OTDA Local Social Services District (SSD) Staff Counts by Function
Data Dictionary

This dataset contains one record for each State Fiscal Year for each New York State Local Social Services District (SSD), namely New York City and each of the 57 remaining counties. Each record contains the State Fiscal Year (SFY) monthly average staffing level in total and for each functional area for the designated SSD on that record. The staffing data is provided to the New York State Office of Temporary and Disability Assistance (OTDA) by each SSD on a monthly basis through the State's Automated Claiming System (ACS). The columns in the data are:

Data Label	Data Type	Data Description
State Fiscal Year Ending	Number	The ending year of the SFY the data pertains to. The New York State Fiscal Year runs April through March.
District Code	Text	Contains a code ranging from 01 to 57 and 66, designating each of the State's SSDs, which are New York City and the remaining 57 counties. For the non-New York City counties, the code refers to the alphabetical order of the district name (e.g., Albany=01, Yates = 57). For New York City, the code is 66.
District	Text	Text name of each SSD.
Total Staffing	Number	Total Full-Time Equivalent (FTE) staff positions claimed by the SSD.
Intake/Case Maintenance	Number	FTEs assigned to Public Assistance intake and case maintenance functions.
Services Program	Number	FTEs assigned to Service Program direct service delivery.
Services Administration	Number	FTEs assigned to Service Program Administration.
Employment Programs	Number	FTEs assigned to operating and administering employment programs.
Medicaid Eligibility Determination and Payment Authorization	Number	FTEs assigned to Medicaid eligibility determination and payment authorization.
Medicaid Policy Planning and Administration	Number	FTEs assigned to Medicaid policy planning and administration.
Training	Number	FTEs assigned to training functions
Supplemental Nutrition Assistance Program	Number	FTEs assigned to administering the Supplemental Nutrition Assistance Program
Child Support	Number	FTEs assigned to child support establishment and collection functions.

Fraud and Abuse	Number	FTEs assigned to detecting, investigating fraud and abuse and obtaining restitution.
Home Energy Assistance Program[1]	Number	FTEs assigned to determining eligibility and providing payments under the Home Energy Assistance Program.
Welfare Management System	Number	FTEs assigned to administrative activities related to operating the Welfare Management System.
Other Reimbursable Programs	Number	FTEs assigned to miscellaneous and small reimbursable programs including demonstrations or other program requiring reimbursement tracking.
TANF Reimbursable Programs[2]	Number	FTEs assigned to TANF funded service projects and related overhead.
Administrative Overhead	Number	FTEs assigned to administrative and support staff working in multiple SSD functions that cannot accurately allocate their time to discrete functions.
Non-Administrative Local Program	Number	FTEs assigned to operating local facilities such as public homes and shelters.
Overall Overhead	Number	FTEs assigned to duties not solely related to the previous functions or to multiple functions when it is impractical to do a time study.

Definitions:

Detailed definitions of the staffing categories are available in Volume 3 of the OTDA Systems Reference Manual, located at http://otda.ny.gov/resources/fiscal-reference/FRM-3.pdf.

Intake/Case Maintenance: The following types of staff are included in this function:

- Employees performing direct intake/case maintenance activities related to temporary assistance programs;
- Housing Specialists responsible for meeting housing and relocation costs, moving of families, payments of rent and deposits, and authorizations of payments or other needs for housing;

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[1] Separately accounted for HEAP data is only available from SFY 2012-2013 forward. Previous to that HEAP staffing was included in Other Reimbursable Programs.
[2] Separately accounted for TANF Reimbursable Program data is only available from SFY 2015-2016 forward. Previous that, this staffing type was included in Other Reimbursable Programs.

- Resource Investigation and Resource Services Specialists responsible for exploring, verifying, and evaluating resources available to the client to reduce or eliminate their need for public assistance;
- Case workers performing Temporary Assistance (cash assistance) case actions;
- Clerical and stenographic support staff; and
- Employees performing administration and supervision of the above staff.

