



Madison County
Department of Social Services

2017 Annual Report



Michael A. Fitzgerald
Commissioner



Madison County
Department of Social Services

Michael A. Fitzgerald, Commissioner
Madison County Complex, Building 1
133 North Court Street
P.O. Box 637
Wampsville, New York 13163

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:

Following is the Madison County Department of Social Services "2017 Annual Report." We are always excited to share with you and the community the accomplishments of the department, celebrating our successes and looking forward to meeting the challenges that await all of us. Some of the accomplishments that you will read in more detail include:

- Housing the homeless continues to be a major challenge in this community. Several years ago, the Governor issued an Executive Order that required each person found homeless to be offered the opportunity to be housed during periods when the temperature is below 32 degrees Fahrenheit. Since then, Madison County DSS has offered to house the homeless under the Code Blue requirements from November 1 to March 31 annually and any other day when temperatures drop below freezing. In 2017, 128 persons were seen as homeless representing 69 men, 35 women and 24 families. In 2017, a group of Colgate University students analyzed the current housing capacity within Madison County and looked at recommendations to ease housing needs. One of the key recommendations was the need to locate additional affordable housing within the County (especially in areas where people work) but to also consider constructing a homeless shelter that would combine transitional housing, supportive housing and low-income populations into a continuum of housing needs.
- The Youth Bureau was incorporated under the administrative auspices of DSS allowing the resources of each agency to be used to more effectively reach at-risk youth and their families. Allowing the Youth Bureau Director to report to the Child and Family Services Division of DSS has expanded the number of staff working in the Youth Bureau from two to four (with further expansion planned) and has provided youth services to an additional school district. We look forward to our continued efforts to provide needed services to youth in this community that promote positive development such as mentoring, self-esteem, healthy relationships, teamwork and civic engagement, and actively engage with families to meet those needs.



- Finally, a program that I am personally committed to: The Fatherhood Connection continues to provide support and guidance to fathers and father-figures in this community through 13-week groups. To see the transformation of men who come to grips with their own struggles with fatherlessness, lack of role models, substance abuse/misuse, domestic violence, criminal behaviors and lack of financial security (to name a few) is truly remarkable. Through the Fatherhood Connection, Madison County has seen men regain custody of their children, become active in positive parenting and increase their skills in both self-reflection as well as impacts on their "spheres of influence." Because of the success of the Fatherhood Connection, plans are underway to offer a "Motherhood Group" to influence the women in the County to make positive personal changes to increase their parenting skills.

As always, there are many more interesting and informative stories in the following pages. We are especially proud of the work the Mobile Work Crew completed in the past year with nearly 3,500 hours of assistance to local not-for-profits and municipalities assisting over 100 of our citizens learn skills that they can take to a future employer. We also continue to push for additional automation through our assistance programs where we saw nearly 800 residents apply for programs online through the myBenefits.gov website, with one third of those coming in after hours or on the weekends when the County is closed- affording our citizens the opportunity to apply and receive the benefits they need to remain working.

In our child and family services area, we were fortunate to continue to receive Safe Harbour funding that allows additional services to victims of sex trafficking. We offered tangible benefits such as clothing and lessons to several children so that their risk of being manipulated into sex crimes was lessened and we used funding to continue to offer training to the greater community to identify and assist those victims. We also remained active in continuing conversations about the State initiative to "Raise the Age." This landmark legislation will decriminalize most acts committed by 16-year-old children this year and 17-year-old youths next year.

In the coming year (and beyond), we will be confronted by the continued Madison County Courthouse renovation as we make over 500 Family Court appearances annually and over 850 Support Magistrate appearances. Commuting to Kenwood will present scheduling challenges but staff is ready so that the final outcome of a remodeled courthouse will be achieved.

The Department of Social Services will continue to provide support and services to the over 26,000 residents of the County that rely on us. We are proud of the work we do and to call Madison County our home.

Sincerely,

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.

Training Attendance	Training Hours	Training Costs
<ul style="list-style-type: none">• 651 State Attendees• 623 Local Attendees• 1274 Total Attendees	<ul style="list-style-type: none">• 2619 State Training Hours• 1419 Local Training Hours• 4038 Total Training Hours	<ul style="list-style-type: none">• \$ 3,360 State Training Costs• \$ 9,254.68 Local Training Costs• \$ 12,614.68 Total Training Costs

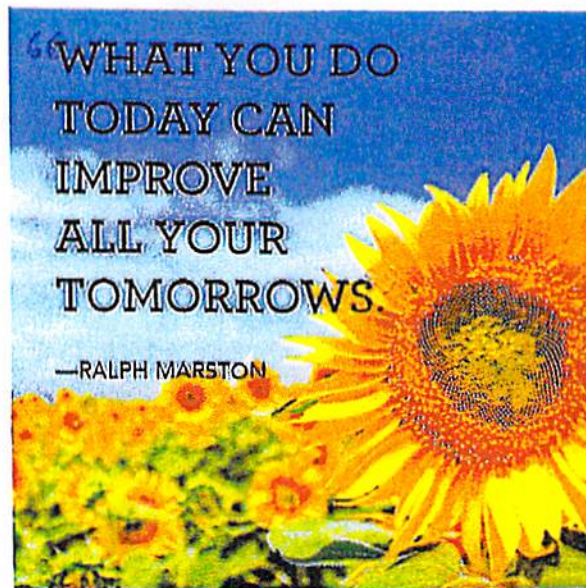
All new positions, whether promotional or new hire, are given at least 75 hours of in-house new worker training, which is conducted by the directors and supervisors. Some titles; i.e., Social Welfare Examiner and Children's Services Caseworker, also require a minimum number of hours of state-sponsored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

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 continues to use online training 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. Active Assailant Training has been rolled out with a video for staff to view at their work station and more hands on training will be offered in 2018.

In 2017, the department saw four promotions (Director of Youth Services, School & Yourth Development Program Coordinator, Office Assistant II and Child Support Enoforcement Coordinator) and six new hires (five caseworkers, and one Engery Resource Aide). Four employee's resigned (two caseworkers, one Office Assistant II and one Work Crew Leader) and one retired (one Social Welfare Examiner).



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%) and County (71%) funding.

TA Expenditures:

	2016	2017
Family Assistance (FA)	\$1,023,306	\$1,062,284
Safety Net (SNA)	\$1,150,315	\$1,234,286
Emergency Aid to Families (EAF)	\$ 54,444	\$ 51,005
Emergency Aid to Adults (EAA)	\$ 8,340	\$ 31,387

TA	2015	2016	2017
Average Caseload	356	342	326
Applications Registered	944	987	1,005

The TA unit is the first point of contact for residents needing emergency assistance, such as housing due to homelessness and/or pending evictions, utility disconnections, or out of fuel with no heat. Anyone applying for temporary cash assistance or emergency assistance are required to complete a summary sheet, commonly referred to as white sheet.

In 2017, the TA unit processed 1,748 white sheets which involved a face to face interview, resolution of emergency if necessary and in many instances, a follow-up appointment is scheduled to determine eligibility for on-going cash assistance.

Approximately 550 individuals received temporary assistance benefits throughout the year 2017.

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:

- 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.
- 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.
- 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.

2017 FRAUD ACCOMPLISHMENTS

Fraud	TANF	SNA	SNAP	Daycare	Total
FEDS	16	15			31
Validations	183	264			447
Referrals/Investigations	17	13	91	3	124
Arrests	4	0	11	2	17

The types of fraud referrals in 2017 included:

- ✓ Fraud hot-line calls
- ✓ DSS calls
- ✓ Web Fraud referrals
- ✓ PARIS match
- ✓ Other Government Agencies

With a collaborative effort between 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.

Submitted by Patricia Platt, Deputy Commissioner for Financial Assistance

SNAP

The Supplemental Nutrition Assistance Program (SNAP) assists 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.

In 2017, the SNAP program had a slight decrease in caseload and applications registered. This is attributed to the Federal regulation which requires all Able-bodied adults without dependents (ABAWD) to participate in at least 80 hours per month in qualifying work activities. Previously, New York State had been granted a waiver to the Federal regulation which expired in 2015. Madison County became mandated to implement the Federal ABAWD work requirements and has elected to continue implementing SNAP work requirements throughout calendar year 2017. Madison County currently has an exclusion policy which excludes the following from work participation:

- ABAWDs who live south of Route 20 due to lack of transportation in this area
- ABAWDs who 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 qualify for work participation.

SNAP	2015	2016	2017
Caseload	4,472	4,105	3,928
Applications Registered	2,857	2,739	2,689
Online Applications	837	779	798

Applicants for SNAP have the ability to apply online through the Office of Temporary and Disability Assistance (OTDA) MyBenefits website – 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 home-bound or working individuals the opportunity to apply from any location at any time.

In 2017 – DSS received 798 online applications, 334 of those applications were received outside of business hours – an increase of 17% from last year.

The SNAP and Temporary Assistance (TA) units operate on a task based management system with all phone calls and customer walk-ins being handled by 6 Social Welfare Examiners. Phone calls are answered by 2 alternating SWE's and anyone coming into the agency for either program is seen by 1 of 4 SWE's.

TA & SNAP	2015	2016	2017
Phone Calls	33,449	30,204	23,975
Monthly Average	2,787	2,517	1,998
Walk-ins	8,492	8,433	7,202
Monthly Average	707	703	600

The SNAP unit provided SNAP benefits valued at \$10,178,327 to approximately 7,300 residents of Madison County in 2017.

SNAP	2016	2017
YTD Net Expenditures	\$10,884,146	\$10,178,327
Individuals Served	7,700	7,300

The unit continues to collaborate with Cornell Cooperative Extension EAT SMART NY program, which provides SNAP nutrition education programs and outreach.



Submitted by Patricia Platt, Deputy Commissioner for Financial Assistance

EMPLOYMENT

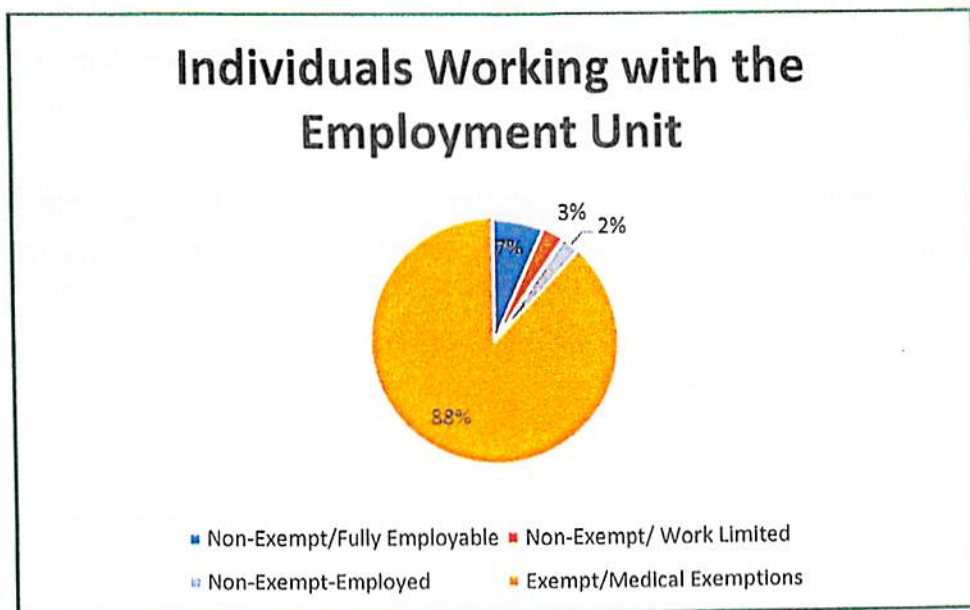
The Employment unit provides the essential support tools to individuals applying for and receiving temporary assistance to become self-sufficient. The staff works with two groups of individuals between the ages of 16 and 59:

- 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. The unit also assists exempt individuals who are temporarily unable to work by helping them to access 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.

