

MORE THAN 101 WAYS

Ontario County Serves Its Residents and
Strengthens Our Community



John F. Marren
Chairman of the Board

April 2018



Mary A. Krause
County Administrator



OUR VISION

A vibrant community where every citizen has the opportunity to be healthy, safe and successful

OUR MISSION

Provide strategic and responsive public services that are fiscally responsible and sensitive to the diverse and changing needs of our community

OUR CORE VALUES

Open Government

Ethical Government

Fiscal Integrity

Community Engagement

Stewardship of Natural, Economic, Cultural and Historic resources

Innovative Leadership and Succession

Exceptional Service

Respect for the Needs and Valuable Contributions of Citizens

Collaboration

Recognize all employees are critical to achieving the Vision and Mission

Respect and encourage dedicated service and provide resources needed to serve the public

OUR CORE BEHAVIORS

Do what's right and do what's best

Lead by example

Treat everyone with kindness, respect and dignity

Seek first to understand and then communicate to be understood

Promote lifelong learning for our team

Smile... it can change the day and demonstrate a positive attitude

Work together to achieve our best results

Provide unbiased data and analysis to decision makers

Focus on "how we can" rather than "why we can't"

Be accountable

Advocate for the needs of the most vulnerable in our community

Educate and inform the public

Maintain a safe, respectful work environment

Understand the impact of your decisions on others

Humor can be good

Dream... it is the pathway to our future

Board of Supervisors & Clerk to the Board

- 1) The Board of Supervisors, with 21 elected members, represents nearly 110,000 Ontario County residents and taxpayers pursuant to County Law and Municipal Home Rule Law.
- 2) This Board, while retaining overall authority, delegates administrative functions to a Board chair, standing committees, special committees, and an appointed administrator who oversees the daily operations of County government.
- 3) This Board appoints a Clerk who provides support services and coordinates activities of the Board.
- 4) Minutes, agendas, proposed resolutions, local laws, legal notices, and schedules of the Board are posted on the County website. All standing committee and special committee agendas, minutes, and annual County directory are also posted on the website.
- 5) The Board adopts the annual County budget.
- 6) The County sponsors and funds community college costs, and pays a share of our residents' community college tuition.

County Administrator

- 7) Coordinates the efforts of County departments to provide cost-effective and responsive programs and services to the public.
- 8) Leads a team to implement our organizational, community and employee engagement efforts called Ontario County Upward.
- 9) Coordinates an annual Citizens Academy on County Government.
- 10) Coordinates a Shared Services Panel of representatives from municipal government and school districts in Ontario County to save taxpayer dollars through coordinated programs and services where possible.

County Attorney

- 11) Helps provide fair and equal access for all residents to County facilities and programs.
- 12) Provides legal representation for all County departments and the Community College.
- 13) Assists with regulatory compliance.
- 14) Manages and maintains the County self-insurance program since 1987, including risk management, defense of all aspects of civil litigation against the County, and exploring alternatives that might better protect taxpayer interests.
- 15) Provides legal representation and advice for County agencies when children and families, juvenile delinquents and the vulnerable adult population need services and become involved with the legal system.

County Clerk & Department of Motor Vehicles

- 16) Records and makes available to the public County land records such as mortgages, deeds, maps, judgments and liens.
- 17) Files and makes available to the public County and Supreme Court records.
- 18) Administers pistol permits. Accepts applications, processes amendments, issues permit cards and maintains pistol permit file.
- 19) Acts as agent for passport applications.
- 20) Maintains the records of all County residents who are a notary public and processes renewals.
- 21) Records Form DD214 for local veterans and issues identification cards.
- 22) Operates two (2) local Motor Vehicle Bureau Offices that offer full NYS DMV services, one in Canandaigua and one in Geneva.

County Treasurer

- 23) Collects delinquent tax payments.
- 24) Issues certificates of residency to college students to assist them with community college costs.
- 25) Monitors hotels, motels, and bed and breakfasts to make sure we collect their occupancy tax to benefit tourism in Ontario County.

District Attorney

- 26) Prosecutes all crimes arising in Ontario County.
- 27) Represents the people of Ontario County and New York State by providing prosecution services to 39 judges in 21 courts throughout the County.
- 28) Provides support and assistance to victims of crime, and particularly to victims of physical assault, sexual assault, domestic violence, child abuse and elder care.
- 29) Makes the highways as safe as possible for law-abiding users and pedestrians, by the enforcement of a zero-tolerance policy for Driving While Intoxicated (DWI) offenses.

