



Madison County

Department of Social Services

# 2016 Annual Report



Michael A. Fitzgerald  
Commissioner



Madison County  
Department of Social Services

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March 27, 2017

John M. Becker, Chairman  
Madison County Board of Supervisors

Alexander R. Stepanski, Chairman  
Health and Human Services Committee

Mark Scimone, County Administrator  
Madison County

Dear Gentlemen:

In the following pages, the Madison County Department of Social Services presents our "2016 Annual Report." As in the past, we are proud of our accomplishments and are prepared to accept the challenges that we know are part of our services. Some of the highlights include:

- EO 151: In early January 2016, Governor Cuomo issued an Executive Order that required all homeless persons, regardless of eligibility for income support programs, to be offered shelter when the outside temperature was below freezing. In Madison County, we have successfully run the program from November 1 to March 31 without regard to temperature so that our county residents can be certain they can seek shelter when needed. Our partners at the Community Action Partnership, Sheriff's Office, and Mental Health Department, along with other local law enforcement, have ensured vulnerable homeless are offered a safe place to sleep.
- ABAWD: For several years, persons receiving Supplemental Nutrition Assistance Program (SNAP) benefits have been able to receive an exemption from the Able Body Adult Without Dependents (ABAWD) requirements. This was due to the economic conditions that made jobs scarce. With an improving economy, Madison County was required to track and engage this population to ensure they were working at least 80 hours per month or were otherwise exempt. Through this effort, DSS was able to close over 250 cases and ensure that the remaining 150 households were actively working to potential, engaging them to contribute to our local economy.
- Opiate/Heroin: The impact of the opiate and heroin abuse epidemic are most noticeable in our Children's Services division. Of the over 1,600 Child Protective reports received in 2016, a third are believed to have included concerns related to opiate and/or heroin addiction and the impact that has on the safety for children. Since 2014, the department has doubled the number of Family Court petitions with opiates and/or heroin as the major concern and the number of children involved in those petitions during that same period has gone from 29 to 60 children. Fortunately, DSS is a partner in the county's Opiate/Heroin Task Group that has been meeting to better understand the prevalence of these drugs and has been working with county departments,



community organizations and other groups to strategize about how to address this growing problem in our county.

In addition to these highlights, some other interesting things in 2016 included the first full year of the Career Center operating within the same building as DSS, enabling our residents to “one-stop shop” when they needed to find work, education, and supportive services.

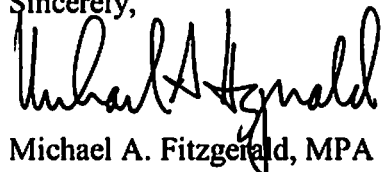
Madison County DSS was also instrumental in the rehabilitation of the Sheriff’s Office Law Enforcement Building that now houses the road patrol and investigations under one roof for the first time. When the former Wampsville Fire Department building was purchased, estimates to make it an office were several hundreds of thousands of dollars. By utilizing the Work Crew, jail inmates, and County Maintenance staff, Madison County and the Sheriff’s Office was able to complete this project for far less and the DSS Work Crew and inmates were able to acquire valuable skills.

Finally, DSS and the Public Health Department began to do joint inspections of hotels and motels on an annual basis. These inspections are required under various laws and ensure that governmental funds spent on behalf of low-income residents through DSS are providing habitable and safe dwellings. The joint inspections also allow the DSS staff to make visits to our community partners on a semi-annual basis and ensure a good working relationship for our county.

As we look forward to the coming year, we know there are several challenges and many opportunities ahead of us. We are fortunate to receive a five-year grant to implement Safe Harbour initiatives to build a better response to sex trafficking victims and we will continue to offer fathers (or father-like substitutes) a “fathers group” to strengthen their relationship with their children and significant others. We will also be challenged by the continued rollout of the State Integrated Eligibility System (IES) replacement to the 30+-year-old Welfare Management System (WMS) and the impact on how we process our work in a new environment. We will also be completing and submitting a Child and Family Services Plan that will direct our Child Welfare and Family Services activities for the next five years. Finally, DSS staff will be active participants in the County’s Success Plan that will drive our services to our residents.

The Department of Social Services is proud of the programs and services provided to the residents of this county and described in more detail in this report. We are also grateful for the support the Board of Supervisors provides, the guidance from the Health and Human Services Committee, and the administrative support of the County Administrator. We hope you are informed and educated and will look to us for any needs of the community in the future.

Sincerely,

A handwritten signature in black ink, appearing to read "Michael A. Fitzgerald". The signature is fluid and cursive, with the first name "Michael" being more prominent.

Michael A. Fitzgerald, MPA  
Commissioner

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## STAFF DEVELOPMENT

One of the areas that the Confidential Secretary is responsible for is the scheduling of mandatory and professional development training for the DSS staff. This includes state-sponsored training and training provided by the Personnel Office, along with other locally-offered classes. Children's Services Caseworkers and supervisory staff are required to annually attend at least six hours of New York State approved CPS in-service training.

Training is conducted in a range of settings, including classroom, electronically via employee desktops, or in a group setting "teleconference" that is transmitted through the Internet. New York State offers its training at various venues across the state and usually in multiple locations to accommodate counties by minimizing travel time. Madison County is fortunate to be located closely to the Center for Development of Human Services (CDHS) training center in Liverpool, New York, which is one of the state's contracted training providers. If state training is unavailable at that location, employees typically travel to Utica, Cortland, Albany or Rochester. Other contracted providers include Brookdale Center on Aging, SUNY Albany, SUNY Potsdam and SUC at Buffalo.



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All new positions, whether promotional or new hire, are given at least 75 hours of in-house new worker training, which is conducted by the directors and supervisors. Some titles; i.e., Social Welfare Examiner and Children's Services Caseworker, also require a minimum number of hours of state-sponsored training. Caseworkers require three-to-four months of intensive state-sponsored Common Core and agency training before acquiring their own caseloads.

Due to a high statewide turnover of Caseworkers in 2015, the "Common Core" training was redesigned into "Foundations" training. Instead of four weeks of Core classroom training followed by two weeks of CPS Response classroom training, trainees now attend two weeks of Foundations training and then two weeks of CPS Response. The remaining two weeks of

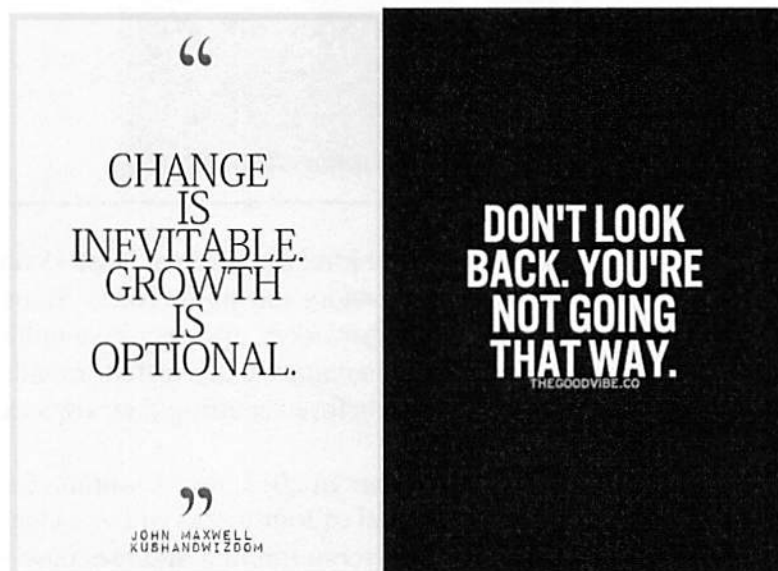
Foundations are completed at a later date. The motive behind the change is so Caseworkers can pick up full caseloads sooner. CPS Response must be completed before a caseload can be assigned. Foundations training continued into 2016 and 2017.

The state is now mandating annual confidentiality training for all staff. Along with general training, some units are required to also attend unit-specific confidentiality training. Training takes place online through the Human Services Learning Center (HSLC).

Much more general online training is being offered than in the past. Employees are taking advantage of this, as it reduces time taken out of the workday. There is no travel and most online training sessions are two hours as opposed to all day. Most webinars eventually become online training sessions, accessible at the trainee's convenience.

The Personnel Office has also moved online for many of the county's mandatory training sessions. Personnel is able to track training completion. Feedback on this training style has been mostly positive, as employees are able to complete the training at their desks and at their convenience.

In 2016, the department saw four promotions (Welfare Employment Representative, Senior Social Welfare Examiner, Senior Caseworker, and Deputy Commissioner for Financial Assistance) and 14 new hires (one Office Assistant I, two Caseworkers, five Energy Resource Aides, and six Social Welfare Examiners). One employee resigned (Caseworker) and six retired (one Office Assistant I, two Social Welfare Examiners, one Senior Social Welfare Examiner, one Senior Caseworker, and one Deputy Commissioner for Financial Assistance). Six positions were eliminated (Office Assistant I, Office Assistant II, Social Welfare Examiner, Support Investigator, Senior Support Investigator, and Director of Financial Assistance) and four positions were created (two Energy Resource Aides, one Welfare Employment Representative, and one Child Support Enforcement Coordinator).





### Classroom Training

- State and local training conducted in a classroom setting either onsite or at various venues throughout the state. State training registration is done through the Human Services Learning Center (HSLC).

### Foundations Training

- Foundations training team includes the Foundations trainer, trainee's supervisor, and confidential secretary/training coordinator. This training is the redesigned Common Core training. Caseworkers can pick up a caseload after six weeks of training instead of the 14 weeks associated with Common Core.

### Webinars

- Trainees view a presentation via computer while verbally communicating by telephone. This may be attended by a group using a projector connected to the computer or may be individually attended by using the employee's desktop.

### iLine Training

- State-sponsored iLine classes are computer-based and accessed through the trainee's desktop. These are interactive classes and include participants from across New York State. These training sessions are conducted at specific dates and times.

### TrainingSpace/HSLC Online Training

- State-sponsored TrainingSpace and HSLC online courses are also accessed through the trainee's desktop. These are view-only sessions and can be conducted at the trainee's convenience rather than specific dates and times.

### Teleconferences

- State-sponsored teleconferences are offered at various times throughout the year with no pre-registration required. These sessions, viewed as a group, are broadcast via Internet on designated dates and times. Participants' questions are faxed to the trainers and are answered during the broadcast. Most of the teleconferences eventually become TrainingSpace offerings.

## TEMPORARY ASSISTANCE

The Temporary Assistance (TA) unit provides temporary cash assistance to needy families and single, childless individuals in an effort to promote self-sufficiency and personal responsibility. The unit works together with Employment, Daycare, and Child Support programs to assist with overcoming barriers to self-sufficiency.

The TA unit works within two programs: Family Assistance (FA), which provides cash assistance to families, including a minor child living with a caretaker relative; and pregnant women. Family assistance is funded entirely with federal Temporary Assistance for Needy Families (TANF) funding. Safety Net Assistance (SNA) provides assistance to families who have met the 60-month limit for TANF or who are not eligible for TANF for other reasons. The majority of SNA recipients are single individuals or childless couples. Safety Net Assistance has no federal funding. This program is funded by state (29 percent) and county (71 percent) funding.

The unit consists of four Social Welfare Examiners who are responsible for the following:

- Interview applicants to obtain all necessary documentation to determine eligibility for ongoing cash assistance and/or assistance with emergency needs for shelter, heat, or utilities.
- Refer potentially-employable applicants to the Employment unit for assessment.
- Refer applicants to the Child Support unit to assist with establishing paternity and/or obtaining support.
- Authorize ongoing payments and/or one-time emergency payments to prevent eviction, utility disconnections, and low fuel situations.
- Maintain active cases for both FA and SNA.

### **TA Expenditures for 2016:**

Family Assistance (FA)	\$1,023,306
Safety Net (SNA)	\$1,150,315
Emergency Aid to Families (EAF)	\$ 54,444
Emergency Aid to Adults (EAA)	\$ 8,340

TA	2014	2015	2016
Average Caseload	354	356	342
Applications Registered	1,076	944	987

TA	2014	2015	2016
Phone Calls	7,095	6,779	6,087
Monthly Average	591	565	508
Walk-ins	4,029	3,785	3,916
Monthly Average	336	315	325



Approximately 600 individuals received temporary assistance benefits throughout the year 2016.

