



Local Commissioners Memorandum

Section 1

Transmittal:	25-LCM-07
To:	Social Services District Commissioners
Issuing Division/Office:	Employment and Income Support Programs
Date:	June 30, 2025
Subject:	Allocations for SFY 2025-2026 Family-Centered Case Management Services
Contact Person(s):	Kyle Miller (Employment and Advancement Services): Kyle.Miller2@otda.ny.gov or (518) 473-1457
Attachments:	Attachment A – 2025-2026 FCCMS Allocations by District Attachment B – 2025-2026 FCCMS Program Plan Template Attachment C – 2025-2026 FCCMS Budget Outline Template

Section 2

I. Purpose

The New York State Fiscal Year 2025-2026 Budget appropriates \$17.2 million in Temporary Assistance for Needy Families (TANF) funds for social services districts (districts) to hire Family-Centered Case Management Services (FCCMS) staff or retain those hired during the previous FCCMS program year. The purpose of this Local Commissioners Memorandum (LCM) is to notify districts of their allocations, to provide guidance for use of this funding, and to request that each district submit an updated or new plan for administration of their FCCMS program to the Office of Temporary and Disability Assistance (OTDA) by no later than August 14, 2025. Each district is expected to ensure its use of these resources adheres to the guidelines established in this LCM, as expenditures deviating from these guidelines will not be reimbursed.

II. Background

The Family-Centered Case Management Services (FCCMS) initiative was originally established in the New York State Fiscal Year 2024-25 Budget for districts to hire additional staff to support the needs of families whose circumstances require a more intensive level of case management to stabilize their households and transition toward greater financial security. The target population includes households with complex needs such as mental health conditions, developmental disabilities, substance use disorders, homelessness and/or those experiencing domestic violence.

A total of \$17.2 million has been made available in the enacted State Fiscal Year (SFY) 2025-26 budget to support FCCMS. This amount reflects the same level of funding as the SFY 2024-25 appropriation. While all funding is subject to legislative enactment each year, continuing support for FCCMS is expected. The program year 2025-26 FCCMS allocations are listed per district in Attachment A. The funding allocation levels for each district were calculated based on caseload size and remain consistent with the amounts from the previous program year, to ensure that districts may retain the same operations and staffing levels approved in their 2024-25 Program Plan. For reference, the allocations and guidance for the initial 2024-25 program year of FCCMS were released in [24-LCM-07](#).

III. Program Implications

Program Plans

To access their FCCMS funding for the 2025-26 program year, all districts must submit a Program Plan (Attachment B) that provides an overview of the district's proposal for administering their FCCMS program, and a Budget Outline (Attachment C) breaking down how their allocation will be utilized. This includes districts who had plans approved by OTDA last year and have already established an ongoing FCCMS program. These districts are encouraged to review their previously approved plan and budget with consideration towards how their program needs might have changed or evolved. Districts have discretion to keep their FCCMS program design the same in the 2025-26 program year or to change any aspect of the plan as they see fit, as long as it still follows program guidelines and does not exceed the district's allocation amount. For instance, districts who previously budgeted for costs more closely associated with implementation efforts could adjust their 2025-26 budgets to use more funds for programmatic expenses.

Beginning with the 2025-26 program year, **districts can claim as non-administrative expenses some non-reoccurring purchases for items and services provided directly to FCCMS participating families to meet emergency needs or help them attain housing or financial stability.** Examples of these purchases include, but are not limited to, personal care items, toiletries and cleaning supplies; clothing for interviews; bus passes to attend FCCMS appointments; haircuts and head lice treatment; and baby items and children's needs such as car seats and pack-n-plays. The combined cost of all purchases provided directly to clients must not exceed 3% of the district's total budget for FCCMS and funding cannot be used for regular recurring expenses. Districts should clearly provide an explanation for these items in their Budget Outline like any other non-salary expense and explain how they support FCCMS operations in their Program Plan.

Consideration should be given as to how to best use FCCMS staff to link participating households to existing resources and avoid duplication of effort. The Program Plan should state the overarching objective the district intends to achieve with this funding, break down the estimated distribution of funds by number of staff the plan supports, indicate the credential level/specializations of these staff (actual or prospective), identify the programs and services the staff would be involved in providing, and describe the target population the district plans to serve through its FCCMS initiative. Districts must identify their non-salary costs in the program plan, which should align with those costs in the baseline budget.