2017 Statistics:

- 248 cases
- 25 non-exempt cases: employed, employable, work limited
- 183 exempt cases: medical
- 40 exempt cases: age 16-18 in school full time, age 60+, Domestic Violence waiver



The Employment Unit continues to work together with the Career Center to ensure that Temporary Assistance recipients are participating in countable work activities per month to continue to receive financial assistance.

2017 Employment Unit Success:

A client had been receiving Temporary Assistance benefits for over 5 years. She had medical disabilities that made her exempt from all work activities. In November 2017, she provided an updated medical statement from her Physician stating that she may be able to work with some limitations. The Employment Unit and Career Center contacted employers, provided job leads, and encouraged and supported her through the interview process. Within 1 month, she was able to secure a job at Oneida Molded Plastics and no longer needed Temporary Assistance benefits.

This is the success the Employment Unit strives for and a future goal for 2018 is to work with medical providers and those recipients with medical limitations to find appropriate employment that will assist them with self-sufficiency.

Homeless Population

In addition to working with Temporary Assistance recipients to engage them in work activities and assist them with obtaining and maintaining employment, the Employment Unit Welfare Employment Representatives (WER) work directly with the county's homeless population.

Madison County DSS assists individuals who come in to the agency presenting as homeless. Individuals requesting temporary assistance and/or emergency assistance are asked to complete a summary sheet, known in DSS as "white sheet" which provides agency staff with information pertaining to the client's situation. The white sheet helps to identify the reason an individual is applying and any specific emergency needs to include homelessness, pending eviction, utility disconnect or no heat.

In 2017, DSS had a total of 1,748 white sheets which was down from 2016 when 1,778 were received. This includes all individuals applying for temporary assistance, with or without emergency needs. The number of individuals applying specifically for emergency needs increased in 2017.

	2017	2016
Total White Sheets	1,748	1,778
Emergency Need		
Homeless	302	299
Pending Eviction	478	433
Utility Disconnect	413	386
Out of fuel	64	60

In January 2016, New York State Governor Andrew Cuomo issued an Executive Order 151 to protect homeless individuals during inclement winter weather when temperatures decline to 32 degrees or below. The order ensures that homeless individuals are directed to shelters during inclement winter weather.

The Executive Order, now known as Code Blue, requires districts to submit an annual Plan outlining how the district will conduct outreach to chronically homeless individuals, house homeless individuals and work with law enforcement and other agencies. Madison County's current policy is to house homeless individuals found within the county who are determined to be without shelter from November 1 to March 31 annually, and for any days outside of those dates when the air temperature is at or below 32 degrees. Madison County has no homeless shelter within the county, therefore DSS relies on private apartments, commercial hotels/motels or shelters located outside the County. Homeless families are placed at one of two national-brand motels (Super 8 and Days Inn) and homeless individuals are generally referred to a locally-owned hotel (Olcott), if available. All hotels/motels used to place homeless persons are inspected semi-annually by DSS, as required by the NYS Office of Temporary and Disability Assistance (OTDA), with one inspection coinciding with the annual inspection conducted by Public Health under their regulations.

As part of an increased emphasis on homelessness and the annual Code Blue requirements, DSS devotes one full-time Welfare Employment Representative (WER) to work exclusively with all homeless individuals and act as the point of contact with outside agencies, landlords and hotels. The WER receives all white sheets that identify homelessness or individuals with final eviction notices. The WER interviews the individual to ensure there are no other resources available to assist the individual with housing needs. If there are none, the WER assists with finding suitable and available housing for the individual.

The WER met with 128 individuals in 2017. Several individuals are seen more than once due to repeated homelessness. Of the 128 seen, 69 were single men, 35 were single women, and 24 were families. Freezing weather was one obvious reason single individuals came to DSS, as seen below. The months of November, December and January are showing the most activity for single men and women. Homeless families, however, were more likely to appear during the warmer months (June, July and August). One theory suggests that families experience homelessness based on the school year for their children and friends and family (and landlords) are less likely to evict a family while the children are enrolled in school.

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Men	9	3	6		4	8	4	8	6	3	7	11	69
Women	4	1	1	6	4	1	2	4	1	2	5	4	35
Families	1		1	1	3	4	2	5	3	1	2	1	24

The WER placed 38 individuals in temporary housing. Most of those individuals were placed at a local privately-owned hotel. Four (4) individuals were placed at commercial hotels within the county, and others were placed in transitional and/or supportive housing with outside agencies.

Placed	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Private Owned Hotel	2	2	2	2	2		1	3	2	1	3	7	27
Commer cial Hotel	1		1				1				1		4
Respite Bed								2	1				3
DV Shelter	1												1
CAP Trans. Housing						1							1
Venture House											1		1
Private Apt.												1	1

There were 90 individuals who were not placed, either refusing assistance or opting to make their own plan. Unfortunately, this happens frequently as individuals do not want to follow through with the required application process at DSS and/or are not agreeable to the housing options we have available for them.

Not placed	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Refused Help	1				1	6		1	2	3	2		16
Made Own Plan	9	2	5	5	8	5	7	11	5	2	7	8	74

DSS has started to track all homeless individuals and the reasons leading them to homelessness. We have found that loss of friend and family supports and non-payment of rent resulting in evictions are the main reasons for homelessness in Madison County. Other reasons include being released from jail, county to county moves, and domestic violence. Several homeless individuals choose to reside in tents during the warmer months and come in during the Code Blue season.

Reason	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Loss of Family Support	4		3	4	1	3	2	4		1	7	6	35
Eviction	5	1			4	3	4	7	2	2	1	4	33
Jail	1	2	1		1	1	2	1	2		2	3	16
County Move	1		1	1	2	2				1	2	2	12
DV	1		1	1	1			2			1		7
Return to NYS						1		1	4				6
Living in Tent	1							1		1	1		4
Fire / Disaster	2					1							3
Moved out of Parents			1	1	1								3
Lost Job					1	1						1	3
Left Apt No Power						1		1					2
Left Apt Codes									1	1			2
Mental Health									1				1

In 2017, there were 4 individuals placed due to Code Blue requirements from January to March, and 6 individuals placed from November to December. These individuals were homeless, had no resources, and had failed to comply with DSS requirements for ongoing assistance. As outreach efforts increase to locate homeless and inform them of options, particularly during Code Blue

season, homeless placements have increased. Already in 2018, during the months of January and February, DSS has assisted 8 individuals due to Code Blue requirements.

DSS has spent more than 85 hours in 2017 assisting homeless individuals and families in finding shelter for the night, temporary and/or permanent housing. Anyone presenting as homeless is considered to have critical need and all efforts are made to find housing that very night. This involves numerous telephone calls to various agencies, landlords, hotels, as well as attempts to coordinate transportation and basic necessities, such as food, water, personal hygiene products, and blankets.

WER	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Hours	9.8	2.4	3.9	3.4	5.15	13.5	4.2	9.8	7.75	1.5	10	14	85.4

DSS will continue efforts to support homeless and coordinate services with outside agencies and law enforcement to ensure residents are safe and have adequate shelter.

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. In 2017, one of the Work Crew Leader positions became a shared position with the Maintenance Dept. 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 2017, the mobile work crew performed a total of 3,452 hours on projects as follows:

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total
Hours	427	486	450	462	287	217	231	217	182	119	178	196	3,452
Clients	15	14	13	12	8	8	6	5	8	4	8	8	109

2017 Projects:

- Sheriff's Patrol Building – assisted with all miscellaneous finishing work remaining from the renovation of the building, and provided all clean-up of site.
- Highway Garage – finished insulation, framing and siding.
- Town of Sullivan Parks – painting, repairs and installation of new steel roof on pavilion.
- Madison County Landfill – completed construction of a new roof on the recyclables building.
- Cornell Cooperative Extension Morrisville office – painting and repairs of exterior.
- Canastota American Legion – painting and repairs, cleaned out attic.
- Child Advocacy Center – repairs and maintenance.
- DSS – moved furniture, disassembled and re-assembled cubicles and offices, and minor miscellaneous jobs.
- OHG Fishing Derby – helped with setup and cleanup.
- Boxing Hall of Fame – helped with cleanup.
- Snow removal from county cars.



The Mobile Work Crew Leader has developed relationships with local employers and has had great success in 2017 assisting clients with finding employment.

In May 2017, six clients were hired at Oneida Molded Plastics (OMP). Also in December 2017, the Work Crew Leader was instrumental in helping a client with major barriers which made it difficult for him to find employment. The Work Crew Leader approached Kimes Hardware store and was able to schedule an interview for the client, who was ultimately hired for permanent employment. The employer is even assisting the client with obtaining his NYS Driver's License. This is the kind of success DSS strives to achieve with the Mobile Work Crew.

Submitted by Patricia Platt, Deputy Commissioner for Financial Assistance

BURIALS

In 2017, DSS received 51 applications for indigent burials, with 46 of those applications being processed for payment by DSS and 5 applications being denied. The total amount paid for burials was \$129,552.85, which is a 27.46% decrease from 2016.

Below is the amount paid to our local funeral homes:

Funeral Provider	Applications	Costs
Affordable F&C Service	1	\$2,046.00
Barry Funeral Home	1	\$2,981.29
Burgess & Tedesco Funeral Home	7	\$16,231.12
Campbell Dean Funeral Home	7	\$21,841.00
Fahy Funeral Home	1	\$2,569.73
Fiore Funeral Home	2	\$6,658.13
G.F. Zimmer Funeral Home	6	\$14,440.00
Gether Funeral Home	1	\$2,175.00
Gulla Funeral & Cremation Services	1	\$3,519.69
Ironside Funeral Home	4	\$14,892.00
J. Homer Ball Funeral Home	4	\$12,155.84
Newcomer	3	\$7,552.34
Nunn & McGrath Funeral Home	1	\$2,328.00
Paul Funeral Home	5	\$14,734.46
Smith Funeral Home	1	\$3,528.25
Traub Funeral Home	1	\$1,900.00
Total	46	\$129,552.85

Submitted by Patricia Platt, Deputy Commissioner for Financial Assistance

MEDICAL ASSISTANCE

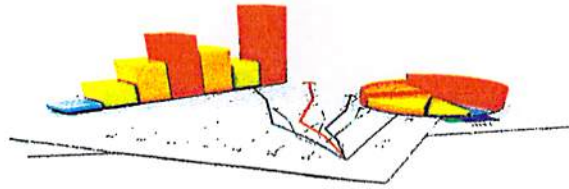
Medical Assistance (Medicaid) is a program that provides health insurance coverage for eligible children and adults. To qualify for the Medicaid program, applicants must meet certain requirements such as income, resources, age or disability. The Medicaid program makes payments directly to providers of medical care, such as hospitals, doctors, pharmacies, etc., and is funded through federal, state and county appropriations.



The total Medicaid expenditures for Madison County in 2017 were 118,231,246.27; with the local share being approximately 10,778,664.00 (9.1166% cap). Local weekly share expenditures total 207,552 which was 0.15% of the statewide weekly total of 137,515,249.

2017 Medicaid Program Highlights:

- NYS Department of Health statistics show 8,477 Madison County individuals are enrolled in Medicaid through the New York State of Health, which is 0.3% of the statewide total 2,909,746; 1,219 children in Madison County are enrolled in the Child Health Plus program through the NYSOH, which is 0.3% of the statewide total 367,110.
- Individuals in a MAGI (Medicaid Adjusted Gross Income) eligibility group began transitioning, in phases since July 2016, from WMS (Welfare Management System) to New York State of Health (NYSOH). MAGI recipients are transitioned monthly at the individual's regularly scheduled renewal by recertifying for Medicaid at NYSOH. 1,128 MAGI cases were transitioned in 2017.
- The Medical Assistance Unit continues to process applications for the more complex non-MAGI population (aged, blind and disabled applicants), certain MAGI populations and remains responsible for under care maintenance of non-MAGI cases and MAGI cases that have not yet been transitioned to NYSOH.
- The Asset Verification System (AVS) used to verify assets of the aged, blind and disabled Medicaid applicants (non-MAGI eligibility groups) was expanded to include renewals, beginning November 2017.