## **FRAUD**

In addition to administrating the TA and SNAP programs, DSS also plays an active role in monitoring these programs for potential welfare fraud. There are several methods of fraud investigations:

- Front End Detection System (FEDS), which is a procedure designed to identify intentionally fraudulent or inadvertently erroneous information supplied by an applicant for assistance before that applicant is found eligible for benefits. FEDS provides cost avoidance savings, reduces the number of instances of erroneous eligibility determinations, and saves time for districts. Upon a FEDS referral from a DSS employee, the Sheriff's Investigation unit conducts a field investigation to determine if accurate information is being provided to DSS.
- Allegations/Complaints received by DSS and/or Sheriff's Office. Any allegation of fraud that is communicated to DSS results in a referral made to the Sheriff's Office for further investigation.
- Systems reports, such as Public Assistance Recipient Information System (PARIS), State Prison Match, Electronic Benefit Transfer (EBT) Out-of-State match, Border match, and Web Fraud.

## **2016 FRAUD ACCOMPLISHMENTS**

<b>Fraud</b>	<b>TANF</b>	<b>SNA</b>	<b>SNAP</b>	<b>Total</b>
<b>FEDS</b>	50	85		135
<b>Validations</b>	159	191		350
<b>Referrals/Investigations</b>	9	7	114	130
<b>Arrests</b>	2	3	11	16
<b>Convictions</b>			4	4

With a collaborative effort among the Sheriff's Investigations unit, District Attorney's Office, and DSS, the goal is always to continually increase the effectiveness of the current processes in place and prosecute financial crimes resulting in revenue back into the county.

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*Submitted by Patricia Platt, Deputy Commissioner for Financial Assistance*

## **SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP)**

The Supplemental Nutrition Assistance Program (SNAP) provides benefits to low-income households by supplementing their monthly food budget. Eligible SNAP recipients use an electronic benefit card and PIN (personal ID number) to access benefits at grocery stores, as well as local farmers' markets.

### **New for 2016**

New York State had been granted a waiver to the federal regulation, which limited an individual classified as an able-bodied adult without dependents (ABAWD) to three months of SNAP benefits in a 36-month period unless that individual is participating in at least 80 hours each month in qualifying work activities. That waiver expired December 2015. Madison County became mandated to implement the federal ABAWD work requirements effective January 1, 2016.

As of January 2016, Madison County had 399 SNAP participants classified as ABAWD. The SNAP unit conducted a review of each participant to verify correct ABAWD status and apply medical and employment exemptions, as well as household composition changes. The agency was also allowed to implement an "exclusion policy," which was approved by New York State Office of Temporary and Disability Assistance (NY OTDA). Madison County currently grants exclusions for the following:

- ABAWDs that live south of Route 20, due to lack of transportation in this area.
- ABAWDs that are between 18 and 19 years of age engaged in a program to obtain a high school equivalency diploma.
- ABAWDs who are working at least 60 hours per month, but not enough to count for ABAWD qualifying purposes.

In April 2016, the agency conducted a second review to determine continued eligibility for ABAWD individuals. At that time, 252 cases were closed due to ABAWDs not meeting the work requirements for three months and becoming ineligible for SNAP benefits.

Currently, a Senior Social Welfare Examiner in the SNAP unit is responsible for tracking and monitoring all ABAWD individuals. This is done on a monthly basis, as new individuals apply for SNAP, and to ensure that those ABAWDs receiving SNAP are meeting the 80-hour-per-month work requirement. To date, many individuals are not meeting the requirement and the decrease in the 2016 SNAP caseload is a direct result of this.

SNAP	2014	2015	2016
Caseload	4,561	4,472	4,105
Applications Registered	2,762	2,857	2,739
Online Applications	785	837	779

SNAP applicants have the ability to apply online through the Office of Temporary and Disability Assistance (OTDA) MyBenefits website – [www.myBenefits.ny.gov](http://www.myBenefits.ny.gov). The website allows a person to apply for SNAP without having to come to the agency. The website is available 24 hours per day, 7 days per week, allowing homebound or working individuals the opportunity to apply from any location at any time.

*In 2016, DSS received 779 online applications; 284 of those applications were received outside of business hours – just a slight decrease from last year's total of 299.*

SNAP	2014	2015	2016
Phone Calls	26,870	26,670	24,117
Monthly Average	2,239	2,223	2,010
Walk-ins	4,471	4,707	4,517
Monthly Average	373	392	378

The SNAP unit provided SNAP benefits valued at \$10,884,146 to over 7,800 residents of Madison County in 2016.

The unit continues to collaborate with Cornell Cooperative Extension's EAT SMART NY program and Madison County Community Action Program's Nutrition Outreach and Education Program Coordinator (NOEP) to provide SNAP nutrition education and promote outreach and information on how to apply for SNAP benefits.




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*Submitted by Patricia Platt, Deputy Commissioner for Financial Assistance*

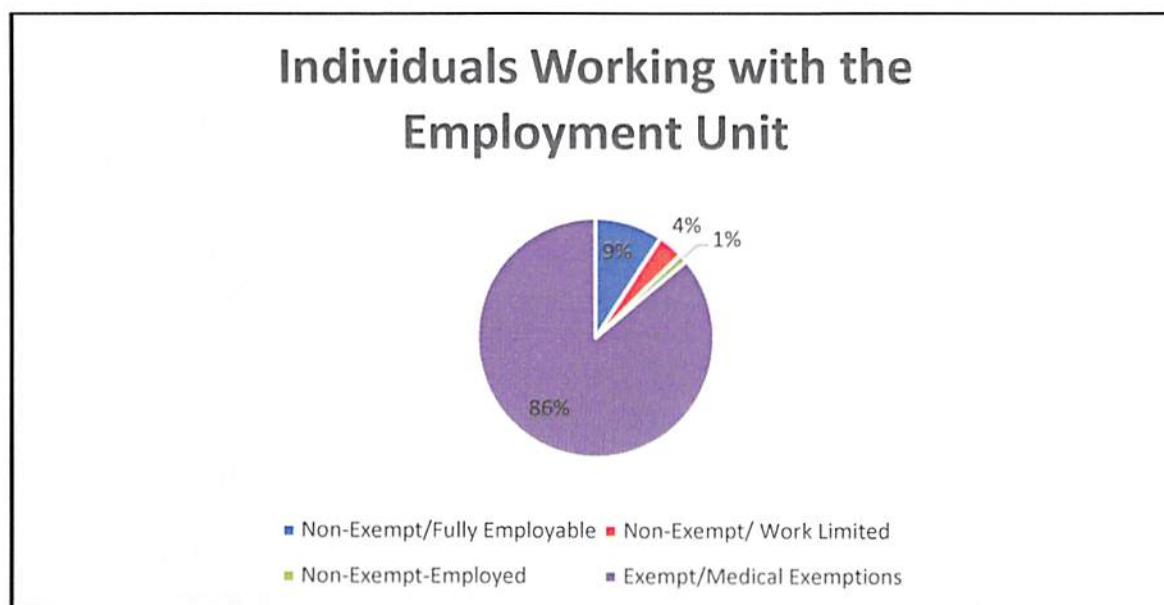


## EMPLOYMENT

The Employment unit provides the essential self-sufficiency support tools to individuals applying for and receiving temporary assistance. The staff works with two groups of individuals between the ages of 16 and 59:

- Non-exempt: individuals who are physically and medically able to work.
- Exempt: individuals who are temporarily or permanently physically and/or mentally unable to work.

The primary goal of the unit is to assist non-exempt adults in finding and keeping employment. Exempt individuals that are temporarily unable to work are assisted with accessing available treatment plans and/or rehabilitation services to facilitate their return to an employable status. Those permanently incapacitated are provided assistance to apply for social security funds.



The Employment unit continues to work with the Career Center, which is now conveniently located in the DSS building, to ensure that Temporary Assistance recipients are participating in countable work activities per month to continue to receive benefits.

The following is an example of the actual work/coordination that takes place between DSS and the Career Center: *A client, participating in the DSS Mobile Work Crew, was working with a Career Center Workforce Development Counselor on various job searches. The client secured an interview with a local employer. The Career Center worked with the client to complete an*

*application and resume and coached him on proper interviewing. He was offered the job at a pay rate of \$9.50 per hour. His new job required steel-toed boots, which DSS paid for so he could accept the job and begin work.*

### **Significant changes in 2016**

In January 2016, the Employment unit was granted an additional Welfare Employment Representative (WER) to assist with working with employable individuals, as well as becoming the main contact for DSS in assisting homeless individuals applying for services. This WER position meets with persons presenting as homeless and works closely with outside agencies such as Sheriff's Office, Madison County Corrections, Community Action Program, Liberty Resources, and various landlords throughout Madison County.

- There were approximately 156 individuals presenting as homeless throughout 2016. Many of these individuals were able to locate housing on their own or with DSS and outside agency assistance.
  - *Of those 156 individuals, DSS placed approximately 60 into temporary housing at local motels/hotels and efficiency apartments.*

### **Executive Order 151**

In January 2016, New York State Governor Andrew Cuomo issued Executive Order 151, which ordered that all homeless persons must be offered shelter when the temperature falls below 32 degrees. Madison County DSS submitted a county plan that was approved by New York State Office of Temporary and Disability Assistance (OTDA). This plan includes involving one dedicated employee – Welfare Employment Representative – to work with unsheltered, homeless individuals and assist them with emergency housing and transportation.

### **Hotel/Motel Inspections**

Also in 2016, DSS implemented more effective and efficient procedures to fulfill the requirement that local social services districts complete hotel/motel inspections at least once every six months to any hotel/motel in which individuals and/or families are placed. Currently, Madison County has four hotel/motels that accept DSS payment for temporary housing.

DSS submitted a plan, approved by New York State Office of Temporary and Disability Assistance (OTDA), that includes utilizing a WER to conduct inspections bi-annually. The WER is required to perform an onsite inspection of the facility; interview the owner, manager, or clerk of hotel/motel; and complete all forms and checklists for submission to the state. The WER conducts at least one inspection per year with a Public Health Sanitarian to coincide with Madison County Health Department's annual inspections.

### **Future Homeless Initiatives**

DSS continues to be very involved in committees and work groups formed to work exclusively with homeless individuals and families to assist them with obtaining temporary housing and, ultimately, to locate permanent housing. DSS regularly attends the Madison County Continuum of Care meetings and has become a partner in the local homeless task force group to discuss ongoing housing issues and the difficulties with finding homeless persons suitable permanent housing. The employment unit WER positions will be play a key role in future initiatives.



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*Submitted by Patricia Platt, Deputy Commissioner for Financial Assistance*



## **MOBILE WORK CREW**

Madison County DSS has a mobile work crew supervised by two Work Crew Leaders. The mobile work crew provides work experience for Temporary Assistance and SNAP recipients in Madison County, teaching marketable skills. The mobile work crew performs jobs for Madison County non-profit agencies and municipalities. These projects provide a means for recipients to meet their required countable work activities participation, while providing work to agencies at no cost.

In 2016, the mobile work crew performed a total of 4,643 hours on projects as follows:

### **Major Projects:**

- Sheriff's Office patrol building – managed entire project and provided demolition work, framing, insulation, wiring, fire alarm wiring, windows, sheetrock, sheetrock finishing, roof repairs, masonry, ceilings, painting, installation of electric switches, outlets, lighting, and other electronic components. All work involved coordination with the Maintenance Department, Solid Waste Department, Highway Department, architects, inmate work crew and DSS work crew.
- Morrisville Village Offices – painted exterior.
- Madison County Solid Waste – completed construction of a new roof and porch.
- Child Advocacy Center – repaired and maintained.
- DSS – moved furniture, disassembled and re-assembled cubicles and offices, and minor finish work during renovation project.

### **Minor Projects:**

- OHG Fishing Derby – helped with setup and cleanup.
- Boxing Hall of Fame – helped with cleanup.
- Snow removal from county cars.

### **Madison County Landfill:**

- E-Waste program with LOJOs.
- Landscaping and lawn mowing.
- Snow removal.
- Metal pile sorting (copper, aluminum, and other metals).
- Household battery and light bulb collection program.

The agency continues to have worksite agreements with the Madison County Office for the Aging, Town of Sullivan, YMCA, and Oneida Recreation Department. We have had great success with our partnerships with these agencies.

