.

<sup>13</sup> DCP must have a legal cause of action, which shall be determined at intake by FCLS, to file an Article 10 petition.

- e) When a parent has a child who is currently in the care and custody of ACS, or is placed with ACS, or is released to the care of a parent, caretaker, or a non-respondent parent, and the mother has given birth to another child or ACS discovers the existence of another child<sup>14</sup>;
  - f) If the parent tests positive for an illegal substance during the 3<sup>rd</sup> trimester of pregnancy or at the time of the child's birth;
  - g) When there are other indicators that a parent may not be able to care for the child at birth;
  - h) When a fatality of a child has occurred, and there is a surviving sibling who is a child;
  - i) When a parent or caretaker expresses an interest in voluntarily placing a child; or
  - j) When a trial discharge fails<sup>15</sup>.
- ii. Follow-up Child Safety Conference (FCSC) – the FCSC is a conference held, within 30-45 days, after the ICSC to review the service plan or permanency plan, the status of implementation for services for the child, family, and foster parent, if applicable, as well as the family's level of engagement with the service plan or permanency plan. The following are triggers for a FCSC:
- a) Within 30-45 days after the ICSC; or
  - b) Within the 30<sup>th</sup> – 45<sup>th</sup> day in the life of an EBM case from the Case Responsibility Date (CRD)<sup>16</sup> [see Section IV for more information].

c. Participants

- i. Child, youth<sup>17</sup>, and family;

---

<sup>14</sup> See *Child Safety Alert #14 (Revision): Safety Planning for Newborns or Newly Discovered Children Whose Siblings are in Foster Care* (June 5, 2008).

<sup>15</sup> This trigger only applies when new safety concerns arise during the trial discharge (different from the safety concerns that prompted the child or children to be placed in foster care) and a report is called into the State Central Register against the parent or trial discharge resource resulting in the failed trial discharge.

<sup>16</sup> The Case Responsibility Date is the date the family agrees to and signs for preventive services.

<sup>17</sup> All children who are part of the household and 10 years and older should attend and participate at the CSC unless a specific determination is made that participation would be detrimental to the child's well-being or an Order of Protection exists between the child and another participant.

- ii. Extended family and non-relative supports (includes clergy, imam, rabbi, and other religious leaders the family turns to for support)<sup>18</sup>;
- iii. CPS;
- iv. CPS Supervisor II;
- v. Child Protective Manager (CPM)<sup>19</sup>;
- vi. ACS Facilitator;
- vii. Interpreter (if requested) or reasonable substitute, which may include, but is not limited to, a bi-lingual staff member;
- viii. Social workers/parent advocates affiliated with counsel for the children or parents<sup>20</sup>;
- ix. Foster Parent(s); and
- x. Provider Service Agency, if any assigned.

d. Role of Attorneys

- i. Attorneys do not attend the CSC, since its purpose is solely to make a social work assessment based on the child’s safety. However, if there is current court involvement, the CPS must immediately provide notice of a CSC, by email, to the assigned FCLS attorney as soon as the CSC is scheduled, so that the FCLS attorney can notify all currently assigned attorneys for the children or parents. The CPS should document this notice to the FCLS attorney in CNX and/or on the CSC referral form.

2. Family Support Conference

---

<sup>18</sup> “Non-relative supports” may include family friends, neighbors, school staff, service providers, and anyone else the family considers an important resource.

<sup>19</sup> The CPM attends the CSC at his/her discretion for high profile cases (e.g. media involvement, stakeholder interest, complex cases, etc.) and for cases where additional support for the CPS team is needed. The CPM is required to attend the CSC on all child fatality cases.

<sup>20</sup> A social worker/parent advocate affiliated with counsel for the child or the parent may attend the CSC (regardless of whether any child or parent is present at the CSC). These advocates provide a voice for the child or parent and often have critical information that can inform the recommendation and service plan reached during the CSC. The CPS must confirm with the assigned FCLS attorney whether the social worker/parent advocate represents the parent or child.



a. Purpose<sup>21</sup>

Family Support Conferences engage families, community members, and service providers in critical decisions related to safety, risk, well-being, and service planning. The objective of Family Support Conferences is to enable all parties to have an honest and open discussion about the safety and well-being of the children and their families; to plan and coordinate service delivery by evaluating the need for ongoing services; to enable the family's progress toward stability and achievement of goals; and to provide a forum where decisions are being made by a team rather than individually. The ultimate goal is to weave together the family's expertise with the knowledge of professionals to produce a partnership that results in effective services and a strong network of support.

b. Types of Family Support Conferences<sup>22</sup>

i. Preventive Service Planning Conferences

- a) 30-45 days – a family support conference facilitated by ACS no later than the 45<sup>th</sup> day of the case from the CRD for limited high-risk cases<sup>23</sup>: families with children ages zero (0) to five (5) years old; frequently encountered families<sup>24</sup>; families with special medical needs; families with developmental delays; and families with EBM preventive services under specific circumstances (see Section IV for more information). The objective of the preventive service planning conference is to develop and refine the service plan with the family, address any concerns regarding safety or risk, reach agreement on strategies to reduce risk, assess progress toward achieving service plan goals, examine the need for ongoing preventive services and determine what needs to happen to close the case. The trigger<sup>25</sup> for a preventive service planning conference (30-45 days) is:

---

<sup>21</sup> See *Preventive Family Team Conferencing (PFTC) Protocol*, issued on January 2013, and any successor guidance.

<sup>22</sup> See *Preventive Family Team Conferencing (PFTC) Protocol*, issued on January 2013, and any successor guidance.

<sup>23</sup> This list of high-risk cases was determined by the IOC Critical Junctures Committee and may be subject to change in the future depending on concerns and resources.

<sup>24</sup> "Frequently Encountered Families" (FEF) refer to families appearing to have chronic neglect. FEF are the children, parents, and caregivers who we repeatedly serve throughout the service continuum. FEF are the families that are the subject of two (2) or more indicated or unfounded reports within the prior six (6) months or with four (4) or more indicated or unfounded reports within the prior two (2) years. Despite several child protective investigations, safety and risk remain a concern for FEF. FEF are also families that have been receiving lengthy preventive services, such as up to 18 months, and/or multiple preventive services. In either scenario, such families have elevated risk factors present and will receive preventive services for years without achieving their goals. Lastly, FEF are the families that are in and out of foster care or become involved in foster care as a child and later as parents with children in foster care.

<sup>25</sup> See *Preventive Family Team Conferencing (PFTC) Protocol*, issued on January 2013, and any successor guidance.

- 1) The 30<sup>th</sup> – 45<sup>th</sup> day in the life of a high-risk<sup>26</sup> preventive service case from the CRD, including EBM cases (See Section IV).
- b) 6-month and 12-month – a family support conference facilitated by the preventive service provider agency every 6<sup>th</sup> month and 12<sup>th</sup> month, prior to the due date of the Family Assessment Service Plan (FASP). The objective of the preventive service planning conference is the same as the preventive service planning conference (30-45 days). The triggers<sup>27</sup> for a Preventive Service Planning Conference (6-month, 12-month) are:
- 1) Every 6 months in the life of a preventive service case (from the date of the initial FASP); and
  - 2) Every 12<sup>th</sup> month in the life of a preventive service case (from the date of the most recent FASP).
- ii. Elevated Risk Conference (ERC) – a family support conference facilitated by ACS, designed to give preventive provider agencies an option for bringing concerns about a family quickly to ACS for discussion. An ERC is specifically designed to bring together the provider agencies and others who are involved with the family to prevent potential harm to the children when the family’s situation poses an increased risk to their safety, inform the development of interventions needed to stabilize the family, develop specific tasks, timeframes, and accountability measures to address the heightened risk, and facilitate safety planning decisions at a critical point in the life of a case. The triggers<sup>28</sup> for an ERC include:
- a) The family disengaged from services without sufficiently addressing the issues placing the child(ren) at risk of maltreatment;
  - b) Child(ren) and youth have not been seen or preventive workers are not given access to observe and interview the child(ren)/youth;

---

<sup>26</sup> As detailed in “Preventive Service Planning Conference 30-45 day” in the previous page, the “high-risk” preventive service cases consist of: cases with children ages zero (0) to five (5) years old, frequently encountered families, families with special medical needs, families with developmental disabilities or autism, and families receiving EBM preventive services.

<sup>27</sup> See *Preventive Family Team Conferencing (PFTC) Protocol*, issued on January 2013, and any successor guidance.

<sup>28</sup> See *Preventive Family Team Conferencing (PFTC) Protocol*, issued on January 2013, and any successor guidance; *Child Safety Alert #32 Responding to Heightened Safety Concerns in Preventive Services Cases*, Issued March 30, 2011.

- c) A family consistently misses appointments, refuses to come to the office, or is not available for home visits;
- d) Family members are not willing to share information that will help the provider agency understand what is going on in the family;
- e) The provider agency case planner is unsure if the family can protect the child(ren) and wants to consult with ACS about the facts and situation that lead them to that conclusion;
- f) The service model chosen for the child(ren), youth, or family does not meet the level of care that the child(ren), youth, or family needs; or
- g) Additional issues or conditions have surfaced that create an increased risk of maltreatment to the child(ren) and the family is not working with the provider agency to address them. For example: not following through on services (i.e. drug treatment when in a program, mental health services when there are young or multiple children in the home), a parent or child tests positive for drugs, the child or youth is not attending school, and a child or youth has an untreated or under-treated medical condition.

c. Participants

- i. Child, youth<sup>29</sup>, and family;
- ii. Extended family and non-relative supports (includes clergy, imam, rabbi, and other religious leaders the family turns to for support)<sup>30</sup>;
- iii. Case Planner;
- iv. Case Planner's Supervisor;
- v. Conference Facilitator;

---

<sup>29</sup> All children who are part of the household and 10 years and older should attend and participate at the conference unless a specific determination is made that participation would be detrimental to the child's well-being or an Order of Protection exist between the child and one of the participants.

<sup>30</sup> "Non-relative supports" may include family friends, neighbors, school staff, service providers, and anyone else the family considers an important resource.

- vi. Interpreter (if requested) or reasonable substitute, which may include, but is not limited to, a bi-lingual staff member;
- vii. Social workers/parent advocates affiliated with counsel for children or parents, if there is court involvement; and
- viii. Provider Agency or other Child Welfare Professional, if assigned.

### 3. Permanency Conference

#### a. Purpose<sup>31</sup>

Permanency conferences are conferences focusing on children in foster care. It is the process in which family, community members, foster parents, and relative caregivers are engaged in reaching critical decisions related to safety, placement, child well-being and permanency.

#### b. Types of Permanency Conferences<sup>32</sup>

- i. Goal Change Conference – a permanency conference facilitated by the provider foster care agency when the case planner decides, in conjunction with his or her supervisor, to change a foster child’s permanency goal. Note: When a permanency goal change to Another Planned Permanent Living Arrangement (APPLA) is being proposed, ACS’ Division of Family Permanency Services (FPS), Office of Older Youth Services, will conduct and facilitate the APPLA goal change conference [see Section III (C) for more information]. The trigger for a goal change conference is the provider foster care agency’s consideration or plan to change the child’s permanency goal or a court order.
- ii. Placement Preservation Conference – a permanency conference initiated by the provider foster care agency or foster parent, which needs to be requested before a child is replaced from one placement to another<sup>33</sup>. The Placement Preservation Conference shall also be scheduled whenever a provider foster care agency case planner determines, in conjunction with his or her supervisor (and as appropriate, foster parent), that a child’s placement raises concerns

---

<sup>31</sup> See *Children’s Services Office of Family Permanency Team Conferencing Protocol Phase II*, issued on April 1, 2009, and any successor guidance.

