

Client and Community Services (CCS) Catalog

Taxonomy refers to a classification framework for organizing the client and community based services delivered in the City of New York. It provides a common terminology to describe programs, services and client populations.

1 Service Areas

Service Areas include groupings of service activities that are defined by particular client issues, disciplines and/or professional groups.

1.1 Education Supports

1.1.1 Academic Supports

Academic Supports consist of education and enrichment to promote academic performance and advancement. Examples include Academic Counseling, Academic Engagement, Continuing Education, Homework Help, Post-Secondary/College Awareness, Project Based Learning, and Tutoring.

1.1.1.1 Academic Counseling

Academic Counseling consists of services to provide support in a school setting for the purpose of guidance on choice of academic courses, requirements for advancing through school, and other aspects of education. Examples include School Counseling and Academic Advisement.

1.1.1.2 Academic Engagement

Academic Engagement consists of services to address school performance issues by focusing on general skills, specific subjects, or participant motivation and relations with school personnel. Examples include Group Enrichment Projects and Interactive Assignments outside the classroom, such as off-site interview or results-based projects.

1.1.1.3 Continuing Education/Lifelong Learning

Continuing Education / Lifelong Learning consists of Educational Services to help participants to build new technical skills and expertise, often with a career advancement goal. Examples include Communications Courses and Academic Programming for Adults.

1.1.1.4 Educational Neglect Prevention

Educational Neglect Prevention consists of supportive services that address the failure by the person responsible for the care, custody, and control of the child to provide an appropriate education and to promote school attendance as required by law. Examples include Educational Neglect Case Assistance and Parenting Support.

1.1.1.5 Homework Help

Homework Help consists of services to provide assistance with school assignments during non-school hours. Examples include After-School Assignment Assistance and Individual Homework Assistance.

1.1.1.6 Post-Secondary/College Awareness

Post-Secondary/College Awareness consists of services to promote tertiary education as a practical and attainable goal, and expose participants to colleges and activities which support college enrollment. Examples include College Preparation, College Application Assistance, Financial Aid Workshops, and College Tours.

1.1.1.7 Project Based Learning

Project Based Learning consists of services provided through a model for classroom activity that emphasizes learning activities that are long term, interdisciplinary, and student centered. Every project focuses on children having fun, learning skills and concepts that are connected to academic standards, and creating something that is meaningful to them and their community. These services may be provided in school or during out-of-school time activities. Examples include Experiential Learning Programs and Activity-Based Programs.

1.1.1.8 Truancy Prevention

Truancy Prevention consists of supportive services that address the act or condition of being absent from school without permission. Examples include Counseling for Truant Children and Counseling for Parents of Truant Children.

1.1.1.9 Tutoring

Tutoring consists of services to provide additional, special, or remedial academic instruction. Tutoring may be provided on an individual or group basis. Examples include After-School Program Tutoring and One-on-One Tutoring.

1.1.2 Community Engagement

Community Engagement consists of the facilitation and oversight of clients' meaningful participation in community processes and programs to provide enrichment, socialization, and development. Community Engagement may include projects to support local community spaces, including park revitalization and green spaces, and enables clients to become active and engaged members of their community. Examples include Civic Engagement and Community Service opportunities.

1.1.2.1 Civic Engagement

Civic Engagement consists of services to provide opportunities to develop a combination of knowledge, skills, values and motivation through activities or jobs that promote the quality of life in a community, through both political and non-political processes. Examples include Senior Civic Engagement Programs, Youth Development Civic Engagement Programs and Community-Based Projects with City Agencies.

1.1.2.2 Community Service

Community Service consists of services to provide opportunities to contribute to the community through volunteer activities. Examples include Volunteering, Community Service Referrals, Senior Volunteer Programs and Youth Development Community Service Programs.

1.1.3 Diploma/GED Training

Diploma/GED Training consists of services to assist in the preparation for registering for and completing the New York State High School Equivalency examination. Diploma/GED Training may include preparatory classes and assistance in scheduling the examination. Examples include GED Classes and Individual GED Preparation.

1.1.4 Language Skills

Language Skills consists of services to provide educational programming to facilitate the acquisition of English language skills. Language Skills services are often provided to clients with limited native language literacy and limited proficiency in speaking, reading and writing English. Language Skills services may also help clients develop basic reading and writing skills in their native language in addition to English. Examples include English as a Second Language (ESL) courses, English for Speakers of Other Languages (ESOL) courses and Basic Education in Native Language (BENL) courses.

1.1.5 Life Skills

Life Skills consist of services to provide social, financial, interpersonal, and activities of daily living training that helps individuals achieve self-sufficiency, contribute to the community, make informed decisions, and establish healthy relationships with others. Examples include Financial Literacy, Independent Living Skills, Leadership Development, Mentoring and Parenting Skills.

1.1.5.1 Financial Literacy

Financial Literacy consists of services provided to develop knowledge and skills that allow clients to make informed and effective decisions regarding their personal finances. Financial Literacy services provide the information necessary to prevent financial exploitation and to maintain healthy personal finances. Examples include Financial Workshops, Personal Finance Guidance and Help Opening and Managing Bank Accounts.

1.1.5.2 Independent Living Skills

Independent Living Skills consist of services to help individuals develop, maintain, and improve mobility, self-care, sensory, and motor skills to sustain independent community living. Independent Living Skills programs are most commonly provided to individuals with mental, physical, developmental, and other disabilities and those with chronic diseases. Examples include Mobility Training and Activities of Daily Living Assistance.

1.1.5.3 Leadership Development

Leadership Development consists of services to provide education and enrichment programs to allow participants to obtain knowledge, attitudes, skills, and aspirations utilized to influence, motivate, and otherwise cause desired actions and reactions by others. Examples include Youth Development and Adult Leadership Workshops.

1.1.5.4 Mentoring

Mentoring consists of services to foster one-to-one relationships for the purpose of motivating individuals to make positive decisions and achieve successful life transitions. Mentoring Programs may include Intensive programs, which include Mentoring services that require increased contact time, additional structured program activities, and coordination of related support services. Examples include Youth Development Mentoring Programs, Adult Mentoring Programs and Peer-to-Peer Matching Support.

1.1.5.5 Parenting Skills

Parenting Skills consist of services to provide guidance and educational support relating to caring for dependent children. Parenting Skills programs are provided to promote personal growth, self-sufficiency and homemaking skills that contributes to the health and wellbeing of children and families. Examples include Fatherhood Programs, First-time Mothers Programs and Parenting Workshops.

1.1.6 Literacy

Literacy consists of services to provide clients with reading, writing, speaking, and math skills that are critical to academic achievement and/or career development. Examples include Adult Basic Education, Literacy Classes, and Math Courses.

1.1.7 Recreational Services

Recreational Services are services to promote physical health, mental stimulation and socialization. Recreational Services are often provided as part of an after-school or senior center program. Examples include Arts and Culture Activities and Physical Recreation, including Athletic Leagues and both Structured and Unstructured programming.

1.1.7.1 Arts and Culture

Arts and Culture consists of recreational services to promote knowledge, skills, and lifelong interest in the arts and culture. Arts and Culture providers may offer classes and activities in areas of crafts, cultural studies, music, dance and other artistic or cultural recreational activities. Examples include Senior Arts Classes and After-school Cultural Programming.

1.1.7.2 Physical Recreation

Physical Recreation consists of interactive activities that support physical development and mental stimulation. Examples include Senior Physical Recreation Classes, After-school Enrichment, Athletic Leagues, Structured and Unstructured Physical Recreation Programs.

1.1.7.2.1 Athletic Leagues

Athletic Leagues consist of Physical Recreation services to provide opportunities for participation in organized sports teams that practices and competes on a regular structured basis to promote leadership skills, self-confidence, and interpersonal relationships. Examples include Youth Basketball League and Baseball League.

1.1.7.2.2 Structured Physical Recreation

Structured Physical Recreation consists of services to provide physical activities that support physical development and stimulation in an organized, supervised setting. Examples include After-school Organized Sports and Yoga Classes for Seniors.

1.1.7.2.3 Unstructured Physical Recreation

Unstructured Physical Recreation consists of services to provide physical activities that support physical development and stimulation without specific instruction in a supervised setting. Examples include After-School Recess.

1.2 Family Supports

1.2.1 Adoption Services

Adoption Services consist of services to provide information, counseling, and support to birth parents, children, youth, and prospective adoptive parents to facilitate permanent caring relationships for children within families. Adoption services also provide support to birth parents, adopted individuals, and adoptive parents after an adoption has been finalized. Examples include Family Finding and Post Adoption Support.

1.2.1.1 Family Finding

Family Finding consists of adoption services to establish a pool of appropriately qualified prospective adoptive homes that can accommodate dependent youth awaiting adoption, including those who have special needs or are hard to place. Family Finding may also include pre-adoption services for parents and families, including training, supports and resources to adequately respond to the needs of the target populations. Examples include Adoptive Family Recruitment and Adoptive Family Training Programs.

1.2.1.2 Post Adoption Support

Post Adoption Support consists of supportive services to adopted children and adoptive families, including individual and group counseling and support groups (i.e. adoptive parents associations and services that provide support such as behavior management groups, problems with discipline, parent education and support, child's search for birth parents, adolescent issues). Post Adoption Services may also include referrals to respite services, camps, and educational needs. Examples include Post Adoption Counseling and Post Adoption Evaluation.