2017 Statistics

- 1,734 Community Medicaid cases
- 1,390 Supplemental Security Income Medicaid cases
 - 242 Nursing Home cases
 - 215 Waiver cases
- 1,308 Medicaid applications were registered
- 1,415 Medicaid cases were opened or reopened
- 1,059 Individuals were seen by the Medicaid unit in 2017
- 8,959 Phone calls were received by the Medicaid unit in 2017
- 43 Aid to Disabled disability reviews were referred, processed and submitted to NYS Disability Review team: 23 were approved as Group II; 1 was approved as Group I; 1 was denied, 5 were deemed as no action; 10 were started and stopped because the client became certified disabled prior to completion (in receipt of Social Security disability or SSI); 3 are pending.
- 258 Application referrals were received from NYS of Health for individuals disabled, in a nursing home or residential treatment facility, seeking retroactive coverage, foster care and adoption subsidy and surplus income.
- 76 Under care renewals were received from NYS of Health for those no longer financially eligible for Medicaid, individuals with Medicare, over 65 years of age and not a parent/caretaker relative or in need of services not available through the Health Benefit Exchange.
- 45 MIPPA (Medicare Improvement for Patients and Providers Act of 2008) referrals were received in 2017. Applications for the Medicare Savings Program were mailed to low-income seniors and persons with disabilities to help pay the cost of Medicare Part B premiums.

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 1,332 individuals enrolled in mainstream managed care as of December 31, 2017: 1,063 enrolled with Fidelis and 269 enrolled with United Healthcare. 565 individuals were exempt/excluded.

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 years of age and older, identified as having serious behavioral health needs. SSI/SSI-related managed care enrollees now have their behavioral health covered by the MMC plan. Beginning October 1, 2016 HARPs outside of NYC began offering members access to enhanced behavioral health home and community-based services. NY Medicaid Choice (NYMC) mailed out letters to consumers informing them of this new product. As of December 31, 2017, Madison County has 224 individuals enrolled in a HARP plan: 185 individuals are enrolled in Fidelis-Healthier Life and 39 individuals are enrolled in United Healthcare Community Plan-Wellness 4 Me.

Managed Long-Term Care (MLTC) enrollment has 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 187 consumers enrolled as of December 31, 2017. Visiting Nurses Services of New York (VNS)- 4 enrollments; Visiting Nursing Association of Central New York (VNA)- 113 enrollments; Fidelis Care at Home-62 enrollments; iCircle Services- 8 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 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 2017, 117 nursing home residents are enrolled in a managed care health 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 case processing. 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 them. In 2017, the Medicaid Unit completed a total of 12,902 tasks.

Submitted by Leigh Silkowski, Director of Financial Assistance

HOME ENERGY ASSISTANCE PROGRAM (HEAP)

HEAP is a Federally-funded program, administered locally by DSS, that assists low-income New Yorkers with the cost of meeting their home energy needs. This year's HEAP program offered five components: a Regular benefit for heat, an Emergency benefit for households in a heat or heat-related energy emergency, the Home Energy Repair/Replacement Program (HERR), the Cooling Assistance Component (CAC) and the HEAP Heating Equipment Clean and Tune Program.

2016-2017 Program Dates:

Component	Opening	Closing
Regular	November 14, 2016	March 17, 2017
Emergency	January 3, 2017	March 31, 2017
HERR	November 7, 2016	November 3, 2017
Cooling Assistance	May 1, 2017	August 4, 2017
Clean and Tune	July 3, 2017	Remains open

Application Options: Applicants may request a HEAP application from DSS either in person, by telephone or may file an on-line application for certain components through myBenefits.ny.gov. Applicants may request a telephone interview or an in-person interview, if preferred.

HEAP benefit amounts are based upon the applying household's size, income, fuel type and living arrangement. Regular HEAP benefits ranged from \$350.00 to \$626.00. Emergency Benefits ranged from \$140.00 to \$575.00. Heat included benefits ranged from \$21.00 for Heat and Eat to \$35.00 for Heat-Included benefits.

2016-2017 Statistics:

A total of **797 Early Outreach** applications were mailed out by NYS HEAP to vulnerable households (the head of household is age 60 years or older or under age 60, but contain a child under age 6 or a disabled individual) that received a Regular HEAP benefit in the previous year. **588** of those **Early Outreach** applications were returned to the Madison County HEAP Unit for processing prior to HEAP opening. The Home Energy Assistance Program's fiscal year runs from 10/01/16-09/30/17.

- The HEAP Unit processed **1,053 mail-in/on-line** applications (which included Early Outreach).
- The HEAP Unit assisted **853 walk-in** applicants.
- The HEAP Unit handled **3,702 phone** calls
- **4,622 Regular** benefits were issued through the Supplemental Nutrition Assistance Program (SNAP) and HEAP Units at a cost of \$1,754,244.

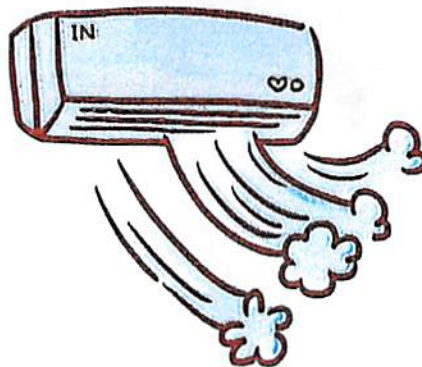
- 940 Emergency benefits were issued through the SNAP and HEAP Units at a cost of \$477,975.

The HEAP Heating Equipment Repair and Replacement (HERR) Component helps eligible low-income homeowners repair or replace primary heating equipment necessary to keep the home's primary heating source functional. The HEAP unit processed the applications and referred to Stoneleigh Housing, Inc., for coordination of repairs and replacements by HEAP vendors.

- 27 repair or replacement referrals were made to Stoneleigh Housing
- 15 furnace repairs were completed at a cost of \$4,791.71
- 12 furnace replacements were completed at a cost of \$36,884.62

Additionally, the HEAP unit referred each of these applicants to Stoneleigh Housing, Inc., for the Weatherization Assistance Program (WAP). The purpose of this program is to install energy conservation measures in the homes of income-eligible persons, reducing national energy consumption and the impact of higher energy costs on low-income families. *Household energy-use reductions and resultant energy cost savings are significant, with an average annual savings in excess of 20%.*

WAP providers conduct an assessment of the residence to identify specific measures to increase energy efficiency. Based upon the results of this energy audit, services may include, but are not limited to: sealing cracks and holes to reduce air infiltration; insulation of attics and walls; hot water tank and pipe insulation; installation of energy efficient refrigerator; sweeps on doors; weather stripping; caulking; window repair; energy efficient light bulbs; CO detector; smoke alarms; exhaust fans; dryer venting; roof coating on trailers; windows and doors on trailers with approval; air seal ductwork and more. As a result of these referrals, Stoneleigh Housing, Inc. provided weatherization services to six households at a cost of \$35,361.04.

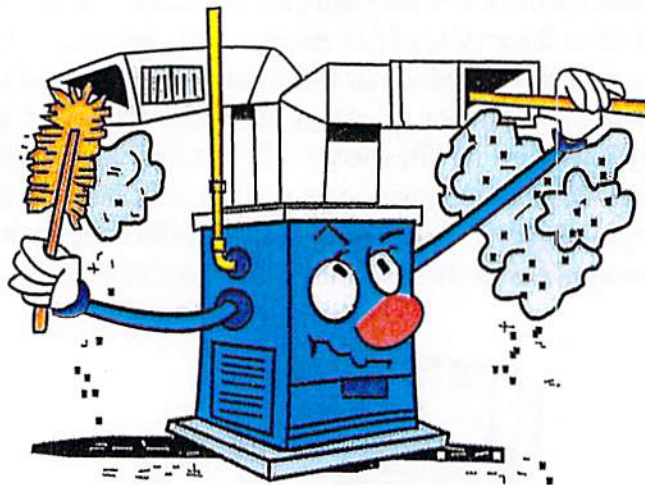


The HEAP Cooling Assistance Component (CAC) provided a benefit of up to \$800.00 per household, this program year, for the purchase and installation of air conditioners and fans to eligible household's that include individuals with medical conditions exacerbated by extreme heat.

- 22 applications were received
- 1 application was denied
- 21 applications were approved at a cost of \$12,844.28

HEAP Heating Equipment Clean and Tune Component helps eligible households receive energy efficiency services, which includes the cleaning of primary heating equipment, but may also include chimney cleaning, minor repairs, installation of carbon monoxide detectors or programmable thermostats, if needed, to allow for the safe, proper and efficient operation of the heating equipment. Benefit amounts are based on the actual cost incurred to provide clean and tune services, up to a maximum of \$400.00. This component was extended beyond the original closing date and remains open, funded under the 2016-2017 program year.

- 57 applications were received as of 01/19/18
- 51 applications were approved at a cost of \$9,365.72
- 6 applications were denied



As always, federal funding will play a key role in the planning and implementation of the next HEAP season.

Submitted by Leigh Silkowski, Director of Financial Assistance

FAMILY SERVICES

As always it was an extremely busy and exciting year in Family Services. We believe there have been a number of positive events this year and would like to take the time to highlight them here.

First, a major change for us this year has been the addition of the Youth Bureau to our Family Services team. In the past the Youth Bureau had been a separate county department with one Director and one staff member. When the director retired this past year, the Youth Bureau became a part of Family Services within the Department of Social Services. This resulted in some restructuring with the new Director now supervising two staff members, with plans for expansion. What we are most excited about is the expansion of services to youth in Madison County. With this combination of resources and division of labor, we have been able to offer more services to more youth for the same cost. The Youth Bureau's Leadership Skills Program is now being offered in three school districts with four sessions a week instead of in two districts with two sessions a week.

Also, with a new state allocation called Safe Harbour, we have been able to initiate services to youth who are victims of commercial sexual exploitation or who are at risk of becoming victims. We provided concrete services such as appropriate clothing for school to 5 youth through this program as well as some other positive youth development activities, such as horseback riding lessons, to 2 other youth. Through this funding stream we have also been able to offer training to staff and community partners on the issue of sexually exploitation, trauma informed care and dialectic behavioral therapy.

We have worked with the Child Advocacy Center (CAC) to continue to provide services to children identified as possible victims of sexual abuse or severe physical abuse. These services are provided to potential victims on open Child Protective Services (CPS) cases or on non-CPS cases that in many counties are handled by law enforcement alone, without CPS assistance. We would like to thank the Director of the CAC, Renee Smith, for her hard work in securing a grant from the Office of Victim Services which allowed us to increase our staffing at the CAC and enhance our services to these nontraditional CPS cases.

Finally, we are pleased to report that through the hard work of CPS caseworkers locating family resources, Preventive Services to reduce the risk of abuse and maltreatment in families as well as acting out behavior by juveniles and active Foster Care Services to achieve permanency for children our census of children in Madison County reached an all-time low in 2017. We do not believe our census has been this low in decades. We see this as a success for children, for families and for the human service professionals who work in this county.

We hope you find this report as informative and a clear reflection of the hard-work our staff has done all year.