<sup>32</sup> See *Children’s Services Office of Family Permanency Team Conferencing Protocol Phase II*, issued on April 1, 2009, and any successor guidance.

<sup>33</sup> An exception may be made where safety and risk exist and an emergency removal may be conducted prior to holding a Placement Preservation Conference

regarding care and safety. The Placement Preservation Conferences must be facilitated by:

- a) ACS for Placement Preservation Conferences regarding placement disruptions; and
- b) The provider foster care agency for Placement Preservation Conferences regarding sibling reunification<sup>34</sup> and kinship moves.

In general, the triggers for Placement Preservation Conferences regarding placement disruption include (ACS to facilitate):

- a) When the child's placement raises concerns regarding care and safety for cases particularly involving children age zero (0) to five (5) years old, medically fragile children, or developmentally disabled or autistic children because these children are most vulnerable;
- b) Within two (2) working days after an agency receives a request by a foster parent to have the child removed from the foster home for cases particularly involving children age zero (0) to five (5) years old, medically fragile children, or developmentally disabled or autistic children because these children are most vulnerable; or
- c) When children are discharged from the hospital and cannot return to their prior placement.

In general, the triggers for Placement Preservation Conferences regarding sibling reunification and kinship moves include<sup>35</sup> (provider foster care agency to facilitate):

- a) Prior to a change of placement for a child already in care due to sibling reunification particularly involving children age zero (0) to five (5) years old, medically fragile children, developmentally disabled or autistic children; or
- b) Kinship moves for cases particularly involving children age zero (0) to five (5) years old, medically fragile children, developmentally disabled or autistic children;

---

<sup>34</sup> Family Court Act §1027-a. Placement of Siblings, effective until November 16, 2016.

<sup>35</sup> Similarly, an exception may be made where safety and risk exist and an emergency removal may be conducted prior to holding a Placement Preservation Conference.

Additional triggers for a Placement Preservation Conference may include: a court order; and/or the youth may request to be removed from his or her foster home.

- iii. Permanency Planning – a permanency conference facilitated by the provider foster care agency, except the 12-month Permanency Planning Conference, every 6<sup>th</sup> month and 12<sup>th</sup> month, prior to the due date of the Family Assessment Service Plan (FASP). The objective of the Permanency Planning Conference is to assess the progress of the parent or discharge resource’s service plan goals and the child’s permanency plan, to refine the service plan goals or permanency plan with the parent or discharge resource if necessary, to address any concerns regarding safety or risk, and to determine what needs to happen to achieve permanency<sup>36</sup>. The triggers for Permanency Planning Conferences include:
  - a) Every 6 months in the life of a permanency case prior to the due date of the FASP; or
  - b) Every 12<sup>th</sup> month in the life of a permanency case prior to the due date of the FASP.

c. Participants

- i. Facilitator;
- ii. Parent(s);
- iii. Foster parent(s)/resource(s);
- iv. Children and youth;
- v. Youth advisor<sup>37</sup> (at the youth’s request)
- vi. Interpreter (if requested) or reasonable substitute, which may include, but is not limited to a bi-lingual staff member;
- vii. Extended family/non-relative supports (includes clergy, imam, rabbi, and other religious leaders the family turns to for support)<sup>38</sup>;

---

<sup>36</sup> See Adoption and Safe Families Act (ASFA) of 1997, 2 U.S.C. 901; 18 U.S.C. 111 and 112.

<sup>37</sup> Youth, 14 years of age or older, may select two (2) individuals to serve as members of the case planning team. The youth advisor cannot be the case planner, case worker, case manager, or foster parent. See 18 NYCRR § 428.3; 15-OCFS-ADM-22: *Case Planning for Youth in Foster Care 14 Years of Age or Older*, September 28, 2015.

- viii. Provider foster care agency case planner;
- ix. Provider foster care agency case planner supervisor;
- x. Staff from ACS’s Child Welfare Support Services and B2H unit, as needed;
- xi. Service provider(s);
- xii. Community partner(s); and/or
- xiii. The FCLS attorney, attorneys, social workers, and/or parent advocates affiliated with counsel for the children or parents<sup>39</sup>.

d. Proceeding vs. Rescheduling the Permanency Planning Conference

- i. The provider foster care agency must proceed with the Permanency Planning Conference as scheduled unless the required participants are unavailable. The required participants consist of:
  - a) Facilitator;
  - b) Parent(s);
  - c) Foster Parent(s);
  - d) Youth (if age 14 years old or older);
  - e) Provider foster care agency case planner;
  - f) Provider foster care agency case planner’s supervisor; and

---

<sup>38</sup> “Non-relative supports” may include family friends, neighbors, school staff, service providers, and anyone else the family considers an important resource.

<sup>39</sup> See 18 NYCRR § 430.12. Should counsel for the child and parent(s) request to attend a permanency conference, the FCLS attorney must also attend in person or by phone to participate in the conference. In the event of conflict, the FCLS attorney must arrange for appropriate coverage for any conference and/or court appearance. If an attorney is present at the scheduled permanency conference, without an FCLS attorney, the conference must be rescheduled.

- g) Interpreter (if requested) or reasonable substitute, which may include, but is not limited to a bi-lingual staff member.
- ii. The provider foster care agency must re-schedule the Permanency Planning Conference to a date no later than three (3) business days after the scheduled conference if a required participant is unavailable for the scheduled Permanency Planning Conference.

#### 4. Discharge Conference

##### a. Purpose<sup>40</sup>

Discharge conferences are generally initiated by the provider foster care agency or the provider preventive service agency depending on the type of discharge conference held. Under specific circumstances, ACS' Division of FPS, Older Youth Services Specialist (OYSS) must facilitate discharge conferences [see Section III(C) below for more information]. Generally, discharge conferences give the provider agency an opportunity to assess whether the goals of the service plan or permanency plan have been achieved, whether the child will be safe with his or her family without the provider agency's supervision, whether there is a need to connect the child or family with preventive services from a community-based organization or other entities to reduce risk and/or provide support, and the opportunity to refer the child or family for preventive services, if needed, prior to the child's discharge or termination of services.

##### b. Types<sup>41</sup>

- i. "Temporary release"<sup>42</sup> discharge conference - A temporary release discharge conference must be held within 48 hours of the court order and prior to the child's release from foster care, if possible, when the court orders a child, who is in foster care, to be temporarily released to the custody of a parent(s)<sup>43</sup> or other resource(s) with supervision during an open Article 10 court case. This conference shall be facilitated by ACS [see Section III(C) below for more information]. The trigger for a

---

<sup>40</sup> See *Children's Services Office of Family Permanency Team Conferencing Protocol Phase II*, issued on April 1, 2009, and any successor guidance.

<sup>41</sup> See *Children's Services Office of Family Permanency Team Conferencing Protocol Phase II*, issued on April 1, 2009, and any successor guidance.

<sup>42</sup> Also known as "temporary custody" prior to disposition on an Article 10 case. See Family Court Act §1017 and §1027.

<sup>43</sup> See [Matter of Brooke S.B. v Elizabeth A.C.C. and Matter of Estrellita A. v Jennifer L.D., 2016 NY Slip Op 05903 \(N.Y. Aug. 30, 2016\).](#)



temporary release discharge conference is a court order temporarily releasing a child to the custody of a parent(s) or other resource(s), with supervision, pending disposition on an open Article 10 court case.

- ii. Trial discharge conference – A trial discharge conference must be held prior to the anticipated trial discharge of a child except when the court has ordered a discharge. If there is a court order, the conference must be held on the same day or within 24 hours of the court order. The conference cannot delay a court-ordered trial discharge. This conference must be facilitated by ACS [see Section III(C) below for more information]. The triggers for a trial discharge conference include: a court order for a trial discharge conference to be scheduled or when the provider foster care agency is considering or planning a trial discharge for the child.
- iii. Discharge conference (to relative) – A discharge conference must be held prior to the anticipated discharge of the child or youth from placement for cases where the parent(s) is (are) not a discharge resource(s), except when the court has ordered a discharge<sup>44</sup>. If there is a court order, the conference must be held the same day or within 24 hours of the court order. The conference cannot delay a court-ordered discharge. This conference must be facilitated by ACS [see Section III(C) below for more information]. The triggers for a discharge conference include: when the provider foster care agency is considering or planning a discharge of the child or youth to a relative (i.e., Final Order of Custody or Guardianship).
- iv. Final discharge conference – A final discharge conference must be held prior to the anticipated final discharge of a child or youth from placement, except when the court has ordered a discharge<sup>45</sup>. If the court orders a discharge, the conference must be held the same day or within 24 hours of the court order. The conference cannot delay the court-ordered discharge. This conference must be facilitated by ACS [see Section III(C) below for more information]. The triggers for a final discharge conference consist of: when the provider foster care agency is considering or planning the child or youth's discharge to a parent or legal guardian, adoption, KinGAP, to an Alternative Planned Permanent Living Arrangement (APPLA), or 30 days prior to the youth's discharge from an exception to policy (ETP).

---

<sup>44</sup> The court lacks the authority to order ACS to hold particular conferences which are part of ACS' own voluntary protocol. As such, FCLS should consider entering opposition papers to any such orders.

<sup>45</sup> The court lacks the authority to order us to hold particular conferences which are part of our own voluntary protocol. As such, FCLS should consider entering opposition papers to any such orders.

- v. Service termination conference – a service termination conference is one type of discharge conference initiated by the provider preventive service agency and facilitated by ACS. The objective of the service termination conference includes, but is not limited to, assessing whether the child(ren) is (are) safe, whether service termination is consistent with the overall risk rating/profile of the family, whether the risk of future abuse or neglect decreased significantly, and whether there is a need to pursue Family Court intervention. The trigger for a service termination conference is: four (4) weeks in advance of the anticipated or planned service termination. This conference must occur prior to closing any preventive service case, including EBM cases. Priority shall be given to limited high-risk cases<sup>46</sup>.
- c. If the court orders a discharge, ACS and the provider foster care agency must plan to immediately comply with the order. At the same time, ACS and provider foster care agency staff must promptly confer with FCLS, as appropriate, regarding the possibility of appeal. Under no circumstances may a court-ordered discharge be delayed for the purpose of having a conference first. As needed, the provider foster care agency must arrange that any conference be held promptly after discharge.
- d. Participants
    - i. ACS facilitator;
    - ii. Parent(s);
    - iii. Foster parent(s)/resource(s);
    - iv. Child(ren) and youth;
    - v. Interpreter (if requested) or reasonable substitute, which may include, but is not limited to a bi-lingual staff member;
    - vi. Extended family/non-relative supports (includes clergy, imam, rabbi, and other religious leaders the family turns to for support)<sup>47</sup>;
    - vii. Provider agency case planner or caseworker;

---

<sup>46</sup> See page 17, Section III.B.2.b.i.a.(Family Support Conference) for definition of “limited high-risk case”

<sup>47</sup> “Non-relative supports” may include family friends, neighbors, school staff, service providers, and anyone else the family considers an important resource.