Economic Development

- 30) In the past five years, Economic Development helped 65 employers expand their businesses.
- 31) In 2017, Ontario County IDA approved construction projects valued at \$38,910,031. These investments will generate millions of dollars of revenue to our municipalities over the terms of their PILOTs.
- 32) In 2017, Ontario County EDC loaned \$1,200,350 which leveraged \$2,120,000 of private investments to create/retain 282 jobs.
- 33) In 2017, Ontario County EDC funded on-the-job training and incumbent worker training for 137 people in 15 companies.

Elections

- 34) The Ontario County Board of Elections conducts elections for federal and state elected offices, all County-wide, city and town elected offices, and over 200 County committee member party positions for the Democratic, Republican and Conservative Parties. Administration of elections includes oversight of the petition and caucus process and receipt of all documents required for candidates to access the ballot.
- 35) The Board of Elections provides daily maintenance to the voter registration files with just over 71,300 active and inactive registered voters.
- 36) The Board of Elections programs, maintains and delivers 92 voting machines to 45 polling sites throughout the County and works closely with the Office of Sheriff to retrieve election night results data.
- 37) The Board trains, certifies, and processes payments to approximately 400 election inspectors annually.
- 38) To assist voters who are absent from the County on election day, or are unable to vote in person, the Board processes an average of 3,500 absentee ballots and applications annually.
- 39) In addition to cooperating with local school districts to provide HAVA compliant voting machines, the Board participates with school outreach voter registration programs, lectures in Participation in Government classes, and conducts on-site voting machine instruction for students. The Board also actively engages with community organizations and civic groups to provide education on the use of the new voting system.

Emergency Management

- 40) Develops emergency plans.
- 41) Develops and delivers training programs to Fire and Emergency Medical Services (EMS) agencies.
- 42) Assists fire departments by conducting cause and origin investigations.
- 43) Oversees specialized teams such as the Hazardous Materials Response Team, High Angle Rescue, and Swift Water Rescue.
- 44) Provides community outreach programs such as the Community Emergency Response Team Training (CERT) and fire safety lectures.

Finance

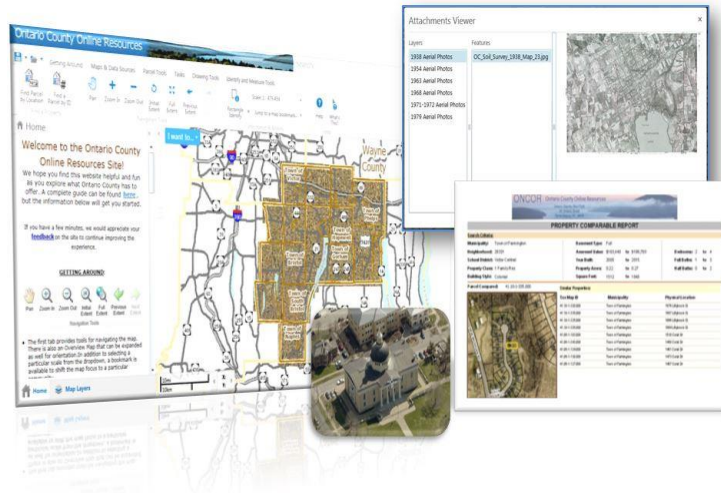
- 45) Pays all invoices for the County in a timely manner and makes timely deposit and investment of County funds.
- 46) Responds to inquiries regarding Ontario County sales tax and distributes sales tax revenues to municipalities.

Human Resources

- 47) Administers State Civil Service Law for approximately 5,000 employees of our County, two cities, sixteen towns, eight villages, eight school districts, four library districts, one Fire district, the Geneva Housing Authority, the Soil and Water Conservation District, Wayne Finger Lakes BOCES, and Finger Lakes Community College.
- 48) Offers civil service examinations for public employment in Ontario County for careers in finance, public safety, human services, health care, information technology, HVAC technicians, electricians, secretarial and administrative support and more.
- 49) The Human Resources web page has 1,733 subscribers receiving automatic notifications about employment opportunities within the County.
- 50) Conducts four Red Cross blood drives each year for employee participation. An average of 120 pints is collected each year, which helps approximately 350 patient lives throughout the region.
- 51) Administers the Ontario County Mutual Self-Insurance Plan that provides workers' compensation coverage to employees in the County, cities, towns, villages, Finger Lakes Community College, and the Ontario County Soil & Water Conservation District. The Plan also covers Ontario County volunteers who serve the community as firefighters and ambulance workers.
- 52) Maintains a confidential tip line for compliance complaints. The Director of Human Resources is the County's designated Compliance Officer.