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*Submitted by Patricia Platt, Deputy Commissioner for Financial Assistance*

## **BURIALS**

In 2016, DSS received 71 applications for indigent burials, with 65 of those applications being processed for payment by DSS. The total amount paid for burials was \$178,583.95.

Below is the amount paid to our local funeral homes:

<b>Funeral Provider</b>	<b>Applications</b>	<b>Costs</b>
<b>Ayer &amp; Zimmer Funeral Home</b>	3	\$5,995.00
<b>Burgess &amp; Tedesco Funeral Home</b>	11	\$28,009.80
<b>Campbell Dean Funeral Home</b>	14	\$42,466.00
<b>Coolican &amp; McSweeney Funeral Home</b>	5	\$11,027.00
<b>Fiore Funeral Home</b>	4	\$11,110.60
<b>G.F. Zimmer Funeral Home</b>	6	\$14,258.00
<b>Hollis Funeral Home</b>	1	\$2,353.40
<b>Ironside Funeral Home</b>	1	\$4,244.40
<b>J. Homer Ball Funeral Home</b>	7	\$21,547.18
<b>MacArthur Funeral Home</b>	1	\$3,935.00
<b>Maleki Funeral Home</b>	1	\$2,200.00
<b>Michael Brown Funeral Home</b>	2	\$4,716.07
<b>Paul Funeral Home</b>	7	\$21,308.00
<b>Schepp-Newall Fay Funeral Home</b>	1	\$1,950.00
<b>Smith Funeral Home</b>	1	\$3,463.50
<b>Total</b>	<b>65</b>	<b>\$178,583.95</b>

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*Submitted by Patricia Platt, Deputy Commissioner for Financial Assistance*

within ten days. AVS has increased eligibility determination accuracy and reduced staff time spent collecting and reviewing physical documents.

### **2016 Statistics**

There are **4,451 Medical Assistance cases** comprised of **5,819 individuals** in Medical Assistance. This is eight percent of Madison County's population.

#### **Totals as of December 31, 2016:**

- 2,587** Community Medicaid cases
- 1,418** Supplemental Security Income Medicaid cases
  - 230** Nursing home cases
  - 216** Waiver cases
- 1,267** Medicaid applications registered
- 1,562** Medicaid cases opened or reopened
  - 26** Disability reviews referred and processed
  - 150** Application referrals received from NYS of Health for individuals disabled, in nursing homes or residential treatment facilities, seeking retroactive coverage, in foster care and receiving adoption subsidies, and with surplus income
  - 75** Under-care renewals received from NYS of Health for individuals no longer financially eligible for Medicaid, with Medicare, or over 65 years of age and not parents/caretaker relatives
- 10,621** Phone calls received by the Medicaid unit in 2016
- 2,250** Individuals seen by the Medicaid unit in 2016

**Medicaid Managed Care (MMC)** has been mandatory in Madison County since October 1, 2010. Exemptions from managed care enrollment are being eliminated and new populations/benefits are being covered. Madison County has two mainstream managed care plans: Fidelis Care and United Healthcare. There were **4,167 individuals enrolled in mainstream managed care as of December 31, 2016: 3,311 enrolled with Fidelis and 856 enrolled with United Healthcare.**

#### **Health and Recovery Plan (HARP) expanded behavioral health services for adults:**

Effective July 1, 2016, Medicaid Managed Care (MMC) plans in counties outside of New York City began covering expanded behavioral health services for adults 21 and over. SSI/SSI-related managed care enrollees now have their behavioral health covered by the plan. HARP plans began enrollment of eligible recipients with serious mental illness (SMI) and substance use disorders (SUD). Beginning October 1, 2016, HARPs outside of New York City began offering members access to enhanced behavioral health home and community-based services (BH HCBS). NY Medicaid Choice (NYMC) mailed out letters to consumers informing them of this new product. Consumers needed to call NYMC to opt out, otherwise they were passively enrolled in the sister HARP product of the MMC plan. A total of **126 individuals were enrolled**



**in the Fidelis HARP plan, HealthierLife, and 32 individuals were enrolled in the UHC HARP plan, United Community Plan-Wellness4Me.**

**Managed Long-Term Care (MLTC)** enrollment had been voluntary since October 1, 2012, and became mandatory December 1, 2014. MLTC is a partially capitated insurance plan that covers community-based, long-term home health care benefits for Medicaid recipients who demonstrate need for more than 120 days, as determined by the Conflict-Free Evaluation and Enrollment Center. These services are primarily defined as: nursing services in the home, certified home health aides, personal care services in the home, adult day health care, private duty nursing, or consumer directed personal care services. **Madison County now has four MLTC plans available with 130 consumers enrolled as of December 31, 2016: Visiting Nurses Services of New York (VNS) – 3 enrollments; Visiting Nurses Association of Central New York (VNA) – 82 enrollments; Fidelis Care at Home – 42 enrollments; iCircle Services – 3 enrollments.**

**Transition of Long-Term Nursing Home Benefit into Medicaid Managed Care:**

Beginning July 1, 2015, all Medicaid-eligible consumers age 21 or over in need of long-term placement in a nursing facility were required to enroll in or remain enrolled in a Medicaid Managed Care Plan or Managed Long-Term Care Plan to receive this benefit as a covered service (unless otherwise exempt or excluded). Eligible Medicaid long-term placement consumers residing in a nursing home prior to the mandatory July 1, 2015, date were not required to enroll in a plan, but could voluntarily enroll beginning October 1, 2015.

Medicaid Examiners continue to determine chronic care eligibility and are now responsible to code these consumers for enrollment in the eMedNY program restriction/exception field. Once coded, commencement of the 60-day period to choose a managed care plan is triggered. The plan selected must contract with the nursing home in which the consumer is placed. New York Medicaid Choice provides outreach, education materials, plan selection, and auto assignment if a plan selection is not obtained within the allowed timeframe. As of December 1, 2016, **57 nursing home residents were enrolled in a plan.**

**Task Management System:** The Medicaid unit utilizes this software program to track and manage casework. Each Examiner is responsible for a specific part of the processing of cases. Community Medicaid consists of three divisions of work: Client Contact, Trackers, and Finishers. Chronic Care casework is assigned alphabetically; one examiner completes all related tasks to the case assigned to him/her. In 2016, the Medicaid unit completed a total of **17,571 tasks.**

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*Submitted by Leigh Silkowski, Director of Financial Assistance*

## Child Protective Services

### Statistical Information Reports per Year:

Year	2016	2015	2014	2013	2012
Total Number of Reports	1634	1529	1463	1499	1546
Neglect/Abuse	(505 FAR)	(503 FAR)	(540 FAR)	(438 FAR)	(363 FAR)
Petitions Filed with Family Court	78	65	72	61	93



## Monthly Child Protective Reports Sorted by Township

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total
<b>Brookfield</b>	6	3	0	5	1	2	7	1	6	4	6	6	47
<b>Cazenovia</b>	5	5	1	4	5	7	2	5	5	0	5	6	50
<b>DeRuyter</b>	2	3	5	0	5	3	0	1	4	4	2	7	36
<b>Eaton</b>	4	5	7	5	10	5	3	3	2	2	12	2	60
<b>Fenner</b>	2	1	0	0	0	0	0	1	0	2	2	1	9
<b>Georgetown</b>	0	0	0	0	2	1	0	0	0	0	0	1	4
<b>Hamilton</b>	9	7	17	11	13	11	0	12	9	5	7	16	117
<b>Lebanon</b>	2	1	0	0	0	0	1	1	0	2	0	2	9
<b>Lenox</b>	28	25	26	27	37	25	24	22	35	47	22	35	353
<b>Lincoln</b>	1	0	2	1	0	0	1	0	0	0	0	0	5
<b>Madison</b>	4	4	8	5	5	4	0	8	4	2	2	8	54
<b>Nelson</b>	2	2	0	1	5	1	1	2	2	0	1	0	17
<b>Oneida</b>	31	22	41	20	28	28	44	21	30	45	35	28	373
<b>Smithfield</b>	0	0	0	0	1	0	0	0	0	0	0	0	1
<b>Stockbridge</b>	3	8	3	6	3	5	2	1	5	11	4	2	53
<b>Sullivan</b>	14	14	23	17	12	14	17	13	9	17	12	18	180
<b>Other Reports</b>	23	22	32	20	22	30	29	19	10	21	21	17	266
<b>Total</b>	136	122	165	122	149	136	131	110	121	162	131	149	1634



“Other” refers to reports shared with other counties where most family members live outside of Madison County. There were no significant increases or decreases in any one township.

### **Protective Services Success Story:**

One of the main components of Family Assessment Response is engaging with the family. One case we received highlights the success of engagement. The family was resistant to meet with the Caseworker at first. At the initial call, they hesitantly agreed to have the Caseworker meet with them. The Caseworker met with the family the next day. After the meeting, the mom exclaimed that the meeting was not bad at all and not scary as she expected. She asked the Caseworker to attend a school meeting with her. The family continued to work with the Caseworker until the case was closed a few weeks later. After several months, the Caseworker received a call from the mom asking for help in communicating with the school. At her request, the Caseworker placed a call to the school and cleared up a misunderstanding. This strong engagement helps to avoid repeated reports on families and alleviates the unnecessary fear of CPS.

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### **Adult Protective Services**

#### **Statistical Information:**

Year	2015	2104	2013	2012	2011
Number of Referrals	104	101	95	82	134

### **Adult Protective Services Success Story:**

A referral was made to Madison County Adult Protective Services by a local bank regarding concerns for a client who might be experiencing possible financial exploitation. There were numerous red flags that concerned the bank, including checks being written out to cash for thousands of dollars at a time.

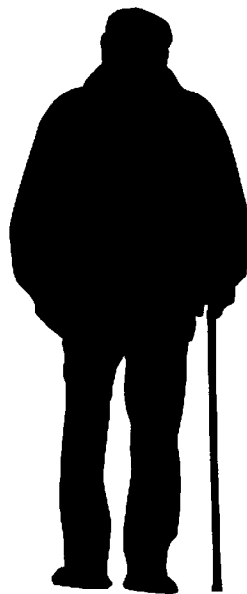
When Adult Services first received the referral and went to meet with the gentleman, he was not cooperative and he denied there were any problems with his finances or people taking advantage of him. Adult Services continued to make unannounced home visits with the gentleman and was finally able to establish a rapport with him. He then confided that he was being taken advantage of by a person who claimed to be a local contractor and friend. The gentleman had ‘hired’ this contractor to do work on the house that ended up not being done. This contractor was having this man write him checks for work he was not doing. This contractor would also manipulate this gentleman into writing him personal checks as “loans” promising to pay the money back,

which was not done. This included bailing out another friend from jail. This contractor was spending this gentleman's money on all his own personal needs and was not paying him back. At times, he was threatening and intimidating.

This gentleman would contact the local police agency, but he would then refuse to press charges against the contractor. The police would remove the contractor from the home, but the gentleman would allow the contractor back into the home. The Adult Protective Caseworker also contacted the police to see if they could assist and was told because the gentleman was unwilling to press charges and continued to allow the contractor back into the home, no legal action could be taken.

The Adult Protective Caseworker worked with the bank to temporarily freeze the gentleman's accounts until a family member could be contacted. The Caseworker located a brother and sister-in-law outside of the area that were not aware of the situation. Once they were informed, they were more than willing to assist. The Caseworker arranged for the brother to come to the area and to convince the gentleman to move with him out of the area. This allowed the family to not only assist with finances, but to also obtain necessary mental health services for the gentleman.

This Gentleman is currently in his new apartment out of the area and is regaining his financial stability along with receiving the services he needs. This is just one example of how Adult Protective Services works with different community agencies and family members to successfully assist and protect adults in our community.



## Foster Care Services

### Statistical Information:

Year	2016	2015	2014	2013	2012
Children Placed in Care	20	27	34	29	46
Children Discharged from Care	31	32	40	29	25
Average Number in Madison County Foster Homes	19	24	25	35	34
Average Number in Therapeutic Foster Homes	7	7	9	11	9
Average Number in Higher Levels of Care	16	19	20	18	15
Children Adopted from Foster Care		6	14	5	9
Foster Homes Certified		10	7	8	8
Foster Homes Closed		4	9	7	12

### Foster Care/Preventive Success Story:

On the way home from picking her two children up, “Jill” was pulled over for speeding and it was discovered that she was under the influence of alcohol. Jill was charged under Leandra’s Law with DWI and Endangering the Welfare of a Child. Jill made a plan for a family member to pick up her children and she subsequently spent a week in jail.