Child Protective Services:

Statistical Information Reports per Year:

Year	2017	2016	2015	2014	2013
Total Number of Reports	1733 (427 FAR)	1634 (505 FAR)	1529 (503 FAR)	1463 (540 FAR)	1499 (438 FAR)
Neglect/ Abuse Petitions Filed with Family Court	64	78	65	72	61



In the report on the next page, "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 particular township.

Monthly Child Protective Reports Sorted by Township

	Jan	Feb	March	April	May	June	July	Aug	Sep	Oct	Nov	Dec	Total
Brookfield	3	5	8	8	7	3	7	6	5	10	8	4	74
Cazenovia	1	2	4	2	10	5	4	2	2	0	3	9	44
DeRuyter	1	1	1	0	0	1	4	2	4	3	4	1	22
Eaton	6	4	4	7	10	7	6	6	7	12	15	4	88
Fenner	1	0	2	1	0	0	1	0	1	0	0	1	7
Georgetown	2	1	2	0	2	1	0	0	1	2	2	0	13
Hamilton	14	7	13	12	16	9	6	10	7	5	11	11	121
Lebanon	0	0	7	0	0	0	0	2	2	0	0	1	12
Lenox	36	23	35	28	19	31	21	27	19	26	24	20	309
Lincoln	0	0	0	0	0	0	0	0	0	0	0	0	0
Madison	3	8	4	3	4	5	3	4	6	8	6	2	56
Nelson	1	0	3	0	0	0	1	4	0	2	1	0	12
Oneida	31	30	25	34	40	43	27	32	21	39	43	36	401
Smithfield	0	0	0	0	1	0	0	0	0	0	0	0	1
Stockbridge	4	6	8	12	9	6	5	5	8	2	3	5	73
Sullivan	19	21	16	20	24	11	10	23	9	15	15	17	200
Other Reports	20	17	18	18	25	24	36	33	42	19	15	33	300
Total	142	125	150	145	167	146	131	156	134	143	150	144	1733

Protective Services Success Story:

On a daily basis, Child Protective workers investigate reports of abuse and maltreatment. In this particular case there was a mother, step-father and two young boys ages 2 and 7. The report alleged excessive corporal punishment and the 7 year old child was observed to have visible bruising about his face/body. When the caseworker spoke to the child at school, he presented as sad and afraid stating his step father hits him often with a spoon and his hand. The child stated this has been happening for years and he just wants it to stop. In speaking with the parents about the situation, it appeared the father didn't get along with a family member who looked like the child and because of that he admitted to taking out his frustrations on the child. The mother didn't like what was happening but was too afraid to do anything about it as the father's anger would be directed at the mother when she tried to intervene. A safety plan was made and the children are currently residing with relatives until their mother and step-father are able to engage in services that would address the issues and reduce the risk of harm to the children.

During extensive conversations and the working relationship between this family and caseworker, the caseworker was able to assist the mom with applying for insurance for the family through the New York State Health Exchange and help with obtaining food through the Supplemental Nutrition Assistance Program. The caseworker also helped the mother become involved with a domestic violence advocate from Liberty Resources who is now assisting the mother. The caseworker also made a referral to Family Counseling Services for the step-father (with his agreement) as well as provided the family with information to apply for WIC and to engage in parenting classes through Carenet. The services that are planned will teach the parents appropriate discipline and healthy family engagement and coping skills. There is currently court intervention to ensure ongoing safety for the children. In the meantime, the family members caring for the children have been supportive of the children's parents and are actively promoting reunification. They are supervising visits between the children and their parents and all report the visits to be going well. The caseworker has also made a referral for the oldest child to engage in counseling through Madison County Mental Health, which the caregivers are in full support and agreement with; they will be transporting the child to and from those appointments. In conducting follow up appointments with the children, they appear to be happy and feeling safe at this time.

Adult Protective Services

Statistical Information:

Year	2017	2016	2015	2104	2013
Number of Referrals	101	108	104	101	95



Foster Care Services

Statistical Information:

Year	2017	2016	2015	2014	2013
Children Placed in Care	24	20	27	34	29
Children Discharged from Care	28	31	32	40	29
Average Number in Madison County Foster Homes	13	19	24	25	35
Average Number in Therapeutic Foster Homes	8	7	7	9	11
Average Number in Higher Levels of Care	10	16	19	20	18
Children Adopted from Foster Care	10	8	6	14	5
Foster Homes Certified	7	3	10	7	8
Foster Homes Closed	7	7	4	9	7



Foster Care/Preventive/Adoption Success Story:

The child, "Jason" had first entered foster care at age 2 in 2002. He spent approximately three months in foster care before he was returned to his parents. Jason re-entered foster care at age 6 and was placed with a foster family temporarily until family members were identified by the Department. He and his older siblings remained with family members for a year until the family asked for the children's removal for personal reasons. At the time, Jason was placed in another foster home with his siblings. He remained with this foster family for two and half years. Jason was removed from this foster home because he was displaying unsafe behaviors. He was placed at a residential treatment facility and resided there for nearly two years before being discharged to a therapeutic foster home. Jason and his siblings visited each another sporadically while he resided at the facility. In 2011, Jason and his siblings were freed for adoption via conditional surrender. The surrender agreement allotted Jason visits with his birth mother four times a year. Jason's older siblings were adopted by his previous foster parents and he did not hear from them much in the years to follow.

Jason grew attached to his foster parents at the therapeutic foster home, but they were not interested in adopting him. He resided with these foster parents for almost a year before he transitioned into a potential pre-adoptive home in the summer of 2012. In the pre-adoptive home, Jason and his pre-adoptive mom did not connect for a variety of reasons and she was not an appropriate fit for him. Jason maintained contact with his therapeutic foster parents while he was at the pre-adoptive home and he expressed interest in returning to their home. He remained open to adoption, but knew that his previous foster family was not interested in adopting him. He returned to the previous foster home in 2015 and remained there until 2016.

In 2015, the Department identified a potential pre-adoptive family for Jason through the Family Focus Adoption Service. We have had success identifying families for hard to place children with this program in the past. Before meeting the family, Jason was assigned a Future Worker by Family Focus to help him understand key concepts like adoption, future planning and empowerment. Jason decided to meet the family and he was eventually placed with them in June 2016. Jason and the family completed a six step in house transition process over the course of a year; Jason and the couple, individually, had to demonstrate through their evolving relationship why they were ready to move from step to step. Jason and the family completed all of the steps in the in-house transition process and a Covenant Ceremony was held for them. Jason was adopted by the family on October 30, 2017. He was in foster care for a total of 11 years before he

was adopted. He is doing very well now. Jason is in the 12th grade now and has been accepted at a local community college for the Fall of 2018, majoring in graphic arts. He has a learner's permit and is taking the necessary steps to obtain his driver's license. He is employed at Bed, Bath and Beyond and has a girlfriend of 8 months. Jason is a real success story for this agency. He has overcome many obstacles, disappointments and heartache during his time in foster care. Jason has a family now, a forever home and equally important, permanency. It has been a pleasure working with this fine young man.

**Preventive Services
Statistical Information**

	2017	2016	2015	2014	2013
Average Number of Open Preventive Cases	112	117	109	122	126
Average Number of Children	207	205	190	227	240
Referrals for Parent Aide Services	21	22	17	26	19
Number of Parent Aide Home Visits Made	292	324	285	366	377
Supervised/Coached Family Visits	527	594	643	485	699
People using Emergency Supply or Food Cupboards	29	6	27	43	42
Transportation Trips	291	493	447	492	550
Transportation Savings	\$10,360	\$17,090	\$18,340	\$20,539	\$17,174
Number of Children Receiving Life Skills Coaching	25	23	20	18	20
Number of Mentor/Mentee Matches	30	34	30	55	23

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

School Services Program

Statistical Information:

Year	2017	2016	2015	2014	2013
Number of Referrals	91	112	97	136	112

Source of Referral	School	Outside Agency	County Departments	Family
Number of Referrals	59	3	15	14

Referred Need	Mental Health Services	Medical Services	Juvenile Justice	Educational	Substance Abuse	Basic Needs	Parenting Skills
Number per Need	94	5	9	34	2	56	12

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	10	13	29	32	7



Success Story:

One of the mentees began the program when he was 14 years old. When he started he was not interested in school and didn't talk much about what he wanted for his future. He is diagnosed with PTSD, which he sometimes struggles with. He is also on the Autism Spectrum. He has been in the mentoring program for 2 years. Now at the age of 16, he has many plans for his future. He is currently working on joining his local volunteer fire department to become a junior fire fighter. This mentee has come so far and has opened up so much that he is now making plans for his future. He is hoping to join the Army after High School and have them pay for his college education. By participating in this program, it has helped him enhance his socialization skills as well as confidence due to the events and activities that he has had exposure to.

PINS Diversion Program

Statistical Information:

Year	2017	2016	2015	2014	2013
Number of Referrals	129	159	117	110	112
Reasons for Referral	100 I&U	114 I&U	88 I&U	96 I&U	90 I&U
	48 TR	65 TR	55 TR	35 TR	41 TR
	21 MJ	33 MJ	34 MJ	11 MJ	21 MJ
Petitions Filed	11	13	13	14	12
Placements with DSS	2	6	5	11	8

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.

Madison County Youth Bureau:

In 2017 the Youth Bureau successfully merged with the Department of Social Services. The positions of Social Services School Services Coordinator Youth Bureau Youth Development Specialist were combined to create the position of School and Youth Development Coordinator. This new position has allowed three staff to be promoted within DSS and allows for youth development programming and services for youth within Madison County to grow. The merger has already allowed for additional training opportunities, expansion of youth leadership programming into Stockbridge Valley, and more staffing focused on the needs of youth and their families.

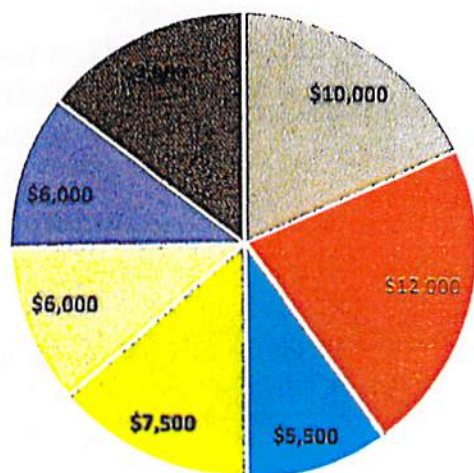
Through eight different programs in Madison County close to 300 youth were directly impacted by youth development programming. Agencies and municipalities who received youth development and runaway and homeless youth funding were Catholic Charities, Community Action, the Village of Hamilton Youth Recreation Program, the Town of Lenox Skate Park, the Town of Sullivan Summer Playground Program, and the Haven at Skanda Farm Program. Children learned to swim through Red Cross certified swim lessons. Staff learned job skills through a skate park employment program and a summer playground employment. Young people were fostered in their personal development through mentoring. Runaway and homeless youth were provided a safe place to stay as well as needed services and supports. Case management was made available to at risk youth. A program at a rescue farm for animals taught young children self-esteem, the value of healthy relationships, anger management, teamwork and civic engagement. Programs were evaluated through the use of the Program Quality Assessment tool to determine how they met the features of positive youth development for youth participants. Students in the Leadership program's service component improved their personal skills and increased civic engagement through completion of over 120 service hours. Through Exploring County Government, students learned the roles and responsibilities of people working in county departments and the Madison County Board of Supervisors. The Youth Bureau's Youth Board has added three adults and one youth to its membership.

With the expansion of staffing, the Youth Bureau is excited to add additional school districts to its Leadership Program in 2018. There are several new agencies interested in applying for 2018 program funds. The Madison County Youth Bureau is also excited about being a part of the statewide Youth Leadership Forum in February at which students will facilitate activities with other youth from across the state and meet with their Assembly and Senate representatives about the importance of Youth Bureau funding.