- viii. Provider agency case planner/caseworker supervisor;
- ix. Service provider(s);
- x. Community partner(s); and
- xi. FCLS attorney, attorneys representing the child(ren) and parent(s), and social workers/parent advocates affiliated with counsel for the child(ren) or parent(s)<sup>48</sup>.

**IV. Conferences Involving Evidence-Based Model (EBM) Preventive Services**

- A. All families receiving EBM preventive services must be aligned with ACS CWP’s integrated conferencing. As such, the term “Family Team Sessions” shall no longer be used.
- B. All families receiving EBM preventive services, who are referred by DCP, via an Initial Child Safety Conference, must receive a Follow-Up Child Safety Conference at the 30<sup>th</sup> – 45<sup>th</sup> day from the CRD. ACS must facilitate these conferences and the conferences must occur in the borough office.
- C. All families receiving EBM preventive services, who are not referred by DCP and are considered high risk, must receive a Permanency Planning Conference at the 30<sup>th</sup> - 45<sup>th</sup> day from the CRD. ACS must facilitate this Permanency Planning Conference (see Section III for ACS-facilitated FTCs). This conference may occur in the home, borough office, or other community setting.
- D. All families receiving EBM preventive services must receive a Service Termination Conference. ACS must facilitate this Service Termination Conference (see Section III for ACS-facilitated FTCs). This conference may occur in the home, borough office, or other community setting.

**V. Conferences Involving Older Youth, Another Planned Permanent Living Arrangement (APPLA), and Residential Care**

- A. ACS’ FPS OYS must conduct and facilitate conferences in lieu of ACS’ CWP under the following circumstances:

---

<sup>48</sup> See 18 NYCRR § 430.12. Should counsel for the child and parent(s) request to attend a discharge conference, the FCLS attorney must also attend in person or by phone. In the event of a conflict, the FCLS attorney must arrange for appropriate coverage for all conferences and/or court appearances. If an attorney is present at the scheduled discharge conference, without an FCLS attorney, the conference must be rescheduled.

1. All trial discharges in which a youth is being discharged to self with a goal of Independent Living or APPLA;
2. All final discharge conferences where the youth has a goal of Independent Living or APPLA, including youth on ETP;
3. All trial discharge conferences and final discharge conferences for youth in residential settings;
  - a. Provider agencies must request all trial discharge conferences and final discharge conferences from ACS FPS OYS five (5) business days in advance of the anticipated or planned trial discharge or final discharge.
  - b. Provider agencies must invite staff from the Intensive Preventive Aftercare Services for Child Welfare (IPAS-CW unit) to these trial discharge and final discharge conferences immediately after FPS OYS confirms the conference date, time, and location. Provider agency staff can invite IPAS-CW staff via email, as soon as the FTC is scheduled, by sending an e-mail to: [IPASCW@acs.nyc.gov](mailto:IPASCW@acs.nyc.gov)
  - c. Provider agency staff must attach a copy of the completed FTC referral form and include the following information in the body of the message:
    - i. The youth's name;
    - ii. The case name; and
    - iii. The date, time, and location of the conference.
4. All cases in which the provider agency is requesting a goal change to APPLA for youth age 16 years and up;
5. All placement change conferences for youth with a goal of APPLA, age 16 years and up who meet one of the following:
  - a. All active dually-involved youth in care (foster care and juvenile justice)
  - b. Crossover Youth Practice Model (CYPM);
  - c. Youth arrested;
  - d. Person in Need of Supervision (PINS);

- e. Youth in OCFS custody; and/or
  - f. Youth at Rikers Island
- B. ACS' FPS OYS must conduct and facilitate APPLA goal change conferences. The provider agencies must follow these principles below:
1. No youth in foster care shall be given the goal of APPLA without an FTC;
  2. No youth in foster care shall be given the goal of APPLA without a plan for a youth's permanent resource upon discharge in the community; and
  3. ACS' FPS OYSS must conduct and facilitate an FTC when a child is being referred to adult residential care:
    - a. The decision must be made in collaboration with the child's immediate family, resource family<sup>49</sup>, and/or extended kin.
    - b. The provider foster care agency must identify a resource family for the youth, who will stay connected once the transfer is made to adult residential care. If a resource family cannot be immediately identified prior to the youth's transfer to adult residential care, the provider foster care agency must continue to make diligent efforts in identifying a resource family for the youth and document such efforts in CNNX.
  4. To schedule an FTC for any of the above conferences, ACS and provider agency staff must email: Marcia Smith, Scheduler, at [Marcia.Smith@acs.nyc.gov](mailto:Marcia.Smith@acs.nyc.gov), and copy: Patricia Bassy, Executive Director, at [Patricia.Bassy@acs.nyc.gov](mailto:Patricia.Bassy@acs.nyc.gov), and ACS FPS OYS at [OYSSFTC@acs.nyc.gov](mailto:OYSSFTC@acs.nyc.gov)

## VI. Management Review Process

### A. Generally

1. It is possible that consensus may not be reached before the conference concludes for the following reasons:

---

<sup>49</sup> A "resource family" is also known as the non-familial kinship resource for the child or youth, such as the child or youth's godparent, neighbor, teacher, counselor, etc. who will function as a mentor and/or significant connection for the child or youth when entering adult residential care. The resource family will agree to be in contact with the child or youth while he or she is in residential care

- a. The conference participants cannot reach consensus regarding the health, safety and/or risk to a child; and/or
  - b. The conference decision is perceived as violating New York State Social Services Law or is contrary to an OCFS policy or ACS policy.
2. Disagreements may include, but are not limited to:
- a. Releasing the child(ren) back to the respondent parent(s);
  - b. Trial discharging the child(ren) back to his or her parent(s); and/or
  - c. Terminating preventive services.
3. When disagreements prevent consensus from being reached before the conference concludes, ACS will trigger a Management Review. The process is outlined in Section “B” below.<sup>50</sup>

#### B. Process

1. The CWP Conference Facilitator (CF) must work with the provider agency case planner, supervisor, and program director during the conference to try to resolve the disagreement.
2. If resolution cannot be reached at the conference, the CF may contact the CWP Conference Manager or Conferencing Director for consultation regarding the disagreement.
3. If resolution cannot be reached by the end of the conference, the parties shall develop a plan to address the specific issues that need follow up. If necessary, a safety plan will be put in place and all parties will agree to abide by it until final resolution can be reached.
4. The CWP Conference Manager or Director shall trigger a management review by contacting the DCP Deputy Director, Director of Office of Preventive Technical Assistance (OPTA), and/or the Executive Director of Senior Practice Consultants (SPC)/ Shared Response Team (SRT), as appropriate.
5. The DCP Deputy Director, Director of OPTA, and/or the Executive Director of SPC/SRT shall contact the Provider Agency Program Director or one level above to discuss the disagreement.

---

<sup>50</sup> This applies to all conferences, except Initial Child Safety Conferences which already have a Management Review Process in place that will remain the same.

6. If resolution cannot be reached, the DCP Deputy Director, Director of OPTA and/or the Executive Director of SPC/SRT will contact the DCP Borough Commissioner, Assistant/Associate Commissioner of the Division of Preventive Services (DPS) and/or Associate Commissioner of Family Permanency Services (FPS) for consultation regarding the disagreement.
7. The DCP Borough Commissioner, Assistant/Associate Commissioner of DPS and/or Associate Commissioner of FPS shall contact the provider agency leadership, up to the Executive Director, to discuss the disagreement;

If resolution cannot be reached, the final decision-maker shall be the DCP Borough Commissioner, Assistant/Associate Commissioner of DPS, and/or the Associate Commissioner of FPS.

## **VII. Role of Investigative Consultants (ICs) and Clinical Consultants (CCs)**

### **A. Generally**

1. Investigative Consultants (ICs) and Clinical Consultants (CCs) are resources with whom ACS and the provider agencies may consult to provide expertise and information to expedite permanency planning.

### **B. Investigative Consultants (ICs)**

1. The ICs are a team of former law enforcement investigators who have been assigned into each of the borough offices and at Emergency Children's Services (ECS) to work with Child Protective Specialists (CPS) on their investigations. They provide consultation and investigative support on cases which involve allegations of child abuse or neglect and expert assistance on cases which have resulted in serious injury or death of a child. The IC conducts criminal and domestic violence background checks to help inform CPS' safety and risk assessment. CPS, after consulting with their supervisor, can request an IC to accompany them on a home/field visit when their investigative expertise may benefit the investigation (i.e. Fatality, Missing Children, Unable to Locate the Family, Serious Injury, Commercial Sexual Exploitation of Child(ren) [CSEC]<sup>51</sup>, etc.). ICs can conduct interviews with children, family members, neighbors, school officials and other community members when necessary. Additionally, ICs conduct training for CPS

---

<sup>51</sup> CSEC is defined as any child under age 18 who is induced to perform a commercial sex act (an act where something of value is provided in exchange for a sex act) is considered a sex trafficking victim regardless of whether force, fraud, or coercion is present. See 15-OCFS-ADM-16: Requirements to Identify, Document, Report, and Provide Services to Child Sex Trafficking Victims, September 1, 2015 (Revised March 30, 2016).

staff related to the techniques and strategies necessary for performing sensitive investigations as well as techniques to enhance worker safety.

2. ACS and the provider agencies are to consult with ICs for their expertise and guidance regarding cases where a trial discharge or final discharge is anticipated for a child in placement<sup>52</sup>.

C. Clinical Consultants (CCs)

1. CCs can enhance decision-making and case outcomes through their specialized knowledge and skills including, but not limited to, mental health, medical health, domestic violence and substance use. CCs are located in ACS Borough Offices throughout New York City. CCs frequently partner with ACS child protection and provider agency staff to build capacity, promote best practice, and enhance efforts to serve children and families through case consultation, office-based training, and appropriate community-based referrals.

**VIII. Debriefing Process**

- A. The FTC Borough Director and/or Deputy Director must lead a debriefing every month at designated dates and times with DCP, provider agencies, parent advocates, and community representatives.
- B. The purpose of the monthly debriefings is to provide an opportunity for all FTC Child Welfare Professionals to provide each other with useful feedback regarding the FTC process, this policy to evaluate for system and practice gaps, and to build relationships across program areas.
- C. The debriefings shall have a formal agenda and will last no more than two (2) hours in duration.
- D. All stakeholders are encouraged to participate in the debriefings.

**IX. An Alternative to FTC: Family Team Meeting (FTM)**

- A. Generally<sup>53</sup>

---

<sup>52</sup> At the time of this writing, a policy regarding requests for IC consultations for proposed trial discharge and final discharge is in development.

<sup>53</sup> See *Initial Child Safety Conference Policy*; 3rd Rev, issued October 2012, page 5, and any successor guidance.



1. A family team meeting (FTM) is a family-focused intervention convened in response to an identified risk concern to work in partnership with the family to develop a service plan that addresses the identified risk elements when they do not present immediate or impending danger of serious harm to the child(ren) and court intervention is not being considered.
2. The objective of an FTM is to address the identified risks while considering the safety and well-being of the child(ren).
3. The participants of an FTM include: family members, family's supports<sup>54</sup>, service providers, the assigned CPS or case planner, and/or the supervisor.

