

Madison County
Department of Social Services

2011
Annual Report

Michael A. Fitzgerald
Commissioner



Madison County
Department of Social Services

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March 26, 2012

John Becker, Chairman
Madison County Board of Supervisors

John Salka, Chairman
Social & Mental Health Services Committee

Mark Scimone, Administrative Assistant to the Chairman of the Board
Madison County

Dear Gentlemen:

It is my honor to present the 2011 Madison County Department of Social Services Annual Report. It is once again an opportunity for the department to highlight our successes in the past year, to chart what we have done in the community, and to set our sights for the next year.

Challenges for the citizens of this county continued. The economic decline continued to have our least-resourced citizens seeking the help they need to survive. However, there were many good stories to report this past year – many of which are highlighted in this, our Annual Report.

The economic struggles most clearly played out in the number of families seeking food stamps this past year. We closed out 2011 with nearly 4,200 families receiving food stamps – an increase of 200 families from the previous year! We should also point out that this program puts \$12 million into our local economy annually through the food purchases at local retailers, including two of the county's local farmers markets and the local farm product purchasing program, Madison Bounty. However, New York has continued to promote this program all the while they have not contributed any funding to either the benefits themselves (federal funding) or to the administrative work (federal and local funding) it takes to deliver the services to the increased number of residents getting food stamps.

An area that continues to cause great economic troubles for counties is Medicaid. New York continues to be in the minority of states that have their political subdivisions pay a portion of this expense. In New York, we have the dubious honor of having the most expensive program in the country. This has led to more and more resources being used to pay for Medicaid, leaving less available to counties to offer services for residents.

This was partially offset in 2006 with the passage of the Medicaid cap legislation, but even in Madison County, the Medicaid share eats up over a third of the tax levy of property taxes. We face the daunting challenge of the loss of Federal Medicaid Assistance Payments (FMAP), which



has afforded the county to reduce actual expenditures in the last several years compared to budgeted costs. Compounding the negative effects Medicaid has on the County budget was the State Legislature enacting a property tax cap in 2011. When the mandated cost for this single program exceeds the statutory tax cap, there is not much room to do anything else.

It is time for the Legislature and the Governor to relieve the counties of the fiscal burden of Medicaid, along with the other four “mandated” programs in DSS, and finally pass real relief. From the time the Medicaid program was implemented through various Governors and other leadership, there has been a will to take the financing of the Medicaid program and place it squarely where it belongs – with those who determine what services are paid for, how much those services will be paid, and what populations are eligible – the State.

Finally, in regards to Medicaid, the State had last year offered a plan to administratively take over from the local counties the role of determining Medicaid. As part of that rollout, 11 upstate districts had a portion of their work redirected to an enrollment center operated by a private contractor of the State Health Department. We are hearing horror stories from those counties about how documentation is lost, communication to the residents is nonexistent, and decisions are being made that have the potential to harm our citizens. The State Health Department is still promoting an administrative takeover for “some of the work” from local counties. Before they do, it is imperative that they develop those plans with the input of local districts and ensure that our clients are not harmed.

One area that always causes great concern for the department is the increasing number of children reported to the State Central Registry (SCR) alleged to be neglected, maltreated, or abused. In 2011, Madison County saw another year of high Child Protective Service (CPS) reports (1,492) – a slight decrease of 8 reports from 2010. With the implementation of the Family Assessment Response (FAR) in 2011 as an alternative to a traditional CPS investigation, we are hoping to see a slight decrease in the number of families who are having further intervention with the department after the FAR intervention.

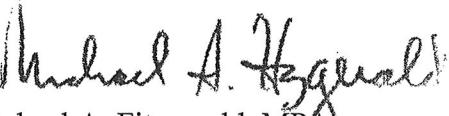
Persons in Need of Supervision (PINS) Diversion continues to work with families, schools and other service providers to ensure that children who are truant or incorrigible get the services they need to keep them out of Family Court. For the hundreds of kids referred, there can be no greater outcome for these families than for their children to remain at home working on the problems that have been identified to ensure lasting stability and success. Once a child is placed outside of his/her community, which was often the only response from Family Court, the opportunity for the family, together with the schools and service providers, to address their needs was lost forever. The costs to the child, the family and the community were not only dollars and cents (with many of these placements exceeding \$100,000 annually), but also human lives lost. We were fortunate this year to successfully negotiate a long-term contract with our service provider of intensive home-based PINS Diversion services, gaining some savings, but more importantly, ensuring the stability of families.

Other updates from DSS that you either have heard about throughout the year or will read in further detail in this report include:

- The Child Support Collection and Enforcement Unit had another successful year. They increased the amount of collections, despite a struggling economy, and were recognized for having the second-highest support establishment percentage in New York for last year;
- As the year came to a conclusion, we saw the first major public transit bus route change since the service began. The new routes are designed to meet the social and medical needs of many residents who utilize the services through the Department of Social Services and we are hopeful that the new stops and times will help deliver people to the places they need to get to at a greatly reduced cost to them and the county;
- Despite another historic low number of foster care placements, the cost of care for our most troubled youth is staggering and has increased the costs of the program. There were several national stories about the quality of New York State care that we are paying for in addition to maintaining facilities at less than half capacity (or some kept empty). Several counties and New York City have sued the State over their rate-setting methodology and child welfare financing faces enormous challenges in the coming year. Most of the funding that pays for foster care, preventive services and protective services will be subject to reauthorization this year. The fiscal challenges will be enormous, but the cost of keeping children safe should not be a county cost alone. New York State needs to return to the promise of keeping our children safe by providing the protective and preventive funding it has statutorily promised and begin funding new initiatives created by them in a logical and cost-neutral manner. The federal government needs to fund the cost of foster care outside of the poverty programs it is currently tied to.

It is always with distinct honor that I write to you annually to highlight the accomplishments of the Department. Throughout the remainder of this report, you will find additional information about the services and programs provided by DSS. It is my hope that this report is read and that it helps begin a dialogue about how to address the problems facing our community today, including poverty, homelessness, child abuse, and other social concerns. The Department looks forward to a challenging year ahead and stands committed to meeting the needs of our county.

Sincerely,



A handwritten signature in black ink, appearing to read "Michael A. Fitzgerald".

Michael A. Fitzgerald, MPA
Commissioner

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PERSONNEL/ADMINISTRATION

At the end of 2011, there were 124 fulltime, one part-time, and three seasonal positions within the Department of Social Services, plus six Sheriff's Deputies (one Lieutenant, one Sergeant, three Investigators, and one Deputy), 3 Mental Health Department staff, and 1.5 Information Technology staff provided through contracts with the various county departments. The Sheriff's Office provides fraud investigations and building security, the Mental Health Department provides mental health treatment for children and their families who are at risk of foster care or are in foster care, and the IT Department supports the computer systems within DSS.

In 2011, a total of eight employees left the Department of Social Services, compared to eight the previous year. Four employees retired and four staff members resigned. Of the four that resigned, two transferred to other county departments.

The vacancies that resulted from persons leaving the department occurred at many levels. Of the four retirees, one was a Director of Medical Assistance, one was a Caseworker, and two were Office Assistant IIs. The other vacancies included one Caseworker, one Office Assistant II, one Office Assistant I, and one part-time Transportation Aide.

P	There were a total of five promotions and one voluntary demotion within the Department during 2011, compared to eight promotions the previous year. Promotions included one Director of Child Support Enforcement/Financial Aid to Deputy Commissioner for Financial Aid (DeGroat), one Welfare Employment Representative to Director of Temporary Assistance/Financial Aid (Heintz), one Office Assistant II to Social Welfare Examiner (Reeder), and two Office Assistant I's to Office Assistant II's (Perkins and Jacobs).
R	
●	
m	
●	Three positions were abolished during 2011 – one Caseworker position and two part-time Transportation Aides in Children's Services.
T	
i	The Director of Medical Assistance remains unfilled pending state assumption of significant Medicaid duties.
●	The duties were absorbed by the Director of Child Support Enforcement/Financial Aid until such time as a state takeover plan is implemented.
n	
s	

Twenty-seven employees of the department qualified for the attendance bonus in 2011, compared to 30 in 2010, in accordance with bargaining unit agreements. To be eligible for this, employees must be on full pay status for the entire previous year and not incur more than three days of sick leave in that 12-month period. Fourteen employees qualified for the incentive by using no sick leave during the year (Bright, Coye, Curtis, Grabow, B. Hembach, Kent, LaGasse, Lagoy, Loveless, C. Palmer, S. Palmer, Proctor, Reeder, Smith).

Ten new employees were hired in 2011. Positions hired were two Social Welfare Examiners (Bailey and Mills), one Work Program Crew Leader (Holdridge), three Office Assistant II's (Black, Holbert, and Salisbury), one Office Assistant I (Fowler), and three Energy Resource Aides (Myers, Saunders, and Snow).



The department ended the year with four fewer employees than in 2010 despite facing large increase in all program areas throughout 2011. The staff at DSS and our community partners went above and beyond to ensure the neediest of our community received the services and programs that kept families meeting their basic needs.

Submitted by Michael A. Fitzgerald, Commissioner

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 through the Internet, or through a televised "teleconference." 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 Albany or Rochester. Other contracted providers include Brookdale Center on Aging, SUNY Albany, SUNY Potsdam and SUC at Buffalo.

In 2011, the department experienced five promotions and seven new hires, along with the three Energy Resource Aides that are hired for the six-month HEAP season. 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.

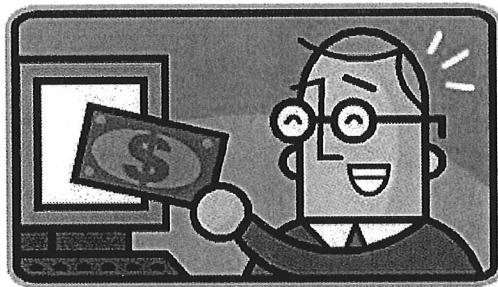
<u>Training</u>	
State training attendance	1,285 attendees
Local training attendance	1,115 attendees
Total training attendance	2,400 attendees
State training hours	3,290 hours
Local training hours	3,145 hours
Total training hours	6,435 hours
State training costs*	\$5,383.00
Local training costs	\$8,413.43
Total training costs	\$13,796.43

**Official total unavailable at publishing*

The largest training investment is that of the Children's Services Caseworker. The "common core" training was newly designed in 2009. The core training team includes one or two supervisors and the Confidential Secretary, along with the common core trainer. Between the initial pre-core meeting and the ending post-core meeting with the trainer, there are 14 weeks of in-house, classroom, and computer-based training. Although we have experienced little turnover in Children's Services Caseworker staff, the new training program seems to be working well.

In an effort to train economically and efficiently, more computer-based training is being offered and utilized. "Webinars" have become more frequent. With this method, 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 personal computer.



State-sponsored "iLinc" classes are frequently attended by staff. Employees must be registered in the Statewide Training Automated Registration System (STARS) to participate. These training sessions are set at designated times and are accessed through the trainee's computer. These are interactive classes, using headphones, and include participants from all over New York State.

Employees must also be registered in STARS to participate in the "TrainingSpace" classes. These are also accessed on the staff member's computer, but are view only and can be done at the trainee's convenience.

Teleconferences are offered at various times throughout the year with no pre-registration required. These sessions, viewed as a group, are broadcast via satellite on designated dates and times. Participants' questions are faxed to the trainers and are answered during the broadcast.

Staff still continues to travel to training, but with the availability of computer-based training, travel time and expenses are decreased. There are no charges for the computer-based approaches, which leaves more money to cover travel expenses for the offsite travel and training.

Also included in staff development duties is new worker orientation. The orientation is spread out among the Confidential Secretary, the Director of Administrative Services, and the director and supervisor overseeing the new employee. The new employee will initially meet with the Confidential Secretary who will review personnel and agency information, including the new staff member's appointment and probationary period, building access policy, agency-specific policies, needed contact information, training and county orientation schedule, and the importance of maintaining confidentiality. The new worker will then meet with the Director of Administrative Services to complete necessary payroll and related paperwork. Finally, the worker's supervisor and director will review all other policies and procedures related to the employee's position and initiate the new employee's internal training.

We continue to look for and avail ourselves of cost-effective training opportunities. "It's all to do with the training: you can do a lot if you're properly trained."*

*Elizabeth II

TEMPORARY ASSISTANCE

Application for Assistance

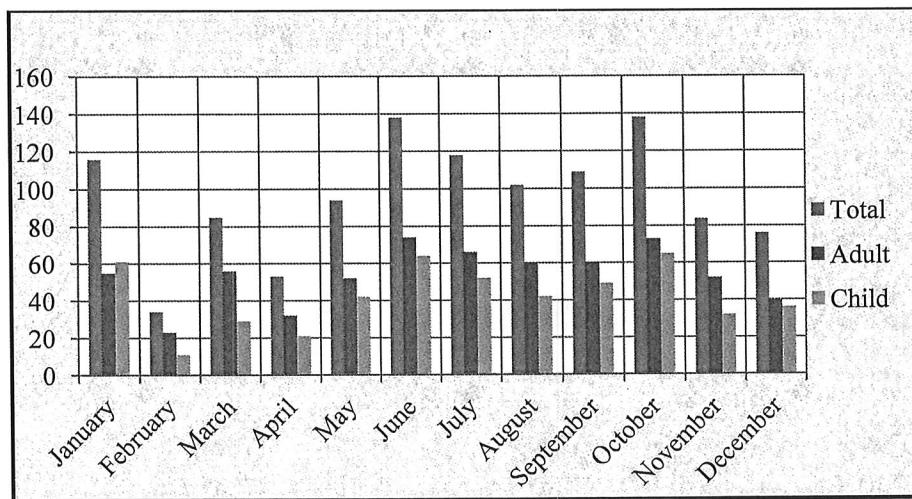
When individuals arrive at the department requesting temporary assistance (emergency or ongoing assistance with their shelter, heat, utilities), they are required to complete an application summary sheet. The answers derived from the sheet direct the agency in determining what assistance the applicant requires.

The following information has been gathered from the 1,997 application sheets, which provides a snapshot of the needs as a result of the interviews in 2011:

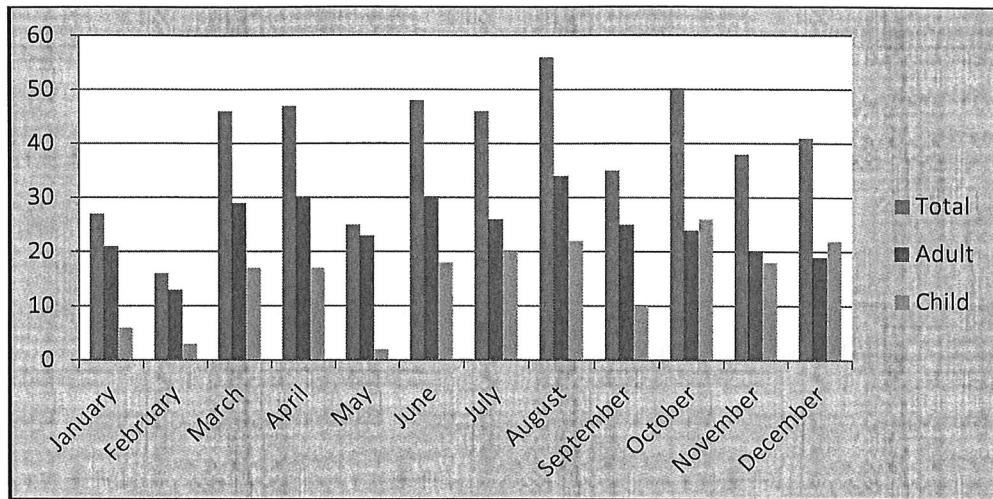
<u>Individuals</u>	<u>Assistance Sought</u>
4,390 (2,525 adults, 1,865 children).....	individuals represented by the 1,997 sheets
779.....	homeless or have a pending eviction
505	utility disconnection*
130.....	out of fuel*

*does not reflect *active* TA or FS households with utility disconnection or no fuel

Individuals Pending Eviction 2011



Individuals Homeless in 2011



Caseloads

Four Social Welfare Examiners determine eligibility for emergency assistance and also maintain responsibility to oversee a caseload of ongoing temporary assistance individuals. The responsibilities include determining the continued financial eligibility of each case through reviewing, evaluating, and interviewing recipients; recording and retrieving information from electronic data systems; conducting required contacts (telephone or written correspondence) with public utilities, fuel vendors, landlords and employers in conjunction with the recipient's situation; receiving correspondence by mail and/or telephone or personal contact with applicant/recipient; and referring individual cases for full field investigation where presumption of fraud is indicated.