The department filed Neglect on Jill and assigned her a Caseworker. Jill admitted to her Caseworker that she had an issue with drugs and alcohol and it was not the first time that she was



intoxicated when she picked up the children and drove with them in the car. Jill was very willing to work with her Caseworker because she wanted to be there for her children. In working with her Caseworker, she was able to open up and talk about her struggles with anxiety and how she felt it contributed to her drug and alcohol use. She was open to learning new skills and tools to deal with her anxiety and maintain sobriety. Jill's Caseworker worked with her to get her into substance abuse and mental health services

Jill learned to maintain a job and a stable home. She participated in Family Treatment Court and successfully graduated from the program. Because Jill had worked diligently with her service providers, her children were returned to her care after being with her family for almost a year. Jill's Caseworker met with her and her family at their homes and assisted Jill in maintaining her goals to move forward with her life and her family. Jill continued with her substance abuse services and mental health services after the children were returned to her.

Just prior to her graduation from Family Treatment Court, Jill married and had a baby. She and her family moved into a larger home with a fenced back yard for the children to play. Jill has maintained her job and her home with no further incidents of drug or alcohol use since that night she was pulled over. She maintains her sobriety and, daily, is using what she learned from her Caseworker and referred services. Jill has said that she is very happy being sober and not having the guilt or worry of her use being a part of her life anymore.





## Preventive Services

### Statistical Information:

Year	2016	2015	2014	2013	2012
Average Number of Open Preventive Cases	117	109	122	126	119
Average Number of Children	205	190	227	240	225
Referrals for Parent Aide Services	22	17	26	19	24
Number of Parent Aide Home Visits Made	324	285	366	377	528
Supervised/Coached Family Visits	594	643	485	699	600
People using Emergency Supply or Food Cupboards	6	27	43	42	53
Transportation Trips	493	447	492	550	603
Transportation Savings	\$17,090	\$18,340	\$20,539	\$17,174	\$18,038
Number of Children Receiving Life Skills Coaching	23	20	18	20	21
Number of Mentor/Mentee Matches	34	30	55	23	28

Our number of supervised visits or CFVs fluctuates based on the number of children who are in foster care.

### **Life Skills Coaching Success Story:**

Twenty-three youth were actively enrolled in the life skills program in 2016. In addition to meeting with the children weekly at the YMCA, Dr. Petosa followed up on a weekly or bi-weekly basis, by telephone or home visits, to see how the children were doing at home and in school. He initiated dialogue with the school districts through school counselors, teachers, and interscholastic coaches to promote academic success. He also met with case managers, PINS diversion staff, Probation Officers, counselors, lawyers, and school administrators to promote success.

One example was a boy who was diagnosed with Asperger's Disorder and severe social anxiety. This 14-year-old had very low self-esteem and was frequently bullied at school. Following a series of unfortunate episodes with peers, this student refused to attend school. He became very angry and abusive (holes in walls at home) and was making suicidal ideations. Attempts at a private Christian school and home schooling proved to be unsuccessful as he refused to cooperate. He essentially missed school for four months (March – June 2016). The student's parents were at a loss as to what to do in the fall educationally as he was introduced into the life skills program in June. Socially, he had become reclusive and would not leave the house voluntarily.

By exploring respect, his faith, and problem-solving issues, both instructionally and experientially, this young man has improved dramatically. The student expressed his interest in building a turtle breeding pond on his property. With his parents' blessings, the project was conceptualized and implemented. After dozens of hours of labor all summer, the pond is 90 percent completed, but more importantly, it allowed for meaningful interaction between the student and me. Besides the manual labor and problem solving, much time was spent discussing faith and his unique purposes for his future. Bible studies exploring topics of his choice sparked his enthusiasm for serving others as a missionary.

The student agreed to attend a private Christian school in September and has flourished. He is cooperating with his school attendance and is on honor roll academically. He has received nothing but positive comments from his teachers as they have witnessed a positive transformation in his behaviors. He expressed an interest in playing on the school basketball team and actively trained with me before tryouts. After making the team, however, he decided not to continue because he believed it would impact his studies. He hopes to play next year.

After a total reluctance to leave his residence, he now attends the YMCA with the program. He interacts successfully with other students in the life skills program. He has made friendships with other students who miss him when they are not paired up together. He is actively involved in school community out-reach programs.

His parents are ecstatic with his transformation. They are pleased with his increased self-esteem and social skills at home, school, and the community. They are looking forward to the completion of the turtle pond in the spring, realizing that this project was the stepping stone to their son's conversion.

## School Services Program

### Statistical Information:

Year	2016	2015	2014	2013	2012
Number of Referrals	112	97	136	112	96

Source of Referral	School	Outside Agency	County Departments	Family
Number of Referrals	83	3	19	7

Referred Need	Mental Health Services	Medical Services	Juvenile Justice	Educational	Substance Abuse	Basic Needs	Parenting Skills
Number per Need	89	12	15	24	4	100	8

Each referral could reflect a variety of needs.

Age of Child	0-5 years	6-9 years	10-13 years	14-16 years	17-18 years
Number per Age Group	12	32	42	21	5

## PINS Diversion Program

### Statistical Information:

Year	2016	2015	2014	2013	2012
Number of Referrals	159	117	110	112	92
Reasons for Referral	114 I&U	88 I&U	96 I&U	90 I&U	81 I&U
	65 TR	55 TR	35 TR	41 TR	25 TR
	33 MJ	34 MJ	11 MJ	21 MJ	13 MJ
Petitions Filed	13	13	14	12	7
Placements with DSS	6	5	11	8	5



For “Reason for Referral,” I&U stand for Incurable & Ungovernable; TR for Truancy; and MJ for Marijuana use – each youth can have more than one reason for referral.

**Success Story:**

Juniper was referred to PINS Diversion in September 2015. “Juniper” was exhibiting, incorrigible and ungovernable behaviors, truancy, and drug use, in addition to concern of sex trafficking. She had previously been diagnosed with depression, anxiety, bipolar, Obsessive Compulsive Disorder (OCD) and Attention Deficit Hyperactivity Disorder (ADHD). Juniper resided with her mother, “Darlene,” who suffers from anxiety, depression, and traumatic brain injury. Due to Darlene’s medical and mental health issues, it was difficult for her to set boundaries and expectations for Juniper.

Shortly after Placement Diversion became involved, Juniper entered a long-term drug treatment program. While Juniper was safe and working on her treatment needs, Placement Diversion worked on addressing Darlene’s needs and how she could best parent Juniper. It is safe to say that there were struggles for both Darlene and Juniper, but with the help and support of their therapist from Placement Diversion, they were better able to handle those challenges.

In December 2016, the family was successfully discharged from Placement Diversion services. Aftercare services had been put into place for Juniper and Darlene continued with her mental health service providers. The Placement Diversion therapist stated that Juniper is no longer exhibiting any PINS behaviors, has remained clean and sober, and is committed to attending AA meetings. Juniper is doing well in school and is applying to colleges.

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***Submitted by:***

***Melissa Maine, Deputy Commissioner for Family Services***

***Catherine Fowler, Case Supervisor Grade B***

***Karen Bright, Case Supervisor Grade B***

***Jesica Prieto, Case Supervisor Grade B***

***Timothy Brown, Case Supervisor Grade B***

***Dr. Scott Petosa***

***Marcie Soule, School Services Program Coordinator***

***Emily Cameron, Senior Caseworker***

***Karen Bellotti, Senior Caseworker***



## LEGAL

The Madison County Department of Social Services Legal Department provides legal counsel to all units within the agency. The unit carries two major caseloads:

### **~ Child & Family Services ~**

### **~ Child Support Enforcement ~**

In addition to these two major caseloads, Legal provides representation to Adult Services, Medicaid, Temporary Assistance, estate matters, bankruptcy, property liens, foreclosures and any other DSS-related matters.

The Madison County Department of Social Services Legal unit consists of two Attorneys, one Paralegal, and one Office Assistant II. During this past year, the unit implemented many new office procedures, streamlined its operation, and continued to operate in a highly efficient manner. Each staff member strives to provide the Madison County Department of Social Services and all of its units with the utmost in comprehensive legal assistance.

### **~ Child and Family Services ~**

Child and Family Services is one of the two major caseloads carried by the Legal unit. The unit prosecutes cases in Family Court that involve the neglect and/or abuse of children residing in Madison County.

For the children in the care of the Social Services, Legal is required to keep the Madison County Family Court advised of each child's status and progress while in foster care. This is accomplished by the filing of a Permanency Report with the Court. The Permanency Report contains information including, but may not be limited to, each child's progress, services he/she is engaged in and services he/she may require in the future.

### **For 2016, the Legal Department maintained the following:**

Active Cases	92	Cases Opened	69
Petitions Filed	138	Cases Resolved	71
Court Orders	387	Trials	35
Permanency Hearings	48	Permanency Reports	48
Court Ordered Investigations	32	Total Court Appearances *	479

**\*(Includes DSS noticed as Interested Party)**

As part of the process in determining whether a case meets the criteria for the filing of a petition alleging neglect and/or abuse of a child(ren), the Attorneys and Paralegal meet regularly with the staff of Child and Family Services and continue to assist the Caseworkers in assuring compliance with all laws, regulations, and enforcement, as well as compliance with all current Family Court Orders.

When a private citizen files a petition in Family Court, the petition often contains allegations of domestic violence, drug abuse, and/or alcohol abuse between the parties. If the Family Court Judge believes further investigation into the allegations is warranted, the Judge will execute an Order Directing a Court Ordered Investigation (§1034 Family Court Act) and a DSS Caseworker is assigned to investigate the matter. The Legal unit also receives a copy of the §1034 Order and monitors the Court's request. Once the Caseworker has completed his/her investigation and drafted a report, it is submitted to the Legal Department for review and is then submitted to the Court.

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**2016 Court Ordered Investigations**

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**32****Multidisciplinary Team (MDT)**

The Madison County Department of Social Services also works with other agencies within Madison County and the Madison County Family Court ensuring effective response times to reports of serious sexual and physical abuse of children as well as assisting Respondents who are the subjects of neglect proceedings with drug and/or alcohol addiction. This assistance is achieved through the Multidisciplinary Team (MDT) and the Family Treatment Program.

The MDT is a group of professionals who collaborate to ensure effective response to reports of the sexual abuse of children as well as reports of serious physical abuse of children residing in Madison County. Agencies that participate with the Social Services legal staff in the MDT are: Madison County Attorney's Office; Madison County District Attorney's Office; Madison County Probation; Madison County Sheriff's Office; New York State Police; Canastota, Cazenovia, Chittenango, and Oneida Police Departments; Madison County Mental Health; Madison County Public Health; and Oneida Healthcare medical personnel. The assistance of the many agencies who participate in the MDT ensures a successful conclusion to the relevant investigation(s) and serves to minimize any additional trauma to the child victim.

In addition to the MDT, the attorneys for the Madison County Department of Social Services are members of the Child Fatality Review Team. The Child Fatality Review Team convenes on four occasions throughout the year to review investigative and preventative measures regarding any child fatality that occurs during the year.





### Family Treatment Program

Established in August 2005, the Family Treatment Program is a specialized program that assists Respondents in child neglect proceedings where drug and/or alcohol addiction may have contributed to child abuse or neglect. The participants are required to attend various treatment programs such as drug, alcohol, and mental health counseling, as well as parenting classes. In conjunction with the Madison County Family Court, the Madison County Legal Department, as well as Caseworkers, service providers, and the participants' legal counsel meet twice per month to assess the participants' progress through the program. The Family Treatment Program's goal is to continue to ensure that the participants' children have a safe, nurturing environment by focusing on healthy, sober parenting. Since its inception, the Family Treatment Program has received 241 referrals, 79 accepted referrals, and 35 graduates. The program currently has 10 current participants with 18 pending referrals.

### Child Care Review Service (CCRS)

The Madison County Department of Social Services incurs a substantial expense to provide foster care services to children. The federal and state governments can reimburse Madison County for part of the expense via Title IV-E, Title XX of the Social Security Act, TANF, and EAF. To maximize the federal and state reimbursement for the children who are in receipt of foster care services, accurate and timely recording of information by the Caseworkers in CONNECTIONS and WMS (Welfare Management System), and by the Legal unit in CCRS is required. The information that is input into these systems is then reported to the state and federal governments who then reimburse Madison County for part of their expended foster care expense.