1.2.2 Child Care

Definition

Child Care consists of services to provide supervision to children and promote family well being by allowing parents to maintain employment, supporting protective, foster care, and preventive services, and serving families that are homeless or need child care for medical or social reasons. Child Care services may also include educational programming and family support. Examples include Day Care, Family Day Care, Head Start, Pre-Kindergarten and Children's Room in a Service Location.

1.2.2.1 Children's Room in Service Location

Children's Room in Service Location consists of child care services for children whose caregivers are participating in on-site program or activity. Examples include Court-Based Child Care and Supportive Housing Child Care.

1.2.2.2 Infant Care

Infant Care consists of child care for children ages 6 weeks-1 year. Examples include Day Care and Family Day Care.

1.2.2.3 Pre-school

Pre-school consists of child care and educational programming for children who are older than 2 and younger than 5. Examples include Universal Pre-Kindergarten and Head Start.

1.2.2.4 Toddler Care

Toddler Care consists of child care for children ages 12 months to 24 months. Examples include Day Care and Family Day Care.

1.2.3 Child Support Enforcement

Child Support Enforcement consists of services to provide oversight and communications to ensure that non-custodial parents provide financial support for their children. Examples include location of the non-custodial parent, summons service, assistance with establishment of paternity, child support and medical support orders, and collection and enforcement of those orders.

1.2.4 Foster Care Services

Foster Care Services consist of services that provide placement and support to families and children in the foster care system. Foster Care Services providers often maintain regular contact with

children, assess the quality of the relationship between parents and children, and monitor the child's safety. Foster Care Services also include supportive services for youth transitioning out of foster care. Examples include Foster Care Placement, including Family-Based (General, Specialized, and Treatment) and Residential; Foster Family Recruitment, including General and Special Needs, and Transitional Living Skills.

1.2.4.1 Foster Care

Foster Care consists of services that provide placement and support to connect children in need of a home to a family. Foster Care providers oversee placements and may also provide monitoring of families after placement. Examples include Family-Based (General, Specialized, and Treatment) and Residential Foster Care, Foster Family Recruitment (General and Special Needs/Hard to Place), and Transitional Living Skills.

1.2.4.1.1 General Family Foster Care

General Family Foster Care Services consist of standard foster care in a home with a family for children who can function safely and sufficiently in a family setting and do not necessarily have special needs, such as behavioral health or emotional disturbance disorders. Examples include Foster Care Placement and Counseling for Foster Families.

1.2.4.1.2 Specialized Family Foster Care

Specialized Family Foster Care Services consist of standard foster care in a home with a family for children who can function safely and sufficiently in a family setting but have special needs that must be met in areas including medical needs, mental disabilities or delays, or emotional disorders. Examples include Specialized Foster Care Placement and Counseling for Foster Families with Special Needs Children.

1.2.4.1.3 Treatment Family Foster Care

Treatment Foster Care consists of placement and structured treatment and support for children with serious behavioral or emotional disturbances in order to prevent their being institutionalized. Examples include Treatment Foster Care Placement and Counseling for Foster Families with Children Receiving Treatment.

1.2.4.1.4 Residential Foster Care

Residential Foster Care consists of services that provide homes and support for children who need a high level of service and whose needs cannot be safely or sufficiently met within a family setting. Residential Foster Care provides an array of support services to promote the well-being

and development of children with special needs. Examples include Group Home and Foster Care Residence.

1.2.4.2 Foster Care Prevention

Foster Care Prevention consists of services that are targeted to avoid removal of a child from his or her home. Services may include home-based assessments, intervention, and mediation. Examples include Emergency Response and Safety and Risk Assessment.

1.2.4.2.1 Emergency Response

Emergency Response consists of services to provide immediate crisis intervention services to prevent foster care placement and to ensure that a child remains safe in his or her home. Examples include Emergency Mediation and Crisis Intervention.

1.2.4.2.2 Safety and Risk Assessment

Safety and Risk Assessment consists of services to provide observation and evaluation to determine how safe children are in their environments and the level of risk for future harm. Assessments also often include identification of families' strengths and their own perceptions of their problems and strengths. Examples include Home Visiting and Family Evaluation.

1.2.4.3 Foster Family Recruitment

Foster Family Recruitment consists of services to identify a pool of care providers to provide 24 hour supervision, care, and services to meet a foster child's needs. Foster Family Recruitment also includes a level of sufficient maintenance to provide replacements for families leaving the foster family home program. Examples include Foster Family Outreach and Caregiver Outreach (to experienced Home Care Workers or Homemakers).

1.2.4.3.1 General Foster Family Recruitment

General Foster Family Recruitment consists of standard foster family recruitment in a home with a family for children who can function safely and sufficiently in a family setting and does not necessarily have special needs, such as behavioral health or emotional issues. Examples include General Foster Family Outreach and Caregiver Outreach (to experienced Home Care Workers or Homemakers for standard placement).

1.2.4.3.2 Special Needs/Hard to Place Foster Family Recruitment

Special Needs/Hard to Place Foster Family Recruitment consists of foster family recruitment in a home with a family for children who can function safely and sufficiently in a family setting but

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have special needs that must be met in areas including physical and mental health and behavioral issues. Examples include Special Needs Foster Family Outreach and Special Needs Caregiver Outreach (to experienced Home Care Workers or Homemakers).

1.2.4.4 Transitional Living Skills

Transitional Living Skills consist of counseling, information, and support that promote the health, emotional well-being, and self-sufficiency of an individual transitioning out of foster care. Examples include Programs for those who have Aged Out of the Foster Care System and Transitional Counseling for Transition Aged Youth.

1.2.5 Parenting Services

Parenting Services consist of services that provide specialized support for individuals caring for dependents. Parenting Services often include counseling, home-based assessments and support, and guidance on parent-child relationships. Examples include Home Visiting and Parental Counseling.

1.3 Health Services

1.3.1 Medical

Medical Services consist of Health Services to support the diagnosis, treatment, and prevention of disease, illness, injury, and other physical impairments. Examples include Dental, Diagnostic Testing, Emergency Treatment, Family Planning, Medication Management, Nursing, Pregnancy Services and Primary Care.

1.3.1.1 Dental

Dental Services consist of preventive and clinical dentistry services provided by dentists, dental hygienists and technicians to prevent and treat oral disease and injury. Examples include Dental Cleaning, Examination, and Treatment.

1.3.1.2 Diagnostic Testing

Diagnostic Testing consists of services provided to obtain objective evidence of the presence of a condition and determine diagnosis. Examples include HIV/AIDS Testing, Mental Health Assessment, and Hearing Testing.

1.3.1.3 Emergency Treatment

Emergency Treatment consists of services provided to client in need of emergency acute medical care. Emergency Treatment involves triage, patient stabilization and appropriate

transfer of client to the next care setting. Examples include Hospital Emergency Room, Urgent Care Center, and Emergency Walk-In Clinic.

1.3.1.4 Family Planning

Family Planning consists of medical services in areas of contraception, healthy pregnancy, pregnancy options, and making choices about having children to promote development of healthy families. Examples include Reproductive Health Services and Contraception.

1.3.1.5 Medication Management

Medication Management consists of medical services to administer, regulate, order, dispense, deliver and store medications, often in a pharmacy setting, in accordance with state laws. Examples include Treatment Management and Prescription Management.

1.3.1.6 Nursing

Nursing consists of medical services provided by accredited nurses to promote health, the prevention of illness, and the care of clients with diseases, disabilities, or terminal illness. Examples include Nurse-Family Programming, Nursing Home, Hospital-based Nursing Services and Home-based Nursing Services.

1.3.1.7 Pregnancy Services

Pregnancy Services consist of medical services for pregnant women and women with newborns to promote healthy pregnancies and families. Examples include Neo-Natal and Pre-Natal Care.

1.3.1.7.1 Neo-Natal Care

Neo-Natal Care consists of pregnancy services provided to support medical well-being of newborn infants and new mothers. Examples include Nurse Home Visiting and Early Examination.

1.3.1.7.2 Pre-Natal Care

Pre-Natal Care consists of pregnancy services provided to support medical well-being of pregnant women. Examples include Medical Visits and Monitoring for Pregnant Women and Pre-Natal Nutrition Planning.

1.3.1.8 Primary Care

Primary Care consists of medical services provided at a patient's first point of entry into the health care system, access to a physician and as the continuing focal point for all needed health care services. Examples include Clinic Services, Medical Assessment and Physicals.

1.3.1.8.1 Clinic Services

Clinic Services consist of primary care provided in a clinic setting for the diagnosis and treatment of out-patients. Examples include Health Center and Outpatient Hospital Clinic.

1.3.1.8.2 Medical Assessment

Medical Assessment consists of primary care to assess medical well-being and history to determine and diagnose medical problems and recommend appropriate interventions or treatment. Medical Assessment services may include Bio-social Assessments, which are used to evaluate interaction between the biological and social factors that impact a client's health status. Examples include Routine Blood Work and Medical Intake or Screening.

1.3.1.8.3 Physicals

Physicals consist of primary care to provide a physical examination by a physician to identify and diagnose any disease or injury and review medical history. Examples include Preventive Medical Examinations and Routine Check-Ups.