Information Services

- 53) Provides residents easy access to information via the County website at: www.co.ontario.ny.us
- 54) Uses the power and connectivity of Geographic Information Systems (GIS) to enable better decisions, problem solving and inspire innovation in our community.



Mental Health

- 55) Operates a mental health clinic providing services to over 1,200 unique individuals annually, 230 of whom are under the age of 18.
- 56) With downsizing of the State facilities for those with mental illness and developmental disabilities, we advocate and have a voice with the State Agencies regarding the need for development and expansion of community based services.
- 57) A Community Services Board comprised of concerned, invested residents of Ontario County provides input, planning and oversight for programming for substance abuse, developmental disabilities and mental health.
- 58) The Ontario County Mental Health Clinic works closely with the Ontario County Attorney to “investigate” and determine persons potentially benefiting from “AOT” (Assisted Outpatient Treatment) oversight and monitoring.
- 59) Through collaboration with the Partnership for Ontario County, we have successfully received grant funding to expand an array of services pertaining to substance abuse problems, including the Partnership for Success which has provided numerous heroin forums across the County, conducted surveys and focus groups and organized “medication take back days”. The most recent grant is focused on developing youth and young adult “clubhouses” for substance free activities and supports across the County.

Mental Health (continued)

- 60) Through collaboration with the State, local and private entities, “Family Support Centers” are open in 4 of our 9 school districts. Additionally, there is a “Community Support Center” at 120 North Main Street, Canandaigua, to broaden the array of supports offered to individuals throughout the County.
- 61) In collaboration with the Ontario County Public Health Department, the Partnership for Ontario County and the Ontario County Mental Health Department, there is a “Suicide Prevention Coalition”. Concerned citizens from across the County join to strategize regarding understanding suicide, provide educational materials, resources, as well as educational workshops to those in our community. Our Mission: We are committed to the development of a community which promotes suicide prevention and reflects hope and healing.

Office for the Aging

- 62) Operates the NY Connects Program which provides information and assistance to people of all ages on available long term care services and supports.
- 63) Provides case management and home care services to frail older adults age 60 or over.
- 64) Provides respite and caregiver support to relieve those caring for an older adult.
- 65) Conducts the evidence-based fall prevention program, Matter of Balance.
- 66) Provides Medicare and health insurance counseling to people of all ages who are Medicare eligible.
- 67) Operates the Meals-on-Wheels and Community Dining Program serving nearly 70,000 meals each year to older adults and their caregivers.
- 68) Through collaboration with the Alzheimer’s Association, provides counseling to families dealing with dementia.

Planning

- 69) Manages the County Agricultural Enhancement Plan that establishes policy and methodologies to ensure the economic viability of the farms and agricultural related businesses so important to the local economy and in maintaining the rural landscape so important to community character and quality of life.
- 70) Works with local governments, local citizen organizations and local and state agencies to manage water quality of our lakes, streams, and aquifers through the County's Water Resources Council.
- 71) Monitors the operation of the Ontario County Landfill and supports the Board of Supervisors' responsibility to manage and reduce the amount of solid waste generated within Ontario County through the adoption, update, and implementation of the County's Solid Waste Management Plan.
- 72) Provides professional planning support to the County Planning Board on projects of inter-municipal and County-wide significance, and to local municipal boards through technical assistance requests on project review, environmental review, comprehensive plan and zoning code revisions.
- 73) Manages the annual update of the County's 7-year Capital Improvement Plan so that County assets such as roads, bridges, parks , Finger Lakes Community College, the County 911 and emergency radio communication systems, and office buildings are well maintained, safe, and are sufficient to serve our residents' present and anticipated future needs.
- 74) Provides a conduit for state, federal, and private grant funding for projects ranging from park improvements, aid to local snowmobile clubs for maintenance of trails, improvements to 911 and emergency communications, aid to firefighters, restoration of historic buildings to management of aquatic vegetation in our lakes.
- 75) Offers two-on-site confidential document shredding event days per year to County employees and the general public.