**2016 CCRS Entries**

**159**

### Fair Hearings

In addition to those cases of neglect and/or abuse that are filed in the Madison County Family Court, there are those cases that are reported as neglect and/or abuse to the Child Protective

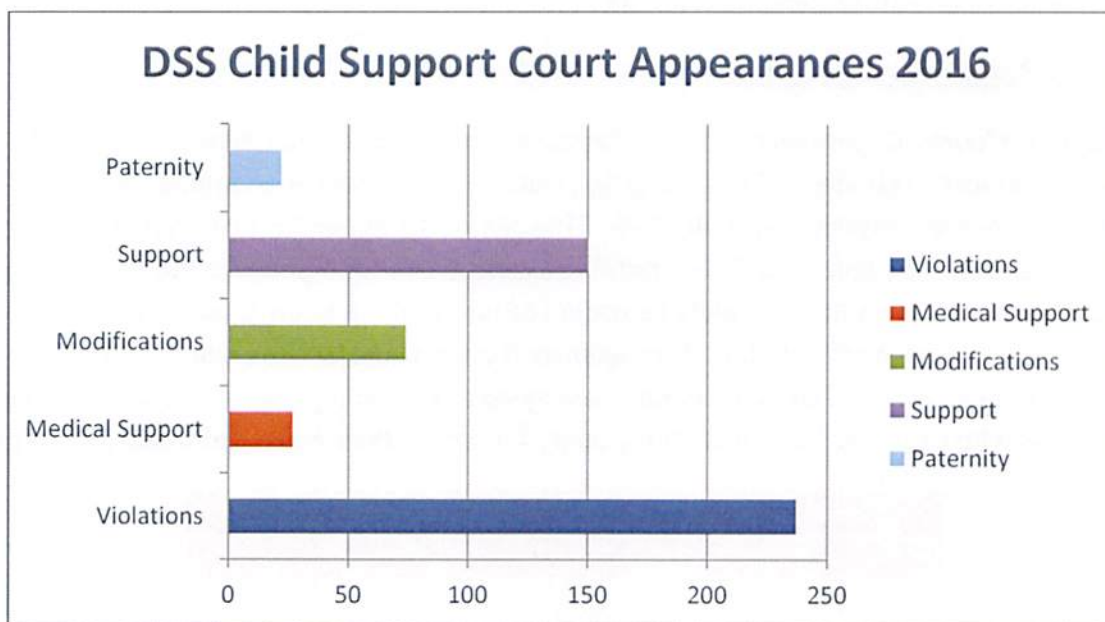
Hotline. Through investigation by the Child Protective Caseworkers, a determination is made as to whether the allegations contained in those reports should be indicated or unfounded.

Oftentimes, when a Child Protective report is indicated and closed, the subject of that report will request a fair hearing seeking a determination from the New York State Office of Children & Family Services that the determination made by the CPS Caseworker was correct. A fair hearing is then scheduled with an Administrative Law Judge and at the fair hearing, the subject of the report and the Madison County Department of Social Services each can present evidence in support of each of their positions. The Administrative Law Judge will then rule on the evidence presented and will submit his/her decision later.

2016 Fair Hearings
28

### ~Child Support Enforcement~

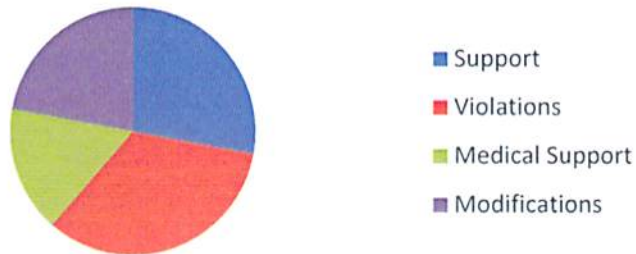
The other main caseload maintained by the Legal unit is establishing child support collection in those instances when children in Madison County are in receipt of Temporary Assistance, Medical Assistance, or is placed in foster care. The Legal Department also works to enforce child support orders, establish the paternity of children in receipt of benefits, and recoup reimbursement for confinement cost expenditures related to the birth of children who are in receipt of Medicaid. For the year 2016, the DSS Legal Department appeared on 510 child support cases.



In addition, the Legal Department submits child support orders for filing with the Madison County Family Court regarding the cases where the department is a party. In the year 2016, the Legal Department submitted 176 child support orders.



## DSS Child Support Orders - 2016



### Money Judgments Filed on Behalf of the Madison County Department of Social Services

In certain Child Support cases, money that is owed to the department for expenditures ranging from the cost of the birth of children in receipt of Medicaid to past due child support arrears for children in receipt of Temporary Assistance are set in money judgments to the department and are filed with the Madison County Clerk's Office.

#### **2016 Money Judgments Filed on Behalf of DSS**

80: \$127,555.03

#### **2016 Judgements Satisfied on Behalf of DSS**

45: \$40,859.82



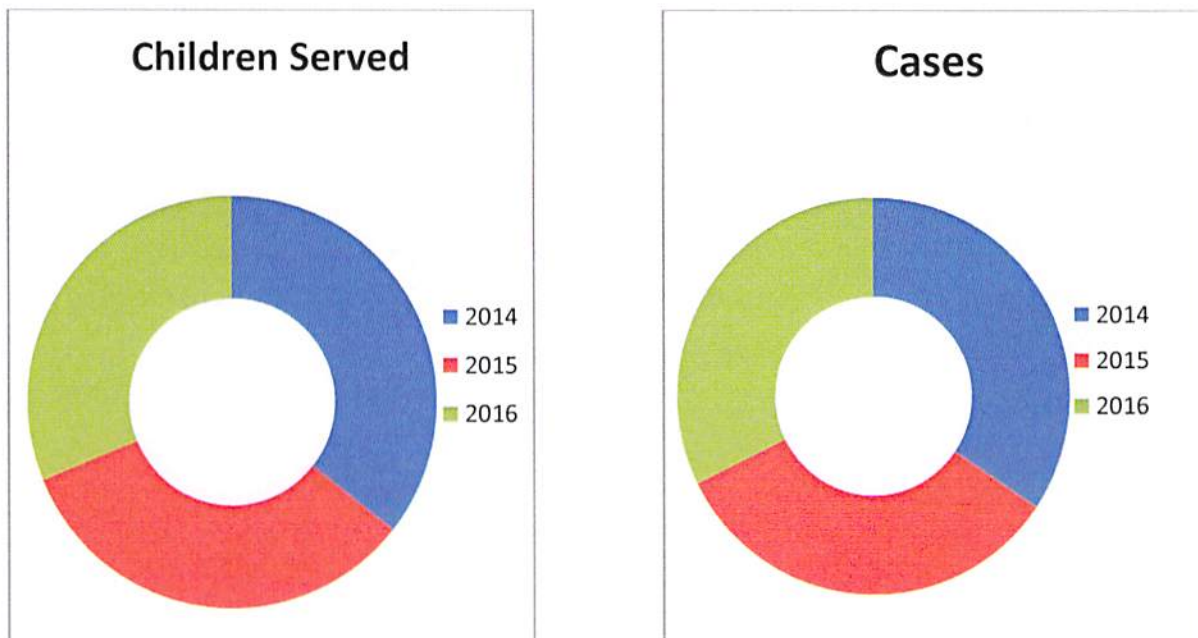
## **CHILD SUPPORT ENFORCEMENT**

The Child Support unit assists custodial parents in obtaining financial and/or medical support for their children. Services include locating absent parents, establishing paternity, establishing and enforcing support orders, and collecting and monitoring child support payments.

### ***Caseloads***

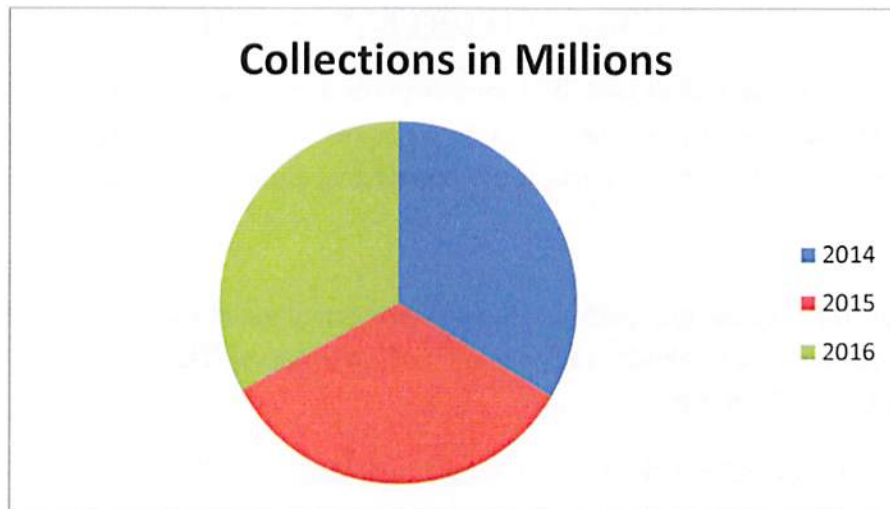
Over the past three years, the caseloads have been maintained at a consistent level. This trend is repeated in the number of children served in those same cases. The unit ended 2016 with 2,890 cases, serving 3,182 children.

Charts reflect children served and caseloads over the last three years.



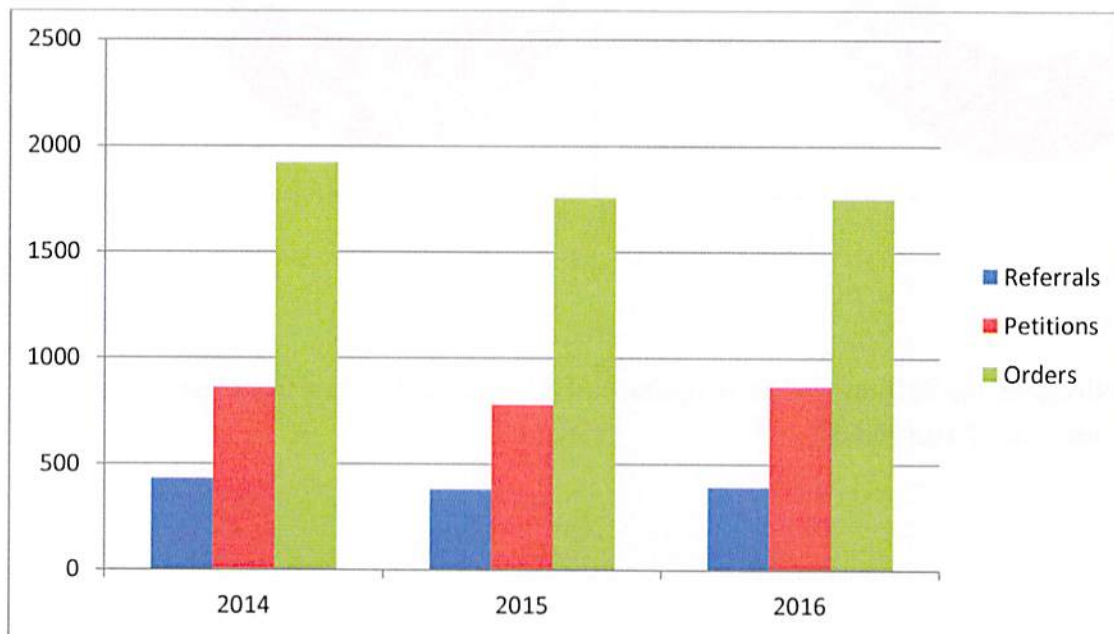
### ***Collections***

- ❖ Collections for 2016 totaled \$6,030,406 – a 1.25 percent decrease from last year's collections of \$6,106,634.



In 2016, a total of \$70,485.06 was collected in child support from noncustodial parents' New York State Income Tax refunds and \$160,807.93 from noncustodial parents' Federal Income Tax refunds. In addition, \$137,379.27 was collected from the respondents' Unemployment Insurance Benefits and \$3,212.16 from lottery intercepts. Because of property execution methods, including bank account and vehicle seizures, a combined total of \$17,522.73 was received in child support collections as well.