Facts at a Glance

Temporary Assistance

Four Social Welfare Examiners

	<u>Yearly</u>	<u>Monthly Average</u>	<u>Average per Examiner</u>
Phone calls	10,442	870	218
Walk-ins*	3,717	310	77
Caseloads	4,107	342	86

*Individuals coming into the office to see Examiner.

During 2011, **1,381** families received housing assistance from Community Action Program and **424** families received transportation assistance.

Homelessness

The CAP homelessness contract goal is to provide a comprehensive supportive service designed to stabilize households by helping them to help themselves in avoiding homelessness and facilitating the transition from homelessness to permanent housing. The services focus on assisting households' transition from reliance on outside interventions and moving toward housing stability and economic self-reliance.

Transportation

The CAP transportation contract goal is to provide a transportation service program (gasoline cards, vehicle repairs or payments, insurance, registration, or the acquisition of a vehicle) to low-income families of Madison County to facilitate their ability to maintain or obtain employment, which results in self-sufficiency.

Fair Hearings

Applicants and/or recipients of assistance benefits or services may request a fair hearing. A fair hearing may be requested on a denial, discontinuance, or reduction of benefits or services, on matters of state policy, employability status, and method of payment of benefits or failure of DSS to act on an application or request. Hearings may be requested by mail or telephone and are generally scheduled at DSS within a month of the request.

If a recipient receives a notice informing him that his money or other help will be stopped or reduced and he asks for a fair hearing before the effective date on his notice, his money or other help will, in most instances, stay the same (defined as "aid to continue") until the fair hearing decision is made; however, if he receives "aid to continue" and he loses the fair hearing (DSS action was correct), he will have to pay back any temporary assistance, food stamp benefits, medical assistance, and/or child care benefits he received as "aid to continue" while waiting for the fair hearing decision.

A New York State Administrative Law Judge presides over the hearing with any and/or all of the following in attendance – client, friend, relative, attorney, and department representatives. The hearing allows each party to present evidence to justify the actions or inactions as applicable. DSS representatives, the client, and any witnesses present are subject to questioning in order to clarify the issue surrounding the fair hearing request. Decisions are reserved and rendered in writing to both DSS and the client generally within a month of the fair hearing date.

To the benefit of both DSS and the client, upon receipt of a fair hearing request, DSS will contact the client to discuss the fair hearing issue and a resolution between the parties may be obtained without a need for a scheduled fair hearing, resulting in the client's withdrawing his request. The failure of a client to appear at the scheduled fair hearing results in an affirmation of the department's actions.

	Total	TA*	FS	MA	HP
Fair hearings requested.....	55	12	11	30	2
Withdrawals.....	31	6	8	16	1
Failure to appear.....	16	3	2	10	1
Hearings held.....	8	3	1	4	0
DSS action correct – won.....	7	2	1	4	0
Client action correct – won.....	1	1	0	0	0

**Temporary Assistance – TA, Food Stamps – FS, Medical Assistance – MA,
Home Energy Assistance Program - HP*

Submitted by Inez DeGroat, Deputy Commissioner for Financial Aid

FOOD STAMPS

Purpose

The Food Stamp Program, known federally as the Supplemental Nutrition Assistance Program (SNAP) is administered by the United States Department of Agriculture (USDA) and authorized every five years by Congress as part of the Farm Bill. The Food Stamp Program benefits are 100 percent federally funded. Food stamp administration costs are shared 50/50 by the federal government and local department of social services.

The purpose of the program has not changed over the years – to increase food purchasing power for all eligible households who apply for participation. Eligibility and benefit levels are based on household size, income, certain expenses, and other factors. Monthly electronic benefits are issued that can be used like cash at authorized retail food stores.

Easy Accessibility

It is apparent by the numbers of applications received through myBenefits online application process that Madison County residents continue to enjoy the availability to apply for food stamps through the Internet. A visit to the OTDA myBenefits Website – www.mybenefits.ny.gov – allows a New York resident the ability to choose an opportune time to apply for food stamps through the Internet, thus avoiding the customary method of applying, having to travel to the department, or taking time off from work to see if he/she qualifies for benefits.

The department received 724 food stamp applications via the Internet. Of those, 254 were submitted outside regular business hours, which shows that this application method is critical to expanding the opportunity for residents unable to access assistance in traditional business hours to apply and receive food stamps.

Ease of Use - Food Stamp Benefits

If eligible, not only is it easier to apply and receive food stamp benefits, it is also easier to use the food stamp benefits. Food stamp benefits are provided through an electronic benefit card, similar to a bank debit card or credit card. Each month, the food stamp recipients' benefits are automatically deposited into their accounts to be utilized with an electronic benefits card (EBT). The EBT card and a personal identification number are used to pay for food at authorized retail food stores.

Food Stamps

Facts at a Glance

Eight Social Welfare Examiners

	<u>Year Total</u>	<u>Monthly Average</u>	<u>Per Examiner</u>
Phone calls	22,076	1,840	230
Walk-in*	3,824	319	40
Caseload	40,637	3,386	423

*Individuals coming into the office to see Examiner.

Staff

The Food Stamp Unit is comprised of eight Social Welfare Examiners. The unit began the year with seven experienced Examiners and an Examiner hired in the previous month (December 2010). In March, two Examiners left the unit and due to a 60-day hiring freeze, the positions were not filled until the beginning and end of June. In addition, an Examiner was out of work on a medical leave for two months and another one for one month. Due to the vacancies and absences, it would be more accurate to use seven Examiners to determine average workloads (phone calls, walk-ins, and caseloads).

Additional Resource for Residents

The department has a contract with Cornell Cooperative Extension of Oneida County to run the Food Stamp Nutrition Education Program known as Eat Smart New York (ESNY). The following is a description of the program:

ESNY is a nutrition education program designed to help food stamp recipients (and other categorically certified eligibles) in Madison County improve their nutrition practices through classes focused on: dietary quality, food security, resource management, and food safety.

The USDA Food and Nutrition Service supports nutrition education as part of the Food Stamp Program and reimburses states for allowable expenditures under current federal regulations. Previous research shows that families with limited resources often experience food insecurity or hunger and, in the most severe cases, both. Limited resources can also lead to poor food choices, and unhealthy eating habits. As a result, many low-income families are at greater risk of developing serious or chronic health problems.

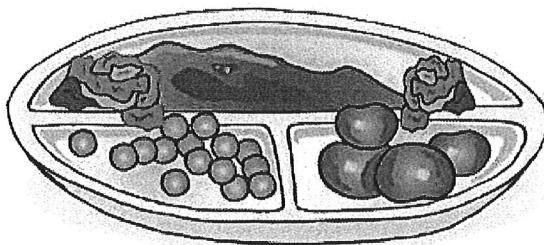
The ESNY program empowers at-risk families by providing nutrition information and helping participants learn the skills needed to choose healthy foods, budget food resources, handle foods safely, and prepare healthy meals. Ultimately, the goal of ESNY nutrition education is to foster longer-term changes in dietary practices and promote healthful living for families at risk of food insecurity and/or hunger.

The primary audience for ESNY in Madison County is working families and families with children (approximately 75 percent of the audience). They also work with the elderly (age 60 or over) population and single individuals (25 percent of the audience). Participants typically receive 6-to-12 lessons from a specially-designed curriculum. Program educators conduct lessons either in groups or in individual home visits. Lessons always include hands-on learning and a participant-centered approach.



Participants served by ESNY in the 2010-2011 year:

- 74 families representing 215 individuals
- 44 individuals completed at least 6 lessons



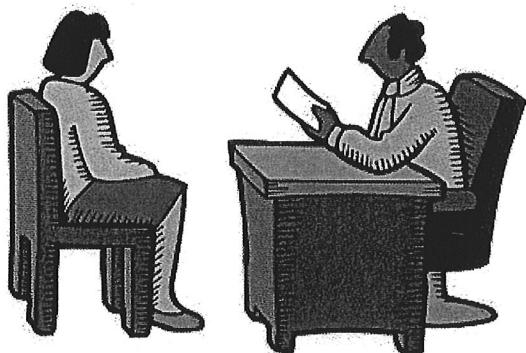
Submitted by Inez DeGroat, Deputy Commissioner for Financial Aid

EMPLOYMENT

The Employment Unit continued to offer services to Temporary Assistance applicants and recipients according to needs to support their efforts in approved and required work activities. The services offered are designed to assist the client in achieving a goal of self-sufficiency.

The unit continued working with Madison County Employment and Training, who provided intensive case services to TANF-eligible recipients. One of the purposes of these services is to identify possible barriers to self-sufficiency and assist in finding solutions to remove those barriers. The case manager worked with an average of 20 clients per month, assisting them in obtaining various goals. Examples of some of the goals that clients were successful in reaching were obtaining a GED, obtaining social security disability, or obtaining employment.

Madison County Employment and Training also provides a Workforce Development Counselor (WDC) who provides intensive individual services such as job search, interviewing skills, and other job-readiness skills. The WDC worked with an average of 91 people per month.



Another training offered by Madison County Employment and Training is "Job Links." This is a six-day classroom program designed to evaluate the individual's skill levels and prepare him/her for the job market. Each individual works with the counselor to create a comprehensive and cohesive resume. He/she is taught interviewing techniques and the proper etiquette and attire for a job interview. During the last days of training, each person is given the opportunity to come to class dressed for an interview and a mock interview is conducted with the counselor.

This year, we had one recipient complete and receive her GED. To recognize her accomplishment, the agency celebrated with the entire mobile work crew with a cake and a plaque. The honoree was so surprised stating, "No one has ever done anything like this for me before."

The department continues to have worksite agreements with three not-for-profit agencies to provide work experience for our clientele. There is currently one work crew member at the YMCA in Oneida who helps with cleaning and maintenance. At the City of Oneida Parks and Recreation Department, we have one individual who helps with maintenance. This year, the department added an agreement with the Madison County Office of Aging (OFA) to provide work experience. There are currently four people assigned to OFA.

The work crew continues to provide services to Madison County and its townships. There are currently two crew members assigned to the Town of Sullivan to help with park maintenance. The work crew frequently provides services to the Madison County Landfill. Because of the

need to have the work crew more frequently at the landfill, there is a part-time Work Crew Leader assigned to the landfill.

Day Care

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.

We currently have two representatives from the Cornell Cooperative Extension of Oneida County, previously known as Mid-York Child Care Coordinating Council, stationed onsite at the agency. One of the services Cornell provides is a referral service for clients who are seeking availability of day care in a particular region. With the representatives in the agency, we can immediately refer a customer who may be in danger of losing employment due to lack of day care and ultimately eliminating the risk of job loss.

This year, the New York State Office of Children and Family Services (OCFS) introduced a new system for determining eligibility and attendance tracking for day care subsidies. The Child Care Time and Attendance System (CCTA) is an online tool for parents, providers, and the local department of social services (LDSS). CCTA will eliminate many of the manual processes currently being used by providers and LDSS.



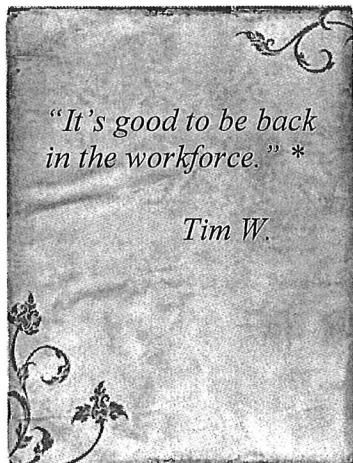
Before CCTA providers would need to record attendance for each child on a monthly attendance log and submit the log each month to the LDSS either by mail or fax. The LDSS would then use the attendance sheets submitted to manually calculate payments for each child and each provider. Today, the provider is able to enter attendance for each child online and submit it directly to the CCTA system for payment from the LDSS.

At the LDSS, CCTA has reduced manual processes of determining eligibility and calculating payment, therefore reducing the errors and leading to consistency. Madison County was a pilot county for CCTA, so this usually means many difficult and sometimes frustrating kinks that need to be worked out. Today, the system is progressing, and with input from county users all over the state, things are running more smoothly.

The Day Care Unit served an average of 117 children per month at an average cost of \$314 per month. The total expenditure for the year was \$575,282.

Mobile Work Crew

The mobile work crew provides an essential service in helping to meet the federal participation rate. Clients are assigned to mobile work crew to gain work experience and develop time management skills, organizational skills, and work ethic.



** A quote from a thank you card that the Work Crew Leader received from a participant for providing him with the experience and reference needed to secure a job.*

Currently, and in 2011, there are three-to-four clients assigned to the work crew in our agency. While in the agency, they provide much needed assistance to various units. They perform duties such as filing, typing, and scanning. All of these participants will be able to list this experience on their resumes, which will aid in their continued job search efforts.

Once again this year, the work crew performed a record number of hours. The total number of hours for 2011 was 19,913, reflecting an increase of 5,501 hours. The work hours provided by the work crew has afforded many Madison County agencies to complete projects that otherwise may have been too costly.

Major Projects

- Clockville Church – Poured new sidewalks and basement floors, painted basement floors.*
- Cazenovia Police Department – Remodeled Chief's office and locker rooms, painted, and put in new floor.
- Smithfield Fire Department – Interior repairs and painted.
- Brookfield Historical – Major renovations to a church, fixed siding, roofs, cleaned, rebuilt part of basement wall, painted exterior, and other repairs.
- Madison County DSS – Moved shelves and boxes of case files in basement.
- Madison County Treasurer – Removed building on Briggs Bay Road.
- Madison County Planning – Removed trailer on Cottons Road.
- Canastota Canal Town – Watson Wagon display building.
- Village of Canastota – Painted pool building.
- Bike Give Away – Cleaned and repaired numerous bicycles.
- Cleaned road sides and illegal dumping reports.
- YMCA – Rebuilt pool walls and cleaned.

**To show their appreciation to the work crew, the Clockville Church held a chicken and biscuit dinner for all the work crew members and supervisors. Each participant was presented with a certificate of appreciation from the church.*

Madison County Landfill

- Picked up landfill grounds.
- Blue bird house project.
- Landscaped, mowed, and shovel snow.
- Metal pile – sorted copper, aluminum, and other metals.
- Worked on ARC storage building and Weights and Measures garage.
- E-waste program with LoJo's.
- Maintained transfer stations.
- Painted roll off dumpsters.
- Washed fleet weekly.

Minor Projects

- Madison County DSS – Detailed cars.
- Madison County DSS – Removed snow from cars.
- Madison County Public Health – Removed snow from cars.
- Madison County DSS – Moved furniture, files, paper, etc.
- OHG Fishing Derby – Helped set up and tear down.
- Tri-Valley Pop Warner – Cleaned and moved cheer mats.
- Canastota VFW – Helped with cleaning and minor repairs.
- EAP – delivered food to food pantry.

Submitted by Pamela Heintz, Director of Temporary Assistance/Financial Aid

MEDICAL ASSISTANCE

Medical Assistance (Medicaid) provides health care coverage for qualified 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 costs for Madison County in 2011 were \$93,173,280 with the local share being approximately \$10,152,966.