Probation

- 76) Prepares comprehensive Pre-Plea and Pre-Sentence investigations in criminal cases, making sentencing recommendations to the Courts which aid the Judges in determining appropriate dispositions.
- 77) Supervises criminal defendants deemed appropriate for community supervision and sentenced to a term of probation supervision. Specialized caseloads include those for high risk DWI offenders, sex offenders and those offenders at greatest risk to be returned to court for non-compliance.
- 78) Operates Alternative to Incarceration programs including Pre-Trial Release, the Community Service Program and the Day Reporting Program. The Day Reporting Program offers many varied classes including, but not limited to: Conflict Resolution, Cognitive Behavior Therapy, Substance Abuse, Parenting, GED, Life Skills and also offers a program specifically designed to aid program participants in seeking, securing and maintaining employment.
- 79) Partners with and maintains an active role in the Finger Lakes Treatment Court teams including Veterans Treatment Court, Drug Court and Mental Health Court.
- 80) The Juvenile Unit works with youth and their families, collaborating with all nine school districts, police agencies and many service providers. The youth are referred either as a Person in Need of Supervision (PINS) or as a Juvenile Delinquent (JD). For both PINS and JD cases, attempts are made to adjust the case through the Diversion Program, however, a case may be referred directly to Family Court when the offense is serious in nature. The Family Court system is restorative rather than punitive.
- 81) Facilitates and/or co-facilitates therapy groups including Cognitive Behavior Therapy and also Sexual Offender Treatment.
- 82) Is the designated collection agency responsible to collect court ordered restitution for victims of crime.
- 83) Provides intake services for individuals who are seeking an Order of Protection through Family Court.

Public Defender

- 84) Represents qualifying individuals charged with all levels of crimes throughout Ontario County.
- 85) Refers clients to treatment programs, when there is a need.
- 86) Appears at arraignments on an on-call basis 7 days a week, in courts throughout Ontario County.

Conflict Defender

- 87) Assigns attorneys from a panel to represent indigent family court litigants.
- 88) Defends or assigns attorneys to defend people accused of crime when the Public Defender cannot take the case.

Public Health

- 89) Provides surveillance activities to prevent the spread of communicable diseases.
- 90) Collaborates with community stakeholders to help prevent or reduce major causes of death and chronic disease such as heart disease, diabetes, asthma, and cancer.
- 91) Provides six rabies vaccine clinics annually across the County and coordinates treatment of human rabies exposures.
- 92) Monitors lead testing and provides education to parents relating to lead poisoning.
- 93) Provides maternal and infant community health education designed to improve the health and well-being of at-risk infants.
- 94) Develops emergency preparedness plans to assure readiness to respond to public health emergencies.
- 95) Operates the Early Intervention and Pre-School Program to address the needs of children with developmental disabilities.
- 96) Provides educational programs throughout the County related to health and wellness.

Public Works

- 97) Maintains 270 miles of roadway, 73 bridges, and 1,100 culverts.
- 98) Maintains 51 structures ranging from the County jail to radio towers.
- 99) Operates and maintains County parks including its beaches.
- 100) Operates and maintains two County sewer districts, including a 600,000 gallons per day wastewater treatment plant.

Purchasing

- 101) Disposes of surplus assets through reuse within the County or sale via auction.
- 102) Provides a fair and open competitive environment for bidding on County equipment, services and construction.

Real Property Tax

- 103) Maintains tax maps, Geographic Information Systems (GIS) parcel data, parcel and ownership history.
- 104) Provides printing services for large scale survey maps, subdivision maps and tax maps.
- 105) Provides technical and valuation support to assessment officials.
- 106) Provides parcel inventory, sales, assessment, exemption, special district and tax levy information to the public and municipal officials.
- 107) Provides data processing services to produce assessment rolls, tax rolls, and tax bills for County, town, school and village taxes.
- 108) Provides required training to Boards of Assessment Review.
- 109) Processes pro-rata chargeback, processing per RPTL 520 and agricultural conversion penalties for County, town and school taxes.

Records and Archives

- 110) Oversees the proper storage, retention and disposition of County records defined by New York State laws and serves as the depository for many historical records.
- 111) Assists County residents seeking genealogy and historical information by mail, email, telephone and works with in-house researchers.
- 112) Processes all Freedom of Information requests that are received by the County.
- 113) The Department of Records, Archives and Information Management Services (RAIMS) sponsors several New York State archives workshops a year to improve the skills of records managers and historians in this area; however, all who are interested are welcome to attend.
- 114) The microfilers at RAIMS scan and microfilm records that are deemed permanent/historical for preservation and accessibility in order to better serve County residents.

Office of Sheriff

- 115) Provides officers for security and protection in our County and local courts.
- 116) Provides civil law enforcement officers to process and serve judicial orders.
- 117) Reduces crime victimization through prevention education programs, including an annual Citizen's Police Academy.
- 118) Fights the current heroin epidemic through collaboration with our Probation, District Attorney, Mental Health and Public Health Departments and our schools.
- 119) Delivers maximum communication support to all travelers, residents, businesses and public agencies requiring immediate fire, police or ambulance responses. (Dial 911).
- 120) Provides County law enforcement to investigate crimes and promote highway safety.
- 121) Provides correction officers to staff the Ontario County Jail ensuring the public's safety and to transport jail inmates when requested by the courts.
- 122) Provides K-9 assistance for bomb detection, narcotic enforcement and searches for missing persons and criminal suspects.
- 123) Patrols waterways and shorelines and enforces the New York State Navigation Law.
- 124) Investigates pistol license applications on behalf of the State.