1.3.2 Mental Health Services

Mental Health consists of services to support the diagnosis, treatment, and prevention of mental disease and illness by means of psychiatric or psychological services and education, care coordination, rehabilitation, supportive housing services, advocacy, and other supports provided by a psychiatrist, psychologist, registered nurse, nurse practitioner, social worker, mental health aide or peer. Examples include Psychiatric Treatment Services and Psychological Treatment Services, including Anger Management, Applied Behavioral Analysis, Behavioral Counseling and Clinical Counseling.

1.3.2.1 Psychiatric Treatment Services

Psychiatric Treatment Services include counseling and/or ongoing medication management services for children and/or adults who have been evaluated to determine the need for services and/or psychiatric medication to manage their symptoms. Medication monitoring may be included to provide periodic follow-up to evaluate the effectiveness of the medication in treating the individual's behavior symptoms, provide for early recognition and minimization of undesirable

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side effects, make necessary dosage adjustments, provide educational interventions, as needed. Psychiatric services may also consist of verbal therapies including cognitive behavioral interventions, assertive community treatment, and other evidence-based practices. Examples include Inpatient Treatment, Crisis Intervention Services, Psychiatric Emergency Room Services, Outpatient Treatment, Personalized Recovery Oriented Services, Continuing Day Treatment, Assertive Community Treatment, Intensive Psychiatric Rehabilitation Treatment, Partial-Hospitalization and Residential Treatment.

1.3.2.2 Psychological Treatment Services

Psychological Services consists of Mental Health services that are prevention oriented and provided in the community to help families and individuals of all ages cope with the stresses of daily living. Services emphasize personal growth, development, and situational change. Counseling services may also be provided in conjunction with other more intensive services to address such issues as: rape crises and other victim traumas and individual or family complexities, such as substance use, mental health, medical conditions, and/or job loss. Examples include Anger Management, Applied Behavioral Analysis, Behavioral Counseling and Clinical Counseling.

1.3.2.2.1 Anger Management

Anger Management consists of psychological services to provide assistance in recognizing, controlling, and dealing with anger in a positive way. Examples include Anger Management Classes and Individual Anger Management Counseling.

1.3.2.2.2 Applied Behavioral Analysis

Applied Behavioral Analysis (ABA) consists of psychological services using methodology to address qualitative impairment in social interaction, communication and symbolic play in children with a diagnosis of Autism / Pervasive Developmental Disorder (PDD). ABA is a highly structured behavioral modification program based on learning theory, where repetition, reinforcement and rewards are used. Examples include Symbolic Play and Evaluation.

1.3.2.2.3 Behavioral Counseling

Behavioral Counseling consists of psychological services provided to address a specific exhibited behavior. Examples include Obsessive Compulsive Behavior Rehabilitation and Compulsive Gambling Counseling.

1.3.2.2.4 Clinical Counseling

Clinical Counseling consists of psychological services provided to address a comprehensive set of issues. Examples include Therapeutic Counseling and Psychoanalysis.

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1.3.3 Public Health

Public Health consists of services to promote good physical and mental health in the community, including emergency preparedness, environmental health, health promotion, access and education.

1.3.3.1 Disease Control

Disease Control consists of services to prevent, detect and stop the progress of diseases affecting the general or specific populations. Disease Control services may include immunizations, testing and information. Examples include Disease Prevention services and Testing.

1.3.3.1.1 Disease Prevention

Disease Prevention consists of public health disease control services to promote the prevention of specific diseases by providing informational supports and prophylactic strategies such as immunization or other preventive tactics. Examples include Immunization and Disease-Specific Prevention Programs.

1.3.3.1.2 Testing

Testing consists of public health disease control services to provide laboratory testing for specific disease conditions. Examples include HIV Testing and TB Testing.

1.3.3.2 Emergency Preparedness & Response

Emergency Preparedness & Response consists of services to provide outreach, engagement, and support in response to or in preparation for major events, including traumatic life events, disasters, and emergencies (natural or man-made). Examples include Crisis Counseling; Emergency Planning Courses and Disaster Relief Services.

1.3.3.3 Environmental Health

Environmental Health consists of services to provide for the prevention and control of environmental health risks such as disease, animal, food-borne or other risks to public health. Examples include Environmental Health Control, such as Extermination, Epidemiology, Environmental Health Inspections, and Prevention, such as providing hand sanitizer in public venues.

1.3.3.3.1 Environmental Health Control

Environmental Health Control consists of public health services to control existing environmental health risks and eliminate identified threats to public health. Examples include clean-up and extermination services in provider maintained facility.

1.3.3.3.2 Epidemiology

Epidemiology consists of public health services to analyze identified environmental health risks to understand causes, distribution and potential control strategies for health risks. Examples include analysis services to address a specific disease outbreak.

1.3.3.3.3 Inspections

Inspections consist of public health services to complete inspections of public environments governed by State and City regulations. Examples include Restaurant Inspections and Medical Facility Inspections.

1.3.3.3.4 Prevention

Prevention consists of public health services to prevent the development of environmental health risks. Examples include providing hand sanitizer in public venues.

1.3.3.4 Health Education and Supports

Health Education and Supports consist of information and guidance in areas that affect community health. Examples include Health Care Access Services, Health Promotion, and Nutrition Education and Counseling.

1.3.3.4.1 Health Care Access

Health Care Access consists of health education and support services to enhance the ability of clients to gain access to health care. Examples include Patient Navigation Assistance and Health Referrals.

1.3.3.4.2 Health Promotion

Health Promotion consists of health education and support services to inform and educate populations on health issues that will allow for individuals to assert greater personal control over their health status. This can include targeted interventions with specific populations to address specific health issues. Examples include Reproductive Health Care Information and Anti-Smoking Campaigns.

1.3.3.4.3 Nutrition Education and Counseling

Nutrition Education and Counseling consists of health education and support services to educate and inform clients as to the importance of good nutrition and its impact on overall health status. This can include personalized counseling to support individuals and address their nutritional habits. Examples include Nutrition Seminars and Counseling.

1.3.4 Rehabilitation/Therapy

Rehabilitation consists of therapeutic services to provide various treatments aimed to increase functional independence, prevent further loss of function, and maintain or improve quality of life and to enhance independence in as many aspects of life as possible. There are different types of rehabilitation, including occupational, physical, and speech as well as rehabilitation of particular behaviors or disorders. Examples include Occupational Therapy, Physical Therapy, Speech Therapy, and Behavioral Rehabilitation.

1.3.4.1 Occupational Therapy

Occupational Therapy consists of services that direct the individual's participation in selected activities to restore, maintain or improve functional skills. Examples include Hospital-based Occupational Therapy, Outpatient Occupational Therapy and Home-based Occupational Therapy.

1.3.4.2 Physical Therapy

Physical Therapy consists of services that provide treatment to restore, maintain or improve a physical function. Examples include Hospital-based Physical Therapy, Outpatient Physical Therapy and Home-based Physical Therapy.

1.3.4.3 Speech Therapy

Speech Therapy consists of services that provide evaluations, program recommendations and/or treatment/training in receptive and expressive language, voice, articulation and fluency. Examples include School-based Speech Therapy and Outpatient Speech Therapy.

1.3.4.4 Behavioral Rehabilitation

Behavioral Rehabilitation consists of services to assist individuals with behavioral health issues, including mental illness and substance abuse, in achieving community integration, social inclusion and independent living as well as to attain individualized goals of self-sufficiency and quality of life. Services may include engagement, consumer self-help and support interventions, consumer advocacy including legal advocacy, housing advocacy, educational and vocational support, linkage and integration to other healthcare settings, wellness self-management, community living;

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academic and/or social leisure time rehabilitation. Examples include Psychosocial Clubs/Clubhouses, Self-Help, Advocacy, Peer Support, On-Site Rehabilitation, Substance Abuse Rehabilitation and Day Habilitation.

1.3.5 Substance Abuse Services

Substance Abuse Services consist of health services to support the diagnosis, treatment, and prevention of drug and alcohol abuse and compulsive gambling. Substance Abuse Services may also include services to reduce harms from drug and alcohol use and to improve the health of people who use drugs. Examples include Medically Supervised/Monitored Withdrawal, Medically Managed Detoxification, Inpatient Rehabilitation, Community Residential Treatment, Post Treatment Housing, Recovery Community Centers, Recovery Community Organizing Initiative, Residential Rehabilitation, Intensive Residential Services, Opioid Treatment, Methadone Maintenance, Methadone to Abstinence, Managed Addiction Treatment Services, Medically Supervised Outpatient Services, Outpatient Rehabilitation, Compulsive Gambling Treatment, Overdose Prevention, and Naloxone Treatment.

1.4 Housing and Shelter Services

1.4.1 Drop-In Center

Drop-in Center consists of a day-only service hub where street homeless and those at risk can receive case management and referrals to temporary emergency shelter in a safe environment. Examples include Homeless Reception Centers and Walk-in Personal Care Services.

1.4.2 Homelessness Prevention

Homelessness Prevention consists of using risk factors to target households at risk of shelter entry and addressing the emergency housing crisis with services that help the clients avoid homelessness. Homelessness Prevention services are provided to assist clients in achieving long-term housing stability. Examples include Eviction Prevention, Housing Financial Assistance, including Tenant-Based Rental Assistance, Emergency Rental Assistance, and Start-Up Rental Assistance and Housing Identification and Placement.

1.4.2.1 Eviction Prevention

Eviction Prevention services consist of providing legal advice and representation to tenants at risk of eviction and homelessness. Examples include Non-payment Assistance, Holdover Assistance and Legal Representation in Housing Court.