Medicaid has several additional specialized programs, including:

- The Family Planning Benefit Program, which provides family planning services for both men and women of childbearing age with income at or below 200 percent of the Federal Poverty Level.
- Family Health Plus (FHP) offers health care coverage for those individuals aged 19 to 64 who have income higher than the Medicaid income eligibility level. In order to be eligible for FHP, individuals cannot be covered by other health insurance, including Medicare.
- Family Health Plus Premium Assistance Program (FHPPAP) offers payment of health insurance premiums for applicants who are income eligible for FHP and have health insurance available through their employer. If the health insurance is cost effective and comprehensive, Medicaid will reimburse the applicant the cost of the premiums.
- Medicaid Buy-In for Working People with Disabilities (MBIWPD) provides Medicaid to working individuals who have a disability, but earn more than the allowable limits for regular Medicaid. The program enables disabled adults to earn an income, yet still maintain their health insurance.
- Medicare Savings Program (MSP) will pay the Medicare premium for Medicare beneficiaries who qualify under certain income levels. For those applicants who are

<i>Medical Expenditures for 2011</i>	
Hospital	\$ 10,094,713.20
Skilled Nursing	18,204,919.18
Clinics	4,210,482.89
Hospice Services	78,960.01
Physicians	1,560,217.57
Dental	718,531.65
Other Practitioners	1,630,215.29
Child Inst. Medical	248,611.64
Personal Care	577,313.42
Home Health Aid	465,854.18
Home Nursing	312,591.23
Assisted Living Program	88,149.87
Waiver Services	23,245,070.61
Rehab Services	10,530.68
Therapist Services	62,836.74
Rehab Option Services	1,435,097.09
Drugs	8,436,022.53
Sick Room Supplies	317,427.90
Eyeglasses	18,887.78
Durable Med Equip	298,109.57
HMO Services	17,010,721.01
Case Management	2,119,794.42
Transportation	1,432,278.22
Lab & X-Ray	411,145.42
Other	184,798.44
TOTAL	\$93,173,280.54

qualified and meet the lowest income standards, the MSP program will also pay for Medicare co-pays and deductibles, as well as the premium costs.

MEDICAID MANAGED CARE

Medicaid Managed Care became mandatory in Madison County in 2010. Clients are required to enroll in a managed care plan upon application or renewal. Madison County offers three managed care plans: Fidelis, Excellus, and United Healthcare. These same plans also participate in the Family Health Plus program. Due to mandatory enrollment, the number of individuals enrolled in managed care has increased to 6,984 as of December 2011.

Individuals enrolled in:	Excellus	Fidelis	United Healthcare
Managed Care	3,257	2,010	694
FHP	422	347	254

The Medicaid program pays a managed care monthly premium per individual that averages \$118 for non-disabled children, \$295 for non-disabled adults, and \$452 for disabled children and adults. There is also an average maternity payment of \$6,051 and newborn payment of \$2,466.

2011 ACCOMPLISHMENTS

- Medicaid staff referred and processed 54 disability review determinations.
- 2,311 Medicaid applications were registered.
- 2,497 Medicaid cases were opened or reactivated.
- 12,384 changes were made to open cases.
- 3,668 cases were recertified for one year.
- The average caseload has increased to 6,357 cases. Medicaid/FHP cases average 4,968 and SSI-MA cases average 1,389.
- In December 2011, there were 8,392 individuals receiving Medicaid and FHP. There were 1,451 individuals receiving SSI-MA for a total of 9,843 individuals receiving assistance through the Medicaid program. This is 13 percent of the total population in Madison County.

There will be many changes to the Medicaid program in the near future. Through the Enacted SFY 2010-11 Budget, New York State Legislature has mandated that New York State take over Medicaid administration over a five-year period to begin April 1, 2011.

Because of this, a Medicaid Redesign Team (MRT) was formed to come up with recommendations to effectively implement the State takeover. Some MRT recommendations include: New York State establishing its own Exchange, developing and implementing a plan for more sustainable Medicaid financing that phases out reliance on local taxes, and having one eligibility and enrollment system.

The goal will be to have no more fee-for-service billing by the year 2014. In order to achieve this, managed care health plans will be covering more and more services. Exemptions from managed care are now being eliminated and new populations are being phased into managed care plans.

There was also the creation of an enrollment center, which is now in the process of working with a limited number of counties across the state taking renewal applications for active Medicaid cases. It is hard to tell what these changes will bring to the Medicaid program in Madison County or when these changes will occur. Our Medicaid staff will continue to meet these new challenges and implement changes as effectively and efficiently as possible.

Submitted by Inez DeGroat, Deputy Commissioner for Financial Aid

ADULT PROTECTIVE SERVICES

The Adult Services Unit works with the vulnerable population 18 years and older. The unit works closely with, but not limited to, other areas of Social Services, such as Medicaid, Temporary Assistance, and Children and Family Services. The Adult Services workers also work closely with other agencies within Madison County, including, but not limited to, law enforcement agencies, Madison County Mental Health Department, Madison County Probation Department, Liberty Resources, Consumer Services, Office for the Aging, agencies under the Office for People with Developmental Disabilities (OPWDD), and hospitals.

The unit consists of Protective Services for Adults and the Medicaid Home Care programs. Protective Services for Adults (PSA) is a system of services for persons 18 years or older who are at risk of harm or are unable to meet their own needs because of a mental or physical disability and have no one to assist them.

The PSA also has a responsibility to provide services to impaired adults who may be abused, neglected, or exploited and are living in Madison County. PSA works in conjunction with many community resources such as police agencies, health and mental health services, programs for the aged, legal agencies, and the courts. Referrals come from professionals, community agencies, or other concerned persons. Some of the concerns the referral source may have are financial exploitation, substandard living conditions, and physical and/or sexual abuse. Often a resolution to the referral can be obtained with the assistance of other family members, friends, other service agencies, or a combination of all three. This can ensure that the adult named in the referral can maintain a safe and stable environment, which is the intended outcome. During 2011, the PSA received 134 referrals, which were investigated by the two Caseworkers assigned to the unit.

The PSA Caseworkers also manage a small caseload of clients who are unable to meet all their own basic needs. The Caseworkers help manage the individuals' financial needs by acting as representative payee and they assist the clients in applying for benefits that they may be eligible for, as well as coordinating delivery of services.



One referral that the PSA Caseworkers received involved an adult in the community that was alleged to have been physically abused by her father. The adult was involved with OPWDD, as she was non-verbal and developmentally delayed. The protocol for a referral received for an adult involved with Central New York Developmental Disabilities Service Office (DDSO) is outlined in a Memorandum of Understanding (MOU) between DDSO and the department of social services. The MOU states that if the adult in question has received services from OPWDD or one of its service providers, then the DDSO or one of the service providers must investigate the referral.

There seemed to be confusion about the MOU and who would be responsible for the referral. A meeting was arranged among the Department of Social Services, DDSO, and its service provider to clarify the roles of each agency according to the MOU. As a result of this meeting, the agencies were able to work together when a second referral was received on the same adult. The referral process and the investigation were handled without incident.

One Caseworker in the Adult Services Unit is assigned to the Medicaid Homes Care programs. The Caseworker is responsible for coordinating with a contracted nursing agency to administer five different Medicaid Home Care programs, each with its own set of criteria and regulations. There is a separate report within the Social Services Annual Report describing these programs in more detail.

There is a Casework Assistant in the unit who performs a variety of tasks to assist the Caseworkers. The Casework Assistant processes the paperwork to open new cases for the Caseworkers, arranges for necessary transportation for clients being transported to homeless shelters, and assists individuals in filling out DSS paperwork if they have difficulty with reading or writing.

When the Adult Services Unit receives a utility shutoff notice for homes, the Casework Assistant will contact the homes, via phone or in person, to advise the customers of the services offered by DSS. The Casework Assistant assists the Caseworker who oversees the Home Care programs by sending out and receiving paperwork.

The Casework Assistant also oversees the Recipient Restriction program. When the New York State Office of the Inspector General recognizes that a recipient in Madison County is misusing Medicaid benefits, they will contact the DSS and then the Casework Assistant will place a code on that individual's Medicaid case, which will restrict the person to one medical provider.

Submitted by Timothy Collins, Case Supervisor Grade B

MEDICAID HOME CARE PROGRAMS

Included in the Adult Services Unit is one Caseworker who works with a contracted nursing agency to coordinate the five Medicaid Home Care Programs, which include the Long Term Home Health Care Program, Consumer Directed Personal Assistance Program, Personal Care Program, Care At Home I and II Waiver Program, and Limited Licensed Home Care Services Program. Two programs, Long Term Home Health Care Program and Care At Home, are Medicaid waivers. The Madison County Public Health Department, the current contracted nursing agency, began the process to privatize their home care services in 2011, which means possible changes to come in 2012 once the process is completed. Madison County's Medicaid Home Care Programs, overall, provided 102 individuals with necessary home care in a cost-effective manner.

The Long Term Home Health Care Program provided 52 clients with expanded and waivered home care services, including RN visits, Home Health Aide assistance, Lifeline, access to home-delivered meals, and other waivered services. The program admitted 13 individuals in 2011 and discharged 18 people due to nursing home placement, Hospice transition, moving out of county, and non-compliance with the program. Two patients were discharged due to death. The age range was 50 to 103, with the average age being 63. Eighty-two percent were female and 18 percent were male.



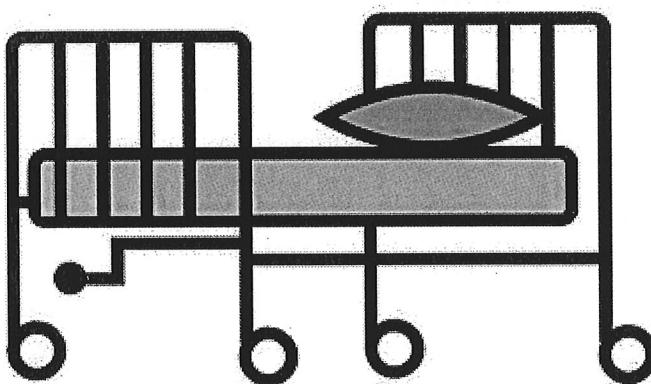
The DMS-1 score that the RN computes at assessment determines the budget cap each person receives. The DMS-1 score ranged from 94 to 424, with the average score being 191. Forty-seven percent of individuals receiving Long Term Care services met the skilled nursing care monthly allowable cap of \$4,556, which is a DMS-1 score over 180. Fifty-three percent of individuals met the health-related care monthly allowable cap of \$3,076, which is a DMS-1 score under 180. The Long Term Home Health Care Program continues to maintain residents of Madison County in their own homes in a cost effective manner.

One example of the success of the Home Care Unit within Madison County happened under the Care at Home Waiver Program. A two-year-old child was accepted into the waiver after being born with developmental delays and respiratory distress. The child developed a TBI (traumatic brain injury) due to the severity of her respiratory issues. The child's parents decided to bring her home to care for her after numerous rounds in the hospital, but she would require fulltime nursing care. The Care at Home Waiver was put in place to fulfill the wishes of the family and to make the child more comfortable at home. The waiver also helped to meet her care needs in a more cost effective manner by avoiding the high costs of institutional care.

This waiver also was able to provide a generator for the child due to the reliance on technology to survive. We felt giving the child access to this type of equipment was an essential part of her ongoing care. Now that the program is in place, the family no longer has to worry what would happen to their child in the event of a power failure.

The Consumer Directed Personal Assistance Program (CDPAP) is a task-based personal care program that allows a person who is self-directing to be responsible and oversee his/her own care by hiring and training the people who will provide service to him/her. The Home Care Caseworker authorizes the tasks and hours that the hired aide can perform for the individual in the program. The Consumer Directed Personal Assistance Program provided personal care services, along with environmental and nutritional support, for 38 individuals in 2011. There were six new clients admitted into the program and eight clients discharged from the program in 2011 for reasons ranging from nursing home or assisted living placement to death. Three individuals discharged due to death, one person discharged due to no longer being eligible, three went into a higher level of care, and one transitioned into the Nursing Home Transition and Diversion Waiver. There were 16 males (42 percent) and 22 females (58 percent). Age range was 13 to 96, with the average age being 47.

The Personal Care Program provides personal care to Medicaid-eligible individuals through contracted home care agencies. The Personal Care Program was the first of the five programs to be transitioned under Managed Care, as well as the PERS (Personal Emergency Response System) payment for these types of cases. The Personal Care Program began to take a different approach in 2011 and has expanded in the area of service providers. In addition to Madison County Health Department, the county now has contracted with several various agencies to meet the growing personal care needs of the residents of Madison County.



The Home Care Unit provided personal care assistance to three individuals in 2011, but this program is projected to grow in number for 2012. One person has been in the program since 2002, one was discharged due to death, and one was accepted into the program with services commencing in January 2012. This individual was transitioned to Personal Care from the Consumer Directed Personal Assistance Program to better meet his needs, which can also be categorized as a success for the year 2011.

The Care at Home Waiver Program provided services to four children under the age of 18 – age range of 1-to-14 years – in 2011. Three were male and one was female. One child was accepted into the CAH I waiver in 2011 when his medical condition became worse and, in turn, became a financial hardship for his family. The CAH waiver also utilized Casey's Place (Elmcrest Children's Center) for New York State contracted case management services provided under this waiver for all four children, which benefits them greatly in many areas.

The Limited Licensed Home Care Services Program provided personal care assistance to seven residents of Hamilton Manor, a congregate care facility. This program authorizes Hamilton

Manor, a licensed home care agency, to bill Medicaid for personal care services for their residents who require total assistance in this area. There were four individuals discharged from this program in 2011 – two were due to skilled nursing facility placement and two for no longer meeting the total assistance requirement for their personal care. There were five females and two males with an average age of 71.

The Madison County Home Care Unit is operating the programs under the direction of state regulations and guidelines. Their goal is to meet the home care needs of the residents of Madison County and, at the same time, make sure Medicaid is correctly billed for necessary services. In the end, it can be said that these goals are being met as efficiently and effectively as possible.

Submitted by Tiffany Canning, Caseworker

MEDICAL TRANSPORTATION

2011 Medical Transportation Expenses Paid

<u>Ambulance</u>	<u># of Trips</u>	<u>Amount Paid</u>
Vineall Ambulance, Inc.	1,673	\$ 115,569
Eastern Paramedics, Inc.	634	\$ 42,435
Greater Lenox Ambulance Service, Inc.	477	\$ 28,057
Southern Madison County Volunteer Ambulance Corp	226	\$ 14,196
Kunkel Ambulance Service	222	\$ 11,341
Cazenovia Area Volunteer Ambulance Corp	182	\$ 10,142
TLC Emergency Medical Service	77	\$ 8,284
Amcare Ambulance Service, Inc.	117	\$ 8,120
Edwards Ambulance Service, Inc.	121	\$ 4,943
City of Utica Fire Department	60	\$ 4,382
Village of Madison	53	\$ 3,839
Smithfield/Eaton Volunteer Ambulance Corp	60	\$ 3,744
Central Oneida County Voluntary Ambulance	37	\$ 2,769
Village of West Winfield	24	\$ 2,098
Waterville Area Volunteer Ambulance	32	\$ 1,992
Village of Fayetteville	22	\$ 1,625
Smithfield/Eaton Volunteer Ambulance Corp	20	\$ 1,420
Bridgewater Fire Company, Inc.	18	\$ 1,237
All Others	141	\$ 9,148
Total Ambulance	4,196	\$ 275,341

Invalid Coach(Wheelchair Van, etc.)