A success story came from the Youth Board taking a chance on a new program idea at the Haven at Skanda. The Haven offered a four-week program called Summer at Skanda that taught young people to care for Skanda's rescued and endangered animals while at the same time taught children valuable lessons in getting along with others and finding confidence in themselves to take care of animals who depended on them. There was a transformation of very shy and

stressed children over the four weeks that was amazing to witness. The increased confidence and comfort of each child carried over to their school involvement as their principal shared stories of less behavioral concerns and a better attitude toward their schoolwork and their school relationships. The Haven has made connections both within the school district they served and the Madison County community and is interested in offering more programs to youth as well as parents. The challenge and the risk was great, but the Youth Board was willing to see what could happen, the Haven was dedicated to supporting the students, and the youth were willing to take healthy risks and take care of the needs of animals and by doing so became stronger people.

Youth Bureau Funded Programs - OCFS Youth Development Funding



- Catholic Charities At Risk Case Management = 13 youth
- Community Action Partnership Mentoring Program = 10 youth
- The Haven at Skanda Farm Program = 9 youth
- Town of Lenox Skate Park Employment Program = 3 youth
- Town of Sullivan Summer Playground Program = 13 youth
- Village of Hamilton Swim Program = 187 youth
- Youth Bureau Leadership Program = 67 youth

Submitted by:

Melissa Maine, Deputy Commissioner for Family Services

Tina Louis, Youth Bureau Director

Catherine Fowler, Case Supervisor Grade B

Karen Bright, Case Supervisor Grade B

Jesica Prieto, Case Supervisor Grade B

Timothy Brown, Case Supervisor Grade B

Marcie Soule, School Services Program Coordinator

Emily Cameron, Senior Caseworker

Karen Bellotti, Senior Caseworker

Alan Hall, Caseworker

The Madison County Department of Social Services Legal Department

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

~ Child & Family Services ~

~ Child Support Collection ~

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

~ Child & Family Services ~

Child & Family Services is one of the two major caseloads carried by the Madison County Department of Social Services Legal Department. For Child & Family Services the Legal Department 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 Madison County Department of Social Services, the Madison County Department of Social Services Legal Department 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 they are engaged in and services they may require in the future.

For the year 2017, the Legal Department maintained the following:

<u>Active Cases:</u>	82	<u>Cases Opened:</u>	57
<u>Petitions filed:</u>	132	<u>Cases Resolved:</u>	67
<u>Court Orders:</u>	412	<u>Trials:</u>	44
<u>Permanency Hearings:</u>	47	<u>Permanency Reports:</u>	47
<u>Court Ordered Investigations:</u>	38	<u>Total Court Appearances:</u>	* 528

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 or children, the Madison County Department of Social Services attorneys and paralegal meet regularly with the staff of Child & 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.

2017 Legal/Caseworker Conferences

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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 Madison County Department of Social Services Legal Department also receives a copy of the §1034 Order and monitors the Court's request. Once the Caseworker has completed their investigation and drafted a report, it is submitted to the Legal Department for review and finalization and is then submitted to the Court.

2017 Court Ordered Investigations

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The Madison County Department of Social Services also works with other agencies within Madison County and the Madison County Family Court in 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.

Multidisciplinary Team (MDT)

The Madison County Multidisciplinary Team (MDT) is a group of professionals who work together in a collaborative manner 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 legal staff of the Madison County Department of Social Services in the MDT are the: 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 and Chittenango Police Departments, Oneida City Police Department, Madison County Mental Health, Madison County Public Health and medical personnel from Oneida Healthcare. 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 participate in 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 participant's legal counsel meet twice per month to assess the participant's progress through the program. The Family Treatment Program's goal is to continue to ensure that the participant's children have a safe, nurturing environment by focusing on healthy, sober parenting. Since its inception, the Family Treatment Program has received two hundred seventy-one (271) referrals, eighty-nine (89) accepted referrals and forty (40) graduates; five of which occurred in 2017. The program currently has eight (8) current participants with six (6) 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. In order to maximize the federal and state reimbursement for the children who are in receipt of foster care services in Madison County, accurate and timely recording of information by the caseworkers in CONNECTIONS, WMS (Welfare Management System) and by the Madison County Department of Social Services Legal Department 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.

2017 CCRS Entries

155

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 or not 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 State Office of Child & 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 have the opportunity to present evidence in support of each of their positions. The Administrative Law Judge will then rule on the evidence presented and will submit their decision at a later date.

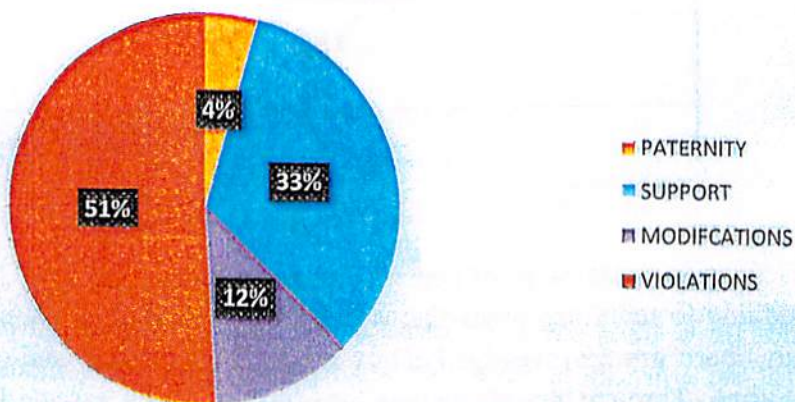
2017 Fair Hearings

36

Child Support Collection

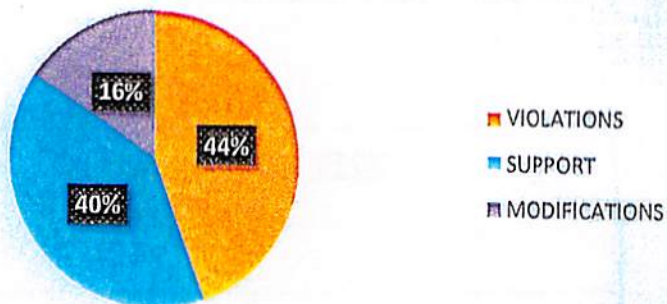
The other main caseload maintained by the Madison County Department of Social Services Legal Department is establishing child support collection in those instances when a child or children in Madison County are in receipt of temporary assistance, medical assistance or are placed in foster care. The Legal Department also works to enforce child support orders and establish the paternity of a child(ren) who are in receipt of benefits in Madison County. For the year 2017, the DSS Legal Department appeared on 540 child support cases.

2017 DSS SUPPORT COURT APPEARANCES



In addition, the Madison County Department of Social Services 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 2017, the Legal Department submitted 191 child support orders.

2017 DSS CHILD SUPPORT ORDERS



**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 that can range from the cost of the birth of a child 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.

2017 Money Judgments Filed on Behalf of DSS

81: \$73,631.24

2017 Judgments Satisfied on Behalf of DSS

29: \$36,255.78

Madison County Courthouse Move

In September of 2017, the Madison County Courthouse located in Wampsville moved to the former Oneida Silver Administration Building located in Sherrill, NY (Kenwood). This move was necessary for extensive renovations to be done on the 107-year old courthouse so that the building will optimally utilize all available space and be compliant with current building codes, as well as the Americans with Disabilities Act (ADA-1990) which provides, in part:

"...the nation's first comprehensive civil rights law addressing the needs of people with disabilities, prohibiting discrimination in employment, public services, public accommodations, and telecommunications." <https://www.eeoc.gov/eeoc/history/35th/1990s/ada.html>

As a result of the courthouse move, the DSS Attorneys, Paralegal, Child & Family Caseworkers and Child Support Coordinator now travel to Kenwood for appearances before the Family Court Judges and Support Magistrate.

The courthouse is currently scheduled to re-open in 2020.



Submitted by Kelly Yonnick-Smith, Paralegal

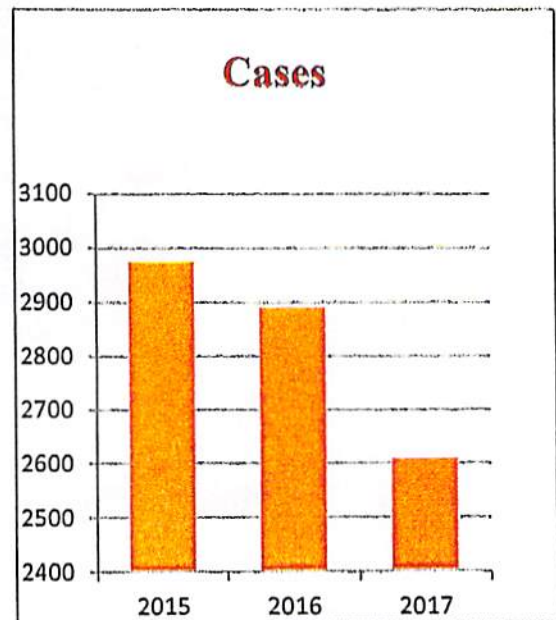
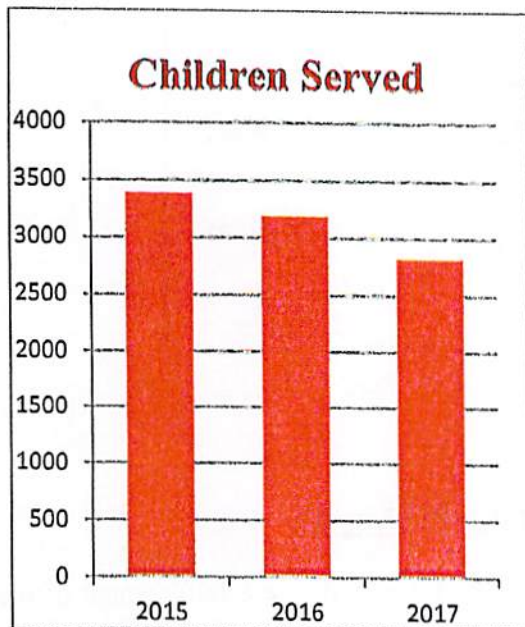
Child Support Enforcement

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 of the Support Collection Unit have been maintained at a consistent level and this trend is repeated in the number of children served in those same cases. The Madison County Child Support Unit concluded the year of 2017 with 2,607 cases serving 2,816 children.