1.4.2.2 Housing Financial Assistance

Housing Financial Assistance consists of providing financial assistance to eligible clients to preserve current housing or secure new stable housing. Examples include Housing Subsidies, Tenant-Based Rental Assistance, Emergency Rental Assistance and Start-Up Payment Assistance.

1.4.2.2.1 Tenant-Based Rental Assistance

Tenant-Based Rental Assistance consists of housing financial assistance services to provide an ongoing rental subsidy to eligible clients to ensure continuation of housing. Examples include Monthly Rental Subsidies and Ongoing Housing Vouchers.

1.4.2.2.2 Emergency Rental Assistance

Emergency Rental Assistance consists of housing financial assistance services to provide a rental subsidy to eligible clients at imminent risk of homelessness to ensure continuation of housing. Examples include Rental Subsidy for Rent Arrears and Short-Term Rental Assistance.

1.4.2.2.3 Start-Up Rental Assistance

Start-up Rental Assistance consists of housing financial assistance services to provide a one-time rental subsidy to eligible clients to cover the initial cost of obtaining permanent housing. Examples include Rental subsidy to pay for costs of security deposit, first month's rent, and broker fees for a homeless family to secure permanent rental housing.

1.4.2.3 Housing Identification and Placement

Housing Identification and Placement consists of homelessness prevention services to find and place clients in temporary or permanent housing. Examples include Housing Referrals and Home Finding Assistance.

1.4.3 Housing

Housing consists of longer-term or permanent residential placement for individuals in need. Housing may include supportive services, such as medical services, case management, and other services that promote self-sufficiency and enable special needs populations to live as independently as possible in a permanent setting.

1.4.4 Shelter

Shelter consists of temporary housing provided to clients in need of emergency transitional shelter having been displaced from their homes. Shelter services are provided to homeless persons in

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general and also to specific populations depending on special service needs. Examples include Runaway Youth Shelters, Domestic Violence Shelters, Emergency Housing and Respite, Safe Haven, and Stabilization Beds.

1.4.4.1 Respite

Respite consists of shelter services to provide overnight beds not located within shelter facilities. Clients utilizing Respite services are most often referred from Drop-in Centers. Examples include Respite Networks at Recreation Centers and Churches.

1.4.4.2 Safe Haven

Safe Haven consists of shelter services that provide temporary housing without the obligation of entering into other supportive and rehabilitative services. Safe Haven beds are usually provided at low-demand shelters and target chronically homeless adults with mental illness. The Safe Haven model is a low threshold transitional housing option predicated on the idea that offering an individual a safe place to sleep will serve as a stabilizing factor which will improve the client's baseline standard of living and lead to consideration of alternative housing options. Examples include designating number of beds to high-need mentally ill chronically homeless in a non-shelter setting.

1.4.4.3 Stabilization

Stabilization consists of shelter services that provide safe basic temporary housing to chronically homeless clients as they wait for permanent housing applications to be processed. Stabilization services also include supportive services from a caseworker. Examples include Street Outreach and Referrals to Stabilization beds for the street homeless.

1.5 Justice Services

1.5.1 Alternative Justice Management

Alternative Justice Management consists of services to provide alternatives to incarceration for individuals involved in the adult or juvenile justice system. Alternative Justice Management may include the formal supervision of offenders released conditionally on probation or parole or confined to their homes or other venues in the community. Services may also provide the option of participating in counseling, educational or work programs as an alternative to incarceration in a correctional facility, payment of a fine or other sanctions. Examples include Community Service Management, Parole Management, Probation Management, Alternative Placement, and Alternatives to Incarceration.

1.5.1.1 Community Service Management

Community Service Management consists of services that hold offenders accountable for their crimes by having them spend a specified number of hours serving the community or crime victims through uncompensated work in lieu of a fine, restitution or jail. Community Service Management is usually arranged and monitored through a corrections agency, but work assignments and supervision at the work site are normally the responsibility of a community organization such as a local volunteer center or a public agency. Community Service Management may include supervision by correctional officers, non-uniformed correctional staff crew chiefs, staff in local government agencies, e.g., public works supervisors, or staff from the organization sponsoring the work project. Examples include Community Service Oversight and Community Service Sentencing.

1.5.1.2 Parole Management

Parole Management consists of services to provide formal community supervision of prisoners who have received an early release from an incarceration to serve the remainder of their sentence in the community with monitoring compliance of parole terms. Examples include Parolee Oversight and Community Corrections.

1.5.1.3 Probation Management

Probation Management consists of services to provide formal community supervision for individuals who have been released into the community and are mandated to a determinate length of community supervision after being convicted of a crime or if a juvenile, being found to be a Juvenile Delinquent and given a sentence which releases them into the community under specific conditions which may include a reduced term in a correctional facility, fines, restitution to the victim, community work, counseling, "good conduct" and other stipulations. Examples include Probation Oversight, Community Corrections and Interim Supervision.

1.5.2 Discharge/Re-Entry

Discharge/Re-entry consists of services to help people who have been released from a correctional facility make a successful transition to living in the community. Services may include an assessment of client needs and short-term case management, including coordination of needed services, including housing location assistance, job training, job placement and retention services, legal assistance, literacy skills development, GED courses, parenting classes, life skills training, access to food and shelter resources, and other support services. Examples include Transition Planning, Ex-Offenders Case Management and Family Reunification.

1.5.3 Non-secure Placement

Non-secure Placement consists of an alternative to secure detention that provides structured residential care in a less restrictive setting. Non-secure Placement provides juvenile clients with close supervision in a family-like supportive environment when they have been remanded to ACS custody, are awaiting disposition of court cases, or other reasons for requiring supervision. Examples include Foster Care Group Homes and Non-secure Detention for Juvenile Offenders.

1.5.4 Restitution Collections

Restitution Collections consist of services to secure financial compensation for victims. Restitution Collections providers may be responsible for contacting victims to determine loss amounts, investigating the offender's assets, helping the victim present a restitution request to the appropriate authorities, reporting findings to the court, monitoring payments of restitution and/or employing a variety of legally sanctioned methods (such as tax liens and judgment orders) to recover losses for victims in situations where the offender fails to make payments as agreed. Examples include Restitution Oversight and Restitution Database Management.

1.5.5 Secure Detention

Secure Detention consists of services to provide the detainment of individuals who have been sentenced to serve time in facilities that have been designed and staffed to restrict the physical movements and activities of detainees. Examples include Secure Juvenile Detention Facilities and Supportive Programming.

1.6 Workforce Development

1.6.1 Job Placement Services

Job Placement Services provide clients with access to job placements that will allow clients to participate in the workforce immediately or following appropriate assessment or training. Job Placement types range, including direct employment, post-secondary education, or vocational training. Services may also include building relationships with placement providing organizations, conducting job searches and matching for clients and working with clients to understand workforce interests and goals. Successful placements allow clients to enhance their career options and workforce participation. Examples include Career Exploration, Employer Recruitment, Internship, Job Search, Job Matching, Placement Development, Post Placement Support/Retention Services, Transitional Employment and Volunteering.

1.6.1.1 Career Exploration

Career Exploration consists of services to assist in the development of a career plan through self-assessment, research regarding career options and requirements and short-term employment experiences. Examples include Career Self-Assessment and Career Research.

1.6.1.2 Employer Recruitment

Employer Recruitment consists of services to establish relationships with employers for matching with jobseekers and temporary and permanent placement. Examples include Career Fairs and Job Banks.

1.6.1.3 Internship

Internship consists of services to provide placement and connections to paid or unpaid structured work-based learning experiences that pertain to a client's area of career interest. Examples include Summer Internship Placement and Internship Placement for In-School Youth.

1.6.1.4 Job Search

Job Search consists of organized activities to provide instructions or information on topics including, but not limited to, labor market information, finding job openings/leads, and application preparation, including the completion of electronic applications. Examples include Online Job Search Guidance and Job Application Assistance.

1.6.1.5 Job Matching

Job Matching consists of services to help clients identify appropriate jobs commensurate with their individual skills and experience. Examples include Career Matching and Job Postings Review and Assessment.

1.6.1.6 Placement Development

Placement Development consists of services to create job and career opportunities for individuals seeking employment. Examples include Subsidized Employment and Sheltered Workshops.

1.6.1.7 Post Placement Support/Retention Services

Post Placement Support/Retention Services consist of services to provide clients with post-placement plans to ensure that clients remain engaged and are successful in the workforce. Examples include Post Placement Case Management and Support.

1.6.1.8 Transitional Employment

Transitional Employment consists of services to provide temporary employment in a supported environment to offer experiences that will help participants transition to permanent placements. Transitional Employment services may also include a planned time-limited placement and supportive services such as case management or financial advice and counseling to help gain work experience and increase long-term employability. Examples include Supported Employment and Re-entry Job Placement.

1.6.1.9 Volunteering

Volunteering consists of services to connect and support clients with voluntary roles within non-profits, community organizations or other appropriate groups. Examples include Service Learning and Volunteer Placement.

1.6.2 Job/Vocational Training

Job/Vocational Training consists of services to develop or enhance skills needed to meet the hiring requirements of industries/employers and participate in the workforce. Job/Vocational Training may be provided to obtain specific credentials or more general skill sets. Examples include Credential Based Training, Customized Training, Entrepreneurial Training, On-the-Job Training and Sheltered Workshops.