Michael F. Ilacqua, Inc.	593	\$ 41,121
Sandra McDermott	199	\$ 35,137
Central New York Wheelchair	158	\$ 22,695
Nabil S. Guindy	154	\$ 15,300
Kunkel Limousine Service	96	\$ 10,912
TLC Medical Transport Service, Inc.	124	\$ 7,715
St Camillus	69	\$ 5,436
Able Medical Transport, Inc.	69	\$ 3,693
Best Comfort Care Transportation	23	\$ 2,143
Unity Ambulette	3	\$ 1,253
Serafini Transportation Corp	17	\$ 1,252
Katherine Luther Nursing Home	15	\$ 1,187
D&T Transport	35	\$ 1,019
Other	25	\$ 1,767
Total Invalid Coach	1,580	\$ 150,630

Taxi

Birnie Bus Service	7,724	\$ 238,819
Richard C Bielby	2,027	\$ 149,542
Oneida Taxi	2,643	\$ 116,690
Shawn Perrigo	2,508	\$ 108,545
Maria Altimonte	951	\$ 73,553
Dorothy Edick	1,828	\$ 68,449
Michael Petros	1,277	\$ 57,535
City Cab, Inc.	372	\$ 48,226
Michael F. Ilacqua, Inc.	489	\$ 32,039
Fiore Funeral Home	620	\$ 22,800
AA Taxi	159	\$ 22,283
City Dispatch Services	20	\$ 474
Yellow Medivan and Taxi, Inc.	4	\$ 186
Other	20	\$ 534
Total Taxi	20,642	\$ 939,675

Day Treatment Transportation

Gregory P. Collis	1,893	\$ 66,572
TLC Medical Transport Service, Inc.	2	\$ 61
Total Day Treatment Transportation	1,895	\$ 66,633

Reimbursed through Voucher System**\$ 23,715****Office for the Aging**Reimbursed at \$5/trip + .75/mile + tolls & parking **\$ 1,092**

Submitted by Steven Chaires, Deputy Commissioner for Administrative Services

CHILD SUPPORT ENFORCEMENT

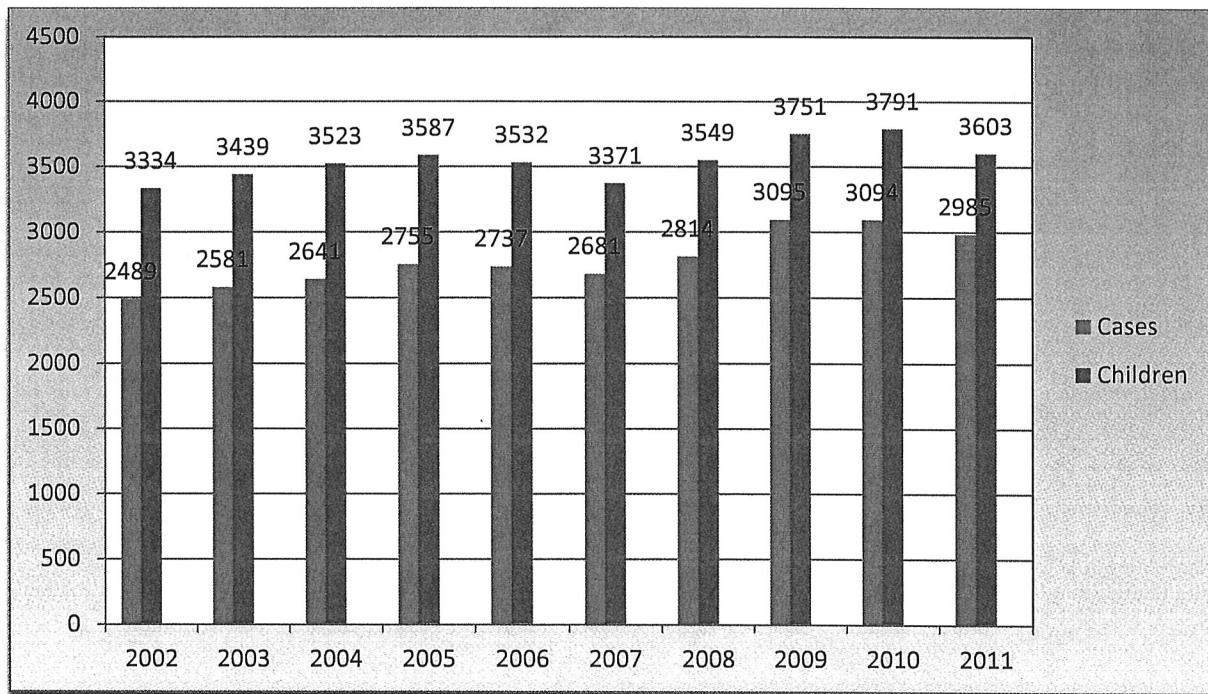
Program Highlights

The Child Support Unit is managed under the direction of the Director of Child Support Enforcement/Financial Aid. In the unit, there are three Senior Support Investigators, five Support Investigators, one Social Welfare Examiner, and one Office Assistant I and one Office Assistant II for total of 11 staff members.

Caseloads

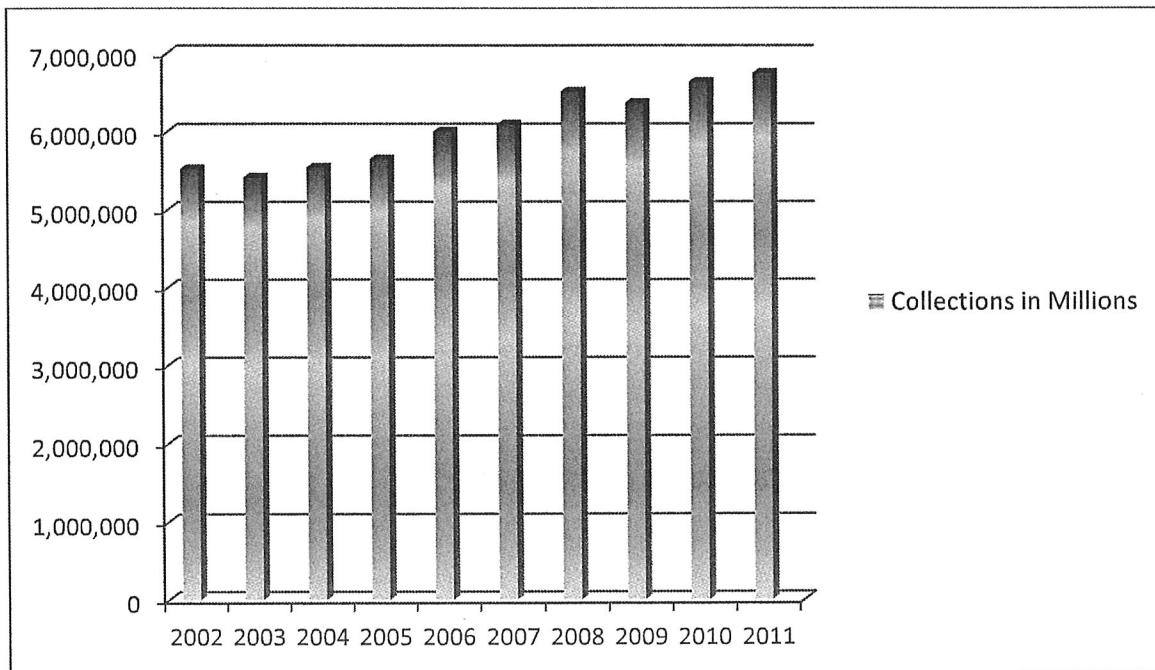
Over the past ten years, we have seen the number of Child Support cases go up and down. This trend is repeated in the number of children served in those same cases. The unit ended the year 2011 with 2,985 cases serving 3,603 children.

Chart reflects caseloads and children served over the past ten years.



Collections

After experiencing a drop in child support collections in 2009, the unit has been successful in increasing the collections considerably over the past two years. Collections for 2011 totaled \$6,749,367 dollars – a 1.7 percent increase over last year's collections of \$6,636,479.



- \$74,193.66 in child support collected from non-custodial parents' New York State income tax refunds.
- \$201,173.80 in child support collected from non-custodial parents' federal income tax refunds.
- \$452,481.90 in child support collected from respondents' unemployment insurance benefits.

Petitions

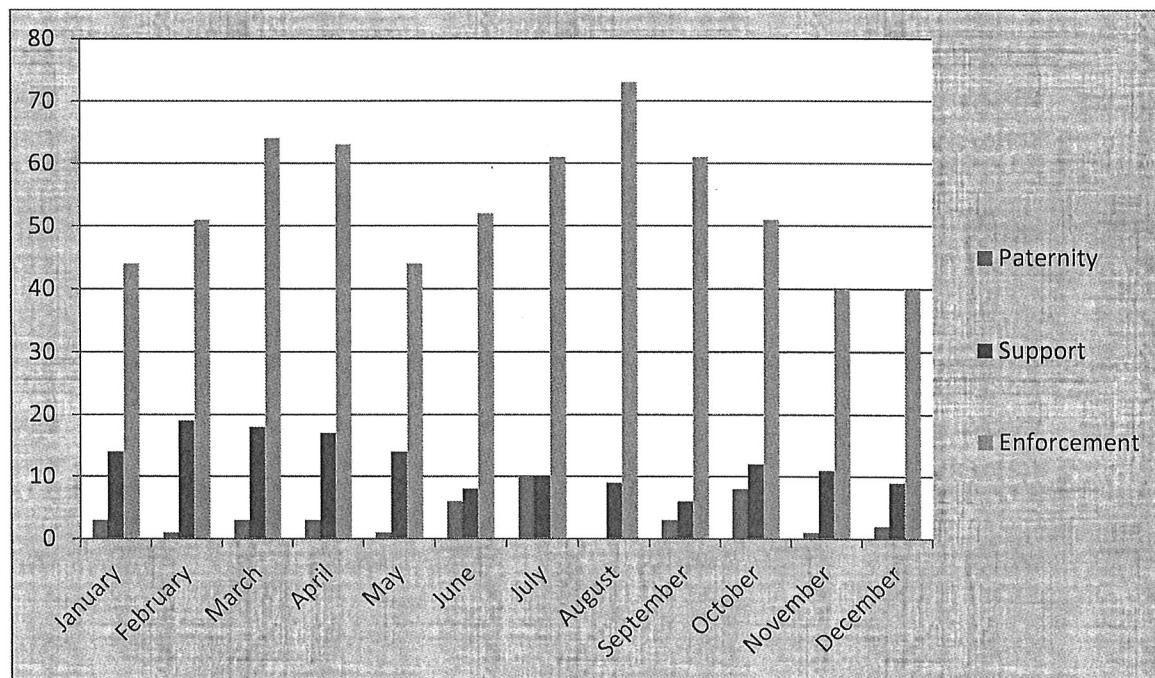
Following are three of the many services provided to the community by the Child Support Unit:

Paternity establishment – Support Investigators conduct interviews with the mother and putative (alleged) father and they gather evidence, including blood tests (conducted at Social Services), which may or may not support the allegation of paternity. Support Investigators also file petitions to establish paternity in Family Court. When paternity is not contested, an administrative procedure is available eliminating the need for a court appearance.

Support establishment – Support Investigators file petitions with Family Court seeking an entry of an order of support. An investigation of information regarding both parties is performed and provided to be used by the Family Court in order to determine the court order support amount in accordance with the child support stands. The support may be ordered payable through the Child Support Collection Unit, establishing the order as an account with the unit.

Support collection – On a daily basis, each child support account is automatically reviewed by the Child Support Management System (CSMS) to determine if a payment is due and if so, if it was received. Based on CSMS-generated reports to be reviewed by investigators and requests by the support recipient, an enforcement petition action may be initiated.

Chart reflects the number of petitions filed by the unit in 2011.

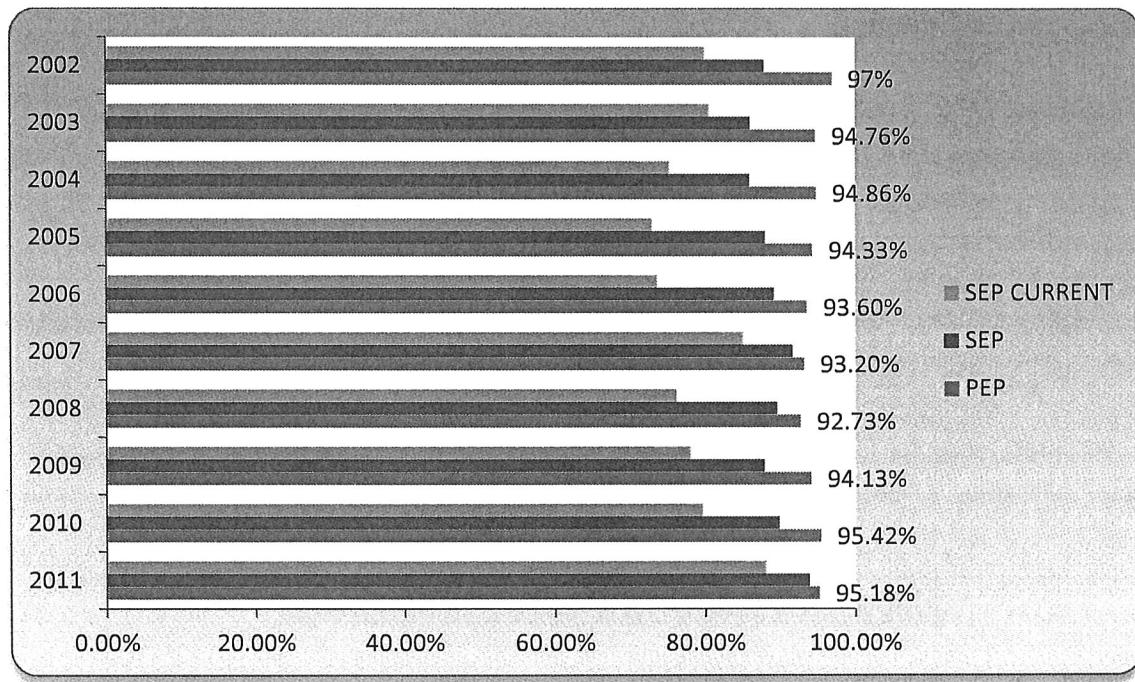


849 petitions were filed in 2011 – a 17.2 percent increase over 724 petitions filed in 2010

Performance Measures

A state's ability to earn federal child support incentives is based entirely upon a formula that takes into consideration the state's performance in specific child support areas. New York State's local county performance is essential in determining the statewide incentive payment. The chart below provides the Madison County Child Support Unit's past ten years of performance measures for:

Current Support Establishment - Paternity Establishment - Support Establishment



Commissioner Fitzgerald was notified by the state that between January 2011 and November 2011, Madison County's SEP improved 4.33 percent (second best statewide).

Accomplishments

- 144 individuals, or 48 cases, were scheduled for genetic testing to assist in establishing paternity of child/children in question. The department contracts with a genetic testing company that collects the DNA samples onsite.
- 674 referrals were received from Temporary Assistance, Medical Assistance, and Foster Care Units enabling the Child Support Unit to build cases to establish or enforce child and/or medical support.
- 952 cooperation interviews were conducted and processed by the unit as a result of individuals applying for temporary/medical assistance. Investigators must interview and request cooperation from each custodial parent in order to seek child and/or medical support from parents absent from the applying household for all children in household under the age of 21.
- 969 audits were conducted on Child Support cases scheduled for a court hearing.
- 1,792 child/medical support orders were received and processed by means of building new, adjusting existing, and/or closing existing child support accounts.

2011 Success Stories for Local Custodial Parents

Enforcement

A custodial parent received a lump sum of child support in the amount of:

- \$1,536.95 – as a result of the Department of Taxation and Finance seizing a non-custodial parent's truck and tools, which were auctioned due to non-payment of support.
- \$3,729.42 – as a result of freezing the non-custodial parent's bank account due to non-payment of child support. The non-custodial parent was living overseas and had not made a payment in over six months.
- \$5,408.97 – payment received from a non-custodial parent's lump sum settlement; the custodial parent had not received a child support payment since 2009.
- \$17,017.70 – payment received from a non-custodial parent in order to purge his commitment to a four-month incarceration at the Madison County Public Safety Building.