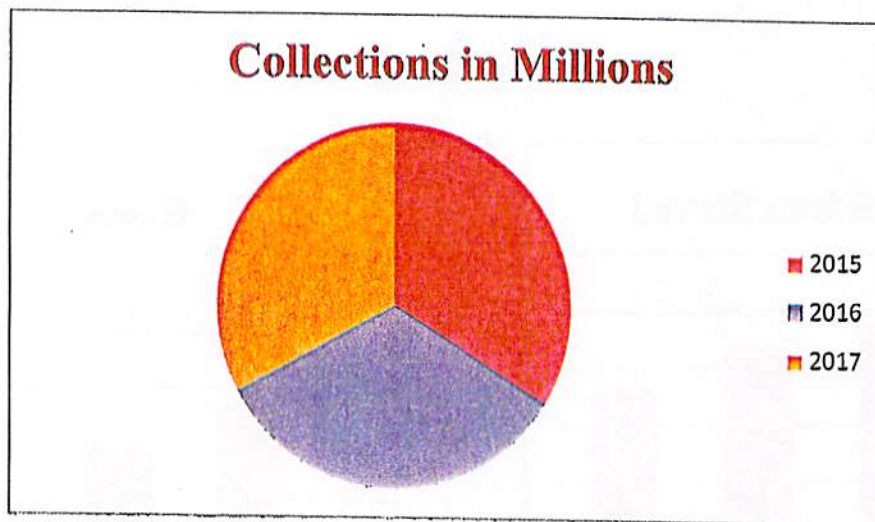
The Charts below reflect a three-year span of the caseloads maintained by the Support Collection Unit and the children served in those caseloads:



Collections

The Madison County Support Collection Unit has a variety of procedures in which to collect court-ordered child support. The following list is representative of those procedures as well as the total collections that resulted from utilizing those procedures in the year 2017:

<u>Federal Income Tax Returns:</u>	\$140,366.32
<u>New York State Tax Returns:</u>	\$68,435.03
<u>Unemployment Insurance Benefits:</u>	\$131,969.90
<u>Property Execution:</u>	\$54,563.46
<u>Lottery Winning Interceptions:</u>	\$6,515.64
❖ <u>Support Collections (2017):</u>	\$5,929,065.00



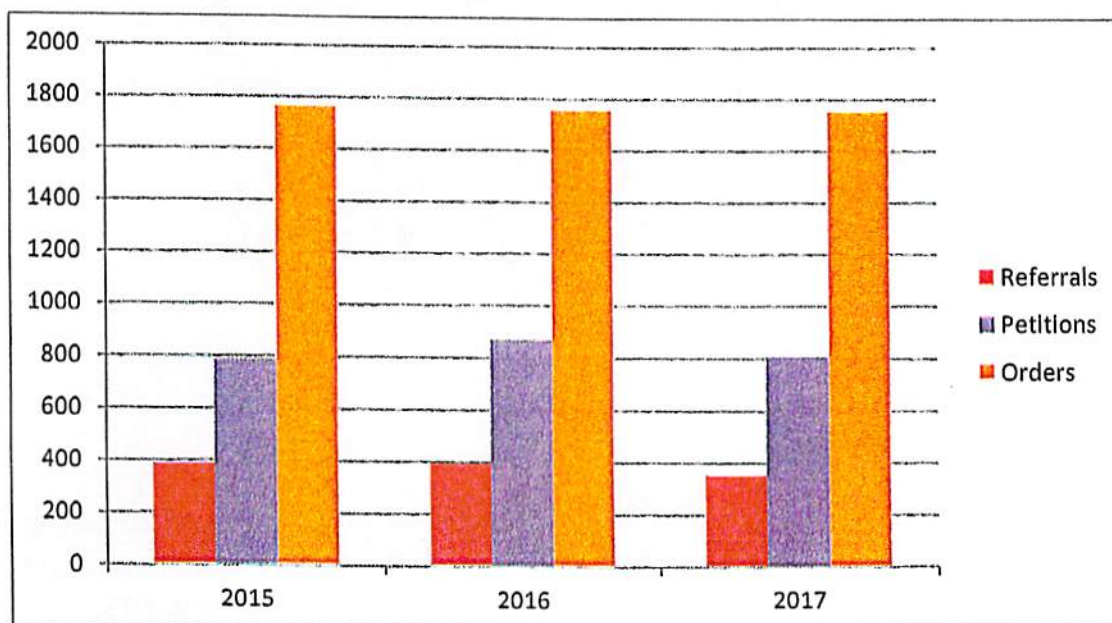
Madison County Child Support Process

The Madison County Child Support Unit follows a set process for the establishment of the paternity of children, orders of child support as well as collection of child support obligations. Typically, the Child Support Unit receives a referral from the Temporary and/or Medical Assistance Units and the Foster Care Unit which will start the process for building a case. A corresponding petition will then be filed in the Madison County Family Court, a court appearance will then be scheduled with the matter concluding in the establishment of a corresponding Court Order. The Madison County Child Support Unit also conducts cooperation interviews with persons applying for Temporary and/or Medical Assistance in Madison County. In addition, the Madison

County Child Support Coordinator will appear in the Madison County Family Court on petitions filed by the Unit, petitions that may have been filed by a party to the case as well as petitions that have been transferred to Madison County from other counties in New York State. The following is representative of that process for the year 2017:

<u>Referral Received:</u>	349
<u>Petitions Filed:</u>	867
<u>Court Orders Received:</u>	1751
<u>Cooperation Interviews:</u>	392
<u>Court Appearances:</u>	854

The following chart is representative of a three-year span of the above statistics:



Medical Insurance

Madison County remains committed to ensuring Court Orders address the issue of health insurance for children and recognizes the importance of first establishing whether or not private health insurance is available for the child(ren) in question. However, in many cases, private health insurance is not available to or is not affordable for the non-custodial parent, necessitating the utilization of Medicaid. To that end, 81% of the Madison County Child Support Orders have health insurance included.

Genetic Testing

In establishing the paternity of a child or children in Madison County, the Madison County Department of Social Services and/or the Madison County Child Support Unit, contracts with the Laboratory Corporation of America Holdings (Lab Corp), to establish paternity either by a Genetic Testing Order from the Madison County Family Court or an Administrative DNA Order. In the year 2017, Lab Corp. received forty-seven (47) individuals for genetic testing to assist in establishing paternity.



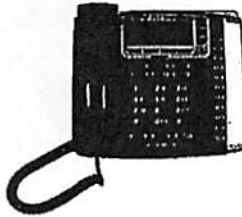
The Madison County Support Collection Unit will continue its goal of improved utilization of all methods available in establishing paternity of subject children, establishing child support orders and enforcing those orders in an effort to increase overall collection for the year 2018.

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 as well as customer service to the public. Each has individual duties as well as shared duties that are rotated daily and include:

- **Switchboard:** 66,562 incoming phone calls were received, logged and forwarded to DSS employees in 2017.



- **Front Desk:** 26,681 individuals were served at the front desk in 2017. 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 or has an appointment with an Examiner. These routing slips are placed in a numbered folder and given to the client. Each client is assigned a number, used in lieu of their name for 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 Service staff uses the Task Management System (TMS) to task appointments and "walk-in" clients to Temporary Assistance, SNAP and HEAP Examiners.
- **Case Filing and Retention:** Case records are filed daily for the financial program Examiners. Inactive/closed case files must be kept according to each program's case retention requirement (six to ten years, depending on the program). Over the summer of 2017, Supportive Service staff identified cases that met the storage time duration and purged 78 boxes containing approximately 2,305 case files from the 611 boxes of records stored and consolidated the remaining records.
- **Common Benefit Identification (CBIC) Cards:** Staff is responsible to order permanent cards and issue temporary cards to clients as ordered by the financial program Examiners. 1,217 vault cards were activated for SNAP and Temporary Assistance and 97 permanent cards were ordered for Medicaid clients in 2017.

- **Mail:** Supportive Service 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:** All case file documentation for the financial programs is imaged into the NYS Imaging Enterprise Document Repository (IEDR) software program by Supportive Service staff.
- **Automated Finger Imaging (AFIS):** Supportive Services staff finger images and photographs Temporary Assistance applicants and forwards the information to an Examiner for the prevention of duplicate benefits.
- **Individual Duties:** include coordination of Fair Hearings (79 Fair Hearings were scheduled in 2017), Child-Teen Health Program information mailings (300 were mailed to clients in 2017), maintaining deceased case file records, AFIS reports, ordering and maintaining local and state forms, voter registration forms (48 voter registration forms for new voters were sent to the Board of Elections in 2017), updating phone rosters, data entry for Temporary Assistance recertification's, maintaining front lobby brochures and pamphlets and office supplies for staff.

Submitted by Leigh Silkowski, Director of Financial Assistance

Expenditure/Revenue Analysis - 2017

	2017 Expenditures	2017 Revenues	Local Share
Gen Adm	\$8,878,716	\$7,283,721	\$1,594,995
Child Care Block Grant	\$569,080	\$727,900	(\$158,820)
Title XX	\$985,278	\$711,659	\$273,619
Medical Asslst	\$1,685	\$1,605	\$80
MMIS	\$10,778,664	\$0	\$10,778,664
TANF/Family Assistance	\$1,802,664	\$1,633,680	\$168,984
Child Welfare	\$2,194,625	\$1,656,546	\$538,078
Juv. Delinq.	\$526,308	\$529,142	(\$2,834)
Safety Net	\$1,209,323	\$611,132	\$598,191
HEAP	\$24,748	\$24,748	\$0
EAA	\$31,051	\$16,042	\$15,009
Burials	\$136,143	\$14,590	\$121,553
Title IV-D	\$0	\$73,863	(\$73,863)
Total	\$27,138,286	\$13,284,630	\$13,853,656

Please note that this financial report is based on Treasurer's Office Financial Reports dated 3/21/18.
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Local Share - Budgeted vs Actual - 2017

	2017 Budget - Local Share	2017 Actual Local Share	Surplus/ (Deficit)
Gen Adm	\$2,710,378	\$1,594,995	\$1,115,383
Child Care Block Grant	(\$149,877)	(\$158,820)	\$8,943
Title XX	\$276,221	\$273,619	\$2,602
Medical Assist	\$0	\$80	(\$80)
MMIS	\$10,900,000	\$10,778,664	\$121,336
TANF/Family Assistance	\$375,198	\$168,984	\$206,214
Child Welfare	\$1,081,368	\$538,078	\$543,290
Juv. Delinq.	\$1,278,743	(\$2,834)	\$1,281,577
Safety Net	\$854,673	\$598,191	\$256,482
HEAP	\$0	(\$0)	\$0
EAA	\$15,290	\$15,009	\$281
Burials	\$174,230	\$121,553	\$52,677
Title IV-D	(\$33,547)	(\$73,863)	\$40,316
Total	\$17,482,677	\$13,853,655	\$3,629,022

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Modified Budgeted Amount vs. Actual Adjusted Gross Amount - 2017

	<u>Budgeted</u>	<u>Actual</u>	<u>Surplus/ (Deficit)</u>
Gen Adm	\$9,689,891	\$8,878,716	\$811,175
Child Care Block Grant	\$590,500	\$569,080	\$21,420
Title XX	\$1,090,732	\$985,278	\$105,454
Medical Assist	\$12,000	\$1,685	\$10,315
MMIS	\$10,900,000	\$10,778,664	\$121,336
TANF/Family Assistance	\$2,521,689	\$1,802,664	\$719,025
Child Welfare	\$2,263,263	\$2,194,625	\$68,638
Juv. Delinq.	\$1,887,609	\$526,308	\$1,361,301
Safety Net	\$1,471,260	\$1,209,323	\$261,937
HEAP	\$25,000	\$24,748	\$252
EAA	\$31,000	\$31,051	(\$51)
Burials	\$192,500	\$136,143	\$56,357
Title IV-D	\$0	\$0	\$0
Total	\$30,675,444	\$27,138,286	\$3,537,158

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2016 Actual Adjusted Gross Amount vs. 2017 Actual Adjusted Gross Amount

	<u>2016 Actual</u>	<u>2017 Actual</u>	<u>Surplus/ (Deficit)</u>
Gen Adm	\$9,019,675	\$8,878,716	(\$140,960)
Child Care Block Grant	\$526,075	\$569,080	\$43,005
Title XX	\$961,498	\$985,278	\$23,780
Medical Assist	\$2,612	\$1,685	(\$926)
MMIS	\$10,788,746	\$10,778,664	(\$10,082)
TANF/Family Assistance	\$2,275,299	\$1,802,664	(\$472,634)
Child Welfare	\$1,983,472	\$2,194,625	\$211,153
Juv. Delinq.	\$1,507,166	\$526,308	(\$980,858)
Safety Net	\$1,279,985	\$1,209,323	(\$70,662)
HEAP	\$21,198	\$24,748	\$3,551
EAA	\$14,560	\$31,051	\$16,492
Burials	\$176,650	\$136,143	(\$40,507)
Title IV-D	<u>\$0</u>	<u>\$0</u>	<u>\$0</u>
Total	\$28,556,934	\$27,138,286	(\$1,418,649)

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**General Administration
2016-2017 Analysis**