1.6.2.1 Credential Based Training

Credential Based Training consists of services to provide recognized credentials, such as certificates recognizing attainment of technical or occupational skills. Credentials should be relevant to a particular industry, profession or educational achievement necessary to meet the special requirements of employers and to attain employment. Examples include Family Development Training and Credentialing Program, Nurse Training and Certification Programs.

1.6.2.2 Customized Training

Customized Training consists of services to provide training during employment that was developed by or in partnership with their employer and in which wages are not subsidized. Examples include Workplace Training Development and Workplace Training Delivery.

1.6.2.3 Entrepreneurial Training

Entrepreneurial Training consists of guidance, training and support services to assist in starting a business. Examples include Small Business Assistance Programs and Business Management Courses.

1.6.2.4 On-the-Job Training

On-the-Job Training consists of job training services delivered by an employer during employment in which wages are subsidized for a period of time. Examples include Subsidized Employment Training and Matching Funds for Skills Training Programs.

1.6.2.5 Sheltered Workshop

Sheltered Workshop consists of services that provide vocational assessment, training, and paid work in a protective and non-integrated work environment. Sheltered workshops are highly structured and supervised employment settings where individuals complete jobs for an outside company, which help individuals with special needs acquire basic vocational skills, such as maintaining a work schedule and time management. Examples include Supported Employment and Paid Remunerative Work and Training.

1.6.3 Work Readiness

Work Readiness consists of services to provide clients with the skills and interpersonal competencies that are essential to successful job search, securing employment, and workplace performance. Examples include Career Advisement, Individual Job Search Preparation, Interview Preparation, Resume Preparation, Skills Assessment and Workplace Literacy.

1.6.3.1 Career Advisement

Career Advisement consists of services to provide advice and counseling services for clients on career development and choices in context of client interests and capabilities. Interviews and meetings with clients to discuss interests, review previous experience and develop employment plan. Examples include Career Counseling and Guidance.

1.6.3.2 Individual Job Search Preparation

Individual Job Search Preparation consists of services to create an effective and appropriate job search approach for clients. Individual Job Search Preparation may include identification of industries and job types and use of appropriate data sources. Effective job search preparation will allow individual clients to more effectively identify jobs that align with their skills and experience increasing the likelihood of successful job search. Examples include Job Search Training and Guidance.

1.6.3.3 Interview Preparation

Interview Preparation consists of services provided to enhance clients' abilities to perform effectively in job interviews and secure employment. Interview Preparation may include training,

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advice and interview simulations with appropriate feedback for clients. Examples include Interview Simulation and Guidance.

1.6.3.4 Resume Preparation

Resume Preparation consists of services to create or review clients' personal resumes for use in job search to enhance opportunities to attain employment. Examples include Resume Workshop and Resume Revision.

1.6.3.5 Skills Assessment

Skills Assessment consists of services to provide analysis of a client's current skill set and experience using a variety of techniques including interviews, surveys or testing to determine client's skill levels and capabilities and alignment with job opportunities. Examples include Skills Testing and Survey.

1.6.3.6 Workplace Literacy

Workplace Literacy consists of services to teach or improve literacy skills directly usable in the workplace to increase productivity.

2 Functions

Functions include areas of activity that are not specific to particular client issues, discipline or professional group by being either a cross-cutting aspect of HHS practice or an activity that is not specific to HHS.

2.1 Client Support Services

2.1.1 Caregiver Support

Caregiver Support consists of supportive counseling and assistance provided to help individuals who care for a family member or loved one who has physical, mental, or developmental issues. Examples include Caregiver Support Group and Caregiver Counseling.

2.1.2 Case Management

Case Management consists of services to help persons and families achieve or maintain optimum social, psychological, and physical functioning by planning, securing, coordinating, and monitoring services from different organizations and personnel on behalf of those served. Case Management may include services to establish and maintain client engagement in needed services. Services may also include client team communications to facilitate the exchange of information between two or

more parties in relation to the status of or service delivery to a client. Examples include Advocacy (Community and Individual), Aftercare, Case Assistance, Case Conferencing, Client Evaluation/Assessment, Client Monitoring, Client Referrals, Counseling, Crisis Intervention/Management, Diversion Services, Intake, Safety Planning, Service/Care Planning and Transition/Discharge Planning.

2.1.2.1 Advocacy

Advocacy consists of services designed to educate individuals or communities, resolve issues and increase access to resources. Advocacy services may be provided in areas including labor and employment, immigration, health care, access to services, human rights and other community issues. Examples include Community and Individual Advocacy.

2.1.2.1.1 Community Advocacy

Community Advocacy consists of services designed to educate communities, resolve issues and increase access to resources. Examples include Community Organizing and Lobbying.

2.1.2.1.2 Individual Advocacy

Individual Advocacy consists of services designed to educate individuals, resolve issues and increase access to resources. Examples include Benefits and Housing Advocacy for and Individual or Family.

2.1.2.2 Aftercare

Aftercare services promote stability and ease transition after a client's successful completion of a course of services. Examples include Follow-up Treatment and Counseling.

2.1.2.3 Case Assistance

Case Assistance consists of services designed to accommodate a higher volume of participants and that are of lesser intensity than other Case Management services. Examples include Admissions Assistance or One-Time Referral.

2.1.2.4 Case Conferencing

Case Conferencing consists of services provided to ensure delivery of holistic, integrated services where staff persons from several professions or disciplines are involved in addressing the needs of a participant, either across units within a single agency or among several service providers. Case conferencing comprises a structured, interdisciplinary meeting between trained social workers and other professional staff in one or more agencies. Examples include in-person, phone, or

videoconferences held at routine intervals with multiple service providers for a client enrolled in a program.

2.1.2.5 Client Evaluation/Assessment

Client Evaluation/Assessment consists of the process used to determine participant eligibility for services, evaluate willingness and readiness to engage in services, and provide the basis for the development of a plan for services. Evaluations can be multidisciplinary to determine the full array of services needed by a client. Examples include Core Evaluation and Multidisciplinary Assessment.

2.1.2.6 Client Monitoring

Client Monitoring consists of services to track progress towards achievement of established goals and implementation of related tasks, and to document and respond to additional/emerging needs. Client Monitoring may be provided through System-Based Tracking, which is focused on key milestones with an emphasis on quantitative measures. Examples include Non-clinical Supervision and Home Visiting.

2.1.2.7 Client Referrals

Client Referrals consist of services provided to link people in need to appropriate programs and services delivered by the City of New York or community-based providers. Examples include connecting client to vital off-site medical, mental health and other services not directly available through the program.

2.1.2.8 Counseling

Counseling consists of supportive services that are provided to help cope with the stresses of daily living. Services emphasize personal growth, development, and situational change. Examples include Social Work Counseling, Support Groups and Peer Counseling.

2.1.2.9 Crisis Intervention/Management

Crisis Intervention/Management consist of case management, community linkages, and/or treatment provided generally within 24-48 hours in response to non-life threatening temporary state of disorganization that is distinguished by the inability of the individual to manage the situation with their usual method of problem solving. Crisis Intervention/Management services are designed to prevent many hospitalizations, involuntary removals, arrests and other negative outcomes and engage or re-engage individuals and their families in care. Crisis Intervention/Management effectively assesses and triages individuals to appropriate levels of care and may include de-escalation, engagement, motivational interviewing, linkages to care, risk

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assessment, referral to long-term services, and rapid transition to community-based services. Examples include Mobile Crisis Teams, Crisis Respite and Crisis Residences.

2.1.2.10 Diversion Services

Diversion Services consist of services designed to divert or channel out individuals from a particular system or behavior. Diversion Services may include services to 1) divert youthful offenders from the juvenile justice system to promote more positive outcomes for individuals who commit less serious offenses, 2) bridge shelter applicants back to the community to avoid shelter entry. Examples include Homelessness Prevention, Substance Abuse Prevention and PINS (Persons in Need of Supervision) Prevention Programs.

2.1.2.11 Intake

Intake consists of services to provide initial meeting with potential participant(s) to ascertain the nature and scope of need. Scheduled and walk-in appointments with assigned personnel should be available; participants should be informed of additional paperwork/information necessary for subsequent visits. Examples include Intake Interview and Program Orientation.

2.1.2.12 Safety Planning

Safety Planning consists of a specific type of service/care planning developed in response to the personal safety concerns of the participant(s). Examples include Protective Services for Victims of Domestic Violence and Case Management for Victims of Elder Abuse.

2.1.2.13 Service/Care Planning

Service/Care Planning consists of services to develop a plan based for service provision for based on client needs, strengths or challenges to support achievement of specific, time-referenced goals. Service/Care Planning can be provided collaboratively with participants and may include liaison services with city agencies, creation of client roadmap, and service authorization to formally link participants with required referrals to services that support achievement of program goals. Examples include Initial Service Coordination, Individualized Service Planning (ISP) and Care Continuum Planning.

2.1.2.14 Transition/Discharge Planning

Transition/Discharge Planning consist of services that result in well-defined objectives, linkages to programs or services and access to benefits and entitlements upon or soon after the release of an individual from a correctional facility, discharge from a program, or completion of services. Examples include Hospital Discharge Planning and Transitional Services post-program completion

(arranging for the provision of mental health care and other services in the community for inmates receiving mental health treatment in the New York City Correctional system).