Establishment

Paternity

- Paternity establishment is a prerequisite for obtaining a child support order. Due to the diligent effort spanning an eight-year time period (since the birth of the child), the unit was successful in locating and establishing a child's paternity. By establishing paternity for the child, the parents are ensuring that the child has the same rights and benefits as children born to married parents.

Support

- \$65, 949.80 – The unit began pursuing the non-custodial parent for support in 1999. The non-custodial parent moved out of state, complicating efforts to locate and obtain an order. Twelve years later, the earnest effort of the unit paid off and a child support order was secured and ordered retroactive to 1999.

Submitted by Inez DeGroat, Deputy Commissioner for Financial Aid

BURIALS

Fifty-four applications were taken in 2011. The total amount paid for these burials was \$127,764.25, an average of \$2,268.00 per burial, which is a total decrease of \$14,339.75 from the previous year. Below is the amount paid to our local funeral homes:

<u>Funeral Provider</u>	<u>Number</u>	<u>Cost</u>
Ayer and Zimmer Funeral Home	2	\$ 4,222.00
Burgess and Tedesco Funeral Home	7	13,331.19
Campbell Dean Funeral Home	13	32,581.84
Carters Funeral Home	1	3,697.20
Coolican-McSweeney Funeral Home	3	7,308.69
Dain-Cullinan Funeral Home	1	3,382.96
Delaney Greabell Adydan Funeral Home	1	2,350.00
Dewitt Memorial Funeral Home	2	3,445.00
Fiore Funeral Home	1	3,570.00
G.F. Zimmer Funeral Home	8	18,115.25
Ironside Funeral Home	1	2,732.00
J. Homer Ball Funeral Home	5	9,197.60
Malecki Funeral Home	1	2,530.00
Nunn and Harper Funeral Home	1	2,755.00
Owens-Pavlot & Rogers Funeral Home	1	2,422.60
Richards Funeral Home	1	1,631.71
R.J. Fahy Funeral Home	2	6,196.21
Tait Funeral Home	2	6,425.00
Traub Funeral Home	1	1,870.00
Total	54	\$127,764.25

Submitted by Pamela Heintz, Director of Temporary Assistance/Financial Aid

HOME ENERGY ASSISTANCE PROGRAM

The 2010-2011 HEAP season opened on November 1, 2010, with much uncertainty. The federal government had proposed a drastic cut in federal funding, which would result in a loss of almost half the funding from the previous season. With this potential loss of funding, it was predicted that the program would not be able to continue past December.

2010-2011 Program Changes:

Due to the uncertainty of federal funding, there were several changes made to the application process. In the previous season, applications were mailed to all applicants that received a HEAP benefit in the previous year. This was extremely helpful for districts in managing caseloads and also very beneficial to the clients by allowing them to apply by mail rather than come in to the agency. This season, the HEAP Bureau decided to conduct an early application mail-out only to those households that included a vulnerable member (i.e., an individual age 60 or older, under age 6, or disabled receiving SSI or SSD). The idea was that if sufficient federal funding did not come through, at the least the neediest and most vulnerable applicants would get help with their heating costs. Unfortunately, it also meant that over 700 applicants would now have to come in to the agency to apply.

Because of the decision to allow only vulnerable households the right to apply by mail, the NYS HEAP Bureau decided to implement a phone interview process for the 2010-11 season. Applicants were granted the option of mailing, faxing, or dropping off their applications and requesting a phone interview rather than a face-to-face interview. The phone interview proved to be a popular option. Many applicants felt it was easier to conduct their interview over the phone rather than come into the agency and wait to be seen for a face-to-face interview. It also had the added benefit of shorter lines in the agency waiting areas.

2010/11 Unit Accomplishments:

<i>HEAP Case Activity</i>	<i>2009/10</i>	<i>2010/11</i>
<i>Applications registered</i>	969	1,157
<i>Cases opened/reactivated</i>	752	857
<i>Changes to active cases</i>	2,712	2,548
<i>Cases closed</i>	1,061	165

• A total of 1,158 applications were mailed out in September to recipients who qualified for the early mail-out process. NYS HEAP requires districts to process a minimum of 50 percent of early mail-out applications by November 1. Our HEAP unit had over 90 percent of these applications processed by the deadline.

- 1,697 individuals came to the agency to see an Examiner in the HEAP Unit. This was an increase of just over 300 individuals from the previous season.
- 5,976 phone calls were received by the HEAP Unit.
- 65 online applications were completed and processed.
- 5,365 regular benefits were issued through the Food Stamp and HEAP Units – a 3 percent increase from the previous season at a cost of \$2,588,269.
- 1,959 emergency benefits were issued through the Food Stamp and HEAP Units – a 20 percent increase from the previous season at a cost of \$1,034,800.

	2009/10	2010/11
Regular Benefits Issued	5,167	5,365
Obligations	\$2,514,231	\$2,588,269
Emergency Benefits Issued	1,627	1,959
Obligations	\$758,229	\$1,034,800

Second Emergency Benefit:

Fortunately, in late December 2010, Congress approved a continuing resolution to provide additional funding for the HEAP program. This would ultimately carry the HEAP program through a full season with a closing date of May 13, 2011.

As a result of the additional funding late in the season, effective March 28, 2011, a second emergency benefit was granted to those households who had exhausted both their regular and first emergency benefit and were still in a heat or heat-related crisis, specifically having less than one quarter tank of fuel, a termination notice, or less than a 10-day supply of wood.

- Madison County issued 498 second emergency benefits at a cost of \$300,400.

Furnace Repair and Replacement Assistance:

Another important component of the HEAP program is Furnace Repair and Replacement. Madison County contracts with Stoneleigh Housing, Inc., to provide this very important service to residents of Madison County.

The HEAP Unit conducts all face-to-face interviews for the furnace program, and once eligibility is determined, faxes a referral to Stoneleigh Housing. If there is a no-heat situation, Stoneleigh will contact the client and, in many cases, make a visit to the home to assess the problem. If it is determined that the furnace cannot be repaired and must be replaced, Stoneleigh will provide specs for the replacement and conduct bids. All

replacement work must be completed within five days. Households without heat are considered emergency situations and must be resolved within 18-to-48 hours. In many cases, Stoneleigh Housing will provide electric space heaters for households to ensure that they have a safe supplemental heat source until the furnace can be repaired or replaced.

All furnace repair and replacement jobs include the installation of a programmable thermostat and the installation of at least one carbon monoxide detector. The following story is a great example of the successful working relationship between DSS and Stoneleigh Housing in regards to the furnace repair and replacement program:

DSS was notified of a household in an emergency situation. The furnace was not working properly and was emitting carbon monoxide. The carbon monoxide detector was also not working properly. The family awoke the next morning with severe headaches and sickness. The entire family had to be treated for carbon monoxide poisoning. Their youngest child, a two year old, had to be hospitalized for a short period. Stoneleigh Housing was notified, immediately went to the house, and proceeded to air it out. A new furnace was installed, along with a new carbon monoxide detector. The family was back in their own home within four days.

During the 2010-11 season, HEAP staff made 80 referrals to Stoneleigh Housing for furnace repair or replacement services:

- 42 repairs were completed at a cost of \$25,969.54.
- 50 furnace replacements were completed at a cost of \$125,209.91.

The HEAP program is essential in providing low-income households with help in meeting their energy needs. Unfortunately, we expect federal funding for this vital program to be drastically reduced for the 2011-12 season, creating much uncertainty as to how the program will be administered and how this will affect Madison County residents. Many households have come to rely on this program and much is beyond their control, such as cold winter temperatures and high heating costs. A loss of federal funding will surely result in many changes to the program.

Submitted by Patricia Platt, Director of Child Support Enforcement/Financial Aid

CHILDREN'S SERVICES

As always, there has been a lot going on in Children's Service during 2011. Fortunately, a number of these things have been exciting and positive, which is sometimes hard to do when one of the major responsibilities is dealing with child abuse and maltreatment. In the next several pages, you will hear from the supervisory staff about program descriptions, statistics, and some stories to help give those statistics real-life meaning. I would like to share with you some of the broader organizational changes and accomplishments.

Probably the biggest change that we saw in Children's Services this year, and in the past several years for that matter, was the implementation of our Family Assessment Response (FAR) program. Cathy Fowler will explain more about what FAR is and how the program works in her report, so I will refer you to that for more of a detailed explanation. From an organizational standpoint, to add an entirely new program without any additional staff is quite an accomplishment. Several of our staff underwent intensive training with experts from the American Humane Association (AHA), including coaching days where a staff member from AHA came to Madison County and worked alongside our staff. We also spent time visiting with another county who is already doing FAR, setting up the program criteria, creating case review documents, and educating community partners.

We officially implemented FAR on March 1, 2011 – right on schedule. Aside from a few computer issues, the program has gone extremely well. We have received positive feedback from community partners; staff; and, most importantly, families. It is our intention to continue with FAR and perhaps even to expand the program in 2012. We will also be working with a Professor of Social Work from the University of Binghamton to complete a program evaluation to help us best determine what we are doing well and what we can improve.

Another new experience for Children's Services in 2011 was participating in the Request for Proposals (RFP) process with the County's Administrative Assistant to the Chairman, Mark Scimone, for the Placement Diversion/Family Reunification Program. Together, we developed a complete program description, mandatory criteria, and proposal evaluation tool. The RFP was distributed to a variety of potential vendors and posted via the internet. Six proposals were received by the proposal deadline. Then, committee members reviewed the proposals, rated them using the evaluation tool, and discussed which proposal would best meet the county's needs. We would like to thank Dr. James Yonai from Mental Health and Ms. Karen Birch from the Probation Department for their assistance with the review process. In the end, the committee chose to continue contracting with our present provider, Liberty Resources Family Services, Inc., although there were modifications to the program delivery with an overall cost savings to the county of \$100,000 per year for the next three years.

We have also continued to experience a very low rate of turnover of caseworker staff – believed to be our sixth year in a row – with only two staff leaving in 2011. One left for retirement and one transferred to another county department. This very low turnover rate allows us to have very well-trained and experienced staff, which has contributed to our obtaining some important outcomes for children and families. Some of those outcomes have been: exceeding the federal standard for number of completed face-to-face contacts with children in foster care – the

standard is ninety percent (90%) and we obtained ninety-seven percent (97%); having eighty-four percent (84%) of children who are in foster care exit care to a permanent living situation within 18 months – the standard is to have eighty percent (80%) exit by two years; and a significant reduction in our recurrence rate of abuse and maltreatment – down from twenty-four percent (24%) a few years ago to sixteen percent (16%).

Our final highlight of the year actually began in 2010 when the Children's Services supervisors developed a competency-based interview process, which is completed with each applicant for a position. Although the process was developed in 2010, we did not have the opportunity to use it until the end of that year – again due to low turnover – and, therefore, did not get to see the benefits until 2011.

The process involves six questions, one of which is to be answered in writing to allow us to see an example of the applicant's impromptu written work, with each question targeting the applicant's proficiency in a job-related competency, such as leadership or conflict management. We believe the process helps us to make a better-informed decision as to who is the best fit for the job and perhaps helps the applicants to decide if this is the job he/she really wants. We used this process for two positions at the end of 2010 and feel that we obtained excellent candidates. Both employees have done extremely well in their first year as Caseworkers and we are very pleased with their work. We have also used the process to fill one of the positions vacated at the end of 2011. Although the applicant has not started the job yet, the supervisors felt the interview process went very smoothly and the decision was very clear.

In 2012, we look forward to continuing and possibly expanding FAR, implementing a new process for supervised visitation called Coaching Family Visits, and continuing to provide excellent service in helping to ensure the safety and wellbeing of children.

We thank you for the opportunity to serve the children and families of Madison County and look forward to continuing to provide excellent services in the year to come.

*Melissa M. Maine, LCSW-R
Deputy Commissioner for Family Services*

FOSTER CARE AND INSTITUTION PLACEMENTS

During 2011, a total of 20 children were placed in Department of Social Services (DSS) custody. Along with 29 children that were discharged from custody, we ended the year with a total of 44 children in foster care. Twenty-seven of those were in Madison County foster homes and 17 were in higher levels of care, such as therapeutic foster care, group home, or a residential treatment center. These figures include one young adult who has been continuing her college education.

The Child and Family Services Unit becomes involved in the lives of many different families due to their difficulties in caring for their children. There are many stories that can be told of these families who have become involved in the Child Welfare System. These families come to us with multiple problems that require coordination and cooperation among various service providers in order to assist them in helping to make their home situations safe for their children across the age spectrum.

The story of one of the families that we have worked with over the past year is illustrative of how by working in collaboration, DSS, families, service providers, and foster parents can achieve positive outcomes regarding permanency for children.

During this past year, one case in particular illustrates how the Foster Care/Preventive Unit works with the families and various service providers in reuniting families separated by foster care placements. The story involves an extended family including three children ages five, eight and nine years old living with their mother and maternal grandmother. The home environment was too dirty and posed a health and safety threat to the children. In addition, the mother and grandmother had mental health issues that led them to fight with each other in the presence of the children as well as practice inappropriate discipline techniques with the children, which included locking them in their rooms and washing their mouths with soap. The Department filed a petition in Family Court and the five-year-old girl was placed with her biological father and the eight-and-nine-year-old boys were placed in foster care. The grandmother agreed to undergo a mental health evaluation, engage in treatment, and meet with the Caseworker. In addition, she visited with the children regularly. The mother refused to comply with the Caseworker's referral for a mental health evaluation, met only sporadically with the Caseworker, and visited the children infrequently. After six months time, the mother left the state with a new boyfriend and informed the Caseworker that she did not want to work to have the children returned to her. With the guidance of the Caseworker, the grandmother continued to improve her ability to properly care for the children. She was able to secure safe, appropriate housing for herself and the children and in July, the children were discharged to her custody. She continues to do well with the children and the department will be closing its case in early 2012.

The Madison County DSS Child and Family Services Foster Care/Preventive Unit has continued its commitment to provide quality case management services to families in need and to do their best to keep children safe. Despite the fact that due to budget concerns, the unit lost one Caseworker position and a part-time Transportation Aide position, we have worked harder than

ever to help families resolve their respective issues that have placed their children at risk and, where possible, reunite them so that they can provide a safe and nurturing environment in which their children can not only grow to adulthood, but to also thrive on their journey there.

Submitted by Timothy Brown, Case Supervisor Grade B

Homefinding

In 2011, the Homefinding Unit opened ten foster/adoptive homes. We recertified 18 homes and closed eight.

Foster/Adoptive Parent Training

Precertification training is accomplished with the use of the 30-hour Group Preparation and Selection II/Model Approach to Partnerships in Parenting (GPS II/MAPP) program, which was offered twice during the year. The Homefinder and Adoption worker had 14 families begin the training during the 2011 calendar year. Eleven of those families completed the training. Of the 11 families that completed the program, three have met all of the requirements for approval and their foster homes were opened in 2011. The other seven homes that opened in 2011 were from previous MAPP groups or child-specific homes.

Sandy lost her husband just a year and a half before her son lost his children to foster care. She was a hard worker who worked long hours. Despite her grief over the loss of her husband and her hectic work schedule, Sandy stepped up to the plate and agreed to become a relative foster parent for her grandchildren. Sandy worked tirelessly to meet the needs of her grandchildren in her home. She was very straightforward with the Caseworker and her son with respect to the family. Sandy attended all 30 hours of the foster parent pre-service training to become an approved relative caregiver. She gave examples to the class on how she used information she learned in the meetings. Sandy allowed her son and daughter-in-law into her home, most of the time on a daily basis, to practice and demonstrate their ability to meet the daily needs of the children. She was an excellent role model for her grandchildren's parents. The result was reunification with the birth parents after only nine months in foster care.