	<u>2016</u>		<u>2017</u>		
	<u>Actual Cost</u>		<u>Actual Cost</u>		<u>Increase/(Decrease)</u>
Personnel Services	\$ 5,116,204.53		\$ 5,199,628.17		\$ 83,423.64
Equipment	\$ 97,315.78		\$ 109,506.59		\$ 12,190.81
Operating Costs	\$ 1,223,759.15		\$ 1,288,890.42		\$ 65,131.27
Fringe Benefit	\$ 2,582,395.77		\$ 2,280,690.47		\$ (301,705.30)
Total	\$ 9,019,675.23		\$ 8,878,715.65		\$ (140,959.58)
Recovery Charges	\$ 126.70		\$ -		\$ (126.70)
Social Service Charges	\$ 19,588.52		\$ 19,938.87		\$ 350.35
Prior year - Refunds	\$ 28,560.25		\$ -		\$ (28,560.25)
Unclassified Revenue	\$ 3.25		\$ -		\$ (3.25)
Reimbursement from SCU	\$ 300.00		\$ 150.00		\$ (150.00)
Reimbursement School Coordinator	\$ 8,036.49		\$ 8,235.97		\$ 199.48
Reimbursement Landfill Work Crew Leader	\$ 22,797.51		\$ 16,250.69		\$ (6,546.82)
IR DSS/MDT OVS grant	\$ -		\$ 15,826.53		\$ 15,826.53
State Share - Social Services Adm	\$ 2,207,137.00		\$ 2,351,705.00		\$ 144,568.00
State Share O&M Interest Expense	\$ 61,822.00		\$ 65,694.00		\$ 3,872.00
State Aid - SNAP Adm	\$ 3,149.00		\$ 1,354.00		\$ (1,795.00)
State Aid - SNAP Adm O&M Interest Expense	\$ 106.00		\$ 45.00		\$ (61.00)
State Aid - Prior Year Adjustment	\$ 143,752.00		\$ 185,624.00		\$ 41,872.00
Federal Aid - Social Services Adm	\$ 2,125,196.00		\$ 2,157,242.00		\$ 32,046.00
Federal Aid O&M Interest Expense	\$ 98,363.00		\$ 77,463.00		\$ (20,900.00)
Federal Aid - Prior Year	\$ 459,324.00		\$ 335,320.00		\$ (124,004.00)
Federal Aid - SNAP Adm	\$ 618,732.00		\$ 573,371.00		\$ (45,361.00)
Federal Aid - SNAP Adm O&M Interest Expense	\$ 38,575.00		\$ 135,167.00		\$ 96,592.00
Federal Aid - FFFS Adm	\$ 1,322,007.00		\$ 1,306,590.00		\$ (15,417.00)
Federal Aid - FFFS Adm O&M Interest Expense	\$ 29,141.00		\$ 33,744.00		\$ 4,603.00
Total	\$ 7,186,716.72		\$ 7,283,721.06		\$ 97,004.34
Local Share	\$ 1,832,958.51		\$ 1,594,994.59		\$ (237,963.92)

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**Child Care Block Grant
2016-2017 Analysis**

	2016		2017		Increase/(Decrease)
Child Care Block Grant					
Child Care Block Grant - 100%	\$ 486,246.35		\$ 520,687.88		\$ 34,441.53
Child Care Block Grant - 75%	\$ 39,829.06		\$ 48,392.18		\$ 8,563.12
Total	\$ 526,075.41		\$ 569,080.06		\$ 43,004.65
Refunds - Day Care	\$ 85.00		\$ 717.00		\$ 632.00
State Share - Adm	\$ 179,437.00		\$ 170,915.00		\$ (8,522.00)
State Share - Program - 100%	\$ 485,735.00		\$ 519,973.00		\$ 34,238.00
State Share - Program - 75%	\$ 25,508.00		\$ 36,295.00		\$ 10,787.00
Total	\$ 690,765.00		\$ 727,900.00		\$ 37,135.00
Local share	\$ (164,689.59)		\$ (158,819.94)		\$ 5,869.65

	2016		2017			
	# of Children/Month	Avg Cost/Chld Per Month	# of Children/Month	Avg Cost/Chld Per Month	Inc/(Dec) # of Children	Inc/(Dec) In Cost/Chld Per Month
IN HOME DAY CARE REL FT	17	\$224.31	9	\$271.06	-9	\$46.75
IN HOME DAY CARE REL PT	0	\$295.00	1	\$185.13	0	-\$109.88
IN HOME DC NON-REL FT	8	\$352.74	15	\$333.64	7	-\$19.10
IN HOME DC NON-REL PT	0	\$0.00	3	\$237.95	3	\$237.95
FAMILY DAY CARE FT	21	\$377.84	16	\$429.38	-5	\$51.54
FAMILY DAY CARE PT	0	\$285.00	4	\$301.18	4	\$16.18
DAY CARE CENTER FT	39	\$473.28	32	\$553.90	-7	\$80.62
DAY CARE CENTER PT	2	\$0.00	9	\$299.52	7	\$299.52
GROUP FAMILY DC FT	8	\$358.89	11	\$383.32	3	\$24.43
GROUP FAMILY DC PT	0	\$0.00	1	\$323.13	1	\$323.13
LEGALLY-EXEMPT DC RELATIVE FT	7	\$148.85	4	\$164.70	-3	\$15.85
LEGALLY-EXEMPT DC RELATIVE PT	0	\$0.00	2	\$122.30		\$122.30
INFORMAL DC NON-REL FT	12	\$259.16	8	\$261.19	-4	\$2.03
INFORMAL DC NON-REL PT	0	\$0.00	2	\$222.67	2	\$222.67
SCHOOL AGE DAY CARE	3	\$301.88	4	\$309.45	1	\$7.57
LEGALLY OPERATING CENTER BASED DCFT	0	\$48.00	0	\$0.00	0	-\$48.00
LEGALLY OPERATING CENTER BASED DCPT	0	\$0.00	0	\$0.00	0	\$0.00
TOTAL	118	\$348.87	121	\$381.99	3	\$33.12

Source - Schedule G-2

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Title XX
2016-2017 Analysis

	<u>2016</u>		<u>2017</u>		<u>Surplus/(Deficit)</u>
Title XX - POS	\$ 271,697.37		\$ 291,792.28		\$ 20,094.91
Domestic Violence	\$ 174,523.00		\$ 174,522.96		\$ (0.04)
Family Unification Project	\$ 428,741.34		\$ 406,718.05		\$ (22,023.29)
STSJP	\$ 55,338.87		\$ 112,244.46		\$ 56,905.59
DCJS	\$ 31,196.98		\$ -		\$ (31,196.98)
Total	\$ 961,497.56		\$ 985,277.75		\$ 23,780.19
Refunds - Purchase of Service	\$ 98.70		\$ 89.33		\$ (9.37)
State Aid - Purchase of Service	\$ 372,984.00		\$ 374,259.00		\$ 1,275.00
State Aid - NonRes Domestic Violence	\$ 44,295.00		\$ 43,285.00		\$ (1,010.00)
State Aid - STSJP	\$ 31,495.99		\$ 69,540.73		\$ 38,044.74
State Aid - DCJS	\$ 28,615.98		\$ -		\$ (28,615.98)
Federal Aid - Purchase of Services	\$ 209,344.00		\$ 224,485.00		\$ 15,141.00
Total	\$ 686,833.67		\$ 711,659.06		\$ 24,825.39
Local Share	\$ 274,663.89		\$ 273,618.69		\$ (1,045.20)

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MA-MMIS
2016-2017 Analysis

	2016		2017		Increase/(Decrease)
Medical Assistance	\$ 2,611.67		\$ 1,685.24		\$ (926.43)
MMIS	\$ 10,788,746.00		\$ 10,778,664.00		\$ (10,082.00)
Total	\$ 10,791,357.67		\$ 10,780,349.24		\$ (11,008.43)
Refunds - Medical Assistance	\$ 117,834.57		\$ 125,555.38		\$ 7,720.81
State Aid - Medical Assistance	\$ (59,282.00)		\$ (64,117.00)		\$ (4,835.00)
Federal Aid - Medical Assistance	\$ (55,988.00)		\$ (59,833.00)		\$ (3,845.00)
Total	\$ 2,564.57		\$ 1,605.38		\$ (959.19)
Local Share	\$ 10,788,793.10		\$ 10,778,743.86		\$ (10,049.24)

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	2016 Actual		2017 Actual		Increase/(Decrease)
HOSPITALS (IN&OUTPATIENT)	\$ 7,212,689.71		\$ 5,414,403.59		\$ (1,798,286.12)
SNF(SNF & ICF)	\$ 15,101,005.84		\$ 14,914,456.21		\$ (186,549.63)
CLINICS	\$ 2,736,602.99		\$ 1,922,440.60		\$ (814,162.39)
HOSPICE SERVICES	\$ 6,515.80		\$ 78,227.14		\$ 71,711.34
PHYSICIANS	\$ 759,066.43		\$ 731,098.70		\$ (27,967.73)
DENTAL	\$ 145,167.89		\$ 127,308.97		\$ (17,858.92)
OTHER PRACTITIONERS	\$ 1,436,964.49		\$ 1,304,585.44		\$ (132,379.05)
CHILD IN MED PER DIEM	\$ 437,721.25		\$ 266,051.93		\$ (171,669.32)
PERSONAL CARE	\$ 560,346.26		\$ 683,731.43		\$ 123,385.17
HOME HEALTH AID	\$ 130,854.48		\$ 134,974.90		\$ 4,120.42
HOME NURSING	\$ 5,213.11		\$ 3,426.52		\$ (1,786.59)
ASSISTED LIVING PROG	\$ 139,125.55		\$ 109,761.03		\$ (29,364.52)
WAIVED SERVICES	\$ 26,243,508.41		\$ 25,161,594.90		\$ (1,081,913.51)
REHAB SERVICES	\$ -		\$ -		\$ -
THERAPIST	\$ 2,643.33		\$ 4,917.53		\$ 2,274.20
REHAB OPTION SVCS	\$ 2,283,951.53		\$ 2,255,262.48		\$ (28,689.05)
DRUGS	\$ 1,760,903.76		\$ 1,981,043.53		\$ 220,139.77
SICK ROOM SUPPLIES	\$ 123,876.17		\$ 127,449.31		\$ 3,573.14
EYEGLASSES	\$ 10,396.38		\$ 10,586.30		\$ 189.92
DME AND APPLIANCES	\$ 122,351.30		\$ 103,753.73		\$ (18,597.57)
HMO SERVICES	\$ 46,183,322.53		\$ 49,643,629.66		\$ 3,460,307.13
LTC-MANAGED CARE(NEW CAT)	\$ 3,299,972.46		\$ 7,966,560.39		\$ 4,666,587.93
CASE MANAGEMENT	\$ 2,254,393.24		\$ 2,515,593.03		\$ 261,199.79
PRE-PAID M H PLAN	\$ -		\$ -		\$ -
HIPP PAYEES	\$ 153,723.13		\$ 206,159.84		\$ 52,436.71
TRANSPORTATION	\$ 2,772,337.90		\$ 3,241,908.74		\$ 469,570.84
LAB & X-RAY	\$ 147,450.19		\$ 147,542.89		\$ 92.70
OTHER	\$ 6,352.32		\$ 817,664.84		\$ 811,312.52
TOTAL	\$ 114,036,456.45		\$ 119,874,133.63		\$ 5,837,677.18