#### ***Enforcement Collections***



- ❖ 392 referrals from Temporary Assistance, Medical Assistance, and Foster Care units were received, enabling cases to be built and support and/or medical support to be established or enforced.
- ❖ 867 petitions were filed by the Child Support unit, including paternity petitions, support petitions, and support collection petitions.
- ❖ 1,753 child/medical support orders were received and processed by means of building new accounts and adjusting or closing existing Child Support accounts.
- ❖ 923 appearances were made at Family Court by the Support Collection unit, including appearances for Madison County enforcement/collection petitions and transferred petitions.
- ❖ 491 cooperation interviews were conducted and processed by the unit due to individuals applying for Temporary/Medical Assistance.

### ***Medical Insurance***

In December 2016, Madison County was jointly ranked as one of the top three counties in the state possessing the highest percentage of cases with health insurance ordered. Madison County recognizes the importance of utilizing private insurance to lower the costs expended by Medicaid.

### ***Genetic Testing***

The department, in conjunction with Laboratory Corporation of America Holdings (Lab Corp), received 57 individuals for genetic testing to assist in establishing paternity. These were results of court-ordered testing and Administrative DNA Orders issued by the Department of Social Services.

### ***Pilot Project***

Madison County took part in the Arrears Pilot Initiative to Improve Child Support Compliance. The objective was to determine whether an increase in direct contact by the Child Support Program, along with a limited opportunity for an arrears reduction through three milestone periods, would encourage noncustodial parents to be more active with their child support cases. Madison County participants had a 100 percent success rate through milestones 1 and 2 and a 50 percent success rate through milestone 3, resulting in arrears reductions and activity on these cases.

### ***Future Goals***

The Support Collection unit will continue towards its goal of improved utilization of enforcement methods to increase overall collection for 2017.

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*Submitted by Julie Carroll, Child Support Enforcement Coordinator*



## **SUPPORTIVE SERVICES**

The Supportive Service unit is staffed with six Office Assistant I employees that provide phone and walk-in notification to all DSS employees while concurrently providing additional clerical support to the financial programs. Each has individual duties as well as shared duties that are rotated daily and include:

- **Switchboard: 71,801 incoming phone calls** were received, logged, and forwarded to DSS employees.
- **Front Desk: 28,994 individuals were served at the front desk.**  
Supportive Service staff meets and screens all walk-in applicants at the front desk reception area. Routing slips are completed for each person requesting to speak with an employee or has an appointment. These routing slips are placed in a numbered folder and given to the client. Each client is assigned a number, used in lieu of his/her name to ensure confidentiality. The information is entered into the front desk log. Information is telephoned back to the “runner” in the clerical pool, who completes a “person out front” slip. A clearance report is run and any existing file is pulled from the record room and delivered to the correct Examiner.

Additionally, Supportive Services staff uses the Task Management System (TMS) to task appointments and “walk-in” clients to Temporary Assistance, SNAP, and HEAP Examiners.

**Mail:** Supportive Services staff is responsible to open, date stamp, and sort each piece of mail received by the agency and forward to the “Tasker” or appropriate unit.

**Imaging:** This year, IEDR (NYS Imaging Enterprise Document Repository) software program replaced the On-Base imaging program. Supportive Services staff images all daily authorizations and case file documentation for the financial programs.

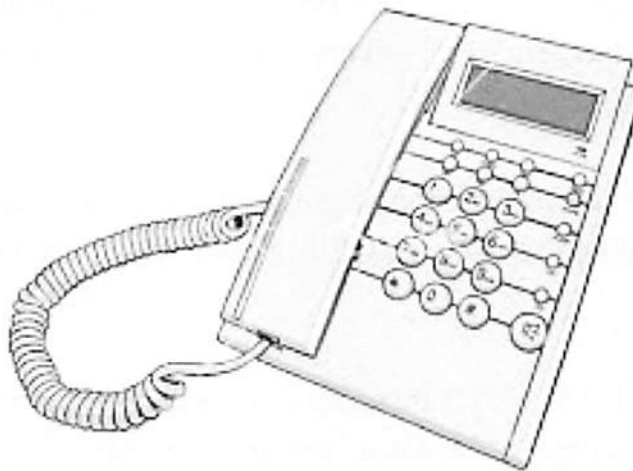
**Automated Finger Imaging (AFIS):** Supportive Services staff finger image and photograph Temporary Assistance applicants and forward the information to an

Examiner for the prevention of duplicate benefits.

**Case Filing and Retention:** Case records are filed daily for the financial program Examiners. Inactive/closed case files must be kept per each program's case retention requirement. Over the summer, Supportive Services staff purged 2,107 case files.

**Common Benefit Identification (CBIC) Cards:** Staff is responsible to order permanent cards and issue temporary cards to clients as ordered by Examiners for the financial programs.

**Individual duties:** Duties include coordinating hearings, maintaining deceased case file records, AFIS reports, ordering and maintaining local and state forms, voter registration forms, phone rosters, Child-Teen Health Program information mailings, data entry for Temporary Assistance and Daycare recertifications, maintaining front lobby brochures and pamphlets, and office supplies for staff.



ADMINISTRATIVE SERVICES

**Expenditure/Revenue Analysis - 2016**

	<u>2016 Expenditures</u>	<u>2016 Revenues</u>	<u>Local Share</u>
General Administration	\$8,811,193	\$7,198,767	\$1,612,426
Child Care Block Grant	\$526,075	\$690,765	(\$164,690)
Title XX	\$961,498	\$686,734	\$274,764
Medical Assistance	\$2,612	\$2,565	\$47
MMIS	\$10,788,746	\$0	\$10,788,746
TANF/Family Assistance	\$2,275,299	\$1,941,466	\$333,832
Child Welfare	\$1,983,472	\$1,317,551	\$665,920
Juvenile Delinquents	\$1,507,166	\$792,305	\$714,861
Safety Net	\$1,279,985	\$538,051	\$741,935
HEAP	\$21,198	\$21,198	(\$0)
EAA	\$14,560	\$7,578	\$6,982
Burials	\$176,650	\$23,965	\$152,685
Title IV-D	<u>\$0</u>	<u>\$65,545</u>	(\$65,545)
<b>Total</b>	<b>\$28,348,452</b>	<b>\$13,286,489</b>	<b>\$15,061,963</b>

Please note that this financial report is based on Treasurer's Office Financial Reports dated 3/2/17.

The Madison County Treasurer has not finalized the financial information for 2016 as of this date ,  
therefore this information is subject to change as more information becomes available.



### Local Share - Budgeted vs Actual - 2016

	2016 Budget - Local Share	2016 Actual Local Share	Surplus/ (Deficit)
General Administration	\$2,758,426	\$1,612,426	\$1,146,000
Child Care Block Grant	(\$202,388)	(\$164,690)	(\$37,698)
Title XX	\$272,250	\$274,764	(\$2,514)
Medical Assistance	\$0	\$47	(\$47)
MMIS	\$11,016,596	\$10,788,746	\$227,850
TANF/Family Assistance	\$508,286	\$333,832	\$174,454
Child Welfare	\$997,530	\$665,920	\$331,610
Juvenile Delinquents	\$1,099,665	\$714,861	\$384,804
Safety Net	\$858,093	\$741,935	\$116,158
HEAP	\$0	(\$0)	\$0
EAA	\$17,290	\$6,982	\$10,308
Burials	\$162,040	\$152,685	\$9,355
Title IV-D	(\$34,206)	(\$65,545)	\$31,339
<b>Total</b>	<b>\$17,453,582</b>	<b>\$15,061,963</b>	<b>\$2,391,619</b>

Please note that this financial report is based on Treasurer's Office Financial Reports dated 3/2/17.

The Madison County Treasurer has not finalized the financial information for 2016 as of this date ,  
therefore this information is subject to change as more information becomes available.

**Modified Budgeted Amount vs. Actual Adjusted Gross Amount - 2016**

	<u>Budgeted</u>	<u>Actual</u>	<u>Surplus/ (Deficit)</u>
General Administration	\$9,615,025	\$8,811,193	\$803,832
Child Care Block Grant	\$583,998	\$526,075	\$57,923
Title XX	\$1,037,829	\$961,498	\$76,331
Medical Assistance	\$30,000	\$2,612	\$27,388
MMIS	\$11,016,596	\$10,788,746	\$227,850
TANF/Family Assistance	\$2,718,166	\$2,275,299	\$442,867
Child Welfare	\$2,161,604	\$1,983,472	\$178,132
Juvenile Delinquents	\$1,644,826	\$1,507,166	\$137,660
Safety Net	\$1,470,225	\$1,279,985	\$190,240
HEAP	\$25,000	\$21,198	\$3,802
EAA	\$35,000	\$14,560	\$20,440
Burials	\$179,005	\$176,650	\$2,355
Title IV-D	\$0	\$0	\$0
<b>Total</b>	<b>\$30,517,274</b>	<b>\$28,348,452</b>	<b>\$2,168,822</b>

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**2015 Actual Adjusted Gross Amount vs. 2016 Actual Adjusted Gross Amount**

	<u>2015 Actual</u>	<u>2016 Actual</u>	<u>Surplus/ (Deficit)</u>
General Administration	\$9,419,259	\$8,811,193	(\$608,066)
Child Care Block Grant	\$571,233	\$526,075	(\$45,158)
Title XX	\$895,632	\$961,498	\$65,865
Medical Assistance	\$18,185	\$2,612	(\$15,574)
MMIS	\$10,648,396	\$10,788,746	\$140,350
TANF/Family Assistance	\$2,185,548	\$2,275,299	\$89,750
Child Welfare	\$2,028,777	\$1,983,472	(\$45,305)
Juvenile Delinquents	\$1,858,514	\$1,507,166	(\$351,347)
Safety Net	\$1,231,593	\$1,279,985	\$48,392
HEAP	\$6,332	\$21,198	\$14,865
EAA	\$16,282	\$14,560	(\$1,723)
Burials	\$145,039	\$176,650	\$31,611
Title IV-D	<u>\$0</u>	<u>\$0</u>	\$0
<b>Total</b>	<b>\$29,024,791</b>	<b>\$28,348,452</b>	<b>(\$676,338)</b>

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**General Administration  
2015-2016 Analysis**

	2015		2016	
	<u>Actual Amount</u>		<u>Actual Cost</u>	<u>Increase/(Decrease)</u>
Personnel Services	\$ 5,025,523.70		\$ 4,932,190.23	\$ (93,333.47)
Equipment	\$ 192,423.99		\$ 97,315.78	\$ (95,108.21)
Operating Costs	\$ 1,360,265.65		\$ 1,213,368.18	\$ (146,897.47)
Fringe Benefits	\$ 2,841,045.44		\$ 2,568,318.68	\$ (272,726.76)
<b>Total</b>	<b>\$ 9,419,258.78</b>		<b>\$ 8,811,192.87</b>	<b>\$ (608,065.91)</b>
Recovery Charges	\$ -		\$ 126.70	\$ 126.70
Social Service Charges	\$ 21,471.21		\$ 19,588.52	\$ (1,882.69)
Prior Year - Refunds	\$ -		\$ 27,502.20	\$ 27,502.20
Unclassified Revenue	\$ -		\$ 3.25	\$ 3.25
Reimbursement from SCU	\$ -		\$ 300.00	\$ 300.00
Reimbursement School Coordinator	\$ 9,897.18		\$ 8,036.49	\$ (1,860.69)
Reimbursement Landfill Work Crew Leader	\$ 27,369.32		\$ 22,797.51	\$ (4,571.81)
State Share - Social Services Administration	\$ 2,051,235.00		\$ 2,203,706.00	\$ 152,471.00
State Share O&M Interest Expense	\$ 33,027.00		\$ 63,746.00	\$ 30,719.00
State Aid - SNAP Administration	\$ 34,942.00		\$ 18,581.00	\$ (16,361.00)
State Aid - SNAP Adm O&M Interest Expense	\$ -		\$ 106.00	\$ 106.00
State Aid - Prior Year Adjustment	\$ 121,965.00		\$ 143,752.00	\$ 21,787.00
Federal Aid - Social Services Administration	\$ 2,389,487.00		\$ 2,127,220.00	\$ (262,267.00)
Federal Aid O&M Interest Expense	\$ 54,774.00		\$ 96,439.00	\$ 41,665.00
Federal Aid - Prior Year	\$ 283,023.00		\$ 459,324.00	\$ 176,301.00
Federal Aid - SNAP Administration	\$ 579,810.00		\$ 604,807.00	\$ 24,997.00
Federal Aid - SNAP Adm O&M Interest Expense	\$ 16,609.00		\$ 38,575.00	\$ 21,966.00
Federal Aid - FFFS Administration	\$ 1,308,504.00		\$ 1,335,015.00	\$ 26,511.00
Federal Aid - FFFS Adm O&M Interest Expense	\$ 20,630.00		\$ 29,141.00	\$ 8,511.00
<b>Total</b>	<b>\$ 6,952,743.71</b>		<b>\$ 7,198,766.67</b>	<b>\$ 246,022.96</b>
<b>Local Share</b>	<b>\$ 2,466,515.07</b>		<b>\$ 1,612,426.20</b>	<b>\$ (854,088.87)</b>