Accounting (e.g., processing Family Assistance or Safety Net grant payments), legal, eligibility systems and procedures staff, and other staff as appropriate which are clearly identified as providing support services solely to Intake/Case Maintenance units, may also be assigned to this category.

Services Program: The following types of staff are included in this function:

- Services workers who provide services to adults and children. Activities include:
    o Providing information and referral services to individuals,
    o Determining client eligibility for services through interviews with the applicant/client either in office or in the applicant/client's home, and investigating and verifying information obtained concerning family composition, income, financial and other resources, past employment, legally and socially responsible relatives, and the status of children. Eligibility may be determined for institutional care, foster home care, or the day care placement of children,
    o Making collateral visits to the client's employers, relatives, friends, and hospitals, schools, other public and private agencies and community resources, when necessary,
    o Giving court testimony when necessary,
    o Providing guidance to clients and helping the client identify the need for services,
    o Developing a plan of services to meet the client's needs,
    o Authorizing the purchase of social services,
    o Coordinating services for clients through purchase of services (POS) contracts,
    o Monitoring and evaluating the plan of services including reviewing the services plan, determining whether services are provided, and making necessary revisions to the plan on a periodic basis,
    o Making referral and follow-up on the progress made by the clients by conferring with proper representatives in such areas as housing, education, employment, rehabilitation and health-related services,
    o Making all necessary case reports, particularly for those cases where a client (child or adult) is at risk of harm from themselves or others,

- - Reading and analyzing case records for information on background, agency contacts, and
  - other matters bearing on eligibility or need for services,
  - Making social studies of the client's interpersonal relationships and interactions among family members, and
  - Directly providing services to clients;
- Staff who work on Family Type Homes for Adults activities;
- Staff working full time conducting Committee on Special Education activities; and
- Administrative staff who supervise the above staff.

Services Administration: The following types of staff are included in this function:

- Staff planning, implementing, preparing, developing, and coordinating programs. Such activities are needed to attain stated objectives and meet identified needs by assessing, evaluating, and monitoring programs, and making recommendations for program improvement; and
- Staff included in units that are clearly identified as solely providing support services to Services units such as:
  - Accounting,
  - Legal,
  - Services Systems, and
  - Other, as identified.

Employment Programs: The following types of staff are included in this function:

- Employment Specialists or other staff working directly with clients on Temporary Assistance for Needy Families (TANF) Employment, Supplemental Nutrition Assistance Program (SNAP) Employment and Training, and non-federal employment programs;
- Employees who provide employment participants with child care information and referral services, and child care assessment services where appropriate;
- Staff employed on system-related activities of the employment programs; and
- Staff engaged in employment-related administrative and supportive service activities including administration and supervision, Fair Hearing activities, accounting and other monitoring activities, data collection activities, legal activities including letting of contracts, program coordination and consultation activities, and other related activities.

Medicaid (MA) Eligibility Determination and Payment Authorization: The following types of staff are included in this function:

- Personnel who determine eligibility for MA-Only clients;

- MA resource investigation workers not included in the F10 Fraud and Abuse function;
- Administrative and supervisory personnel engaged in directing activities of the MA program if they do not have the skilled professional medical education or training to qualify for coding to the MA Policy Planning Administration function below;
- Clerical and stenographic who support the employees listed above;
- Other units, which are clearly identified as providing support only to the above staff including accounting, legal, and MA systems and procedures staff; and
- Personnel who perform outreach activities and screening of low-income children for the State Child Health Plus program.

Medicaid Policy Planning and Administration: The employees assigned to this function include skilled medical personnel and their direct supporting staff. The skilled professional medical personnel must have professional education and training in the field of medical care or appropriate medical practice.

Duties of skilled professional medical personnel may include the following:

- Planning the scope of the MA program;
- Determining medical care to be delivered including the responsibility for determining the level of institutional care patients require, also securing nursing home beds appropriate for the medical needs of patients;
- Acting as a liaison on the medical aspects with providers of services and other agencies that provide medical care;
- Furnishing expert medical opinions for the adjudication of administrative appeals;
- Reviewing complex medical billings;
- Providing technical assistance and drug abuse screening on pharmacy billings;
- Participating in medical review or independent professional review team activities including conducting, researching, and evaluating the delivery of medical services;
- Assessing the necessity for and adequacy of medical care and services provided, as in a utilization review; and
- Assessing, through case management activities, the necessity for and adequacy of medical care and services for individual recipients.