Sarah and Jim began providing foster care to a single child of a sibling group of three in September of 2010. They got their feet wet, taking it slowly to see how a child in foster care would blend with their family. Everything went splendidly. The family transported the child to DSS for visits with her parents and siblings. They got to know the therapeutic foster parents of the two older siblings and little by little got to know the children and the birth family. When the behaviors of the children stabilized in therapeutic foster care, sibling visits began at Sarah and Jim's home. The road was rough from time to time, but the family continued to work toward getting the siblings together. Eventually, in the summer of 2011, the sibling group was reunited. They continue to thrive in Sarah and Jim's home. There are occasionally bumps in the road, but this foster family works conscientiously with their Caseworker to meet the needs of the children and continue to smooth out the road ahead.

Christmas and Beyond

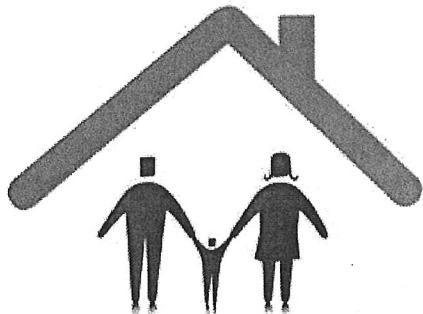


Donations for Christmas 2011 were acquired through community agencies, individuals in the community, and Madison County employees in the amount of \$2,734. A total of \$1,300 was spent on gifts for our children.

Recruitment and Retention

We continue to receive steady inquiries from prospective foster/adoptive parents to Madison County Department of Social Services. We received 19 new inquiries to our foster/adoptive program. At the close of 2011, our inquiry list contained 55 families interested in foster care and/or adoption.

We look positively forward to 2012 with the anticipation of recruiting, certifying, and approving additional resource homes. In addition, our efforts will continue to focus on retaining the valuable resources we currently have.



Submitted by Theresa Snyder, Caseworker

ADOPTIONS

For most of 2011, the Adoptions cases in Madison County were assigned to one Caseworker and one Senior Caseworker, but as of December, our staff assignments were reorganized so all of these cases are now assigned to one Caseworker who is supervised by a Grade B Supervisor. The main goal of the Adoption Caseworker is to locate safe permanent homes for children who have been freed for adoption and are in the custody of the Commissioner of Social Services.

When a child is freed for adoption and is not already in an adoptive placement, the Adoption Caseworker has the duty to identify an adoptive home for that child. This Caseworker will arrange for visitation between the child and the possible adoptive parents, which will increase in duration and frequency until both the child and the pre-adoptive parents are ready for the child to transition into their home. Once a child is transitioned into a pre-adoptive home, the Adoption Caseworker will continue to meet with the child who has been freed for adoption and the pre-adoptive parents regularly to discuss any progress towards finalization of the adoption. The Caseworker also assesses if there are any other services needed to assist the child and the pre-adoptive family at making their decision when they are ready to finalize the adoption.

When both the child and the pre-adoptive parents decide that they are ready to finalize the adoption, the parents can petition the Family Court for finalization of the adoption and the Adoptions Caseworker can prepare the application for a New York State Adoption Subsidy. The Adoption Caseworker also prepares the department's documentation for the Family Court Judge and arranges any post-adoption services, such as individual and family counseling for adopted children, if needed.

The Adoption Caseworker also helps to recruit and retain foster/adoptive parents in conjunction with the Foster Home Caseworker. He is a co-leader for our 10-week foster/adoptive parent training program called Group Participation and Selection II/Model Approach to Partnership in Parenting (GPS II/MAPP). This program helps foster/adoptive parents decide if adopting or fostering a child is the right option for them. The adoption worker also assists our foster/adoptive parents by completing their home studies so they can become certified foster/adoptive parents and the Caseworker assists our adoptive parents in locating children who have been freed for adoption within the state through the New York State Adoption Album (NYSAA). Further information on the NYSAA and the New York State Adoption Subsidy Program will be provided later in this report

In 2011, there were seven children in foster care who were legally freed for adoption, as well as seven other children who were already freed for adoption, but not yet adopted. Of the seven children freed for adoption this year, four of them were adopted by their foster parents and two of the remaining children were only freed just a few days before Christmas. Their foster parents are in the process of adopting these children. The Adoption Caseworker is in the process of identifying an adoptive home for the remaining child. Of the seven other children who were freed before 2011, two of them were adopted this year; two of them are in a pre-adoptive home and their adoption should be finalized this coming year; one was in a pre-adoptive home, but he is now re-photo listed after a disruption in this placement; and two children have opted not to be adopted and have opted to live independently. The four children in foster care who were freed

and adopted this year were a sibling group that had been in two separate foster homes for about four years. They were each adopted by their respective foster parents, and they will continue to have contact with each other post-adoption.

New York State Adoption Subsidy Program

New York State offers an Adoption Subsidy Program for children in foster care who are adopted through local social services agencies. These subsidies include financial and medical assistance for the children up to the age of 21. Based on the type of subsidy, the children could qualify for Medicaid, COBRA, or state medical coverage. There are two categories of subsidies: handicapped and hard to place. With the recent changes to the regulations regarding subsidies, most foster children qualify for one of them. The Adoption Caseworker has the duty to complete the subsidy application with the pre-adoptive parents based on the needs of the children and then he electronically sends the applications to the New York State Adoption Services for the final approval. In 2011, the department completed five subsidy applications and all were approved by New York State.

New York State Adoption Album

The New York State Adoption Album (www.ocfs.state.ny.us) is the main reference to locate children freed for adoption and possible adoptive families in New York State. Any child who has been freed for adoption and is not in an adoptive placement must be listed on the NYSAA within 10 days. Information concerning each child and adoptive parent's strengths and needs are profiled on this website. In 2011, we had one child photo listed since June and one child was re-photo listed in December due to a disruption with his pre-adoptive placement. We list these children on NYSAA so possible adoptive families can read more about these children and they can decide if they are interested in being a possible adoptive family for the children. If a possible adoptive family is interested in a child who we have photo listed, then they can contact the child's worker to learn more about the child and determine if the child would be a good match for their family.

Bridges to Health Waiver Program

Bridges to Health Waiver Services Program (B2H) is a Medicaid Home and Community Based Waiver Program that is now in its third year in this area. There are three types of B2H waivers available – Severe Emotionally Disturbed (SED), Developmentally Delayed (DD), and Medically Fragile (MedF). This program was created to help children in foster care with special needs to return to a permanent home sooner than if the service were not available. It provides intense home-based services to the child and his/her caretakers so that the child is able to be discharged home and able to stay home with a lower risk of re-placement into foster care. This waiver program also provides opportunities for improving the health and wellbeing for children in foster care so that they can transition to a lower level of care.

The children enrolled in this waiver program can continue to receive these services even after they leave foster care and until they are 21 years old, if needed. In 2011, this county was allotted five SED slots and the MedF and DD slots were available for the entire region. At the beginning of the year, we had four children receiving services through our allotted SED slots and one

receiving services through a region-wide DD slot. By the end of the year, we only had three children receiving services through our allotted SED slots. The children who were no longer receiving these services were able to receive services through other agencies so these services were no longer needed. Presently, there is one SED referral completed on a child in foster care who has been freed for adoption and the child is being evaluated for services.



Submitted by Andrew Hoffman, Senior Caseworker

PREVENTIVE SERVICES

One example of how preventive services benefit Madison County families is the case of a single mother of three children. This mother had a long history of drug abuse and needed drug treatment services. The mother agreed to substance abuse treatment under the Family Treatment Program. The DSS Caseworker and the Family Treatment Coordinator worked with this mother for a year. The mother successfully completed the Family Treatment Program and gained insight into her negative behaviors through the counseling with a Therapist through Madison County Mental Health. At closing, the mother continued to work with Madison County Mental Health even though she was no longer court ordered to do so. The case was successfully closed after 13 months.

Preventive Services Caseworkers work with families who have been identified as needing child welfare services to prevent children from being placed outside the home. They are also responsible for helping families to transition children back into their homes when they are returned from a foster care or kinship care placement. Eight Caseworkers work with these types of families to establish a professional helping relationship. In 2011, this unit worked with an average of 98 families, involving an average of 179 children per month.

Preventive Caseworkers also handle foster care cases. Please refer to the Foster Care Annual Report for further information on foster care services provided by this unit. Two Parent Aides, a Casework Assistant, and four clerical staff assist these workers. Please refer to a separate report regarding the work that the Parent Aides contribute. The clerical staff assists the entire Children and Family Services staff. The Casework Assistant performs many invaluable assignments for Madison County families. He supervises visitation between parents and their children, provides transportation, acts as a second person on home visits, etc.

In 2011, DSS continued its memorandum of understanding with Madison County Department of Mental Health to provide clinical counseling services and psychological assessments and evaluations for the families with whom we work. The program has two fulltime Therapists and a program supervisor. The program received referrals and provided assessments and ongoing treatment services for families that have open Preventive or Foster Care cases with Children and Family Services. The program is based in the DSS building. These services are provided free of charge to the families with whom we work. Medicaid

and private insurance plans are billed for services. The program, being an exclusive contract between DSS and Madison County Mental Health, allows families in need to access mental health services in a timelier manner. It also results in clearer and more efficient communication between the Caseworkers and Therapists resulting in improved service delivery for our families.

Madison County DSS also has a contract with Madison County Community Action Program for their Family Action Program, which consists of two Caseworkers and a supervisor who provide preventive services on voluntary basis. The assisted families are in need of services due to a parent or child service need in which such identified need puts the family at risk of having a child placed in foster care. The Homefinder at DSS is the case manager for all these cases. She monitors the caseload for compliance with state and local policies and regulations. She also reviews cases for issues or concerns that would warrant CPS intervention. During 2011, this program worked with an average of 18 families per month.

Independent Living Skills

Independent Living services are provided for children in foster care and children in households receiving preventive services who are at least 14 years old. The department contracts with the Peacemaker Program to provide a portion of these services. In addition, two Caseworkers work with the Peacemaker Program to empower children with the skills necessary to live on their own once they become adults. Youth learn how to navigate the community for services they will need. Other activities are planned to help increase understanding of cultural identities, enhance communication and conflict resolution skills, increase understanding of healthy risk taking, and offer career and education exploration.

In August 2011, approximately ten youths participated in a leisure activity, which was a trip to Boston, Massachusetts. The group went on the Freedom Trail, which is a 2.5-mile guided walking tour of 16 nationally significant historic sites. The group also went to New England Aquarium. The group was able to observe and learn about many different kinds of sea life, including sharks, green sea turtles, penguins, leafy sea dragons, and moon jelly. Approximately ten youths participated in planned activities in 2011.

Submitted by Linda Khan, Case Supervisor Grade B

PINS DIVERSION

The year 2011 was very productive for the Madison County PINS Diversion Program and a lot of good work was done providing services to PINS youth. A Person in Need of Supervision (PINS) is a youth less than 18 years of age who meets the following criteria: is incorrigible, ungovernable or disobedient, truant, or who is alleged to be in possession of or using marijuana. A parent/guardian or school district may file a petition in Family Court alleging PINS behaviors. Prior to filing a PINS petition, the petitioners must prove that they have exhausted all community services and attempted all reasonable resources to divert the filing of a PINS petition in Family Court. A referral to the PINS Diversion program is the first step in the diversion process.

The PINS Diversion Program is supervised by a Senior Caseworker. The case management responsibilities are shared between a Caseworker assigned to a primary caseload of PINS Diversion cases and the supervisor of the program. This program incorporates intensive and preventive services on a voluntary, short-term basis. The main goal of the PINS Diversion Program is to provide an immediate, efficient, and accurate assessment of a child and family's needs in an effort to prevent judicial intervention by facilitating referrals to community-based services.

Once the Department receives a PINS Diversion referral, the family is contacted immediately to discuss crisis intervention options and services available to meet the family and youth's needs. The PINS Diversion worker will meet with the children and the families regularly to assess the situation, gather information from all involved services providers, and make recommendations for further services and plans of action. If it can be established that all diversion services have been exhausted and the child's behaviors in question have not improved, a parent or school may then file a PINS petition with the guidance and assistance of the PINS Diversion workers and the DSS Legal Unit.

In 2011, there was an intake of 100 PINS Diversion referrals, which is a decrease of 9 referrals from 2010. School personnel made 34 of these referrals, 51 came from parents, and 14 referrals come from other sources such as community services providers. The average age of the youth referred to PINS Diversion continues to be 15 years old. This has been a very consistent number for several years of PINS Diversion services. Only seven of these referrals resulted in a PINS petition being filed in Madison County Family Court, which is a decrease of four petitions from 2010. In 2011, only five children were placed outside their home due to PINS behaviors.

The PINS Diversion Program is consistently and successfully diverting the placement of children outside of their home by providing intensive casework counseling and referrals to community services and resources. The needs of the Madison County youth are being met by the community and county resources so that they may continue to remain in their community, schools, and with their families.

In 2011, the PINS Diversion Program wanted to reach out to the schools and refresh their knowledge about PINS Diversion and the many options available to assist school districts

in Madison County. This was accomplished by periodically sending packets of information to every school district in Madison County and the continuous offer to meet with any school personnel to assist in any PINS Diversion-related issue. It is believed that this was well received, which is evident by the increasing number of PINS Diversion referrals submitted by schools, which increased from 29 percent of referrals in 2010 to 34 percent of referrals in 2011.

An emphasis continues to be on a teamwork approach to servicing Madison County youth. The PINS Diversion workers, the parents, schools, and service providers are all a part of the team. This teamwork approach is valuable in assisting the youth in achieving the acceptable behaviors required to be safely maintained in their family setting and to avoid placement at a higher level of care. By enveloping the youth with multiple people and systems invested in their success, the youth in turn becomes more invested in the process and engaged in seeking positive outcomes.

The PINS Diversion Program also works in conjunction with Madison County Probation, Madison County Child Protective Services, Community Action Program, Madison County Mental Health Department, and Consumer Services. The service most commonly used by PINS Diversion is Liberty Resources Placement Diversion Program. This is a program contracted for services through DSS that incorporates intensive, home-based family therapy for families who have children at risk of out-of-home placement.

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One example of a youth who has benefited from PINS Diversion services in 2011 is Samantha. Samantha had significant PINS behaviors that placed her and others at risk, which included using drugs and alcohol, stealing cars, lying, and fighting. Intensive home-based family therapy was implemented in the home and has been very successful at working with Samantha and her family and subsequently reducing the PINS behaviors and enhancing the relationships among all family members.

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Submitted by Jesica Prievo, Senior Caseworker

CHILD PROTECTIVE SERVICES

The Madison County Child Protective Services (CPS) Unit is responsible for investigating allegations of child abuse and maltreatment. The New York State Central Registry maintains a hotline from which CPS reports are generated and assigned to the county where the subject child resides. Often, multiple counties are involved in the same investigation. During 2011, Madison County Caseworkers collaborated with numerous counties throughout New York State, as well as coordinating investigations with eight different states. The CPS Unit ended 2011 with 14 CPS Caseworkers, two Senior Caseworkers, and two Grade B Supervisors. The year 2011 also saw a change in how certain Child Protective reports are investigated with the addition of Family Assessment Response (FAR), as well as traditional CPS investigations.

Child Protective reports are initiated by anyone who has concerns for the wellbeing of a person under the age of 18 by placing a call to the State Central Registry. If the report is accepted, it is transmitted via the Connections computer system to the county in which the child or children reside. The Caseworker assigned the report must call the source of the report and interview all children and subjects listed on the report. Most of the interviews conducted with children occur in the school setting. This provides a safe and neutral environment in which children may speak freely and honestly.