Districts must collaborate with the county mental hygiene department's Director of Community Services (DCS) in planning their Family-Centered Case Management Services design. The Program Plan must include documentation that services will be coordinated with Single Point of Access (SPOA) and Children's Single Point of Access (CSPOA) and

not duplicate these resources. Districts must also coordinate with any existing Children's System of Care infrastructure with the county DCS. A list of DCS contacts for every county mental hygiene department can be found at https://www.clmhd.org/contact_local_mental_hygiene_departments/.

FCCMS Program Plans and Budget Outlines must be submitted to Kyle Miller at Kyle.Miller2@otda.ny.gov no later than August 14, 2025. To expedite review, please consider highlighting changes from the prior year's plan.

Program Design

The FCCMS initiative provides funding intended to support credentialed or appropriately experienced staff in each district to provide a range of case management services for TANF-eligible families. Districts have flexibility in determining how the staff hired through FCCMS would best be utilized to support their program and client population needs. Districts may have these staff support their general Family Assistance (FA) and/or Safety Net Assistance Maintenance of Effort (SNA-MOE) applicant and recipient populations (case types 11, 12, and those type 16 and 17 that are SNA-MOE [i.e., State charge code 63 or 64]). They could also choose to target the program toward a specific FA or TANF 200% eligible population for whom there is a marked need for additional resources, such as families experiencing homelessness. Activities recommended by OTDA for FCCMS staff include, but are not limited to:

- Providing assessments to determine whether individuals need specialized services to progress and potentially identifying unaddressed treatment, rehabilitation and support needs to guide employment planning;
- Assisting individuals with complex care needs in navigating State and federal benefits programs to ensure they receive all benefits to which they're entitled and do not fall out of program compliance;
- Connecting clients with behavioral health needs to SPOA and CSPOA. Where appropriate, helping clients through the process of applying for Social Security benefits and obtaining the necessary documentation;
- Identifying client treatment, rehabilitation and support needs and linking them to the necessary providers while acting as liaison to ensure the treatment is appropriate and consistent with their goals for family stabilization and well-being. Monitoring individuals' ongoing progress and ensuring they receive the supportive services to attend appointments when needed;
- When appropriate, providing direct support to assist individuals currently undergoing crisis situations including crisis intervention and connection to local crisis services, same-day assistance navigating the process of applying to have immediate needs met, or peer navigation;
- Working with district workers to determine the types of activities and the number of hours to include in applicant/recipient employment plans and providing ongoing guidance in case decision-making and how to interact effectively with individuals;
- Training staff how to best identify and work with individuals and families with issues such as mental health, substance use, homelessness, and domestic violence;

- Identifying and maintaining partnerships with other community-based treatment and supportive service providers to ensure a strong referral network is in place. Participating actively in any existing Children’s System of Care infrastructure in collaboration with the local DCS. This is critical to ensuring that local funding and resources are coordinated and utilized for maximum benefit. It is important that staff hired through this initiative believe that recovery is possible and strive for seamless service provision and “warm handoffs” for the families served;
- Coaching households on locating and retaining housing, including building positive relationships with landlords and temporary housing providers; and
- Providing case management for unhoused families placed in hotels/motels where there is not a service provider present.

FA and SNA-MOE individuals and families determined to be in need of these services should be directed to the FCCMS staff through referrals by their initial case manager/district worker as outlined by the district’s FCCMS Program Plan. Case managers/district workers should make the referrals whenever potentially complicated barrier issues are identified, or when a client/family is struggling to meet eligibility requirements, engage in their plan for employability (for instance, if they are approaching program time limits or have a sanction or other non-compliance they don’t appear to be attempting to resolve), or comply with the requirements of their Independent Living Plan (ILP) as required to remain in temporary housing.

Staff Recruitment

For districts whose new or updated 2025-26 Program Plans require hiring new FCCMS staff, OTDA strongly encourages contacting and partnering with local educational institutions that train Master’s-level and other appropriate licensed clinical counselors. These institutions represent a strong recruitment source for the new staff positions, as well as potential partners for future initiatives to potentially expand the FCCMS program for the benefit of all parties, such as internships placing Master’s program students with the districts. However, districts are not precluded from hiring staff who do not hold specific educational credentials if the individual(s) possess the appropriate work and/or lived experience as well as the knowledge, skills, and ability to do the job. Staff should be culturally competent and have training in trauma-informed practices.

Target Population/Eligibility

FA and/or SNA-MOE applicant and recipient populations (case types 11, 12, and those type 16 and 17 that are SNA-MOE), or a specific FA or TANF 200% eligible population for whom there is a marked need for additional resources are eligible to be served by the FCCMS staff supported through this funding. If a district chooses to utilize these staff to serve other populations in addition to those eligible for TANF, their salaries must be cost-allocated appropriately.