Training: The training function includes all activities of a Social Services staff development program. Basic activities include orientation for new staff, continuing in-service training for all

staff to improve job performance and knowledge, and appropriate educational programs held at suitable intervals.[3]

The following types of staff are included in this function:

- Professional social services district training personnel assigned to the staff development unit on at least a half-time basis or who are detailed to staff development for at least four or more consecutive work weeks;
- Professional training personnel assigned to staff development who devote all of their time providing training on social services programs;
- Administrative, clerical and other personnel assigned to the staff development unit who support the training personnel; and
- Staff maintaining and operating a training center or an agency library of training materials and aids that are directly related to and support the agency's in-service training program.

Supplemental Nutrition Assistance Program (SNAP): The following types of staff are included in this function:

- Personnel employed in determining SNAP eligibility of non-public assistance households;
- Personnel involved in SNAP fair hearing activities;
- The immediate supervisors of SNAP personnel; and
- Support staff including secretarial, stenographic, clerical, and accounting personnel.

Child Support: The following types of staff are included in this function:

- Employees at or above the supervisory level who direct the activities of the Title IV-D[4] or Support Collection Unit (SCU), and secretaries and other support staff of such individuals;
- Employees at or below the supervisory level in the IV-D or SCU unit, who spend their time on collection and distribution activities;
- Employees at or below the supervisory level who spend their time engaged in location of absent parent activities;
- Employees at or below the supervisory level who spend time engaged in establishment of paternity activities; and
- Employees at or below the supervisory level who spend their time in establishment of support obligation and enforcement activities.

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[3] Staff development activities for non-Social Services administrative local programs are claimed in the Non-Administrative Local Program category below.
[4] Title IV-D refers to Title IV-D of the Social Security Act, which authorizes the child support enforcement program.

<u>Fraud and Abuse</u>: The following types of staff are included in this function:

- Employees who are assigned to the investigation function for Intentional Program Violation (IPV) SNAP claims, and other related fraud and abuse cases for the TANF, Safety Net, Child Care Block Grant, and MA programs;
- Employees assigned specifically to the prosecution function (including attorneys and hearing officers) for Intentional Program Violation (IPV) SNAP claims, and other fraud and abuse related cases for the TANF, Safety Net, Child Care Block Grant, and MA programs;
- Personnel who monitor the restitution process (collections), and follow up when payments are in arrears;
- Supervisory staff directly responsible for investigation, prosecution, and collection staff;
- Direct support staff, such as secretarial, stenographic, and clerical staff, who provide support services that are directly necessary for the fraud and abuse function; and
- Other staff whose duties are specifically related to the fraud and abuse function.

<u>Home Energy Assistance Program (HEAP)</u>: The following types of staff are included in this function:

- Employees assigned to HEAP performing eligibility certification and recertification activities;
- Employees assigned to HEAP performing case worker activities;
- Employees assigned to HEAP performing administration and supervision activities;
- Resource Specialists assigned to HEAP responsible for exploring, verifying and evaluating resources available to the client;
- Clerical and stenographic support staff of HEAP coded employees, and
- Other support staff which are clearly identified as providing support services only to the HEAP program, including:
    - Accounting staff,
    - Legal staff,
    - Systems and Procedures staff,
    - Quality Control staff,
    - Fair hearing staff, and
    - Other, when identified.

<u>Welfare Management System (WMS)</u>: The following types of staff are included in this function:

- Employee's data entering information into the WMS system. These employees would also produce reports, printouts of completed authorizations, and payment lists;
- Clerical and stenographic support staff; and

- Employees performing administration and supervision of the above staff.