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**Child Care Block Grant  
2015-2016 Analysis**

	2015		2016		Increase/(Decrease)
Child Care Block Grant					
Child Care Block Grant - 100%	\$ 515,890.97		\$ 486,246.35		\$ (29,644.62)
Child Care Block Grant - 75%	\$ 55,341.96		\$ 39,829.06		\$ (15,512.90)
<b>Total</b>	<b>\$ 571,232.93</b>		<b>\$ 526,075.41</b>		<b>\$ (45,157.52)</b>
Refunds - Day Care	\$ 120.00		\$ 85.00		\$ (35.00)
State Share - Administration	\$ 206,639.00		\$ 179,437.00		\$ (27,202.00)
State Share - Program - 100%	\$ 515,771.00		\$ 485,735.00		\$ (30,036.00)
State Share - Program - 75%	\$ 41,508.00		\$ 25,508.00		\$ (16,000.00)
<b>Total</b>	<b>\$ 764,038.00</b>		<b>\$ 690,765.00</b>		<b>\$ (73,273.00)</b>
Local share	\$ (192,805.07)		\$ (164,689.59)		\$ 28,115.48

	2015		2016			
	# of Children/Month	Avg Cost/Child Per Month	# of Children/Month	Avg Cost/Child Per Month	Inc/(Dec) # of Children	Inc/(Dec) in Cost/Child Per Month
IN HOME DAY CARE REL FT	20	\$208.08	17	\$208.08	-2	\$0.00
IN HOME DAY CARE REL PT	0	\$0.00	0	\$295.00	0	\$295.00
IN HOME DC NON-REL FT	9	\$240.38	8	\$352.74	-1	\$112.36
FAMILY DAY CARE FT	27	\$374.96	21	\$377.84	-7	\$2.88
FAMILY DAY CARE PT	0	\$0.00	0	\$210.00	0	\$210.00
DAY CARE CENTER FT	36	\$487.95	36	\$498.88	0	\$10.93
DAY CARE CENTER PT	0	\$0.00	0	\$0.00	0	\$0.00
GROUP FAMILY DC FT	10	\$349.81	7	\$430.90	-4	\$81.09
GROUP FAMILY DC PT	0	\$0.00	0	\$0.00	0	\$0.00
INFORMAL DC RELATIVE FT	7	\$230.30	7	\$148.85	-1	-\$81.45
INFORMAL DC NON-REL FT	16	\$250.03	12	\$259.16	-4	\$9.13
INFORMAL DC NON-REL PT	0	\$0.00	0	\$0.00	0	\$0.00
SCHOOL AGE DAY CARE	13	\$194.73	3	\$301.88	-9	\$107.15
LEGALLY OPERATING CENTER BASED DCFT	2	\$505.61	0	\$48.00	-2	-\$457.61
LEGALLY OPERATING CENTER BASED DCPT	0	\$0.00	0	\$0.00	0	\$0.00
<b>TOTAL</b>	<b>140</b>	<b>\$334.87</b>	<b>112</b>	<b>\$364.89</b>	<b>-29</b>	<b>\$30.02</b>

Source - Schedule G-2

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**Title XX  
2015-2016 Analysis**

	<b>2015</b>		<b>2016</b>		<b>Surplus/(Deficit)</b>
Title XX - POS	\$ 234,670.19		\$ 271,697.37		\$ 37,027.18
Domestic Violence	\$ 174,522.96		\$ 174,523.00		\$ 0.04
Family Unification Project	\$ 374,860.58		\$ 428,741.34		\$ 53,880.76
STSJP	\$ 73,587.58		\$ 55,338.87		\$ (18,248.71)
DCJS	\$ 37,990.94		\$ 31,196.98		\$ (6,793.96)
<b>Total</b>	<b>\$ 895,632.25</b>		<b>\$ 961,497.56</b>		<b>\$ 65,865.31</b>
Refunds - Purchase of Service	\$ 1,002.10		\$ 98.70		\$ (903.40)
State Aid - Purchase of Service	\$ 319,307.00		\$ 370,124.00		\$ 50,817.00
State Aid - NonRes Domestic Violence	\$ 45,901.00		\$ 47,155.00		\$ 1,254.00
State Aid - STSJP	\$ 44,911.96		\$ 31,495.99		\$ (13,415.97)
State Aid - DCJS	\$ 37,990.94		\$ 28,615.98		\$ (9,374.96)
Federal Aid - Purchase of Services	\$ 183,841.00		\$ 209,244.00		\$ 25,403.00
<b>Total</b>	<b>\$ 632,954.00</b>		<b>\$ 686,733.67</b>		<b>\$ 53,779.67</b>
<b>Local Share</b>	<b>\$ 262,678.25</b>		<b>\$ 274,763.89</b>		<b>\$ 12,085.64</b>

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**MA-MMIS**  
**2015-2016 Analysis**

	2015		2016		Increase/(Decrease)
Medical Assistance	\$ 18,185.30		\$ 2,611.67		\$ (15,573.63)
MMIS	\$ 10,648,396.00		\$ 10,788,746.00		\$ 140,350.00
<b>Total</b>	<b>\$ 10,666,581.30</b>		<b>\$ 10,791,357.67</b>		<b>\$ 124,776.37</b>
Refunds - Medical Assistance	\$ 163,133.12		\$ 117,834.57		\$ (45,298.55)
State Aid - Medical Assistance	\$ (74,817.00)		\$ (59,282.00)		\$ 15,535.00
Federal Aid - Medical Assistance	\$ (70,131.00)		\$ (55,988.00)		\$ 14,143.00
<b>Total</b>	<b>\$ 18,185.12</b>		<b>\$ 2,564.57</b>		<b>\$ (15,620.55)</b>
<b>Local Share</b>	<b>\$ 10,648,396.18</b>		<b>\$ 10,788,793.10</b>		<b>\$ 140,396.92</b>

2016 MMIS amount is based on Weekly Shares 2000-2051.

The Medicaid Cap for Calendar 2016 saved Madison County \$8,006,390. Local share prior to medicaid cap adjustment was \$18,795,136.

TYPE OF SERVICE	2015 Actual		2016 Actual		Increase/(Decrease)
HOSPITALS (IN&OUTPATIENT)	\$ 6,711,180.42		\$ 7,212,689.71		\$ 501,509.29
SNF (SNF & ICF)	\$ 15,776,592.91		\$ 15,101,005.84		\$ (675,587.07)
CLINICS	\$ 2,799,220.10		\$ 2,736,602.99		\$ (62,617.11)
HOSPICE SERVICES	\$ 65,811.47		\$ 6,515.80		\$ (59,295.67)
PHYSICIANS	\$ 805,580.28		\$ 759,066.43		\$ (46,513.85)
DENTAL	\$ 191,248.30		\$ 145,167.89		\$ (46,080.41)
OTHER PRACTITIONERS	\$ 1,290,453.89		\$ 1,436,964.49		\$ 146,510.60
CHILD IN MED PER DIEM	\$ 379,960.89		\$ 437,721.25		\$ 57,760.36
PERSONAL CARE	\$ 674,641.22		\$ 560,346.26		\$ (114,294.96)
HOME HEALTH AID	\$ 107,556.62		\$ 130,854.48		\$ 23,297.86
HOME NURSING	\$ 8,779.87		\$ 5,213.11		\$ (3,566.76)
ASSISTED LIVING PROGRAM	\$ 186,417.09		\$ 139,125.55		\$ (47,291.54)
WAIVED SERVICES	\$ 25,985,996.32		\$ 26,243,508.41		\$ 257,512.09
REHAB SERVICES	\$ 808.35		\$ -		\$ (808.35)
THERAPIST	\$ 11,214.43		\$ 2,643.33		\$ (8,571.10)
REHAB OPTION SERVICES	\$ 2,124,460.08		\$ 2,283,951.53		\$ 159,491.45
DRUGS	\$ 1,788,131.56		\$ 1,760,903.76		\$ (27,227.80)
SICK ROOM SUPPLIES	\$ 122,480.10		\$ 123,876.17		\$ 1,396.07
EYEGLASSES	\$ 11,351.10		\$ 10,396.38		\$ (954.72)
DME AND APPLIANCES	\$ 149,175.87		\$ 122,351.30		\$ (26,824.57)
HMO SERVICES	\$ 42,313,470.39		\$ 46,183,322.53		\$ 3,869,852.14
LTC-MANAGED CARE(NEW CAT)	\$ 1,693,106.23		\$ 3,299,972.46		\$ 1,606,866.23
CASE MANAGEMENT	\$ 2,013,316.01		\$ 2,254,393.24		\$ 241,077.23
PRE-PAID M H PLAN	\$ -		\$ -		\$ -
HIPP PAYEES	\$ 185,270.36		\$ 153,723.13		\$ (31,547.23)
TRANSPORTATION	\$ 2,745,796.25		\$ 2,772,337.90		\$ 26,541.65
LAB & X-RAY	\$ 167,838.58		\$ 147,450.19		\$ (20,388.39)
OTHER	\$ 28,058.84		\$ 6,352.32		\$ (21,706.52)
<b>TOTAL</b>	<b>\$ 108,337,917.53</b>		<b>\$ 114,036,456.45</b>		<b>\$ 5,698,538.92</b>

Medicaid Expenditures based on MARS MR-0-54 Report

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**TANF**  
**2015-2016 Analysis**

	2015		2016		Increase/(Decrease)
Family Assistance	\$ 1,241,936.42		\$ 1,119,362.61		\$ (122,573.81)
EAF-Foster Care	\$ 330,406.51		\$ 379,514.30		\$ 49,107.79
EAF-Services	\$ 192,641.24		\$ 122,977.18		\$ (69,664.06)
Emergency Aid to Families	\$ 80,752.27		\$ 55,005.57		\$ (25,746.70)
Preventive Nonsecure Detention	\$ -		\$ -		\$ -
EAF JD/PINS	\$ 339,811.80		\$ 598,438.93		\$ 258,627.13
<b>Total</b>	<b>\$ 2,185,548.24</b>		<b>\$ 2,275,298.59</b>		<b>\$ 89,750.35</b>
Repayment of Family Assistance	\$ 142,246.85		\$ 95,914.31		\$ (46,332.54)
Refunds - EAF	\$ 7,857.38		\$ 5,178.93		\$ (2,678.45)
Refunds - EAF-Foster Care	\$ 3,852.67		\$ 10,218.37		\$ 6,365.70
Refunds - EAFJD/PINS	\$ 2,300.02		\$ 1,666.32		\$ (633.70)
Refunds - EAF Services	\$ 356.55		\$ 0.21		\$ (356.34)
State Aid - TANF	\$ 80,479.00		\$ 42,275.00		\$ (38,204.00)
Federal Aid - TANF	\$ 1,281,021.00		\$ 1,165,529.00		\$ (115,492.00)
Federal Aid - FFFS	\$ 423,875.00		\$ 620,684.00		\$ 196,809.00
<b>Total</b>	<b>\$ 1,941,988.47</b>		<b>\$ 1,941,466.14</b>		<b>\$ (522.33)</b>
Local Share	\$ 243,559.77		\$ 333,832.45		\$ 90,272.68