2.1.3 Conflict Resolution/Mediation

Conflict Resolution consists of services to provide methods of negotiation and objective intervention to resolve social disputes. Conflict Resolution/Mediation may include assistance with disputes in areas of landlord-tenant conflicts, family-related matters, and workplace disputes. Examples include Group Mediation and Single/Interpersonal Mediation.

2.1.3.1 Group Conflict Resolution/Mediation

Group Conflict Resolution/Mediation consists of services to provide objective intervention to resolve social disputes on a behalf of a group. Examples include intervention on behalf of a group of tenants to solve a dispute with a management company

2.1.3.2 Single/Interpersonal Conflict Resolution/Mediation

Single/Interpersonal Conflict Resolution/Mediation consists of services to provide objective intervention to resolve social disputes on a behalf of an individual. Examples include intervention on behalf of an individual employee to solve a dispute with an employer.

2.1.4 Court Appointed Guardian Services

Court Appointed Guardian Services consists of services to assign an individual or institution authorized by a court to manage the personal and/or financial affairs of a person who cannot manage for himself or herself because of incapacity. Court Appointed Guardian Services also consist of monitoring and overseeing the services provided. Court Appointed Guardian services may prevent financial exploitation and help individuals maintain financial health. Examples include Adult Protective Services, Community Court Appointed Guardian Services and Private Court Appointed Guardian Services.

2.1.4.1 Community Court Appointed Guardian

Community Court Appointed Guardian is one who is not a family member.

2.1.4.2 Private Court Appointed Guardian

Private Court Appointed Guardian is one who is a family member.

2.1.5 Entitlements Assistance

Entitlements Assistance consists of services to help clients to obtain benefits, entitlements and help them to meet financial obligations or avoid crises. Entitlements Assistance may include help obtaining unemployment benefits, health and disability insurance, food assistance, veterans' benefits, SSI/SSD, and other forms of public assistance. Examples include Public Health Insurance Enrollment, Public Assistance Eligibility Screenings, and Benefits Advocacy.

2.1.6 Financial Counseling

Financial Counseling consists of services to provide information on personal finance management to promote self-sufficiency through management of personal funds. Examples include Client Fiscal Management, Home Finance Management, Debt Counseling, Foreclosure Prevention, and Small Business Financing Counseling.

2.1.6.1 Client Fiscal Management

Client Fiscal Management Services consist of services to help clients to obtain benefits and entitlements, and oversee the financial affairs of clients unable to assume such direct responsibility. Examples include Adult Protective Services and Court Assigned Fiscal Agent Services.

2.1.6.2 Home Finance Management

Home Finance Management consists of financial services to help clients obtain benefits, entitlements and assist them in meeting housing payments in order to avoid eviction or other financial crisis. Examples include Mortgage Counseling and Foreclosure Prevention Assistance.

2.1.7 Preventive Services

Preventive Services consist of support and intervention provided to promote behaviors, activities, treatment and services in order to prevent harmful outcomes. Preventive Services provide support necessary to avoid the displacement of a child or family, involvement in the criminal and juvenile justice systems, domestic abuse, child abuse and neglect, substance abuse, health issues and disease, untreated mental illness. Preventive Services may include crisis intervention, family mediation, community-based wrap-around and other services aimed at preventing negative outcomes. Examples include Substance Abuse Prevention, Child Abuse Prevention, Disease Prevention, PINS Diversion, Harm Reduction Counseling, Criminal Justice Prevention and Services for those at risk.

2.1.8 Respite Care

Respite Care consists of short-term, temporary care provided by a trained respite worker or nurse for the purpose of supporting parents and other caregivers who may otherwise be overwhelmed by the intensity and constancy of care-giving responsibilities. Respite Care services are often provided for parents of children with special needs and are not intended to substitute for day care while a parent/caregiver is working or attending school, or to replace ongoing nursing or homemaking services. Examples include Group Respite Care, such as a weekend or summer camp program and Individual Respite Care, such as home-based temporary care.

2.1.8.1 Group Respite Care

Group Respite Care Services consists of Respite Care delivered in a single location and involving the wards of multiple caregivers. Examples include Summer Respite Camp and Weekend Respite Groups.

2.1.8.2 Individual Respite Care

Individual Respite Care Services refers to Respite Care Services delivered in one caregiver's home. Examples include Temporary Home-Based Respite.

2.2 Communications

2.2.1 Interpretation Services

Interpretation Services consist of the verbal rendering from one language to another to facilitate communication and reduce language barriers in the delivery of services. Interpretation services may include providing live daytime and evening interpretation services at service locations, including health-related meetings, forums and hearings. Examples include Language Bank and Medical Appointment Accompaniment by an Interpreter.

2.2.2 Telecommunications

Telecommunications consists of services to facilitate communication via the telephone. Telecommunications services may include the operation of a counseling call center or an emergency hotline. Telecommunications providers may also offer services to provide phone-based services to individuals who are deaf or hearing impaired. Examples include Hotline, Call Center, Telecommunications Device for the Deaf (TDD), and Tele Typewriter (TTY).

2.2.2.1 Telecommunications for Hearing Impaired

Telecommunications for Hearing Impaired consists of telecommunication services that allow people who are deaf, hard of hearing or have speech impairments to communicate through a communications assistant with people who use a standard telephone. Examples include Hotlines and Call Centers using TTY and TTD.

2.2.2.2 Hotline/Call Center Services

Hotline/Call Center Services consists of telecommunications services to provide phone-based assistance and information. Services may include counseling, referrals or means by which to report instances of concern, such as child abuse and neglect and crime information. Examples include Crisis Lines and Help Lines.

2.2.3 Translation Services

Translation Services consist of the written rendering from one language to another in order to facilitate communication and reduce language barriers in the delivery of services. Translation services may also include synchronous translation, which is the immediate transmission into another language through IT enablement. Translation Services providers may translate into one or more languages forms, publications and other materials used to support program activities. Examples include Translation of Legal Documents and Translation of Program Materials.

2.3 Facility Management

Facility Management consists of the coordination of the physical facility with the people who work and/or live there. Facility Management may include the maintenance and oversight of all aspects of a building, including its structural integrity and operational capacity. Examples include Accessibility Services, such as Assistive Technologies, Home Modification, and Vehicular Modification, Build out/Facility Development, Property Management, Facility Operations, and Weatherization and Repairs.

2.3.1 Accessibility Services

Accessibility Services consist of technologies, home and vehicular modifications, and other services that promote accessibility for individuals with physical or other impairments. Examples include Assistive Technologies, Home Accessibility Modification and Vehicular Accessibility Modification.

2.3.1.1 Assistive Technologies

Assistive Technologies consist of services to provide the installation of devices or equipment to allow for easier movement and execution of activities of daily living by an individual or family with

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physical or other impairments. Examples include Wheelchair Distribution, TTD Provision and Assistive Equipment Exchange.

2.3.1.2 Home Accessibility Modification

Home Accessibility Modification consists of services to adjust a space, typically making it safer or more spacious, to allow for easier movement and execution of activities of daily living by an individual or family with physical or other impairments. Examples include Ramp and Guard Rail Installations and Wall Removal (to allow for wheelchair access to a living room space).

2.3.1.3 Vehicular Accessibility Modification

Vehicular Modification consists of services that provide the adjustment or installation of devices or equipment on vehicles to allow operation by an individual with physical or other impairments. Examples include Vehicular Ramp Installations.

2.3.2 Build out/Facility Development

Definition

Build out/Facility Development are Facility Management services provided to develop or expand a building or facility.

Example

Building a new wing for a recreation center

Synonyms/Like-Terms

Renovations; Construction

2.3.3 Management

Management consists of facility services that ensure the proper functionality of all structural aspects of a facility, including utilities, emergency repairs, preventive maintenance and replacement of furniture and equipment. Examples include Property Management, Utilities Management and Building Maintenance.

2.3.4 Operations

Operations consists of facility services to provide administrative control of a facility, including planning and staff to facilitate both programs and building maintenance. Examples include the creation of operational plans for program sites.

2.3.5 Weatherization and Repairs

Weatherization and Repairs consist of home modification services to improve the condition of a residence or facility. Services include needed repairs and evaluations of home energy efficiency, energy efficient light bulbs or weather stripping, or building-wide heating, cooling, and electrical system modifications. Examples include Home Energy Assessment and Installation of Energy-Saving Technologies.

2.4 Food Services

Food Services consist of services to provide meals and or nutrition information to promote health and well-being. Food Services may be offered at program locations or in clients' homes. Examples include Catering, Meals Delivery, Meal Preparation, Nutrition & Menu Planning, and Pantry.

2.4.1 Catering

Catering consists of services to provide the preparation, delivery, and service of food and meals to promote health and nutrition. Examples include providing catered food and delivery service for congregate meal programs at senior centers.

2.4.2 Food Delivery

Food Delivery consists of services to provide the transportation of food to an individual or program facility. Examples include Home-Delivered Meals and Program-Delivered Meals.

2.4.3 Meal Preparation

Meal Preparation consists of services to provide the preparation of foods that provide supplementary nutrition (which may include hot meals, snacks or milk). Examples include Soup Kitchen and Congregate Meal Programs.

2.4.4 Nutrition & Menu Planning

Nutrition & Menu Planning consists of services provided to evaluate an individual's nutritional history and dietary intake and develop a plan which ensures that the person's nutritional needs are met. Nutrition & Menu Planning may also include group instruction about food to maintain or improve development. These services are generally provided by a nutritionist. Examples include Nutritionist Services and Nutrition Counseling.

