

## **Documentation Description Orange County, New York**

- 1. Client Referral Form:**  
Employment & Training Case Managers refer sanctioned, conciliated, or underengaged clients to a community based agency. We have an agreement with three agencies in Orange County.  
Best Resources, 845-562-2378  
49 Grand Street, Newburgh, NY 12550  
Newburgh Community Action Committee, 845-562-0100  
123 Grand Street, 3<sup>rd</sup> Floor, Newburgh, NY 12550  
Regional Economic Community Action, 845343-9944  
119-123 East Main Street, Middletown, NY 10940  
Referrals are faxed to the appropriate agency. Outcomes are discussed at weekly meetings between case managers and referring agency.
- 2. First contact letter for home visit:**  
This letter is mailed to inform the client that a home visit will be made.
- 3. Client not home letter:**  
This letter will be left when the client is not home in some cases more than once.
- 4. Report 1- Noncompliant/Sanctioned clients**  
Quarterly report sent to OTDA
- 5. Report 1- Underengaged clients**  
Quarterly report sent to OTDA
- 6. Job Mentor Referral**  
Employment & Training Case Managers refer employed clients that are underengaged or at risk of losing their job. The mentors are employed through Orange County Chamber of Commerce. Orange County had two Job Mentors. Daily communication between job mentors and case managers occurs.
- 7. Accountability for Sanctioned Adults (ASA)**  
Monthly ASA's in each office. ETA Supervisor and Dept. of Social Services Director of Program Integrity meet with sanctioned clients to reengage them and/or identify barriers and give referrals to other agencies when necessary. Clients that fail to report cases will be closed.