	Family Assistance			Emergency Aid to Families	
	2015	2016		2014	2015
	Number of Cases			Number of Cases	
January	176	156		15	5
February	180	154		5	2
March	186	153		2	1
April	194	158		9	5
May	180	158		17	7
June	175	157		8	5
July	167	156		18	7
August	164	151		16	12
September	163	157		12	8
October	160	158		12	15
November	165	147		13	9
December	161	147		8	4
<b>Avg Number of Cases</b>	<b>173</b>	<b>154</b>		<b>11</b>	<b>7</b>
<b>Avg Cost per Case</b>	<b>\$601.00</b>	<b>\$600.00</b>		<b>\$657.00</b>	<b>\$799.00</b>

	EAF-FC - # of Children/Month			EAF-JD/PINS - # of Children/Month		
	2015	2016		2015	2016	
	FOSTER HOME/INST	FOSTER HOME/INST	INCREASE/(DECREASE)	FOSTER CARE/INST	FOSTER CARE /INST	INCREASE/(DECREASE)
January	11	14	3	5	1	-4
February	12	13	1	4	3	-1
March	15	11	-4	3	3	0
April	14	15	1	3	4	1
May	11	12	1	3	4	1
June	5	13	8	0	4	4
July	19	11	-8	6	3	-3
August	14	9	-5	3	3	0
September	13	10	-3	3	4	1
October	11	10	-1	2	4	2
November	10	11	1	1	4	3
December	14	9	-5	2	4	2
<b>Avg Number of Children</b>	<b>12</b>	<b>12</b>	<b>-1</b>	<b>3</b>	<b>3</b>	<b>1</b>
<b>Avg Cost per Day</b>	<b>\$74.79</b>	<b>\$93.96</b>	<b>\$19.17</b>	<b>\$340.23</b>	<b>\$446.76</b>	<b>\$106.53</b>

\*Information based on Foster Care Cost Per Day Spreadsheet

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**Foster Care  
2015-2016 Analysis**

	2015		2016		Increase/(Decrease)
Foster Care Expense	\$ 2,021,810.24		\$ 1,970,843.73		\$ (50,966.51)
Child Care Independent Living	\$ 6,966.69		\$ 12,627.87		\$ 5,661.18
Total	\$ 2,028,776.93		\$ 1,983,471.60		\$ (45,305.33)
Refund Foster Care	\$ 85,014.78		\$ 71,045.92		\$ (13,968.86)
Refunds Child Care Independent Living	\$ 270.15		\$ 267.56		\$ (2.59)
State Aid - Foster Care	\$ 849,337.00		\$ 936,463.00		\$ 87,126.00
Federal Aid - Foster Care	\$ 308,652.00		\$ 309,775.00		\$ 1,123.00
Total	\$ 1,243,273.93		\$ 1,317,551.48		\$ 74,277.55
Local Share	\$ 785,503.00		\$ 665,920.12		\$ (119,582.88)

**FOSTER CARE  
Number of Children Per Month**

	2015		2016		INCREASE/(DECREASE)
	FOSTER HOMES/ADOPT/INST		FOSTER HOMES/ADOPT/INST		
January	120		112		-8
February	115		109		-6
March	114		113		-1
April	112		113		1
May	114		114		0
June	107		115		8
July	118		110		-8
August	110		109		-1
September	111		111		0
October	112		111		-1
November	113		111		-2
December	113		110		-3
Avg Number of Children	113		112		-1.75
Avg Cost per Day	\$50.01		\$47.18		-\$2.83

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**JD-PINS**  
**2015-2016 Analysis**

	2015		2016		Increase/(Decrease)
Juvenile Delinquents	\$ 1,852,503.34		\$ 1,499,560.16		\$ (352,943.18)
Juvenile Delinquents - Independent Living	\$ 6,010.46		\$ 7,606.16		\$ 1,595.70
<b>Total</b>	<b>\$ 1,858,513.80</b>		<b>\$ 1,507,166.32</b>		<b>\$ (351,347.48)</b>
Repayments Juvenile Delinquents	\$ 25,972.20		\$ 14,070.00		\$ (11,902.20)
Repayments Juvenile Delinquents - Ind Lvg	\$ 5.75		\$ -		\$ (5.75)
State Aid - Juvenile Delinquents	\$ 801,156.70		\$ 778,235.41		\$ (22,921.29)
<b>Total</b>	<b>\$ 827,134.65</b>		<b>\$ 792,305.41</b>		<b>\$ (34,829.24)</b>
Local Share	\$ 1,031,379.15		\$ 714,860.91		\$ (316,518.24)

**JD/PINS**  
**Number of Children Per Month**

	2015		2016		
	FOSTER HOMES/INST/NSD		FOSTER HOMES/INST/NSD		INCREASE/(DECREASE)
January	9		9		0
February	12		10		-2
March	13		9		-4
April	15		11		-4
May	14		14		0
June	0		12		12
July	25		10		-15
August	12		8		-4
September	9		8		-1
October	13		7		-6
November	12		8		-4
December	12		7		-5
<b>Avg Number of Children</b>	<b>12</b>		<b>5</b>		<b>-7</b>
<b>Avg Cost per Day</b>	<b>\$443.39</b>		<b>\$465.42</b>		<b>\$22.03</b>

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**Safety Net/Burials  
2015-2016 Analysis**

	2015		2016		Increase/(Decrease)
Safety Net	\$ 1,231,593.09		\$ 1,279,985.07		\$ 48,391.98
Burials	\$ 145,038.53		\$ 176,649.95		\$ 31,611.42
<b>Total</b>	<b>\$ 1,376,631.62</b>		<b>\$ 1,456,635.02</b>		<b>\$ 80,003.40</b>
Refunds - Safety Net	\$ 212,560.78		\$ 159,561.50		\$ (52,999.28)
Refund - Burials	\$ 806.99		\$ 2,570.69		\$ 1,763.70
State Aid - Safety Net	\$ 272,700.00		\$ 313,840.00		\$ 41,140.00
State Aid - Burials	\$ 19,314.00		\$ 21,394.00		\$ 2,080.00
Federal Aid - Safety Net	\$ 102,635.00		\$ 64,649.00		\$ (37,986.00)
<b>Total</b>	<b>\$ 608,016.77</b>		<b>\$ 562,015.19</b>		<b>\$ (46,001.58)</b>
<b>Local Share</b>	<b>\$ 768,614.85</b>		<b>\$ 894,619.83</b>		<b>\$ 126,004.98</b>

	Safety Net			Burials	
	2015	2016		2015	2016
	Number of Cases			Number of Cases	
January	175	187		6	6
February	177	186		1	1
March	195	194		6	6
April	194	184		4	4
May	182	184		7	7
June	183	183		5	5
July	195	187		7	7
August	186	191		2	2
September	178	188		6	6
October	173	176		8	8
November	172	179		7	7
December	179	191		1	1
<b>Avg Number of Cases</b>	<b>182</b>	<b>186</b>		<b>5</b>	<b>5</b>
<b>Avg Cost per Case</b>	<b>\$572.00</b>	<b>\$561.00</b>		<b>\$2,403.75*</b>	<b>\$2,703.79*</b>

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**HEAP**  
**2015-2016 Analysis**

	<b>2015</b>		<b>2016</b>		<b>Increase/(Decrease)</b>
HEAP - PA	\$ 6,074.26		\$ 35.00		\$ (6,039.26)
HEAP - NPA	\$ 258.08		\$ 21,162.55		\$ 20,904.47
HEAP -Emergency	\$ -		\$ -		\$ -
<b>Total</b>	<b>\$ 6,332.34</b>		<b>\$ 21,197.55</b>		<b>\$ 14,865.21</b>
Refunds - HEAP	\$ 61,142.62		\$ 94,791.02		\$ 33,648.40
Federal Aid - HEAP	\$ (58,630.00)		\$ (73,593.00)		\$ (14,963.00)
<b>Total</b>	<b>\$ 2,512.62</b>		<b>\$ 21,198.02</b>		<b>\$ 18,685.40</b>
Local Share	\$ 3,819.72		\$ (0.47)		\$ (3,820.19)

**OSC-HEAP Payments**

	<b>2015</b>	<b>2016</b>	<b>Increase/(Decrease)</b>
January	\$ 341,675.57	\$ 237,440.26	\$ (104,235.31)
February	\$ 445,688.60	\$ 305,450.93	\$ (140,237.67)
March	\$ 477,307.89	\$ 291,910.94	\$ (185,396.95)
April	\$ 335,925.14	\$ 98,990.55	\$ (236,934.59)
May	\$ 44,605.48	\$ 4,625.00	\$ (39,980.48)
June	\$ 19,473.41	\$ 4,427.84	\$ (15,045.57)
July	\$ 13,024.86	\$ 8,120.96	\$ (4,903.90)
August	\$ 5,407.72	\$ 5,696.45	\$ 288.73
September	\$ 4,201.47	\$ 1,733.60	\$ (2,467.87)
October	\$ 1,428.51	\$ 2,882.01	\$ 1,453.50
November	\$ 596,800.00	\$ 686,416.83	\$ 89,616.83
December	\$ 780,781.14	\$ 628,466.10	\$ (152,315.04)
<b>Total</b>	<b>\$ 3,066,319.79</b>	<b>\$ 2,276,161.47</b>	<b>\$ (790,158.32)</b>

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**Emergency Aid to Adults**  
**2015 - 2016 Analysis**

	<u>2015</u>		<u>2016</u>		<u>Increase/(Decrease)</u>
Emergency Aid to Adults	\$ 16,282.31		\$ 14,559.51		\$ (1,722.80)
<b>Total</b>	<b>\$ 16,282.31</b>		<b>\$ 14,559.51</b>		<b>\$ (1,722.80)</b>
Refunds - Emergency Aid to Adults	\$ 30.00		\$ -		\$ (30.00)
State Aid - Emergency Aid to Adults	\$ 8,338.00		\$ 7,578.00		\$ (760.00)
<b>Total</b>	<b>\$ 8,368.00</b>		<b>\$ 7,578.00</b>		<b>\$ (790.00)</b>
<b>Local Share</b>	<b>\$ 7,914.31</b>		<b>\$ 6,981.51</b>		<b>\$ (932.80)</b>

	<u>2015</u>		<u>2016*</u>		<u>Increase/(Decrease)</u>
January	8		1		(7)
February	6		1		(5)
March	1		1		0
April	4		2		(2)
May	1		2		1
June	3		4		1
July	2		1		(1)
August	3		2		(1)
September	1		2		1
October	1		2		1
November	3		5		2
December	2		1		(1)
<b>Avg Number of Cases</b>	<b>3</b>		<b>2</b>		<b>(1)</b>
<b>Avg Cost per Case</b>	<b>\$498.87</b>		<b>\$370.14</b>		<b>(\$128.73)</b>

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\*Cost per case is based on cash basis.

**Incentives**  
**2015-2016 Analysis**

	<u>2015</u>		<u>2016</u>		<u>Increase/(Decrease)</u>
Child Support Collection Incentive	\$ (73,499.39)		\$ (65,544.62)		\$ (7,954.77)
<b>Total</b>	<b>\$ (73,499.39)</b>		<b>\$ (65,544.62)</b>		<b>\$ (7,954.77)</b>

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*Submitted by Steven Chaires, Deputy Commissioner for Administrative Services*

## **RESOURCES**

The resource recovery unit is responsible for the collection of monies due to the agency. The unit works with attorneys, nursing homes, financial institutions, and surrogate court in seeking reimbursement due to the agency. Activities include ensuring the collection of money from probates, estates, assignment of proceeds and accident/casualty liens. Area banks are checked for undisclosed assets and determinations are made for the availability of third party health insurance.

### **Recoveries for 2016**

Estates - PNA	\$ 26,213
Accident Liens	\$ 37,367
Medicaid Liens	\$168,641
Burials	\$ 516
Excess Resources	\$ 152
Estates	<u>\$ 94,424</u>
<b>Total</b>	<b>\$327,313</b>

The resource unit was responsible for doing K-Checks to ensure that new providers were eligible to receive payments from DSS as part of the county's corporate compliance policy. In 2016, the number of new vendors checked was 115.

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*Submitted by Steven Chaires, Deputy Commissioner for Administrative Services*





The Day Care program is an important element for parents who are currently employed, seeking employment, attending educational programs, or participating in our work experience program. The program provides a subsidy to eligible parents based on income, the child's age, and individual needs. The chart below indicates the averages for 2016 Day Care costs.

118	\$348.87	\$526,075
Average number of children served per month	Average cost per child per month	Total expenditure for the year

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*Submitted by Steven P. Chaires, Deputy Commissioner for Administrative Services*