2.4.5 Pantry

Pantry consists of services provided to acquire food products through donations, canned food drives, food bank programs or direct purchase and distribute the food to people who are in emergency situations. Examples include Food Pantry and Supermarket-style Food Assistance.

2.5 Household Management and Care

2.5.1 Home Attendant Services

Home Attendant Services consist of home-based personal care to stabilize clients who have exceptional needs and/or are in exceptional circumstances so they can remain safely at home, maintain a degree of independence, and/or avoid being institutionalized. Home attendants may be responsible for assisting clients with severe mental, social, behavioral and/or environmental problems by supporting activities of daily living. Examples include Personal Care, Feeding, Ambulation Assistance, Bathing, Personal Grooming, Dressing, Marketing, Laundry, Meal Preparation, and Errands.

2.5.2 Homemaking Services

Homemaking Services consist of services to provide parents and guardians with teaching and training in appropriate childcare, parenting, and household management responsibilities. Examples include Home-based Assessment and Household Management Training.

2.5.3 Housekeeping

Housekeeping consists of services to maintain a safe and clean abode for clients. Housekeeping providers often offer cleaning services for homebound clients on a regular basis, such as weekly or daily. Housekeeping may also be provided on a one-time basis. Services are often provided to individuals who are unable to independently perform household chores and activities. Examples include Heavy-Duty Housekeeping and Light/Daily Housekeeping.

2.5.3.1 Heavy-Duty Housekeeping

Heavy-Duty Housekeeping consists of services provided to return a space to a condition which allows clients to safely reside in their home. Examples include providing initial cleanup of a home that has been affected by flood.

2.5.3.2 Light/Daily Housekeeping

Light/Daily Housekeeping consists of services provided on a frequent basis, typically daily, to maintain a clean and safe abode. Examples include providing general cleaning, laundry and ironing, meal preparation and shopping to homebound individuals.

2.6 Legal Services

Legal Services consist of work performed by legal professionals and may include processing paperwork and documentation, court-based services, representation, or other services to assist with legal matters on behalf of a client and his/her needs. Legal Services may include advocacy services to ensure that clients are aware of rights and entitlements for which they are eligible. Examples include Citizenship Assistance, Legal Mediation and Legal Representation.

2.6.1 Citizenship Assistance

Citizenship Assistance consists of services to provide recently arrived immigrants with assistance in obtaining citizenship. Services may include legal representation, advice, and assistance with paperwork and legal filings. Examples include Naturalization Assistance, Citizenship Classes, Immigration Application/Documentation Assistance.

2.6.2 Legal Mediation

Legal Mediation consists of services to provide the arbitration by a lawyer of civilian-initiated complaints. Legal Mediation helps parties work together to develop a mutually agreeable solution and avoid escalation into more serious offenses. Types of interpersonal disputes that can be handled at a dispute resolution center may include criminal, civil and/or family matters. Examples include Family Mediation and Tenant-Landlord Mediation.

2.6.3 Legal Representation

Legal Representation consists of services to provide litigation in the court. Services may be provided for the defense or prosecution and may be provided in Civil, Criminal, Family and other local courts. Examples include Appellate Defense and Probono Legal Representation.

2.7 Outreach

Outreach consists of planned activities designed to bring the existing service delivery system to a defined population or program participants in a designated area. Outreach services are intended to engage or assess individuals potentially in need and provide information or linkages to community-based services. Examples include Community, Street, and Mobile Outreach, Enrollment and

Recruitment, Individual Client Outreach, such as Friendly Visiting or Individual Crisis Intervention, Materials Design & Development, such as distribution of informational pamphlets about programs, and Soliciting Referral Options, such as creating a resource directory.

2.7.1 Enrollment and Recruitment

Enrollment and Recruitment consists of services provided to increase interest in services and formally link clients to programs. Examples include Program Community Outreach and Participation in Health/Community Fairs.

2.7.2 Individual Client Outreach

Individual Client Outreach consists of services to provide non-clinical support and information to an individual in the home or community-based setting. Individual Client Outreach may be provided to informally monitor client safety and well-being and facilitate socialization. Examples include Friendly Visiting, Telephone Reassurance, Non-Clinical Home Visits and Informal Client Monitoring.

2.7.3 Materials Design & Development

Materials Design & Development consists of services to create pamphlets, brochures, or other items for distribution to promote programs or provide information to stakeholders. Examples include Program Brochures Development and Annual Report Design.

2.7.4 Soliciting Referral Options

Soliciting Referral Options consists of services to identify resources, explain referral procedures, and establish relationships with relevant providers and institutions, including through formal agreements. Examples include Information and Referral Center and Online Resource Directory.

2.7.5 Street Outreach

Street Outreach consists of planned activities, implemented in a defined street location, designed to bring the existing service delivery system to a defined population or program participants in the targeted area. Examples include Mobile Food Pantry and Mobile Outreach Van for Street Homeless.

2.8 Policy Development

Policy Development consists of services to provide assistance in developing and implementing services and the rules and regulations by which they are governed. Policy Development providers may draft company policies for an organization or monitor an organization to ensure that policies are in place that support the organization's work. Examples include Policy Research, Program Evaluation and Protocol Design.

2.8.1 Policy Research

Policy Research consists of policy development services to provide research and consultation in areas of development of internal rules and regulations. Examples include conducting research on HR policies utilized for similar programs.

2.8.2 Program Evaluation

Program Evaluation consists of policy development services to assist in research, data interpretation, and documentation and analysis of the program's activities. Program Evaluations often utilize operational research analysis methodology, which provides analysis and improvement of organizational decision making through the use of advanced analytical techniques. Examples include Program Outcomes Analysis and Reporting Assistance.

2.8.3 Protocol Design

Protocol Design consists of policy development services to provide the design of program procedures. Examples include developing appropriate procedures for client intake process and writing protocol for employee policies manual.

2.9 Professional Services

2.9.1 Architectural Services

Architectural Services consist of designing and planning the construction or renovation of buildings or facilities. Examples include providing plans for the design of a health center or designing an expansion of a community facility.

2.9.2 Audit Services

Audit Services are provided to plan and perform audits in accordance with generally accepted government auditing standards. Audit Services also include providing detailed reports on audits performed. Examples include Certified Public Accountant Services, Annual Audit Services, and Audit Reporting.

2.9.3 Contract Management

Contract Management consists of services to provide assistance with the oversight and maintenance of legal agreements made with customers, vendors, partners, employees, and other entities. Contract Management may include assistance in areas of negotiations, creation, changes, and execution to maximize financial performance and minimize risk.

2.9.4 Extermination

Extermination consists of services to eliminate infestation of rodents, insects or other pests, including bed bugs, and address conditions conducive to pest infestations. Extermination may be provided at residential facilities or places of business. Examples include Pest Control and Bed Bug Removal.

2.9.5 Fiscal Services

Fiscal Services consist of assistance with the management and maximization of financial resources. Examples include Financial Management, Bookkeeping and Fiscal Oversight Services.

2.9.6 Human Resources Services

Human Resources Services consists of services to assist with the recruitment and management of the staff of an organization. Human Resources Services address issues, such as compensation, hiring, performance management, and administration. Examples include Employee Time Recording and Payroll Services.

2.9.6.1 Employee Time Recording

Employee Time Recording consists of services to provide organizations with advice and technical solutions to monitor and make a record of staff hours and work completed. Examples include providing IT system for recording staff time.

2.9.6.2 Payroll Services

Payroll Services consist of services to manage the payment and distribution of salaries of a company's employees. Examples include providing payroll system for organization's employee.

2.9.7 Information Technology

Information Technology consists of services to develop and implement technological solutions for organizations and individuals. Information Technology providers may offer functional and technical assistance in the development of IT solutions and ongoing support and maintenance. Examples include Systems Integration, Database Management, and Systems Design.

2.9.8 Security

Security consists of services to monitor and maintain safety. Security services may be provided at a facility, vehicle, or location and consists of measures taken to protect program staff, participants, and visitors. Examples include Security Guard and Security Camera Monitoring.

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2.9.9 Technical Assistance

Technical Assistance consists of services to provide workshops, seminars, or other forms of organizational consultations in areas including program and organizational infrastructure, fiscal management, and capacity building. Technical Assistance goals are designed to utilize recognized best practices by organizations or individuals seeking answers to specific questions. Examples include Case Specific Consultation, Clinical Consultation and Capacity Building Programming.

2.9.9.1 Case Specific Consultation

Case Specific Consultation consists of technical assistance provided for a single case to address the needs of an individual client or client unit. Examples include consultations to identify and confirm complicating issues with a child neglect case, including screening for substance abuse.

2.9.9.2 Clinical Consultation

Clinical Consultation consists of technical assistance services to provide assessment and recommendations for methodology, processes, and protocols for addressing the needs of complex people or situations. Examples include consultations to assist with organizational development.

2.9.10 Training

Training consists of services to provide the action of teaching skills or transmitting information to enhance capacity, knowledge, or skill set. Examples include Training Delivery, Training Design, and Training Materials Development.

2.9.10.1 Training Delivery

Training Delivery consists of facilitating training programs. Training Delivery may include in-person seminars, web-based interactive demonstrations or other ways of providing instructional presentations to expand knowledge and skills of participants. Examples include Webinars and Presentations.