Other Reimbursable Programs: The following types of staff are included in this function:

- Employees assigned to special projects performing eligibility certification and recertification activities;
- Employees assigned to special projects performing case worker activities;
- Employees assigned to special projects performing administration and supervision activities;
- Resource Specialists assigned to special projects responsible for exploring, verifying and evaluating resources available to the client;
- Clerical and stenographic support staff of other reimbursable employees; and
- Other support staff which are clearly identified as providing support services only to other reimbursable programs, including:
  - Accounting staff,
  - Legal staff,
  - Systems and Procedures staff,
  - Quality Control staff,
  - Fair hearing staff, and
  - Other, when identified.

TANF Reimbursable Programs: The Flexible Fund for Family Services (FFFS), enacted each since SFY 2005-2006, provides the SSDs with the flexibility to manage federal Temporary Assistance for Needy Families (TANF) funds and programs. Persons assigned to thus function are providing direct TANF services, or related overhead support. TANF funded services includes the following categories:

- Statutory drug/alcohol screening and assessment;
- Statutory Domestic Violence Liaison;
- Financial education and asset development;
- Non-recurrent short term benefits;
- Supportive services;
- Services for children and youth;
- Prevention of out-of-wedlock pregnancies;
- Fatherhood and two-parent family formation;
- Family support/family preservation/reunification services;
- Additional child welfare services;
- Home visiting programs; and
- Assessment/service provision.

The following types of employees may be assigned to the F18 function:

- Employees providing services directly for the client such as:
    - performing eligibility certification and recertification activities,
    - performing case worker activities,
    - or Resource Specialists responsible for exploring, verifying and evaluating resources available to the client;
- Employees performing administration and supervision activities;
- Clerical and stenographic support staff of F18 coded employees; and
- Other support staff which are clearly identified as providing support services only to the F18 coded programs, including:
    - Accounting staff,
    - Legal staff,
    - Systems and Procedures staff,
    - Quality Control staff,
    - Fair hearing staff, and
    - Other, when identified.

Administrative Overhead: The following types of staff are included in this function:

- Commissioner and staff;
- Other Administrative Directors or Deputy Commissioners who direct the activities of more than one function; and
- Other staff engaged in administrative and support services such as:
    - Accounting and other monitoring activities,
    - Data collection activities,
    - Legal activities including the letting of contracts,
    - Program coordination and consultation activities, and
    - Any activities that cannot be identified to a specific function.

Non-Administrative Local Program: The following types of staff are included in this function:

- Employees working in Adult and Family Institutions and Shelters operated by the SSD for the temporary care of needy and homeless individuals;
- Employees working in an agency operated group homes for children and group residences for children;
- Employees directly providing one or more of the following services to foster care youth in the Independent Living Program:
    - Academic support services,
    - Vocational training,

- o Independent living skills training, and/or
- o Aftercare services;
- Employees working in an agency operated senior citizen center, (This senior citizen center activity excludes purchased services and direct senior citizen services provided by services program and administration coded general services staff (see above) located at the SSD agency.);
- Employees working in an agency operated day care center, (The agency operated day care center activity excludes all purchased day care and all related administrative activities performed by services program and administration coded general services staff (see above) coded general services staff in the SSD agency.);
- Employees involved in any other "non-SSD" or non-reimbursable programs administered by the local agency such as:
  - o Head Start,
  - o Women, Infants & Children's Program (WIC), and the
  - o Community Development Agency;
- Training provided by the Staff Development Coordinator to staff in this category;
- SSD Research and Demonstration Projects with special project funding not provided by SSDs; and
- Other local programs.
- Staff included in each activity may include:
  - o Direct operating staff,
  - o Supporting clerical and stenographic staff, and
  - o Other supporting administrative staff.

Overall Overhead: The following types of staff are included in this function:

- The Commissioner, Deputy Commissioners, Administrative Directors, and their respective staffs, who perform activities of more than one function; and
- Other staff engaged in administrative and support services of more than one function may include as follows:
  - o Accounting and other monitoring staff,
  - o Data collection staff,
  - o Legal staff, and
  - o Program coordination and consultation staff.