#### B. Distinctions between FTM and FTC

1. An FTM is always an informal option for the ACS CPS team or provider foster care agency team to meet with the family when there is no imminent or immediate danger of serious harm to the child(ren) during the course of an investigation or placement, whereas an FTC is triggered when there is elevated risk, an imminent or immediate danger of serious harm to the child(ren), placement disruption, or an anticipated or court-ordered discharge.
2. An FTM is led by the ACS CPS team or provider foster care agency team, whereas an FTC is formally facilitated by an ACS CWP FTC facilitator or designated provider foster care agency facilitator and concludes with a formal debriefing process.

#### C. FTM being elevated to FTC

1. During an FTM, if an assessment of imminent danger is made and it appears that a removal may be necessary, the CPS team will ask for an immediate CSC (FTC). Ideally, efforts should be made to have the CSC convened immediately upon request while all the parties are present.

---

<sup>54</sup> If the family identifies a social worker or parent advocate as support, then the social worker and parent advocate may also attend the FTM.

## **Attachment A**

# ACS-Facilitated Conferences

Referral Source	ACS Facilitated	Connections Purpose Code
<b>Child Protection</b>	<ul style="list-style-type: none"> <li>➤ Initial Child Safety</li> <li>➤ Follow-up Child Safety</li> </ul>	<ul style="list-style-type: none"> <li>➤ Protective Placement Decision Making</li> <li>➤ Family Team Conference Follow-up</li> </ul>
<b>Foster Care Agency</b>	<ul style="list-style-type: none"> <li>➤ Permanency Planning- 12 month</li> <li>➤ Trial Discharge</li> <li>➤ Final Discharge</li> <li>➤ Placement Preservation- Placement Disruptions</li> <li>➤ Goal Change- APPLA (facilitated by the Office of Older Youth Services)</li> </ul>	<ul style="list-style-type: none"> <li>➤ 6-month Service Plan Review</li> <li>➤ Plan Amendment Trial Discharge</li> <li>➤ Plan Amendment Final Discharge</li> <li>➤ Replacement</li> <li>➤ Change in PPG</li> </ul>
<b>Preventive Agency</b>	<ul style="list-style-type: none"> <li>➤ Preventive Service Planning- 30-45 days</li> <li>➤ Service Termination</li> <li>➤ Elevated Risk</li> </ul>	<ul style="list-style-type: none"> <li>➤ Case Planning</li> <li>➤ Case Transfer Review</li> <li>➤ 72-hr Elevated Risk Child Safety Conference</li> </ul>

## **Attachment B**

# Agency-Facilitated Conferences

Referral Source	Agency-Facilitated	Connections Purpose Code
<b>Foster Care Agency</b>	<ul style="list-style-type: none"> <li>➤ Permanency Planning- 90-day</li> <li>➤ Permanency Planning – 6-month, 1 year+</li> <li>➤ Placement Preservation- Sibling Reunification and Kinship Moves</li> <li>➤ Goal Change- All goal changes other than APPLA</li> </ul>	<ul style="list-style-type: none"> <li>➤ 90-day Service Plan Review,</li> <li>➤ 6-month Service Plan Review</li> <li>➤ Replacement</li> <li>➤ Change in PPG</li> </ul>
<b>Preventive Agency</b>	<ul style="list-style-type: none"> <li>➤ Preventive Service Planning- 6-month, 12-month</li> </ul>	<ul style="list-style-type: none"> <li>➤ Preventive Planning 6-month</li> </ul>

## Attachment C

# Child Welfare Programs Family Team Conference Universal Request Form

Date of Conference Request: \_\_\_\_\_ Name of Requester: \_\_\_\_\_  
 Title: \_\_\_\_\_ Agency: \_\_\_\_\_ Telephone: \_\_\_\_\_  
 Case Name: \_\_\_\_\_ Case Number: \_\_\_\_\_  
 Case Address: \_\_\_\_\_ FSS ID#: \_\_\_\_\_  
 If children are in Foster Care list FP Name: \_\_\_\_\_ Agency: \_\_\_\_\_  
 Address: \_\_\_\_\_ FID: \_\_\_\_\_  
 Case Initiation Date: \_\_\_\_\_ Is this an active court case? Yes No  
 Attorney FCLS Name: \_\_\_\_\_ Telephone: \_\_\_\_\_ Court County: \_\_\_\_\_  
 Attorney AFC Name: \_\_\_\_\_ Telephone: \_\_\_\_\_ Court County: \_\_\_\_\_  
 Parent Attorney Name: \_\_\_\_\_ Telephone: \_\_\_\_\_ Court County: \_\_\_\_\_  
 Other Name: \_\_\_\_\_ Telephone: \_\_\_\_\_ Court County: \_\_\_\_\_

### Conference Type *(Drop Down List)*

**Child Safety**     
  **Family Support**     
  **Permanency**     
  **Discharge**

### Family Composition

Name	DOB	Relation to child(ren)	Permanency Planning Goal

### Reason for FTC

Please explain what prompted request *(Describe Safety/Risk/Concerns)*. Narrative:  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

- Describe the unsafe behaviors exhibited by the child(ren): (Drug use/gang related/inappropriate social behavior/poor service follow/family violence/pregnancy)
- Describe parental incapacity: (Medical/Mental)
- Specify prior service history – Name and dates-recommended/completed services
- Specify prior foster care history for all children – Name and dates, trial and successful discharges
- Mental/medical/hospitalization concerns (specify who and impact on safety)
- Unsafe environmental conditions (specify the unsafe conditions and impact on safety)
- Excessive corporal punishment (specify who is unsafe and impact on safety)
- Domestic violence/sex abuse (specify who and impact on safety)
- Substance Misuse and Abuse (specify who and impact on safety)

### Emergency Removal *(if removal occurred before conference request)* DCP/Foster Care and Replacement

Describe the unsafe conditions and/or behaviors that placed child(ren) in danger (do not list safety factors, please include parent/caretaker arrest).  
 Discuss safety plan for child(ren) until the case is filed in court:

Who will care for child? Name: \_\_\_\_\_ Kinship Yes No Where: \_\_\_\_\_  
 SCR cleared resources: \_\_\_\_\_ Findings: \_\_\_\_\_

Please discuss family's prior Child Welfare History including all Jurisdictions:  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

\*In this section please discuss all known service involvement including current services. Note services offered, date service began, agency and what specific service was offered to each member and what specifically the service is/was intended to address. (Please indicate if family declined services/and unsuccessful service interventions). Regarding foster care please indicate all foster care history for each child including current placement information.

**Preventive Services** (current and past)

Services Offered	Date referred	Date completed	Agency Name

**Permanency/Foster Care** (current and past)

Foster Care Hx for each child (include current)	Agency Name	Dates from	to

**School Information**

Child's Name	School Name/Number and Location	Grade	Is student attending school?		Is student designated to receive Special Ed services?		If yes, please choose disability
			Yes	No	Yes	No	

**Special Considerations**

Is any child currently in an ACUTE psychiatric hospital? Yes No Child's name(s):  
 If yes, name of hospital: Hospital contact person/phone:  
 Date Mental Health Coordination Unit was notified (if applicable):  
 Discuss/list all diagnosis and attach all assessments:  
 Is any child currently in a Juvenile Justice Settings? Yes No Name of facility: Date of admission:  


---

 Is any child expecting a baby or parenting a child? Yes No If yes, whom? Sexual Trafficking Victim? Yes No  
 Expected delivery date: Name of expecting child:  
 Mental Health Concerns Yes No If yes, specify (parent/child/other and list name):  
 Substance Abuse Concerns Yes No If yes, specify (parent/child/other):  


---

 Family's Race/Ethnicity (use agency code): Religion (use agency code):  
 Primary language spoken: Identify language to be utilized at the conference:  
 Is an Interpreter required? Yes No Native American? Yes No Which Tribe/Nation:  


---

 Parent advocate/community representative invited? Yes No Date of invite:

Prospective Participant Check Box if attendance confirmed	Relationship to child(ren)	Contact Number(s)	Phone Participation Contact Number

**CFS-Conference Assignment Information**

ACS Facilitator: Date of Conference:  
 Location Conference: Time of Conference:  


---

 Cancellations:  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_



## Attachment D

**CHILD WELFARE PROGRAMS  
CHILD WELFARE CONFERENCING / FAMILY TEAM CONFERENCING**

<b>BEVERLY ALI, ASSISTANT COMMISSIONER</b>
Office # (212) 341-8979/ Cell # (646) 584-2593 Email: Beverly.Ali@acs.nyc.gov
<b>MELANIE DUNCAN, ADMINISTRATIVE DEPUTY DIRECTOR</b>
Office # (212) 341-9023/ Cell # (646) 842-2397 Email: Melanie.Duncan@acs.nyc.gov
<b>SANDRA GRAYDON-LONG, FTC BOROUGH DIRECTOR</b>
<b>MANHATTAN (SOUTH) &amp; STATEN ISLAND</b>
Office: (718) 720-8864/ Cell # (917) 583-4130 Email: Sandra.Graydon-Long@acs.nyc.gov
<b>JUDITH VASSELL-MARIETTE, FTC BOROUGH DIRECTOR</b>
<b>MANHATTAN (NORTH)</b>
Office: (212) 676-6715/ Cell # (347) 844-3060 Email: Judith.Vassell-Mariette@acs.nyc.gov
<b>ROBERT MARTINEZ, FTC BOROUGH DIRECTOR</b>
<b>BRONX (NORTH) &amp; UPSTATE</b>
Office # (718) 239-5421/ Cell # (646) 872-0957 Email: Robert.Martinez@acs.nyc.gov
<b>PERPETUA IGWEATU, FTC BOROUGH DIRECTOR</b>
<b>BRONX (SOUTH)</b>
Office # (718) 933-1133/ Cell # (929) 271-6145 Email: Perpetua.Igweatu@acs.nyc.gov
<b>HARRY COMEAU, FTC BOROUGH DIRECTOR</b>
<b>BROOKLYN (WEST)</b>
Office # (718) 260-8566/ Cell # (347) 860-5090 Email: Harry.Comeau@acs.nyc.gov
<b>DEBORAH GEORGE-WEST, FTC BOROUGH DIRECTOR</b>
<b>BROOKLYN (EAST)</b>
Office # (718) 623-4965/ Cell # (646) 872-7324 Email: Deborah.George-West@acs.nyc.gov
<b>CELESTE LUCAS POWERS, FTC BOROUGH DIRECTOR</b>
<b>QUEENS &amp; LONG ISLAND</b>
Office # (718) 725-4352/ Cell # (917) 716-2211 Email: Celeste.LucasPowers@acs.nyc.gov
<b>TARYEN DAVIDSON, FTC BOROUGH DIRECTOR</b>
<b>QUEENS</b>
Office # (718) 557-1768/ Cell # (917) 769-1975 Email: Taryen.Davidson@acs.nyc.gov