The major role of CPS is to assess the safety and risk of future maltreatment of children. CPS Caseworkers must make an initial assessment of safety of children within 24 hours of receiving a Child Protective report from the State Central Registry. The Caseworkers continue to assess safety both formally and informally throughout the investigation. During the 60 days allotted for an investigation, additional information is gathered through discussions with other agencies and collateral sources, as well as reviewing any applicable records to help make a determination. Another important aspect of an investigation is an assessment of the home environment as it is observed and assessed for safety of the children during each investigation.

All new Children and Family Services Caseworkers must attend 22 days of New York State mandated and administrative training. Additionally, any Caseworker with CPS duties must attend an additional 10 days of Child Protective Response Training. All Madison County Children and Family Services Caseworkers attend this training, as all Caseworkers have on-call duty. Caseworkers, Senior Caseworkers and supervisors are all required to attend six hours of state-approved CPS training per year.

The year 2011 saw 1,492 Child Protective reports received in Madison County. Of those reports, 282 were designated to Family Assessment Response. Another 136 of the 1,492 reports were designated as severe physical injury and sexual abuse cases and were investigated jointly with law enforcement by members of the Madison County Multidisciplinary Team (MDT). The MDT is comprised of specially trained members of Child Protective, law enforcement, the District Attorney's Office, the County Attorney's Office, Department of Social Services legal staff, Victims of Violence advocates, Madison County Probation, and mental health providers.

Immediate response is vital in protecting children and Child Protective Caseworkers are available to respond to calls from the State Central Registry 24-hours a day, 7-days a week, 365-days a year. On-Call Caseworkers respond to any after-hours issues of child abuse and neglect. All Children's Services Caseworkers are responsible for on-call coverage three or four weeks per year. The Caseworkers on call are usually responsible for the initial contact and assessment of safety for the reports received after hours. A total of 254 CPS reports were received after hours by on-call Caseworkers during 2011.

Specialized training is funded through grants to minimize local budget money. The team meets monthly to discuss specific cases, overall techniques, and best practices. The MDT utilizes the Child Advocacy Center to conduct interviews with possible victims of sexual abuse. Using the multidisciplinary approach assures that the most skilled professionals in each discipline work closely together to reduce the trauma to a child by having the child interviewed once instead of by each discipline separately.

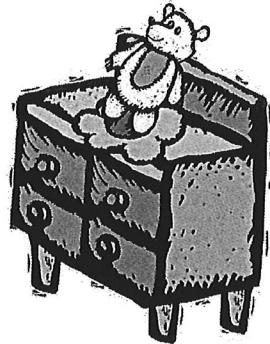
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One of the CPS reports received during the year involved a family of five. The report alleged that the parents were not providing proper medical care for one of the children and that the home conditions were hazardous to the wellbeing of the children. The Caseworker called the source of the report and received some more information regarding the family. The Caseworker was unable to see the children at school because it was summertime. The Caseworker made the initial home visit and found the home cluttered, but not a hazard to the health and wellbeing of the three children. The Caseworker was able to interview two of the children in their bedroom and noticed that the room was cluttered with clothing and lacked dressers for the two children. The third child was too young to be interviewed, but was observed by the Caseworker who had no concerns regarding the child.

Both parents stated that the one child did have a medical condition and they were able to produce the medication the child needed. It appeared to have been used properly for the child. During the course of the interview, the Caseworker asked the parents what they thought they needed to help with the clutter. The parents replied they could use dressers for two of the children for their clothes, as they did not have any and the clothes were usually left in a laundry basket. The Caseworker asked the parents to pick up the clutter and scheduled a return visit. The Caseworker checked with the medical providers who had no concerns regarding the care of the child with the medical condition. The Caseworker spoke with relatives of the family and found that they had no concerns regarding the family.

In order to help the family, the Caseworker requested dressers for the two children and the Department of Social Services purchased the dressers for the family from a local furniture store. The Caseworker kept the case open for awhile to help monitor and assist the family and the child with the medical condition. The family was able to utilize the support from the Caseworker and was able to manage the clutter and prevent the family from having any repeat involvement with Child Protective Services.

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Madison County Child Protective Services consistently collaborates with other professionals to assess and maintain the safety of a child or children. This collaboration helps to assure the ongoing safety of the children of Madison County and to help families who require intervention in a professional and positive manner.



Caseloads by Township

Townships	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Total
Brookfield	8	7	5	5	2	3	3	6	6	3	2	3	53
Cazenovia	1	3	3	5	3	5	6	3	4	0	2	0	35
DeRuyter	2	0	2	0	3	0	1	0	0	0	0	0	8
Eaton	3	4	6	6	5	10	10	7	8	6	7	8	80
Fenner	3	1	3	0	0	0	0	0	0	0	0	0	7
Georgetown	0	0	1	1	3	1	1	0	2	0	1	3	13
Hamilton	6	6	4	5	7	3	2	7	5	6	9	6	66
Lebanon	5	0	2	1	0	2	0	0	0	0	0	0	10
Lenox	24	7	29	12	23	16	15	21	15	26	36	16	240
Lincoln	4	3	5	4	0	3	2	0	0	0	0	0	21
Madison	6	8	7	7	13	4	2	5	4	4	3	7	70
Nelson	1	3	1	2	2	1	0	0	1	2	2	0	15
Oneida	33	22	29	33	41	28	22	24	21	28	38	27	346
Smithfield	3	3	0	1	0	1	1	1	1	0	0	0	11
Stockbridge	3	0	1	3	3	8	5	4	6	2	4	7	46
Sullivan	24	20	27	12	26	19	12	20	24	20	15	18	234
Other Reports	20	17	23	14	21	15	23	20	22	22	16	21	234
	146	104	148	111	152	119	105	118	119	119	135	116	1492

Submitted by Karen Bright, Case Supervisor Grade B

FAMILY ASSESSMENT RESPONSE (FAR)

During the past two decades, deferential response systems have been implemented in more than two dozen states across the country. Also called dual track, multiple response, and alternative response, these are child welfare practices that allow more than one method of response to reports of child abuse and neglect. In 2007, New York State Social Services Law changed to allow counties to provide a differential response to child abuse and maltreatment reports. Family Assessment Response (FAR) is New York State's name for an alternative to the traditional Child Protective Investigative Response. FAR puts the focus on assessing and addressing families' needs through a family-led identification of needs and services and less on investigative fact finding. FAR also seeks to create or maintain safety through family engagement and collaborative partnerships. Agencies are allowed and encouraged to provide services without a formal determination of abuse or neglect. The FAR approach focuses on both child safety and family engagement.

The law excludes cases of severe physical abuse, sexual abuse, as well as others, as eligible for a FAR response. Each county is allowed to develop additional parameters for eligibility. Madison County developed a screening tool to decide what cases would be best served using the FAR approach. In early 2011, Madison County partnered with Cayuga County to receive training, in the FAR approach, administered by the American Humane Association. Madison County began implementation of FAR on March 1, 2011. Madison County was the 23rd County in New York State to begin using FAR.

A FAR Caseworker and supervisor were allowed the opportunity to attend the New York State Family Assessment Response Symposium in October of this year. In addition to updated information and techniques, workers were able to hear success stories from families involved in FAR. These stories mirrored success stories that can be found in Madison County. Often, just asking a family what they need can make all of the difference. In one Madison County FAR case, the family's needs were as simple as three pairs of pants for the toddler. The Caseworker was able to purchase the clothing with funds allocated by New York State for use in FAR cases.

It is not often through Child Protective work that the Caseworkers receive notes of thank you from the families they work with. One family that a FAR Caseworker worked with diligently to get on the road to self-sufficiency offered many thanks. In this case, a report was received alleging a bug infestation in the home. The Caseworker was able to have the home fumigated using state administered FAR funds. However, then the family was evicted. This can be overwhelming for a single mom with a severely handicapped child. The Caseworker advocated for the family when they were treated disrespectfully. She utilized her community resources and found the family a handicapped accessible home. She helped foster a positive relationship with the family and the school. Most importantly, she led the situation in the direction that the family

wanted to go. She listened to their input and respected their point of view. This child is now not only safe, but also flourishing.

Of the 1,492 Child Protective reports received in 2011, starting in March, 282 reports were responded to using a FAR approach. The FAR team goal for 2012 is to increase the percentage of reports eligible for FAR services.



Submitted by Catherine Fowler, Case Supervisor Grade B

PARENT AIDES

During 2011, the Parent Aides received 37 new referrals, a slight increase from the previous year, giving the Parent Aides an average of 10 and 12 cases per worker per month. The majority of these referrals are generated when a case is opened for services through the Foster Care/Prevent Unit and there is a need for ongoing parenting assistance. The referrals may be due to neglect issues or the parents' need for ongoing support to address other parenting issues related to the safety of children. Now that Family Assessment Response (FAR) has been implemented, short-term Parent Aide referrals can be made to work on specific issues in the home while the Caseworker is still involved with the family.

Madison County Department of Social Services currently has two Parent Aides who assist parents with a variety of tasks. These tasks include, but are not limited to, teaching appropriate forms of discipline; helping families to find appropriate housing; supervising visits between children and their parents when needed; transporting clients to/from necessary appointments; role modeling; and teaching parents how to interact with their children in a healthy, loving, nurturing manner.

The Parent Aides assess the strengths of each family through observation and discussion. They work collaboratively with these parents to enhance the skills they already have and build up the ones they may be lacking. Parent Aides meet with families in their homes, usually one-to-four times per month, depending on the needs of the family. In 2011, the Parent Aides made a total of 529 home visits and supervised approximately 35 visits.

The Parent Aides also teach a "Parenting Skills" class two times per year for 10-to-12 weeks per session at the Department of Social Services. This year, the spring class started out in Morrisville to see if a change in location was more convenient for the parents who needed/wanted to participate in the class. By the second session, this class relocated back to DSS for convenience to the participants. By relocating the class back to DSS, five new people joined that class. Those who participate in these classes are usually referred by Family Court or their Caseworker; however, self-referrals from individuals in the community are also accepted. This program educates parents, giving them the skills and knowledge they will need in order to effectively and safely parent their children. A total of 108 parents were invited to participate in these classes, with a total of 25 parents attending the classes. Eight parents received certificates of completion, one received a certificate of attendance, and the remainder did not complete the class.

In 2011, the Parent Aides continued to assist families in need of food through the food cupboard, as well as providing hygiene products to those in need. Approximately 34 people/families were provided food and 63 people/families were provided with hygiene products.

The Parent Aides continue to dedicate their time and energy by coordinating with community agencies. In 2011, those agencies were The First Congregational Church in Munnsville, St. Paul's Episcopal Church in Chittenango, Frontier Cellular, Oneida Silver in Sherrill, employees from several different departments within Madison County, and individuals within our community who have graciously donated to children in need. Items donated were various

Christmas gifts and school supplies, as well as food and hygiene products, which were provided to many of our families in need. Seventy-two children in Madison County had a brighter Christmas due to the generosity of others from all around Madison County and our county complex buildings. The commitment shown by these agencies and individuals in our community has helped to reduce the added stressors parents often feel due to financial limitations.

The Parent Aides work very closely with the families referred to them. Over time, they are able to build a strong rapport that is essential when trying to influence positive change. One of these instances where positive change occurred was with a grandmother who obtained custody of her two grandchildren, ages 1 ½ and 3. The oldest one has special needs and can be challenging. This grandmother also has her own medical problems, but always puts the girls first.



This grandmother admits that she did not always make good choices when she was raising her own daughter, who also has special needs. She says that there are programs available now that were not available when she was raising her daughter. She feels that these programs make it easier for parents now than it did 21 years ago.

This grandmother has had to make a choice between raising her granddaughters and keeping her daughter away from her home or being with her daughter. If she chose her daughter, her granddaughters would have been placed in care. She will tell anyone that it is difficult to not choose your own child; however, she feels the need to care for her two granddaughters instead.

With this grandmother's busy schedule of raising two young girls, she has found the time and dedication to attend two Parenting Skills classes. While in the class, she would lead the other parents in group activities by using the encouragement skill. She was always helping others and very positive to others in the class.

This life change has had its moments where this grandmother has been tested. Early in 2011, this grandmother violated the court order which almost caused her to lose her granddaughters. This is when the seriousness of her daughter's mental illness and the reality of her granddaughters' safety and wellbeing were questioned under her care. She knew she could not help her daughter, but she could help her granddaughters and that she must continue to take care of them. From then on, she was determined more than ever to work for her granddaughters.

This grandmother agreed to work with a Parent Aide when it was suggested and has found many resources by doing so, both for herself and her granddaughters. Since that time, this grandmother has reached out for support so that she can remain strong even when her daughter gets out of jail. With all of the support that she has received, she will hopefully be able to remain strong due to the knowledge that she has gained and the supports she has put in place that she

was not aware of in the past. This is one family where the 'system' has helped them improve their lives.

The ongoing support, skills and information provided to our families by the Parent Aides in Madison County has lead to this success story and many more.

Submitted by Marcie Soule, School Services Program Coordinator

TRANSPORTATION AIDES

Last year, the Transportation Unit employed two Transportation Aides – one fulltime position and one part-time position. These two Transportation Aides provided a combined total of 829 transports of children in foster care and their families to appointments for counseling, medical treatment, court, or other various destinations. The Transportation Aides traveled a total of 30,129 miles in 2011 for a total costs savings of \$20,326.12.

In September of 2011, the Transportation Unit received the resignation of the part-time Transportation Aide and, as a result of the decline in requests for transports, the unit decided not to refill this position at that time.

The Transportation Aide must be alert and cautious of the dangers on the road while transporting children that this agency is responsible for. They are often confronted with situations that require quick thinking and problem-solving skills. They must also be compassionate of the needs of the families that they are working with. A Transportation Aide often does not realize the impact that she has on these families or this agency. She is a hard working, valuable asset to our agency.

★★★★★★★★★

Here is a short story from our Transportation Aide. “Sometimes I wonder if am making a difference in the lives of the children I transport for foster care, but then I have an experience such as when one fourth grade girl came from her class with a note from the teacher saying that she was missing too much of her math class and was falling behind as a result. This concerned me and I was able to call the counselor and make arrangements to change the day and time of the child’s appointment so that she would not have to leave school so early anymore. She still has to come with me for counseling and visits with family, but now it will not affect her academics and maybe when she grows up, she will be able to become a math major in college. By having a consistent, dedicated person for transportation I am able to take more time and pay more attention to the children’s all-around wellbeing and make a difference.”

★★★★★★★★★

Submitted by Dawn Hewitt, Principal Account Clerk and Ruth Kline, Transportation Aide

SCHOOL SERVICES PROGRAM

The School Services Program is a single point of contact for county schools needing assistance accessing or coordinating services for children and their families facing difficulties in and out of school. The School Services Program Coordinator acts as a liaison among the school, family, and service agencies. Referrals may be made to the program by all school staff, community agencies, all Madison County departments, and self-referrals from families. The only requirement is that the child needing assistance must reside within Madison County's borders.

The objective is to provide those involved with youth with a better opportunity to gain assistance in identifying available service options. By combining school supports with additional services directed at the home, a better chance exists of addressing the comprehensive needs of the child and family. The School Services Program works to prevent neglect, abuse, and teenaged delinquent behavior.