Social Services

- 125) Assists homeless individuals to obtain and maintain permanent housing.
- 126) Assists disabled low-income individuals to obtain federal benefits that provide a higher and more consistent income stream.
- 127) Recruits adoptive parents and facilitates adoption for children in foster care who need permanent homes.
- 128) Provides a variety of training opportunities to community agencies.
- 129) Investigates reports of suspected child abuse and maltreatment and provides services to the families involved.
- 130) Provides financial support to families and individuals in need.
- 131) Collects child support on behalf of children and distributes to custodial parents.
- 132) Provides indigent burial assistance for individuals whose families are unable to provide for a decent interment.
- 133) Recruits, trains and supports families providing foster care to children who cannot remain in their own homes.
- 134) Investigates reports of abuse to adults.

Stop D.W.I.

- 135) Develops and implements programs in an effort to decrease alcohol and drug related driving fatalities and injuries in Ontario County.
- 136) Monitors the Ignition Interlock Program for those individuals convicted of Driving While Intoxicated (DWI) in Ontario County.
- 137) Prepares and administers Victim Impact Panels for individuals convicted of Driving While Under the Influence (DWUI) of alcohol and/or drugs.
- 138) Coordinates grants from the Governor's Traffic Safety Committee related to Ontario County highway safety, and collects and provides traffic data related to impaired driving for local and state agencies.

Veterans Service Agency

- 139) Coordinates veterans' programs and services for men and women who have served in the armed forces.
- 140) Provides assistance in determining the appropriate education benefit program to veterans as they further their education.
- 141) Assists family members with burial benefits and proper honors for deceased veterans.

Weights and Measures

- 142) Regulates all commercial weighing and measuring devices, including gas and fuel pumps and meters in the County.
- 143) Calibrates bulk milk tanks on farms to make sure farmers and dairies are treated equally and the quantity of milk is accurately measured.
- 144) Participates in the State petroleum sampling program to make certain that gas and diesel products meet federal standards.

Workforce Development

- 145) Provides assistance to job seekers in obtaining the necessary skills, training, and support to obtain gainful employment through career counseling, programs, and other services.
- 146) Introduced a specific training of Personal Skills for Success, for individuals to obtain or refresh their soft skills to enhance their success in job retention.
- 147) Assists in connecting youth to educational, training, and workforce opportunities to become successful in the workplace. We offer a year-round program for out-of-school, at-risk 16 – 24 year olds by providing multiple opportunities to enhance their skills and abilities. We also offer a summer employment program for low income 14 – 20 year olds.
- 148) Assists businesses and in providing labor market information, assessment tools and recruitment. In addition, accesses training grants and tax incentives for new and incumbent employees to maintain and enhance their skill levels that allow businesses to remain competitive.
- 149) Gains access to current career information and job openings from a variety of industries and the latest in new technologies and employers coming to and residing in Ontario County.

Youth Bureau

- 150) Promotes positive youth development through integrated community based planning.

Contact Us

www.co.ontario.ny.us

Department	Phone No.
Board of Supervisors/Clerk to the Board	585-396-4447
Conflict Defender	585-396-4284
County Administrator	585-396-4400
County Attorney	585-396-4411
County Clerk	585-396-4200
County Treasurer	585-396-4432
Department of Motor Vehicles (DMV)	585-396-4210
District Attorney	585-396-4010
Economic Development	585-396-4460
Elections	585-396-4005
Emergency Management	585-396-4310
Finance	585-396-4426
Human Resources	585-396-4465
Information Services	585-396-4500
Mental Health	585-396-4363
Office for the Aging	585-396-4040
Planning	585-396-4455
Probation	585-396-4222
Public Defender	585-396-4645
Public Health	585-396-4343
Public Works	585-396-4000
Purchasing	585-396-4442
Real Property Tax	585-396-4382
Records and Archives	585-396-4376
Sheriff	9-1-1 or 800-394-4560
Social Services	585-396-4060
Stop DWI	585-396-4308
Veterans Service Agency	585-396-4185
Weights and Measures	585-396-4375
Workforce Development	585-396-4020
Youth Bureau	585-396-4035

Ontario County

Upward

**County Administrator
20 Ontario Street
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Phone: (585) 396-4400**