SANDRA GRAYDON-LONG, FTC BOROUGH DIRECTOR MANHATTAN (SOUTH) & STATEN ISLAND								
Managers' Name & Borough	Office Phone # & Cell #	E-Mail Address	Agency	Conferencing Contact	Conferencing Telephone #	Schedulers' Name	Office Phone # & Cell #	E-Mail Address
Beverley Booker (Manhattan & Staten Island)	O: (718) 720-3785 C: (929) 271-6259	<a href="mailto:Beverley.Booker@acs.nyc.gov">Beverley.Booker@acs.nyc.gov</a>	DCP - Manhattan-Zone - C & OSI & Staten Island	Beverley Booker			O: (718) 720-3785 C: (929) 271-6259	<a href="mailto:Beverley.Booker@acs.nyc.gov">Beverley.Booker@acs.nyc.gov</a>
Yvette Rodgers (Manhattan & Staten Island)	O: (212) 442-2037 C: (646) 584-3373	<a href="mailto:Yvette.Rodgers@acs.nyc.gov">Yvette.Rodgers@acs.nyc.gov</a>				Lenore Hurdle	(212) 676-7173	<a href="mailto:lenore.hurdle@acs.nyc.gov">lenore.hurdle@acs.nyc.gov</a>
			Boys Town	Tahisha Salmon Lue-Hing	(212)725-4260			
			Chinatown YMCA	Narcisa Loza	(212) 219-8393 ext. 16			
			Chinese-American P.C.	Judy Ah-Yune	(212) 941-0030 ext 251, 230 or 206			
			Edwin Gould Services for Children	Amelia Swanigan	(646) 315-7600 (Main) or (646) 315-7604			
			Graham Windham	Laurie Sands	(917) 697-9316 ext. 218			
				Laurie Sands	(212) 368-4100 ext. 7112 or (917) 697-9316			
			Harlem Children's Zone, Inc.	Maria Lozano-Cartegena	(212) 666-7390			
				Andrew Eisenberg	(212) 234-6714			
				Allison Peay	(212) 281-7000			
			Leake & Watts Services, Inc.	Anne Nadig	(718) 794-8425/ (718) 794-8248			
			Lower East Side Family Union	Hazel Ordanez	(212) 260-0040 ext. 1241			
			New Alternatives For Children	Carola Haberly	(212) 696-1550/ (646) 352-9032			

SANDRA GRAYDON-LONG, FTC BOROUGH DIRECTOR MANHATTAN (SOUTH) & STATEN ISLAND								
Managers' Name & Borough	Office Phone # & Cell #	E-Mail Address	Agency	Conferencing Contact	Conferencing Telephone #	Schedulers' Name	Office Phone # & Cell #	E-Mail Address
			Saint Luke's-Roosevelt	Barbara Rothbart (Executive Director)	(212) 523-2695			
				Heather Sutter (Program Manager)	(212) 523-2692			
				Clarene Richards (Program Manager)	(212) 523-2688			
			The Children's Aid Society	Alirio Guerrero	(347) 291-8601			
				Linda McAndrew	(347) 291-8701			
				Kim Dorsey	(718) 625-8300			
				Schmika Risher	(212) 619-0383			
				Christine Sirianni	(212) 619-0383 Ext. 6410			
			Jewish Board of Family & Children Services	Vicki Kriemelman	(718) 727-3303 ext. 830234			
				Pierre Deshauteurs/ Jeralyn Buono	(718) 727-3303 ext. 830226/ ext. 830214			
			Sauti Yetu Center for African Women & Families	Katrina Schermerhorn	(718) 665-2486			
			Seamen's Society for Children & Families	Linda Santlofer	(718) 447-7740 ext. 4204			
			United Activities Unlimited	Karen Felton-Handley	(718) 448-5591			
			The NY Foundling Hospital	Melissa Fulgieri	(646) 285-2593			
				Anna Poiarkoff	(212) 206-4111/ (212) 886-4095			
				Tara Benjamin	(347) 913-2958			
				Zaida Fernandez	(646) 315-3561			
				Reina Batrony	(347) 913-2957			
Valerie Foy (Manhattan & Staten Island)	O: (212) 676-6516 C: (646) 872-3629	<a href="mailto:Valerie.Foy@acs.nyc.gov">Valerie.Foy@acs.nyc.gov</a>				Rosa Quinones	(212) 442-5660	<a href="mailto:rosa.quinones@acs.nyc.gov">rosa.quinones@acs.nyc.gov</a>
			The Children's Aid Society	Rachel Luski	(212) 949-4409			
				Bob Sloan	(718) 273-5305			



**SANDRA GRAYDON-LONG, FTC BOROUGH DIRECTOR  
MANHATTAN (SOUTH) & STATEN ISLAND**

Managers' Name & Borough	Office Phone # & Cell #	E-Mail Address	Agency	Conferencing Contact	Conferencing Telephone #	Schedulers' Name	Office Phone # & Cell #	E-Mail Address
			Sheltering Arms	Lisa Gitelson	(646) 839-5357			
			Good Shepherd Services	Emily Faro	(212) 475-4245			
			Jewish Board of Family & Children Services	Mindy Mayer	(212) 477-1565			
			New Alternatives for Children	Carla Riccobono	(212) 696-1550			
			The NY Foundling Hospital	Jacqueline Sanders	(917) 485-7716			
			Seamen's Society for Children & Families	Jacqueline Lawrence	(718) 447-7740 ext. 4629			

**JUDITH VASSELL-MARIETTE, FTC BOROUGH DIRECTOR  
MANHATTAN (NORTH)**

Managers' Name & Borough	Office Phone # & Cell #	E-Mail Address	Agency	Conferencing Contact	Conferencing Telephone #	Schedulers' Name	Office Phone # & Cell #	E-Mail Address
Sonia Tye-Santiago (Manhattan-North)	O: (212) 426-3769 C: (347) 578-4134	<a href="mailto:Sonia.Tye-Santiago@acs.nyc.gov">Sonia.Tye-Santiago@acs.nyc.gov</a>	DCP - Zone A, B, Z and CAC	Sonia Tye-Santiago			O: (212) 426-3769 C: (347) 578-4134	<a href="mailto:Sonia.Tye-Santiago@acs.nyc.gov">Sonia.Tye-Santiago@acs.nyc.gov</a>
Rhonda Sealey (Manhattan-North)	O: (212) 227-3498 C: (929) 271-6321	<a href="mailto:Rhonda.Sealey@acs.nyc.gov">Rhonda.Sealey@acs.nyc.gov</a>				Sultana Khanam	(212) 341-0959	<a href="mailto:sultana.khanam@acs.nyc.gov">sultana.khanam@acs.nyc.gov</a>
			Catholic Guardian Services	Liana Deleon	(212) 926-1774			
			The Children's Village	Danielle Gaffney	(212) 932-9009			
			Edwin Gould Services for Children	Baily Anais	(212) 602-5836			
			Graham Windham	Antoinette Grant	(917) 386-2121/ (718) 875-1667 ext. 3411			
			Lutheran Social Services of NY	Lisa Marie Vargas	(646) 790-6566			
			The NY Foundling Hospital	Authurine Tucker	(917) 485-7137			
Catrize Vega (Manhattan-North)	O: (212) 427-3866 C: (646) 770-7569	<a href="mailto:Catrize.Vega@acs.nyc.gov">Catrize.Vega@acs.nyc.gov</a>				Tanika Moore	(212) 860-6938	<a href="mailto:Tanika.Moore@acs.nyc.gov">Tanika.Moore@acs.nyc.gov</a>
			Association to Benefit Children (Administrative Director)	Samantha Acevedo	(646) 459-6099			
			Association to Benefit Children (Clinical Director)	Carrie Wolleman-Stein	(646) 459-6142			
			Cardinal McCloskey	Nadia Luburic	(212) 987-1806			
			Harlem Dowling Westside	Gatiana Smith	(212) 927-9200			
			Little Sisters of the Assumption	Nilsa Machado-Welsh	(212) 987-2725			
			New York City Mission Society	Mary Mckevitz	(212) 749-5800			

**JUDITH VASSELL-MARIETTE, FTC BOROUGH DIRECTOR  
MANHATTAN (NORTH)**

Managers' Name & Borough	Office Phone # & Cell #	E-Mail Address	Agency	Conferencing Contact	Conferencing Telephone #	Schedulers' Name	Office Phone # & Cell #	E-Mail Address
			Northside Center for Child Development, Inc.	Adrienne Williams-Myers	(212) 426-3419			
			The Children's Aid Society	Frances Lopez	(347) 708-8475			
			The Children's Village	Daphne Torres-Douglas	(917) 734-7059			
			The NY Foundling Hospital	Jennifer Brannon	(646) 369-6321			
				Jose Vasquez	(212) 206-4111/ (212) 886-4095			
				Fanny Duran	(212) 886-4000/ (212) 886-4095			
				Tara Benjamin	(347) 913-2958			
				Sylvia Rowlands	(212) 660-1313			
				Reina Batrony	(212) 660-1354			
Catriz Vega (Bronx - South)	O: (212) 427-3866 C: (646) 770-7569	<a href="mailto:Catriz.Vega@acs.nyc.gov">Catriz.Vega@acs.nyc.gov</a>				Tanika Moore	(212) 860-6938	<a href="mailto:Tanika.Moore@acs.nyc.gov">Tanika.Moore@acs.nyc.gov</a>
			Association to Benefit Children	Cindy Bautista	646-937-2491			
			Cardinal McCloskey	Nadia Luburic	718-542-0255			
			Dominican Sisters	Eileen Cuevas	718-292-0151 ext. 1423			
			Edwin Gould Services for Children	Janie Johnston	718-732-7422			
			Graham Windham	Milagros Vega	718-294-1715 ext. 4150			
			Jewish Child Care Association	Justine Gottlieb	347-293-4194			
			Puerto Rican Family Institute	Sonia Acobe-Morales	718-584-6268			
			Sauti Yetu Center for African Women and Families	Katrina Schermerhorn	718-665-2486			
			Sheltering Arms	Adaisha Richards	718-401-5161			

**JUDITH VASSELL-MARIETTE, FTC BOROUGH DIRECTOR  
MANHATTAN (NORTH)**

Managers' Name & Borough	Office Phone # & Cell #	E-Mail Address	Agency	Conferencing Contact	Conferencing Telephone #	Schedulers' Name	Office Phone # & Cell #	E-Mail Address
			The Children's Aid Society	Frances Lopez	347-708-8475			
				Stephen Douglas	718-716-7531			
			The NY Foundling Hospital	Marta Anderson-Winchell	917-485-7297			
				Reina Batrony	212-660-1354			
			University Behavioral Associates	Dr. Juanita Jose	718-401-5050			



ROBERT MARTINEZ, FTC BOROUGH DIRECTOR								
BRONX (NORTH) & UPSTATE								
Managers' Name & Borough	Office Phone # & Cell #	E-Mail Address	Agency	Conferencing Contact	Conferencing Telephone #	Schedulers' Name	Office Phone # & Cell #	E-Mail Address
Francis Ayuso (Bronx-North/West)	O: (718) 401-2081 C: (347) 213-0681	<a href="mailto:Francis.Ayuso@acs.nyc.gov">Francis.Ayuso@acs.nyc.gov</a>				Roxane Benjamin	(718) 401-2041	<a href="mailto:Roxane.Benjamin@acs.nyc.gov">Roxane.Benjamin@acs.nyc.gov</a>
			Catholic Guardian Services	Rita Alvis	(718) 828-0300 ext. 222			
				Peter Trivissonno	(718) 288-1515 ext. 165			
				Cacilda Pinto	(718) 828-0300 ext. 272			
			The Children's Village	Paulette Rivers	(718) 220-4700 ext. 6507			
			Astor Services for Children & Families	Lanika Lester	(718) 231-3400			
			Berkshire Farm Center Services for Youth	Jennifer Gilmore	(718) 617-7972			
			Bronx Works	Jonathan Morgenstern	(718) 508-3160			
			Graham Windham	Milagros Vega	(718) 294-1715			
			Jewish Board of Family & Children Services	Cynthia Carnaghi/ Andrea Edwards	(718) 320-3082 ext. 810207			
				Andrea Edwards	(718) 798-7801 ext. 265			
			Leake & Watts Services, Inc.	Rickie Daniels	(718) 794-8413			
			Good Shepherd Services	Sonia Velez	(718) 562-7865			
				Dalma Riquelme/John Fagella	(718) 562-2605			
				Mary Tanneberger	(718) 365-1400			