Consistent with TANF guidelines, OTDA has set a 15% spending limitation on administrative costs. It is expected that because the staff hired through this initiative are providing direct services, their salaries and most of the costs associated with the program will be considered non-administrative. However, OTDA acknowledges that some program expenses may fall under the definition of administrative costs. Non-administrative (program) costs and administrative costs are defined as follows:

- Non-administrative (program) costs are the direct salaries and fringe benefit costs of the staff providing direct services; providing program information to clients; developing employability plans, providing work activities and work subsidies for eligible program participants; providing post-employment services and work supports; and performing case management services. Non-salary costs of staff performing work activities that are considered programmatic are also allowable program costs. Non-salary costs may include, but not be limited to travel, training expenses, postage, utilities, rental costs, maintenance, supplies, and equipment. Contracts whose main purpose is to provide services defined as program costs as above are considered program as well.
- Administrative costs are the salaries, fringe benefits, and non-salary costs of staff performing activities related to eligibility determinations; preparing program plans, budgets, and schedules; monitoring programs and projects; performing procurement activities; providing public relations; performing accounting, legal, payroll and personnel activities; property management; and preparing reports and other documents.

Community of Practice and Reporting

In conjunction with the initial launch of the FCCMS program, OTDA also established a statewide Community of Practice intended for the new case management staff and other stakeholders across every district. This Community is presented as a space for the workers who are involved in day-to-day case management to share best practices, give updates on the progress of their district FCCMS initiatives, report what training/resources staff might need from OTDA and other agencies, and discuss issues and case trends they are encountering in their regions. It is envisioned that this Community of Practice will continue to meet quarterly. Any district participating in FCCMS is strongly encouraged to identify one or more staff to represent them in the Community if they have not already done so. To notify OTDA with the contact information to add any new staff to the Community of Practice, contact Kyle Miller at Kyle.Miller2@otda.ny.gov.

Each district that operates an FCCMS program is also responsible for submitting an annual report to OTDA providing information on district progress in applying this funding towards their stated initiatives. This report will contain information on the nature of the services provided by the staff hired under the program, the number of referrals made and households who received services and pertinent data on recipients' outcomes such as connections to services, sanctions resolved, housing located and retained, and entries to employment.

IV. Claiming

Districts must follow eligibility requirements for use of these funds as described in this LCM.

Expenditures for this project should be claimed through the RF17 special project claim package for the month(s) that the expenditures were made. These costs are first identified on the RF2A claim package as F17 functional costs and reported in the F17 column on the LDSS-923 "Cost Allocation Schedule of Payments Administrative Expenses Other Than Salaries" and the LDSS-2347 "Schedule D DSS Administrative Expenses Allocation and Distribution by Function and Program" (Schedule D). After final accepting the RF2A claim package, the individual project costs are then reported under the project label **FAM CEN 2025** on the RF17.

Salaries, fringe benefits, staff counts, and central services costs are directly entered on the LDSS-4975A "RF17 Worksheet, Distribution of Allocated Costs to Other Reimbursable Programs" while overhead costs are automatically brought over from the RF2A, Schedule

D and distributed based upon the proportion of the number of staff assigned to this project. Employees not working all their time on this project must maintain time studies to support the salary and fringe benefit costs allocated to the program.

Non-salary administrative costs are reported with the appropriate object of expense code(s) on page 1 of the LDSS-923B “Summary - Administrative Schedule of Payments for Expenses Other Than Salaries for Other Reimbursable Programs.”

Program costs should be reported as object of expense code 37 - Special Project Program Expense on page 2 of the LDSS-923B “Summary - Program Schedule of Payments for Expenses Other Than Salaries for Other Reimbursable Programs.”

Total project costs should be reported on the LDSS-4975 “Monthly Statement of Special Project Claims Federal and State Aid (RF-17)” as 100% Federal Share and will be reimbursed up to the amount of each district’s allocation.

To receive reimbursement, claims for expenditures of FAM CEN 2025 for the period July 1, 2025, through June 30, 2026, must be final accepted in the Automated Claiming System (ACS) by December 31, 2026.

Further instructions for completing time studies; the LDSS-923, LDSS-923B and Schedule D; and the RF17 claim package are found in Chapters 4, 7, and 18, respectively, of the Fiscal Reference Manual (FRM) Volume 3. The FRMs are available on-line at: <https://intranet.otda.ny.gov/bfdm/finance/>.

Claiming contacts:

Regions 1-5: Justin Gross: 518-474-7549 or otda.sm.field_ops.i-iv@otda.ny.gov

Region 6: Michael Simon: 212-961-8250 or michael.simon@otda.ny.gov

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