Medicaid Expenditures based on MARS MR-0-54 Report

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2016-2017 Analysis

	2016		2017		Increase/(Decrease)
Family Assistance	\$ 1,119,362.61		\$ 1,066,321.24		\$ (53,041.37)
EAFFoster Care	\$ 379,514.30		\$ 335,506.04		\$ (44,008.26)
EAFFServices	\$ 122,977.18		\$ 103,927.83		\$ (19,049.35)
Emergency Aid to Families	\$ 55,005.57		\$ 54,850.47		\$ (155.10)
Preventive Nonsecure Detention	\$ -		\$ -		\$ -
EAFFJD/PINS	\$ 598,438.93		\$ 242,058.67		\$ (356,380.26)
Total	\$ 2,275,298.59		\$ 1,802,664.25		\$ (472,634.34)
Repayment of Family Assistance	\$ 95,914.31		\$ 139,624.94		\$ 43,710.63
Refunds - EAF	\$ 5,178.93		\$ 3,335.13		\$ (1,843.80)
Refunds - EAF-Foster Care	\$ 10,218.37		\$ 2,903.35		\$ (7,315.02)
Refunds - EAFJD/PINS	\$ 1,666.32		\$ 396.00		\$ (1,270.32)
Refunds - EAF Services	\$ 0.21		\$ 62.06		\$ 61.85
State Aid - TANF	\$ 42,275.00		\$ 28,495.00		\$ (13,780.00)
Federal Aid - TANF	\$ 1,165,529.00		\$ 1,106,860.00		\$ (58,669.00)
Federal Aid - FFFS	\$ 633,692.00		\$ 352,004.00		\$ (281,688.00)
Total	\$ 1,954,474.14		\$ 1,633,680.48		\$ (320,793.66)
Local Share	\$ 320,824.45		\$ 168,983.77		\$ (151,840.68)

Family Assistance

Emergency Aid to Families

	2016	2017		2016	2017
	Number of Cases			Number of Cases	
January	156	144		5	6
February	154	142		2	5
March	153	145		1	5
April	158	147		5	4
May	157	152		7	11
June	161	154		5	7
July	156	154		7	7
August	151	156		12	7
September	157	156		8	7
October	158	154		15	7
November	147	160		9	8
December	147	161		4	0
Avg Number of Cases	155	152		7	6
Avg Cost per Case	\$600.00	\$582.00		\$799.00	\$670.00

EAF-FC - # of Children/Month

EAF-JD/PINS - # of Children/Month

	2016	2017		2016	2017	
	FOSTER HOME/INST	FOSTER HOME/INST	INCREASE/(DECREASE)	FOSTER CARE /INST	FOSTER CARE /INST	INCREASE/(DECREASE)
January	14	9	-5	1	4	3
February	13	9	-4	3	3	0
March	11	10	-1	3	3	0
April	15	10	-5	4	3	-1
May	12	11	-1	4	3	-1
June	13	11	-2	4	3	-1
July	11	13	2	3	0	-3
August	9	14	5	3	0	-3
September	10	13	3	4	0	-4
October	10	10	0	4	0	-4
November	11	6	-5	4	0	-4
December	9	7	-2	4	0	-4
Avg Number of Children	12	12	-1	3	2	-2
Avg Cost per Day	\$93.96	\$95.46	\$1.50	\$446.76	\$485.22	\$38.46

*Information based on Foster Care Cost Per Day Spreadsheet

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**Foster Care
2016-2017 Analysis**

	2016		2017		Increase/(Decrease)
Foster Care Expense	\$ 1,970,843.73		\$ 2,187,001.86		\$ 216,158.13
Child Care Independent Living	\$ 12,627.87		\$ 7,622.82		\$ (5,005.05)
Total	\$ 1,983,471.60		\$ 2,194,624.68		\$ 211,153.08
Refund Foster Care	\$ 71,045.92		\$ 102,751.14		\$ 31,705.22
Refunds Child care Independent Living	\$ 267.56		\$ 563.10		\$ 295.54
State Aid - Foster Care	\$ 936,463.00		\$ 1,273,036.00		\$ 336,573.00
Federal Aid - Foster Care	\$ 309,775.00		\$ 280,196.00		\$ (29,579.00)
Total	\$ 1,317,551.48		\$ 1,656,546.24		\$ 338,994.76
Local Share	\$ 665,920.12		\$ 538,078.44		\$ (127,841.68)

**FOSTER CARE
Number of Children Per Month**

	2016		2017		Increase/(Decrease)
	FOSTER HOMES/ADOPT/INST		FOSTER HOMES/ADOPT/INST		
January	112		111		-1
February	109		113		4
March	113		115		2
April	113		114		1
May	114		111		-3
June	115		113		-2
July	110		112		2
August	109		106		-3
September	111		110		-1
October	111		112		1
November	111		116		5
December	110		117		7
Avg Number of Children	112		113		1
Avg Cost per Day	\$47.18		\$51.66		\$4.48

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**JD-PINS
2016-2017 Analysis**

	2016		2017		Increase/(Decrease)
Juvenile Delinquent	\$ 1,499,560.16		\$ 524,955.20		\$ (974,604.96)
Juvenile Delinquent - Independent Living	\$ 7,606.16		\$ 1,353.28		\$ (6,252.88)
Total	\$ 1,507,166.32		\$ 526,308.48		\$ (980,857.84)
Repayments Juvenile Delinquents	\$ 14,070.00		\$ 13,714.80		\$ (355.20)
Repayments Juvenile Delinquents - Ind Lvg	\$ -		\$ -		\$ -
State Aid - Juvenile Delinquents	\$ 778,235.41		\$ 515,427.40		\$ (262,808.01)
Total	\$ 792,305.41		\$ 529,142.20		\$ (263,163.21)
Local Share	\$ 714,860.91		\$ (2,833.72)		\$ (717,694.63)

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

	2016		2017		INCREASE/(DECREASE)
	FOSTER HOMES/INST/NSD		FOSTER HOMES/INST/NSD		
January	9		5		-4
February	10		6		-4
March	9		7		-2
April	11		4		-7
May	14		6		-8
June	12		4		-8
July	10		4		-6
August	8		4		-4
September	8		4		-4
October	7		2		-5
November	8		3		-5
December	7		4		-3
Avg Number of Children	9		5		-4
Avg Cost per Day	\$465.42		\$514.55		\$49.13

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**Safety Net/Burials
2016-2017 Analysis**

	2016		2017		Increase/(Decrease)
Safety Net	\$ 1,279,985.07		\$ 1,209,323.40		\$ (70,661.67)
Burials	\$ 176,649.95		\$ 136,142.93		\$ (40,507.02)
Total	\$ 1,456,635.02		\$ 1,345,466.33		\$ (111,168.69)
Refunds - Safety Net	\$ 159,561.50		\$ 265,032.93		\$ 105,471.43
Refund - Burials	\$ 2,570.69		\$ 496.28		\$ (2,074.41)
State Aid - Safety Net	\$ 313,840.00		\$ 257,801.00		\$ (56,039.00)
State Aid - Burials	\$ 21,394.00		\$ 14,094.00		\$ (7,300.00)
Federal Aid - Safety Net	\$ 64,649.00		\$ 88,298.00		\$ 23,649.00
Total	\$ 562,015.19		\$ 625,722.21		\$ 63,707.02
Local Share	\$ 894,619.83		\$ 719,744.12		\$ (174,875.71)

Safety Net

Burials

	2016	2017		2016	2017
	Number of Cases			Number of Cases	
January	187	193		4	6
February	186	182		0	1
March	194	189		13	6
April	184	178		8	4
May	184	178		8	7
June	183	175		6	5
July	187	176		3	7
August	191	167		6	2
September	188	161		0	6
October	176	153		6	8
November	179	156		0	7
December	191	151		12	1
Avg Number of Cases	186	172		6	5
Avg Cost per Case	\$561.00	\$598.00		\$2,674.24	\$2,911.51

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*Cash Basis

HEAP
2016-2017 Analysis

	2016		2017		Increase/(Decrease)
HEAP -PA	\$ 35.00		\$ 84.00		\$ 49.00
HEAP - NPA	\$ 21,162.55		\$ 24,664.30		\$ 3,501.75
HEAP -Emergency	\$ -		\$ -		\$ -
Total	\$ 21,197.55		\$ 24,748.30		\$ 3,550.75
Refunds - HEAP	\$ 94,791.02		\$ 69,544.97		\$ (25,246.05)
Federal Aid - HEAP	\$ (73,593.00)		\$ (44,797.00)		\$ 28,796.00
Total	\$ 21,198.02		\$ 24,747.97		\$ 3,549.95
Local Share	\$ (0.47)		\$ 0.33		\$ 0.80

OSC-HEAP Payments

	2016	2017	Increase/(Decrease)
January	\$ 237,440.26	\$ 233,389.03	\$ (4,051.23)
February	\$ 305,450.93	\$ 295,239.55	\$ (10,211.38)
March	\$ 291,910.94	\$ 307,256.46	\$ 15,345.52
April	\$ 98,990.55	\$ 89,984.74	\$ (9,005.81)
May	\$ 4,625.00	\$ 3,649.03	\$ (975.97)
June	\$ 4,427.84	\$ 11,688.74	\$ 7,260.90
July	\$ 8,120.96	\$ 10,570.98	\$ 2,450.02
August	\$ 5,696.45	\$ 2,014.10	\$ (3,682.35)
September	\$ 1,733.60	\$ 5,081.76	\$ 3,348.16
October	\$ 2,882.01	\$ 3,738.09	\$ 856.08
November	\$ 686,416.83	\$ 1,130,394.86	\$ 443,978.03
December	\$ 628,466.10	\$ 227,905.66	\$ (400,560.44)
Total	\$ 2,276,161.47	\$ 2,320,913.00	\$ 44,751.53

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**Emergency Aid to Adults
2016 - 2017 Analysis**

	<u>2016</u>		<u>2017</u>		<u>Increase/(Decrease)</u>
Emergency Aid to Adults	\$ 14,559.51		\$ 31,051.07		\$ 16,491.56
Total	\$ 14,559.51		\$ 31,051.07		\$ 16,491.56
Refunds - Emergency Aid to Adults	\$ -		\$ 185.06		\$ 185.06
State Aid - Emergency Aid to Adults	\$ 7,578.00		\$ 15,857.00		\$ 8,279.00
Total	\$ 7,578.00		\$ 16,042.06		\$ 8,464.06
Local Share	\$ 6,981.51		\$ 15,009.01		\$ 8,027.50

	<u>2016*</u>		<u>2017*</u>		<u>Increase/(Decrease)</u>
January	1		12		11
February	1		2		1
March	1		6		5
April	2		6		4
May	2		2		0
June	4		3		(1)
July	1		5		4
August	2		2		0
September	2		2		0
October	2		5		3
November	5		3		(2)
December	1		7		6
Avg Number of Cases	2		5		3
Avg Cost per Case	\$370.14		\$570.67		\$200.53

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*Cost per case is based on cash basis.

**Youth Bureau
Expenditure/Revenue Analysis - 2017**

		2017 Expenditures		2017 Revenues		Local Share
Youth Programs Administration		\$182,307		\$33,767		\$148,540
Youth Program Agencies		\$89,000		\$74,000		\$15,000
Total		\$271,307		\$107,767		\$163,540

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**Incentives
2016-2017 Analysis**

	<u>2016</u>		<u>2017</u>		<u>Increase/(Decrease)</u>
Child Support Collection Incentive	\$ (65,544.62)		\$ (73,863.22)		\$ 8,318.60
Total	\$ (65,544.62)		\$ (73,863.22)		\$ 8,318.60

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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 2017

Estates - PNA	\$ 4,622
Accident Liens	\$ 611
Medicaid Liens	\$ 24,883
Burials	\$ -0-
Excess Resources	\$ -0-
Estates	<u>\$ 28,348</u>
Total	<u>\$ 58,463</u>



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 2017 Day Care costs.

121	\$381.99	\$569,080.00
Average number of children served per month	Average cost per child per month	Total expenditure for the year

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