ROBERT MARTINEZ, FTC BOROUGH DIRECTOR								
BRONX (NORTH) & UPSTATE								
Managers' Name & Borough	Office Phone # & Cell #	E-Mail Address	Agency	Conferencing Contact	Conferencing Telephone #	Schedulers' Name	Office Phone # & Cell #	E-Mail Address
			Mental Health Association of NYC	Elizabeth Rogers	(646) 532-3540 ext. 861			
			Scan -NY	Donna Pearce	(718) 293-2230			
			Saint Dominic's Home	Kimberly Herman	(718) 584-4407 ext. 111			
Ohan Carter (Bronx-North)	O: (718) 239-5415 C: (917) 769-1878	<a href="mailto:Ohan.Carter@acs.nyc.gov">Ohan.Carter@acs.nyc.gov</a>	DCP - Zone A, C, and Z	Ohan Carter			O: (718) 239-5415 C: (917) 769-1878	<a href="mailto:Ohan.Carter@acs.nyc.gov">Ohan.Carter@acs.nyc.gov</a>
				Donna Ordonez-Jenkins			O: (718) 933-7252 C: (646) 946-1143	<a href="mailto:Donna.Ordonez-Jenkins@acs.nyc.gov">Donna.Ordonez-Jenkins@acs.nyc.gov</a>
Aline Fertil-Monroe (Bronx-North & Westchester County)	O: (718) 518-7047 C: (646) 584-3762	<a href="mailto:Aline.Fertil-Monroe@acs.nyc.gov">Aline.Fertil-Monroe@acs.nyc.gov</a>				Dion Cordice	(718) 239-2889	<a href="mailto:Dion.Cordice@acs.nyc.gov">Dion.Cordice@acs.nyc.gov</a>
			Catholic Guardian Services	Patricia Ekokobe	(718) 828-0300			
				Gerri Goldfarb	(212) 926-1774			
			The Children's Aid Society	Suzette Foncesca	(718) 764-2406			
			The Children's Village	Hewton Fider	(914) 693-0600 ext. 1244/ext. 2101			
				Sasha Cureton	(718) 220-4700 ext. 7280			
			Good Shepherd Services	Karen Callender	(718) 561-4340			
			Graham Windham	Latoya Plummer	(914) 478-1100 ext. 280			
			Jewish Board of Family and Children Services	Jonathan McLean & Valerie Cortalano	(914)773-6766 & (914)773-7466			
			Jewish Child Care Association	Malaika Gutman	(914) 741-4553			

ROBERT MARTINEZ, FTC BOROUGH DIRECTOR								
BRONX (NORTH) & UPSTATE								
Managers' Name & Borough	Office Phone # & Cell #	E-Mail Address	Agency	Conferencing Contact	Conferencing Telephone #	Schedulers' Name	Office Phone # & Cell #	E-Mail Address
				Silva Orellana	(914) 741-4536			
			Leake & Watts Services, Inc.	Debra McCall	(718) 794-8442			
				Shanikwa McIntyre-Ligonde	(718) 231-9020			
			Lutheran Social Services of NY	Lisa Marie Vargas	(646) 790-6566			

PERPETUA IGWEATU, FTC BOROUGH DIRECTOR								
BRONX (SOUTH)								
Managers' Name & Borough	Office Phone # & Cell #	E-Mail Address	Agency	Conferencing Contact	Conferencing Telephone #	Schedulers' Name	Office Phone # & Cell #	E-Mail Address
Joycelyn Garbutt (Bronx - South)	O: (718) 933-6379 C: (347) 415-7947	<a href="mailto:Joycelyn.Garbutt@acs.nyc.gov">Joycelyn.Garbutt@acs.nyc.gov</a>	DCP - B, E and F	Joycelyn Garbutt			O: (718) 933-6379 C: (347) 415-7947	<a href="mailto:Joycelyn.Garbutt@acs.nyc.gov">Joycelyn.Garbutt@acs.nyc.gov</a>
Dale Roberson-Baker (Bronx - South)	O: (718) 319-8909 C: (347) 415-7579	<a href="mailto:Dale.Roberson-Baker@acs.nyc.gov">Dale.Roberson-Baker@acs.nyc.gov</a>	DCP - Zone D	Dale Roberson-Baker			O: (718) 319-8909 C: (347) 415-7579	<a href="mailto:Dale.Roberson-Baker@acs.nyc.gov">Dale.Roberson-Baker@acs.nyc.gov</a>
Francisco Guadamuz (Bronx - South)	O: (718) 933-1340 C: (347) 831-4084	<a href="mailto:Francisco.Guadamuz@acs.nyc.gov">Francisco.Guadamuz@acs.nyc.gov</a>				Remy Yigan	(718) 220-5296	<a href="mailto:remy.yigan@acs.nyc.gov">remy.yigan@acs.nyc.gov</a>
			Catholic Guardian Services	Grace Poppe	(718) 228-1515 ext. 128			
				Gerri Goldfarb	(212) 926-1774			
			Graham Windham	La Neeka Ross	(718) 294-1715			
			The NY Foundling Hospital	Jane Neville	(917) 485-7100			
			Edwin Gould Services for Children	Patricia McCollin	(212) 437-3531			
			Jewish Child Care Association	Kirsten Cooper	(718) 742-8727			
			Sheltering Arms	Lisa Gitelson	(646) 839-6357			
				Alana MiraFuentes	(929) 241-1961			
			Cardinal McCloskey	Allen. Feltman	(718) 993-7700 ext. 794			
			Abbott House	Michelle Basquiat	(718) 329-4968 ext. 3433			
			Cayuga Home	China Rivera	(718) 860-1656 ext.1602			
			Saint Dominic's Home	Taiesha Kim Zachary	(917) 645-9076			

HARRY COMEAU, FTC BOROUGH DIRECTOR								
BROOKLYN (WEST)								
Managers' Name & Borough	Office Phone # & Cell #	E-Mail Address	Agency	Conferencing Contact	Conferencing Telephone #	Schedulers' Name	Office Phone # & Cell #	E-Mail Address
Andrea McNeil-Tucker (Brooklyn-West)	O: (718) 218-6319 O: (718) 260-8759 C: (646) 761-5363	<a href="mailto:Andrea.Mcneil-Tucker@acs.nyc.gov">Andrea.Mcneil-Tucker@acs.nyc.gov</a>	DCP - Zone B and F	Andrea McNeil-Tucker			O: (718) 218-6319 O: (718) 260-8759 C: (646) 761-5363	<a href="mailto:Andrea.Mcneil-Tucker@acs.nyc.gov">Andrea.Mcneil-Tucker@acs.nyc.gov</a>
Theresa Bullock (Brooklyn - West)	O: (718) 218-6357 C: (347) 675-5131	<a href="mailto:Theresa.Bullock@acs.nyc.gov">Theresa.Bullock@acs.nyc.gov</a>				Lisa Rivers-Campbell	(718) 218-6243	<a href="mailto:Lisa.rivers-campbell@acs.nyc.gov">Lisa.rivers-campbell@acs.nyc.gov</a>
			Coalition for Hispanic Family Services	Vladimir Carvajal	(718) 497-6090 ext. 328			
			Bethany House 1 with SCO	Carol Magaro	(718) 526-7533			
			Little Flower Children & Family Services	Kerine Mills	(718) 260-8840 ext. 5612			
			The NY Foundling Hospital	Audrey Spiegel	(347) 689-1043			
Leslie Carrington (Brooklyn - West)	O: (718) 221-4036	<a href="mailto:Leslie.Carrington@acs.nyc.gov">Leslie.Carrington@acs.nyc.gov</a>				Luceriza Hidalgo	(718) 245-5994	<a href="mailto:LucerizaA.Hidalgo@acs.nyc.gov">LucerizaA.Hidalgo@acs.nyc.gov</a>
			Arab-American Family Support Center	Yolanda Tart	(718) 643-8000			
			The Children's Aid Society	Kim Dorsey	(718) 858-8234			
			CAMBA	Brandi Vaughn	(718) 282-5575			
			Community Counseling and Mediation	Lana Chery/ Yasmin Creary	(718) 693-7700			
			Good Shepherd Services	Shalini Schaeffer	(718) 422-1900			
				Rita Sanchez-Torres/ Regine Cajuste	(718) 788-0666			
				Mi Seon Kang/ Claribel Marrero	(718) 965-3313			

HARRY COMEAU, FTC BOROUGH DIRECTOR								
BROOKLYN (WEST)								
Managers' Name & Borough	Office Phone # & Cell #	E-Mail Address	Agency	Conferencing Contact	Conferencing Telephone #	Schedulers' Name	Office Phone # & Cell #	E-Mail Address
			Graham Windham	Milagros Vega/ Dorka Sanchez	(718) 875-1167 ext. 3208/ ext. 3201			
			Jewish Board of Family and Children Services	Tricha Menelas	(718) 258-1714			
				Amira Martin	(718) 769-0405			
			Jewish Child Care Association	Diane Singleton	(718) 859-4500			
			The NY Foundling Hospital	Melissa Fulgieri	(212) 660-1384			
				Tara Benjamin	(212) 660-1330			
				Reina Batrony	(212) 660-1354			
			Ohel Children's Home & Family Services	Shelly Berger	(718) 851-6300 (Temporary #)			
					(718) 221-8880 ext. 2100 or ext. 2120			
			Sesame Flyers International	Leslyn Rahaman				
			HeartShare St. Vincent's Services	Mary Semexant	(718) 928-8394/ (718) 372-0580			
				Sherry Brumel	(718) 234-1717			
				Maria Pena	(718) 522-3700			
			SCO Family of Services	Julia Jean Francois	(718) 438-9500 ext. 213			
			Mercy First	Barbara Denize/ Betsy Diaz	(718) 375-7444			
Geraldine Sallee (Brooklyn - West)	O: (718) 260-8720 C: (347) 768-4101	<a href="mailto:Geraldine.Sallee@acs.nyc.gov">Geraldine.Sallee@acs.nyc.gov</a>				Ramona Green	(718) 260-8776	<a href="mailto:Ramona.Green@acs.nyc.gov">Ramona.Green@acs.nyc.gov</a>
			Graham Windham	Sandra Bernard	(718) 875-1167 ext. 3314			
			Jewish Child Care Association	Cy Orfield	(718) 742-8503			
					(718) 935-9644 ext. 6321			
			SCO Family of Services	Rory Francis				
				Kelly Sarway	(718) 851-6300			
			Ohel Children's Home & Family Services	Shelly Berger	(718) 851-6300			