2.9.10.2 Training Design

Training Design consists of services to create and develop informative curriculum for Training programs. Examples include the development of training program for a new program for staff of a community center.

2.9.10.3 Training Materials Development

Training Materials Development consists of the creation of written or visual aids to help implement training programs. Examples include Creating Training Handbooks and Instructional Videos.

2.10 Program Management

Program Management consists of services to provide research and consultation on best practice models and program designs and the assistance in implementing successful programs. Program Management services may include assistance in the development of work plans and distribution of tasks. Examples include Program Compliance Assistance, Program Monitoring, Provider Management and Site Monitoring.

2.10.1 Program Compliance

Program Compliance consists of services to provide assistance to agencies to provide services in accordance with associated rules and regulations. Examples include providing IT system to monitor compliance of local housing programs with federal regulations.

2.10.2 Program Monitoring

Program Monitoring consists of services to provide oversight of program development and implementation. Examples include observing a program to determine adherence to work plan and effectiveness.

2.10.3 Provider Management

Provider Management consists of services to provide analysis and advice on identifying and managing contracted providers. Examples include Provider Relationship Management and Provider Oversight.

2.10.4 Site Monitoring

Site Monitoring consists of services to provide visits to a program location to provide oversight and insights into the inner-workings of a program. Examples include inspecting a contracted housing facility against tenant files for a federally subsidized program.

2.11 Transportation

Transportation consists of vehicular services to carry individuals from one place to another. Transportation services may include facilitation of reservations, dispatch, vehicular routing, private

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transportation, and passenger pick-up for individuals or groups in a secure or non-secure setting. Transportation Services are targeted at persons who require such service because their destination is beyond their walking (or driving) ability and they have no alternative means of transportation, or because public transportation is beyond the individual's abilities. Transportation may also be provided to staff traveling to clients in need of community-based services. Examples include Group Transportation, Individual Transportation, and Secure Transportation.

2.11.1 Group Transportation

Group Transportation consist of transportation provided to several individuals at one time. Travel may be provided door-to-door for each passenger and/or at fixed points on a specified route. Examples include passenger van to and from senior center or after-school program.

2.11.2 Individual Transportation

Individual Transportation consist of private transportation provided to one individual at one time. Transportation is usually provided door-to-door. Examples include pick-up and drop-off for crime victim to court.

2.11.3 Secure Transportation

Secure Transportation consists of services to provide to individuals in a secured and restricted vehicle to prevent escape. Examples include providing secure vehicular transport of inmates from prison to court.

3 Service Settings

Service Setting refers to the type of physical location in which services are provided, specified by nature of a particular population group or specific program design.

3.1 Clinical - Inpatient

Inpatient refers to services provided a clinical setting in which trained clinicians provide services, such as mental health care, medical care, or substance abuse treatment for at least one overnight stay.

3.2 Clinical - Outpatient

Outpatient refers to services provided a clinical setting in which trained clinicians provide services, such as mental health care, medical care, or substance abuse treatment during appointment hours and does not require an overnight stay.

3.3 Community Center

Community Center refers to services provided in a facility where people from a particular geographic location can congregate for social, educational, or recreational activities. Community Centers include senior centers, drop-in centers and resource centers.

3.4 Court-Based

Court refers to services provided in a setting where clients are participating in legal proceedings in a court of law.

3.5 Home-Based

Home refers to services provided in a client's home or place of residence.

3.6 Mobile

Mobile refers to services that are delivered in multiple offices, are street-based, or take place in motorized vehicles as opposed to in an office, center, or medical facility.

3.7 Residential - Single Room Occupancy

Single Room Occupancy refers to residential and placement services provided in a setting comprising a private room that has access to bathing and toilet facilities, and provides living and sleeping space for no more than two persons.

3.8 Residential - Cluster/Scatter Site

Cluster/Scatter Site Housing refers to residential placement and services provided at multiple sites from existing market housing throughout the City.

3.9 Residential - Congregate/Group

Congregate/Group Housing refers to residential placement and services provided in a single-site that houses group of clients.

3.10 School-Based

School refers to services provided within educational institutions.

3.11 Secure Facility

Secure Facility refers to the service setting in which security measures are provided to restrict the actions of individuals within it, such as jail, prison, detention centers, and others that employ security measures to restrict activities within it.

3.12 Virtual

Virtual refers to the service setting in which programs are administered through a Web-based portal or computer-based software.

4 Languages

Definition

Languages refers to an organization's ability to serve and communicate with clients in their preferred language.

4.1 American Sign Language

4.2 Interpreter Services

4.3 Chinese

4.4 English

4.5 Haitian Creole

4.6 Italian

4.7 Korean

4.8 Russian

4.9 Spanish

4.10 Other

5 Geography

Geography refers to the geographic location in which services/functions are provided and/or where population receiving services/functions is based.

5.1 Borough

5.1.1 Bronx

5.1.1.1 Community Districts

5.1.2 Brooklyn

5.1.2.1 Community Districts

5.1.3 Manhattan

5.1.3.1 Community Districts

5.1.4 Queens

5.1.4.1 Community Districts

5.1.5 Staten Island

5.1.5.1 Community Districts

6 Populations

Populations refers to groups of CCS clients defined by a particular population characteristic that has relevance to or determines eligibility for the delivery of services.

6.1 Age

6.1.1 Children

6.1.1.1 Range

6.1.2 Young Adults

6.1.2.1 Range

6.1.3 Adults

6.1.3.1 Range

6.1.4 Aging

6.1.4.1 Range

6.2 Caregivers

6.3 Court Involved

6.3.1 Court Appointed Advocate Required/Assigned

6.3.2 Criminal Justice Involved

6.3.2.1 Arrested

6.3.2.1.1 Detainees/Remand

6.3.2.1.2 Released on own recognizance/Bail

6.3.2.2 Paroled

6.3.2.3 Sentenced

6.3.2.3.1 Inmates

6.3.2.3.2 Probationers

6.3.3 Family Court

6.3.4 Family of Court Involved

6.3.5 Formerly Incarcerated

6.3.6 Housing Court

6.3.7 Juvenile Justice Involved

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6.3.7.1 Arrested

6.3.7.1.1 Detained

6.3.7.1.2 Paroled

6.3.7.2 Adjudicated

6.3.7.2.1 Community Supervision

6.3.7.2.2 Placement/Removal from Community

6.3.8 Offender Type

6.3.8.1 Arson

6.3.8.2 Domestic Violence

6.3.8.2.1 Family/Intergenerational Violence

6.3.8.2.2 Partner Violence

6.3.8.3 Drug/Alcohol

6.3.8.4 Gangs

6.3.8.5 Gun Violence

6.3.8.6 Prostitution

6.3.8.7 Sexual Offenders

6.3.9 Witness

6.4 Education Status

6.4.1 Disconnected

6.4.2 English Learners

6.4.3 Drop Out

6.4.4 Grade Level

6.4.5 Held Back/Over Age in Education

6.4.6 Low-Level Literacy

6.4.7 Out-of-School

6.4.8 Truant

6.5 Employment Status

6.5.1 Employed

6.5.2 Retired

6.5.3 Underemployed

6.5.4 Unemployed

6.6 Gender

6.6.1 Female

6.6.2 Male

6.6.3 Transgender

6.7 Health Status

6.7.1 Alzheimer's Disease

6.7.2 Chronic Disease

6.7.2.1 Cancer

6.7.2.2 Diabetes

6.7.2.3 Asthma

6.7.2.4 Cardiovascular/Heart Disease

6.7.2.5 Obesity

6.7.3 Disabilities

6.7.3.1 Developmental Disabilities

6.7.3.2 Behavioral Disability

6.7.3.3 Deaf or Hearing Impaired

6.7.3.4 Mental Disability

6.7.3.5 Physical Disabilities

6.7.3.5.1 Amputee

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6.7.3.5.2 Orthopedic Impairment

6.7.3.5.3 Paraplegic

6.7.3.5.4 Traumatic Brain Injury

6.7.3.6 Blind or Visually Impaired

6.7.4 HIV/AIDS

6.7.5 Mental Illness

6.7.6 Substance Abuse

6.7.6.1 Active User

6.7.6.2 Recovering

6.8 Housing Status

6.8.1 Assisted Living

6.8.2 Homeless

6.8.3 NORC

6.8.4 NYCHA

6.8.5 Nursing Home

6.8.6 Runaways

6.8.7 Section 8 Voucher

6.9 Income Eligibility

6.9.1 Energy Assistance

6.9.2 Food Stamps

6.9.3 Low Income

6.9.4 Medicaid

6.9.5 Public Assistance

6.9.6 SSD

6.9.7 SSI

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Page 49 of 50

6.9.8 Temporary Cash Assistance

6.10 Immigrants

6.10.1 Documented

6.10.2 Under-documented

6.10.3 Undocumented

6.11 LGBTQ

6.12 Parents

6.12.1 Mother

6.12.2 Father

6.12.3 Guardian

6.12.4 Custodial

6.12.5 Non-Custodial

6.12.6 Pregnant Female

6.12.7 Expectant Parent

6.12.8 Grandparent

6.13 Veterans

6.14 Victims/Survivors

6.14.1 Domestic Violence

6.14.2 Child Abuse

6.14.3 Elder Abuse

6.14.4 Sexual Abuse/Exploitation