DEBORAH GEORGE-WEST, FTC BOROUGH DIRECTOR								
BROOKLYN (EAST)								
Managers' Name & Borough	Office Phone # & Cell #	E-Mail Address	Agency	Conferencing Contact	Conferencing Telephone #	Schedulers' Name	Office Phone # & Cell #	E-Mail Address
Keeva Bragg (Brooklyn - East)	O: (718) 348-8173 O: (718) 942-2540 C: (646) 599-6606	<a href="mailto:Keeva.Bragg@acs.nyc.gov">Keeva.Bragg@acs.nyc.gov</a>	DCP - Zone C and D	Keeva Bragg			O: (718) 348-8173 O: (718) 942-2540 C: (646) 599-6606	<a href="mailto:Keeva.Bragg@acs.nyc.gov">Keeva.Bragg@acs.nyc.gov</a>
Nodica Johnson (Brooklyn- East)	O: (718) 623-4640 C: (917) 769-1757	<a href="mailto:Nodica.Johnson@acs.nyc.gov">Nodica.Johnson@acs.nyc.gov</a>	DCP - Zone A, E, G and Z	Nodica Johnson			O: (718) 623-4640 C: (917) 769-1757	<a href="mailto:Nodica.Johnson@acs.nyc.gov">Nodica.Johnson@acs.nyc.gov</a>
Natasha Harding (Brooklyn - East)	O: (718) 623-4503 C: (646) 265-4387	<a href="mailto:Natasha.Harding@acs.nyc.gov">Natasha.Harding@acs.nyc.gov</a>				Patricia Allison	(718) 623-4859	<a href="mailto:Patricia.Allison@acs.nyc.gov">Patricia.Allison@acs.nyc.gov</a>
			Edwin Gould Services for Children	Maria Garay	(212) 437-3567			
			Lutheran Social Services of NY	Monica Ofori	(718) 443-1010			
			HeartShare St. Vincent's Services	Alexis Sosa	(718) 739-5000			
			Mercy First	Carla Wilson	(718) 232-1500			
			Seamen's Society for Children & Families	Daryl Dyer	(718) 447-7740			
Paulette Barry (Brooklyn - East)	O: (718) 218-6346 C: (347) 415-7576	<a href="mailto:Paulette.Barry@acs.nyc.gov">Paulette.Barry@acs.nyc.gov</a>				Darlene Lucky	(718) 218-6294	<a href="mailto:Darlene.lucky@acs.nyc.gov">Darlene.lucky@acs.nyc.gov</a>
			Boys Town	Jasmine Singleton	(718) 230-3947			
			Brooklyn Community Services	Jody Querbach	(718) 622-9400			
			Brooklyn Community Services (East NY Family Center)	Jody Querbach	(718) 345-6300			
			Catholic Charities Neighborhood	Daisha Laster	(718) 385-2043			
			Catholic Charities Neighborhood (East NY Family Center)	Yaminah Mcclendon	(929) 234-3042			
			CAMBA	Brandi Vaughns/ Erica Linton	(718) 282-5575 ext. 40312/ (718) 226-0412 ext. 59001			
			Coalition for Hispanic Family Services	Franc Villalobs	(718) 497-6090			

DEBORAH GEORGE-WEST, FTC BOROUGH DIRECTOR								
BROOKLYN (EAST)								
Managers' Name & Borough	Office Phone # & Cell #	E-Mail Address	Agency	Conferencing Contact	Conferencing Telephone #	Schedulers' Name	Office Phone # & Cell #	E-Mail Address
			Community Counseling & Mediation	Lana Cherry	(718) 230-5100			
			Cypress Hills L. D. C.	Max Howard	(718) 277-9593			
			Edwin Gould Services for Children	Michelle Netzler	(347) 227-4160			
				Sylvia Fety	(347) 464-7140			
			Little Flower Children & Family Services	Kristen Marzo	(347) 533-3637 ext. 4208			
			Puerto Rican Family Institute	Marioli Sterling	(718) 387-5200 ext. 2121			
				Irma Rodriguez	(718) 782-7701			
				Portia Robinson	(718) 647-7520			
			SCO Family of Services	Elizabeth Rodriguez	(718) 455-2300			
				Karen Joseph/ Paulette Campbell	(917) 966-4610			
				Cavit Mehmet Zendut	(917) 966-4620 ext. 4633			
				Beth Tilden	(718) 342-4254			
				Gerardine Cadet- Mareus	(718) 342-2374			
				Angela Watson	(718) 596-1116 ext. 11			
			Seamen's Society for Children & Families	Roland Sombai	(888) 837-6687			
			The Family Center	Kandrea Higgings	(718) 230-1379			
			Women's Prison Association	Jennifer Schultz	(347) 227-4238			
			Jewish Board of Family & Children Services	Robert Vichnis/Nishanna Ramataur	(718) 881-1524 ext. 529203/ ext. 529207			



**CELESTE LUCAS POWERS, FTC BOROUGH DIRECTOR  
QUEENS & LONG ISLAND**

Managers' Name & Borough	Office Phone # & Cell #	E-Mail Address	Agency	Conferencing Contact	Conferencing Telephone #	Schedulers' Name	Office Phone # & Cell #	E-Mail Address
Debbie Fraser (Queens)	O: (718) 262-1408 O: (718) 725-6485 C: (646) 532-9509	<a href="mailto:Debbie.Fraser@acs.nyc.gov">Debbie.Fraser@acs.nyc.gov</a>	DCP - Zone B and C	Debbie Fraser			O: (718) 262-1408 O: (718) 725-6485 C: (646) 532-9509	<a href="mailto:Debbie.Fraser@acs.nyc.gov">Debbie.Fraser@acs.nyc.gov</a>
Fred Eirebamen (Queens & Long Island)	O: (718) 725-3788 C: (347) 768-4073	<a href="mailto:Fred.Eirebamen@acs.nyc.gov">Fred.Eirebamen@acs.nyc.gov</a>				Marie Gilles	(718) 725-2101	<a href="mailto:Marie.Gilles@acs.nyc.gov">Marie.Gilles@acs.nyc.gov</a>
			HeartShare St. Vincent's Services	Alexis Sosa	(718)739-5000 ext. 102			
			Little Flower Children & Family Services	Jennifer Horsely	(718) 526-9150 ext. 197			
			Mercy First	Dawn Bessemer	(516) 921-0808			
				Deitre Reynolds	(718) 318-6167			
			SCO Family of Services	Lee Pardee	(718) 935-9466			
				Denise Lam	(718) 526-7533 ext. 342			
Vacant Fred Eirebamen Covering	O: (718) 725-3788 C: (347) 768-4073	<a href="mailto:Fred.Eirebamen@acs.nyc.gov">Fred.Eirebamen@acs.nyc.gov</a>				Ramona Parilla	(212) 442-0534	<a href="mailto:Ramona.Parilla@acs.nyc.gov">Ramona.Parilla@acs.nyc.gov</a>
			Forestdale, Inc.	Linda Ford	(718) 263-0740			
			The Children's Village	Sasa Cureton	(212) 932-9009			
			Lutheran Social Services of NY	Lisa Marie Vargas	(646) 790-6566			
			Martin De Porres	Eon Parks	(718) 527-0606 ext. 302 or 303			
			The NY Foundling Hospital	Nicole Murray Roberts	(917) 485-7405			
			Saint John's	LaToya Hanson	(718) 945-2800			

TARYEN DAVIDSON, FTC BOROUGH DIRECTOR								
QUEENS								
Managers' Name & Borough	Office Phone # & Cell #	E-Mail Address	Agency	Conferencing Contact	Conferencing Telephone #	Schedulers' Name	Office Phone # & Cell #	E-Mail Address
Stephanie Arrington (Queens)	O: (718) 557-8901 O: (718) 725-6485 C: (347) 563-2620	<a href="mailto:Stephanie.Arrington@acs.nyc.gov">Stephanie.Arrington@acs.nyc.gov</a>	DCP - Zone A and C	Stephanie Arrington			O: (718) 557-8901 O: (718) 725-6485 C: (347) 563-2620	<a href="mailto:Stephanie.Arrington@acs.nyc.gov">Stephanie.Arrington@acs.nyc.gov</a>
Adeyinka Adeniran (Queens)	O: (718) 725-3698 C: (917) 681-5806	<a href="mailto:Adeyinka.Adeniran@acs.nyc.gov">Adeyinka.Adeniran@acs.nyc.gov</a>				Lorna Etkins	(718) 725-3555	<a href="mailto:Lorna.Etkins@acs.nyc.gov">Lorna.Etkins@acs.nyc.gov</a>
			Arab-American Family Support Center	Naffeesatu Massquo-Yancy	(718) 937-8000 ext. 25			
			Catholic Charities Neighborhood Services	Gloriane Roberson	(718) 526-5151 ext. 3610/ (718) 327-3471 ext. 3315			
			The Child Center of NY - CCNY Flushing GP & FTR	Dr. Nelly Marte	(718) 359-5345			
			The Child Center of NY - CCNY Elmhurst GP & FTR	Yolanda Vega	(718) 899-9810			
			The Child Center of NY - CCNY Jamaica GP & FTR	Denise Baird	(718) 297-8000 ext. 270			
			The Child Center of NY - CCNY Basie Beacon - JHS 72	Myriam Howell	(718) 276-7728 ext. 231			
			The Child Center of NY - HALE I	Nadine Merriweather	(718) 228-0720 ext. 218			
			The Child Center of NY - HALE 4	Dr. Tiffany Letlow	(718) 659-4000 ext. 202			
			The Child Center of NY - HALE III	Lisa Williams	(718) 228-0720 ext. 232			
			The Child Center of NY - HALE II	Keesha Ogburn	(718) 228-0720 ext. 232			
			Coalition for Hispanic Family Services	Franc Villalobos/ Veronica Cintron	(718) 497-6090 ext. 388/ ext. 327			

**TARYEN DAVIDSON, FTC BOROUGH DIRECTOR**

**QUEENS**

<b>Managers' Name &amp; Borough</b>	<b>Office Phone # &amp; Cell #</b>	<b>E-Mail Address</b>	<b>Agency</b>	<b>Conferencing Contact</b>	<b>Conferencing Telephone #</b>	<b>Schedulers' Name</b>	<b>Office Phone # &amp; Cell #</b>	<b>E-Mail Address</b>
			Community Mediation Services, Inc.	Nathalee Campbell/ Kathy Moe	(718)523-6868 ext. 240/ext. 319			
			Forestdale, Inc.	Rose Jones	(718) 263-0740			
			Harlem Dowling Far Rockaway	Courtney Robinson	(718) 471-3303 ext. 405			
			Harlem Dowling Jamaica	Sherine Johnson	(718) 658-4580 ext. 101			
			Hellenic American Neighborhood Action Committee	Jean Sotirakis	(718) 274-9007			
			Lower East Side Family Union	Hazel Ordanez	(212) 260-0040			
			Ohel Children's Home & Family Services	Esther Asher/ Sarah Kahan	(718) 851-6300 ext. 3252/ (718) 686-3262			
			Sheltering Arms/ Safe Space Liberty GP	Vevene Heron-Dawkins	(718) 847-1500 ext. 2141			
			Sheltering Arms/ Safe Space Liberty FTR	Carissa Carson	(718) 847-1500 ext. 2101			
			Sheltering Arms/ Safe Space Far Rockaway GP	Lydie Pierre	(718) 471-6818 ext. 2104			
			Sheltering Arms/ Safe Space Far Rockaway FTR	Carissa Carson	(718) 471-6818 ext. 2101			
			Sheltering Arms/ Safe Space Jamaica GP	Kamini Pierre	(718) 526-2400 ext. 2043			
			SCO Family of Services Astoria	Susan Grange	(718) 803-2000 ext. 109			
			SCO Family of Services Corona	Ernesto Arroyo	(718) 426-7520			
			SCO Family of Services Jackson Heights.	Ernesto Arroyo	(718) 507-0700 ext. 15			
			SCO Family of Services Medical & Developmental	Denise Richardson	(718) 526-7533			
			Southern Queens P. A.	Kenny McLemore	(718) 276-4630			
			Southern Queens P. A. JHS 8	Cynthia Guy	(718) 206-4080			
			The NY Foundling Hospital	Sarah Song	(917)-485-7819			

TARYEN DAVIDSON, FTC BOROUGH DIRECTOR								
QUEENS								
Managers' Name & Borough	Office Phone # & Cell #	E-Mail Address	Agency	Conferencing Contact	Conferencing Telephone #	Schedulers' Name	Office Phone # & Cell #	E-Mail Address
			The NY Foundling Hospital BSFT	Reina Y. Batrony	347) 913-2957			
			The NY Foundling Hospital MST-CAN	Reina Y. Batrony	(347) 913-2957			
			Boys Town	Tahisha Salmon	(347) 381-8181			
			Community Solutions, Inc.	Deborah Burton	(347) 551-1896			

ADMINISTRATIVE ASSISTANT								
						Leathene Molloy	(212) 442-0507	<a href="mailto:Leathene.Molloy@acs.nyc.gov">Leathene.Molloy@acs.nyc.gov</a>
						Sovia Magenta	(212) 442-6338	<a href="mailto:Sovia.Magenta@acs.nyc.gov">Sovia.Magenta@acs.nyc.gov</a>

## Attachment E

# Family Team Conference Universal Action Plan

Case Name and Case#:

Date of Conference:

Child Protective Specialist Name/#:

CPS Supervisor Name/#:

Case Planner Name/#:

Case Planning Agency:

Case Planning Director#:

Family Court Borough:

CWP/Facilitator#:

Permanency Specialist Name/# :

Attorney FCLS Name/#:

Attorney AFC Name/#:

Parent Attorney Name/#:

Other Name/#:

### Conference Type *(Drop Down List)*

**Child Safety**

**Family Support**

**Permanency**

**Discharge**

### Identify Conference Location

Children's Services Office

Provider Agency Office

Community Site

### Caretakers Minor Children

List all of Caretakers minor children (including non-subject children)

Name	Age	DOB	Service Initiation Date	Case Initiation Date	Permanency Planning Goal	Initial Placement Date	Trial Discharge Date

### Reason for Conference *(Current situation, incl. current length of service support/placement)*

---

---

---

---

---

---

---

---

---

---

---

---

### School Stability

<b>Child's Name</b>		<b>Best Interest Determination ONLY if changing schools:</b> <i>(describe)</i>	<b>School Transportation Plan:</b> <i>(describe)</i>
<b>School</b>			
<b>Grade</b>			
<b>School Stability Decision</b> <i>(use drop down)</i>			

<b>Child's Name</b>		<b>Best Interest Determination ONLY if changing schools:</b> <i>(describe)</i>	<b>School Transportation Plan:</b> <i>(describe)</i>
<b>School</b>			
<b>Grade</b>			
<b>School Stability Decision</b> <i>(use drop down)</i>			

**School Stability**

Child's Name		Best Interest Determination ONLY if changing schools: (describe)	School Transportation Plan: (describe)
School			
Grade			
School Stability Decision (use drop down)			

Child's Name		Best Interest Determination ONLY if changing schools: (describe)	School Transportation Plan: (describe)
School			
Grade			
School Stability Decision (use drop down)			

**Conference Recommendation and Rationale, include identified strengths/concerns**

---

---

---

---

---

---

---

---

---

---

**Action Steps (Please include Safety/Risk Plan)**

ACS/Agency/Advocate (Who-Full Name)	Detailed/Specific Tasks (What)	Dates (When)

Management Review Process Initiated    Yes    No  
Safety Plan:

---

---

---

---

Parents Comments:

---

---

---

---

**Signatures of Participants**

Name	Relationship to Child	Signature	Agency/Telephone #



**Attachment F**

## Entering a Progress Note in CONNECTIONS

### With A role in the case:

1. Click the Work button on the CNNX tool bar.
2. Highlight the case.
3. Click the Progress Notes button.
4. Click New Note button.  
The first drop-down box is the event date.
5. Select Event Date.
6. Select Type ("Case Conference" except for First (1st) Parent/Child Meeting, in which the Progress Note Type should be "Other Visitation.")
7. Select Method of Contact (Face to Face).
8. Select Location of Contact.
9. Select Participant / Focus.
10. Select Other Participant (all that apply).
11. Select Purpose (Conference Type from charts A&B on other side of this Tip Sheet.)
12. Write your notes.
13. Save. (Progress Notes entered in CNNX may be saved as Draft or Final. Draft Progress Notes will turn final after 20 days in CNNX.)

### Without a role in a case:

1. Click the Case button on the CNNX tool bar.
2. Enter either the Case ID or the Stage ID (CNNX IDs only).
3. Click the Search button.
4. Highlight the case.
5. Click Summary button.
6. Select the stage in which you wish to enter the Progress Note. (Only select an open stage.)
7. Click Options (within this window).
8. Select Enter Progress Notes.
9. Click New Note button.  
The first drop-down box is the event date.
10. Select Event Date.
11. Select Type ("Case Conference" except for First (1st) Parent/Child Meeting, in which the Progress Note Type should be "Other Visitation.")
12. Select Method of Contact (Face to Face).
13. Select Location of Contact.
14. Select Participant / Focus.
15. Select Other Participant (all that apply).
16. Select Purpose (Conference Type from charts A&B on other side of this Tip Sheet.)
17. Write your notes.
18. Save. (Progress Notes entered in CNNX may be saved as Draft or Final. Draft Progress Notes will turn final after 20 days in CNNX.)

## Documenting a Conference in Progress Notes in CONNECTIONS

Using instructions for *Entering a Progress Note in Connections*, the following shows how a Conference should be entered:

As you enter the Progress Notes, use the following:

**Type:** Case Conference (except for First (1st) Parent/Child Meeting, where the Progress Note Type should be “Other Visitation”).

**Method:** Face to Face

**Purpose:** See chart “A” for Conferences. See chart “B” for Transition Meetings.

**Family Participant/Focus: FP:** Who attended? / **Focus:** Who was it about?

**Note:** Once a family participant is selected, the “Focus” checkbox automatically fills. If a family member is a participant but not considered the ‘focus,’ the caseworker must remove the checkmark in the “Focus” checkbox (for that individual family participant).

**Other Partic:** Check all that apply – (See chart “C”)

**Location:** Where did the conference take place?

**Event Date:** Date of Conference

**Event Time:** Time of Conference

**Author:** If you do not have a role in the case, choose “other”

**Chart A**

Conference	Progress Note Purpose Code to be used
<b>Child Welfare Programs Family Team Conferences</b>	
<b>ACS Facilitated</b>	
Initial Child Safety Conference	Protective Placement Decision Making
Follow-up Child Safety Conference	Family Team Conference Follow-up
Permanency Planning – 12-month	6-Month Service Plan Review
Trial Discharge	Plan Amendment – Trial Discharge
Final Discharge	Plan Amendment - Final Discharge
Placement Preservation – Placement Disruptions	Replacement
Preventive Service Planning – 30-45 days	Case Planning
Service Termination	Case Transfer Review
Elevated Risk	72-Hour Elevated Risk Child Safety Conference
<b>Provider Agency Facilitated</b>	
Permanency Planning – 90-day, 6-month, 1yr+	90-Day Service Plan Review/ 6-Month Service Plan Review Conference
Placement Preservation Conference – Sibling Reunification and Kinship Moves	Replacement
Goal Change – ACS Office of Older Youth to attend Goal change to APPLA	Change in PPG
Preventive Service Planning – 6 month, 12 month	Case Planning

If the conference is Dual Purpose, the Progress Note Purpose Code is either “90-Day Service Plan Review Conference,” “6-Month Service Plan Review Conference.

**Chart B**

Transition Meeting Series	
Meeting Type	Progress Note Purpose Code to be used
<b>Division of Child Protection</b>	
Transition Meeting*	72-Hour Post Placement Child Safety Conference
<b>Provider Foster Care Agency (Other)</b>	
Parent to Parent (P2P) Meeting**	Parent to Parent Meeting
First (1st) Parent/Child Visit***	Initial
Meeting Documented in CNNX By	Type =:
*Child Protection Staff (DCP)	*Case Conference
**Foster Care Agency Staff	**Case Conference
***Foster Care Agency Staff	***Other Visitation

**Chart C**

Staff	Progress Note (Other Participant Value) to be used
<b>ACS Staff</b>	
ACS Worker (Any – CPS, Case Manager)	Case Manager
ACS Supervisor	District/Agency Staff
<b>Provider Agency Staff</b>	
Provider Agency Worker	Case Planner
Provider Agency Supervisor	Supervisor
Child Planner or other agency Staff	Caseworker

As you can see from charts A&B, the choices in CNNX do not exactly match our needs. We chose these items for all to use so there will be consistency in documentation.

**Important: Use only one Purpose Code, even for a Dual Purpose conference.**

## **Attachment G**

**Conference Types**  
***FTC Integration Project***

**Child Safety Conference**

Initial Child Safety Conference  
Follow Up Child Safety Conference

**Family Support Conference**

Elevated Risk  
Preventive Service Planning (45 day)

Safety  
Permanency  
Well-Being  
Stability  
Equity

**Permanency Conference**

Permanency Planning Conference  
(12 months)  
Placement Stability/Preservation  
(Placement moves for children 0-5;  
Medically Fragile or Developmentally  
Delayed; Autistic)

**Discharge Conference**

Trial Discharge  
Final Discharge  
Service Termination

## Attachment H



*(Use additional forms if necessary)*

Date of request:		CNNX Intake Case ID:	
<b>Staff Information</b> <i>List info of staff member making this request.</i>			
<b>Name</b>			
<b>Title</b>			
<b>Unit</b>			
<b>Phone</b>			
<b>Monitor</b>			
<b>Child's Information</b> <i>List each child who has been trial-discharged or whose trial-discharge is being planned.</i>			
Name	Date of Birth	Date of Trial Discharge or planned Trial Discharge	
<b>Address of the home where the child has been or will be placed on trial discharge.</b>			
(Street/Apt/City/State/Zip)			
<b>Family Information</b> <i>List each adult, 18 years of age and older, who reside in the home listed above.</i>			
Name	Date of Birth	Relationship to child	
<b>Other Information</b> <i>List any other party playing a significant role in the child's discharge (example: a family member who does not reside in the home but has caretaking responsibilities)</i>			
Name	Date of Birth	Relationship to child	

*(Completed by FPS ONLY)*

<b>Review Findings/Concerns of IC Consultation Report</b>	
<b>Date IC Consultation Report Received:</b>	
<b>Date Reviewed:</b>	
<b>Name of Manager:</b>	
<b>Name of Facilitator</b>	
<b>Name of IC Consult</b>	

<b>Recommendation as per IC/Manager Consult:</b>

<b>Plan of follow up by Manager:</b>

<b>Action by Facilitator:</b>

<b>Signature:</b>	
<b>{Name of Manager}:</b>	
<b>{Name of Facilitator}:</b>	