In the year 2011, this program received 92 referrals. The following is a breakdown of the referral sources:

19	-	Guidance Counselors	5	-	PIP counselors
15	-	BOCES Alternative High School	3	-	Family/child self-referral
14	-	Other service providers	3	-	School psychologist
13	-	Madison County Departments – PH, DSS, MH, or Probation	2	-	Principals
11	-	School social workers	1	-	BOCES Pre-K/Head Start
5	-	Liberty Resources	1	-	Committee on Special Ed

The referrals reflected a variety of needs. Each referral usually consisted of several identified areas of need. The following is a breakdown of the number of times services were requested for certain areas of need:

32	-	Assistance accessing services	4	-	Psychiatric services
24	-	Diversion services	3	-	Education: social
19	-	Individual/group counseling	3	-	Food
16	-	Mentoring services	3	-	Homeless family/teenager
14	-	Education: academic	3	-	Mental health assessment
11	-	Case management services	2	-	Insurance
11	-	Parenting skills/support	2	-	Transportation
10	-	Anger control	1	-	ADHD issues
10	-	Attendance issues/truancy	1	-	Bully/victim of bullies
8	-	Health/medical/medication	1	-	Depression
8	-	Shelter	1	-	Home sanitation/cleanliness
7	-	PINS/JD-type behaviors	1	-	Suspension
6	-	Financial/employment	1	-	Teenage parent
4	-	Drugs and alcohol	1	-	Unaccompanied youth

The 92 referrals broken down into the following age groups:

Age Group	Number
0 – 5	8
6 – 9	17
10 – 13	31
14 – 16	34
17 – 18	2

Home visits and school-based contacts are made in order to develop a plan to address goals identified by the family and/or school. Once goals are identified, referrals can be made to public and private service agencies. The coordinator is able to support families and service providers at an early point to prevent escalating difficulties or conflicts in the classroom and at home.

One successful example is of a sixteen-year-old girl who transferred to Chittenango High School and was having a difficult time with the transition. Her family was evicted from their apartment in a different district, so the sixteen year old was extremely disappointed about having to leave. The sixteen year old missed a week of school because she tried to re-register at her former school before Chittenango High School could get her to come back to their school. There were money issues in the home, as well as medical issues with her mother.

I worked very closely with this family to obtain the help they needed. They were able to acquire HEAP, access local food cupboards and Food Sense, pay one month's rent so that they were not evicted yet again due to their financial difficulties, as well as provide the sixteen year old with school supplies and some new school clothes.

The sixteen-year-old girl is overweight and only wears black and sweat/stretch pants. I took her school clothes shopping at Fashion Bug where she purchased three pairs of jeans (even though she proclaimed her aversion to jeans when we first arrived at the store) and bright colored shirts (no black was purchased). While trying on the clothes, she constantly had a smile on her face and stated "I feel so girly – I kind of like it!"

After a few months of school, I contacted the Guidance Counselor about her and he said that she was doing remarkably well and he was pleasantly surprised with her new wardrobe and "new" outlook on life. This girl was able to "get it together" with her education and is scheduled to graduate in January 2012 due to doubling up on her classes.

In addition to helping this sixteen year old, I was able to also help her mother by insisting that she go to the hospital. The mother's medical conditions worsened, but she refused to go to the doctor because she did not want any more medical bills due to their already existing financial difficulties. When I would not take no for an answer, we were able to transport her to the doctor where she was then admitted to the hospital. After her discharge from the hospital a week later, I received a phone call from the family expressing their appreciation for the School Services Program and thanking me for saving the mother's life.

Community Action Program Intensive Mentoring Program 2011

The goal of the Community Action Mentoring Program is to link Madison County youth, ages 8 to 16, with an adult member of the community. With support from the mentoring program, the mentor and mentee work together to enhance the youth's social, personal, and educational growth. In 2011, there were 14 intensive mentors, each with the maximum capacity caseload of three children. The children must be TANF eligible (200 percent federal poverty level) and/or be at risk for teenage pregnancy/parenting. By December 31, 2011, there were 53 active matches. The Mentoring Program enhances the Volunteer Mentoring Program, which had 20 volunteers by December 31, 2011, and had 25 active mentor/mentee matches.

Outcomes that were to be met by the program appear to have been successful: none of the mentees became pregnant, there was no increased court or probation involvement, and there has been satisfactory school attendance and school achievement by the majority of the mentees.

The mentors provided one-on-one mentoring to all youth matched in the program. They also provided a minimum of one group activity every month. This program collected report cards on all youth in the Intensive Program and used the STAR survey to collect data for outcomes on all intensive mentees. The children enjoyed activities such as attending school functions, ice skating, hiking, baking/cooking, swimming, and horseback riding.

One successful example is of a new mentee in our program who invited his mentor to his spring concert. The mentor accepted and when the night came, the young boy was very excited to see his mentor in the audience with his mother. Later that evening, the young boy expressed his shock to his mom that his mentor came. The mom reminded her son that the mentor had said he was coming. He told his mom he knew that, but his dad had made those same promises before and never came. This bittersweet story shows what effect a simple gesture can make to a child. This young man saw that there will be people in his life that will keep their word – mentoring at its purist and simplest!

Life Skills Coaching – Dr. P. Scott Petosa 2011

This program focused on providing services to Madison County youth and their families who were "at risk" for a placement in non-secure or secure detention. The program has been designed to serve both male and female youth from 10-to-17 years of age. The program is designed to help youth who mirror the profile presently placed through the courts on Juvenile Delinquency (JD) and Persons In Need of Supervision (PINS) petitions. The youth may be at risk of having a PINS petition filed against him/her or may be facing JD charges or probation. The youth may be experiencing school truancy, disruptive or incorrigible behavior, running away, aggression, vandalism, and substance or alcohol abuse. The youth may also be experiencing strained or stressed family relationships, a chaotic home environment, or poor peer relationships.

The goals for families and youth involved in this program are to decrease the rate of delinquent or disruptive behaviors, increase educational success, and increase positive family interaction. This program seeks to build upon the youth's strengths. The candidates for this program will

have strengths such as a desire to form healthy relationships, possessing a need to have a positive adult role model in their lives, and the potential to succeed academically with the appropriate support and guidance. This program is voluntary for families and youth and requires a level of commitment to the treatment program.

Dr. Petosa met with individuals at the local YMCA in Oneida and other local venues. During sessions, he taught anger management, problem solving, and communication skills while incorporating various physical fitness and sporting techniques. The significance of self-respect and respect for others is emphasized. Dr. Petosa also discussed positive parenting skills with parents and the importance of a positive adult role model in a child's life.

Twenty-one youths were actively enrolled in the life skills program in 2011. In addition to meeting with the children weekly at the YMCA, Dr. Petosa followed up on a weekly or bi-weekly basis by telephone or home visits to see how the children were doing at home and in school. He initiates dialogue with the school districts through school counselors, teachers, and interscholastic coaches to promote academic success. He also meets with case managers, PINS Diversion staff, Probation Officers, counselors, lawyers, and school administrators in an effort to promote success.

One success story is of a boy who was in a blended family derived from two highly dysfunctional families. This fifteen year old had very low self-esteem, was constantly bullied at school, and looked to his peers who modeled violent and illegal behaviors. Following the lead of his peers, he had engaged in petty theft and experimented with illicit drugs. His grades in middle school suffered, resulting in his failing numerous courses. He often experienced outbursts of anger, which he could not control, typically triggered by conflicts with his peers, stepdad, or half siblings.

By exploring respect, communication, and problem-solving issues, both instructionally and experientially, this young man has improved dramatically. His grades in school have improved significantly (he is passing all subjects with a B average or higher). He has committed himself to scholastic sports, dedicating himself to three sports. He has initiated a fitness regimen at the YMCA under Dr. Petosa's guidance, realizing its importance, both short term with his sports and long term for his health. He is constantly improving his social behaviors, both at school and home. He has received no behavioral referrals this school year.

Recently, during an appointment with Dr. Petosa, this student met his junior high school principal at the YMCA. The principal addressed him "skeptically," because the student had received dozens of behavior referrals the previous year. The student proudly announced that he had received no referrals this year and apologized to the principal for his past behavior. The principal was impressed. After the encounter, the current freshman said he was in the principal's office so much that "he had homeroom in the principal's office and always looked for ways to give him a hard time." He related that his coping skills are much better now and that he regrets his immature past.

Submitted by Marcie Soule, School Services Program Coordinator

LEGAL UNIT



Child and Family Services

The Madison County Department of Social Services Legal Unit strives to provide comprehensive legal counsel to all units within the agency and in that capacity carries and maintains a varied caseload of diverse legal issues – the two largest caseloads being Child and Family Services and Child Support Collection.

For the year 2011, the Madison County Department of Social Services Legal Unit maintained 94 active cases, opened 37 new cases, and resolved 25 cases. The unit filed 109 new Neglect and Abuse Petitions, drafted and submitted 198 Family Court Orders, and appeared on behalf of the Department before the Madison County Family Court a total of 396 times. The Legal Unit also participated in 21 Family Court trials in 2011.

For the children in foster care, the Legal Unit is required to keep the Madison County Family Court advised of the children's status and progress. This is achieved through filing Permanency Reports with the Court. In 2011, the unit filed 72 Permanency Reports with the Court and, together with a corresponding number of scheduled Permanency Hearings, the Legal Unit kept the Court advised of the status and progress of the children currently in the custody and care of the Department.



Fair Hearings

In addition to the cases that are filed in Madison County Family Court, there are those cases that are reported as child abuse/neglect and investigated by Child Protective Services. A determination is made as to whether the allegations in the report should be indicated or unfounded; in other words, "is there some credible evidence to support the allegations?"

Oftentimes, when a report is indicated and closed, a parent requests a fair hearing seeking a determination from the State Office of Child and Family Services that the determination made by our local agency was correct. A fair hearing is then scheduled with an Administrative Law Judge and the parent and the Department each have the opportunity to present evidence. The Administrative Law Judge rules on the evidence and issues a determination at a later date. In 2011, the Legal Unit represented the Madison County Department of Social Services in a total of 56 fair hearings.



Court Ordered Investigations

There are instances where a Petition has been filed by a private citizen in Family Court, often containing allegations of domestic violence or drug and alcohol abuse between the parties. In a situation where the Family Court Judge believes further investigation is needed, an Order Directing a Court Ordered Investigation will be issued and a Caseworker from Child and Family Services will be assigned to investigate the matter and submit the findings from his/her investigation to the Court prior to the next scheduled court date. The Legal Unit also receives a copy of this Order and monitors the request. Once the Caseworker's investigation is completed and the findings are reduced to a written report, the Legal Unit will then review the report and send it to the Court. For the year 2011, the unit reviewed and submitted 30 Court Ordered Investigations to the Madison County Family Court.



CCRS

The Legal Department's Office Assistant II is responsible for tracking all foster children currently in Madison County's custody. This information is reported to the state and federal governments. Entries consist of all Petitions and Orders filed in a particular case. Accurate and timely entries are required to ensure that the Madison County Department of Social Services receives all state and federal reimbursements to which it is entitled. In 2011, there were approximately 548 transactions entered in the CCRS system.



Casework Conferences

The Madison County DSS Legal Unit continues to actively work with Child and Family Services staff to ensure that the Department of Social Services is in compliance with all laws and regulations. The DSS Legal Unit continues to assist the Caseworkers with questions and concerns regarding investigations of neglect and abuse and to ensure enforcement and compliance with all current Family Court Orders. The two Attorneys and Paralegal regularly meet with Child and Family Services Supervisors and Caseworkers on individual cases and for trial preparation. In 2011, there were 266 conferences between the Legal staff and Caseworkers.



Multidisciplinary Team: MDT

The Legal Unit is also a member of the Madison County Multidisciplinary Team (MDT). The Madison County MDT is a group of professionals who work together in a coordinated and collaborative manner to ensure an effective response to reports of sexual abuse and serious physical abuse of children. The MDT approach promotes well-coordinated child abuse investigations that benefit from the input of many different parties, including law enforcement, prosecution, and Child Protective Services. This approach ensures a successful conclusion to the investigation and serves to minimize the additional trauma to child victim.



Family Treatment Program

The Madison County Family Treatment Program was established in August, 2005. The Family Treatment Program is a specialized program that assists respondents in Madison County Family Court proceedings where drug and/or alcohol addiction or abuse may contribute to child abuse or neglect. Since the program's inception, 97 individuals have been considered for the program. The Family Treatment Program, consisting of the Madison County Legal Unit, DSS Caseworkers/Supervisors, the participants' legal counsel, attorneys for the children, and other service providers, meets twice a month to report to the Family Court Judge who oversees the program. The Family Treatment participants are required to attend various treatment programs such as drug/alcohol counseling, mental health counseling, and parenting classes, just to name a few. The average length of participation in the Family Treatment Program is one year, although that timeframe varies with each individual participant. The Family Treatment Program's goal is to continue to ensure that the participants' children have a safe, nurturing environment by focusing on healthy and sober parenting and permanency planning through the collaborative efforts of the team members.



Child Support Collection

The Madison County DSS Legal Unit works to establish Child Support Orders when a child is in receipt of temporary assistance or is placed in foster care. In addition, the unit works to enforce Child Support Orders, establish paternity when a child is in receipt of Medicaid or temporary assistance, and recoup reimbursement for confinement expenditures related to the birth of a child who is in receipt of Medicaid.

In 2011, the Madison County Department of Social Services Legal Unit made 764 appearances before the Madison County Family Court Support Magistrate on Child Support Petitions filed by the Department. This number includes initial appearances, fact findings, hearings, and referrals to the Family Court Judges for confirmation hearings.

In addition, the Madison County DSS Legal Unit drafted and submitted for filing with the Madison County Family Court a total of 312 Child Support Orders. Submissions include a total of 120 original Child Support Orders: 66 Medical Support Orders; 54 Modification Orders; 69 Violation Orders; and 3 miscellaneous Orders to include an Order of Filiation, Order to Vacate, and an Order to Terminate a Child Support Order.

The Legal Unit continued its efforts to alleviate unnecessary court congestion in 2011. The unit continued to identify individuals who would benefit from the opportunity to execute a Voluntary Medical Support Agreement. A Voluntary Medical Support Agreement contains the required medical support language required by state and federal law. It also provides the non-custodial parents an opportunity to fulfill their legal obligation to provide health insurance for their dependent children without the need for a court appearance. In cases where the agreement is not returned, the Support Collection Unit (SCU) will file a Petition in Family Court for medical support. These Petitions result in obtaining an Order for Medical Support from Family Court.

For the year 2011, 53 clients were identified that would benefit from receiving a Voluntary Medical Support Agreement. Of those 53 individuals, 35 signed and returned the Agreement to the Department, 14 individuals did not return the Voluntary Medical Support Agreement necessitating the filing of a petition with Family Court. The Department obtained Orders of Medical Support for those 14 individuals. The remaining four Voluntary Medical Support Agreements were resolved in other manners.



Money Judgments Filed on Behalf of the Department

In certain instances, money that is owed to the Madison County Department of Social Services for expenditures ranging from the cost of the birth of a child to past due child support arrears are set in money judgments. The money judgment is part of the final disposition of the case by the Madison County Family Court Support Magistrate. Monies that are received by the Madison County SCU, which are in addition to child support payments received, are typically applied to any money judgment that may be on an account.

For the year 2011, the Madison County DSS Legal Unit filed 77 money judgments on behalf of the Department, totaling \$142,054.75. Occasionally, the Department receives additional monies

that serve to pay off an outstanding money judgment. For 2011, the Legal Department filed six Satisfaction of Judgment for a monetary total of revenue collected of \$10,170.75.



UIFSA: Uniform Interstate Family Support Act

Pursuant to 18 NYCRR 347.17(Right to Recovery Act), custodial parents involved in child support matters who reside outside New York State are entitled to representation by a CSEU attorney as counsel. In 2009, the Madison County DSS Legal Unit, together with the Madison County SCU, implemented a case tracking and billing system for these cases and maintained that system through 2011. In addition to assisting custodial parents throughout the United States, the Madison County DSS Legal Unit and SCU continued to aid internationally and were able to assist a client who resides in England. The cost of this service is recouped by the SCU at a rate of 25 percent of each current child support payment received on behalf of the client.



W.P.I.: Working Parents Initiative

In 2011, the Working Parent's Initiative continued its goal of assisting non-custodial parents living in Madison County in obtaining employment and identified 10 individuals as fitting the criteria for the program. Although the employment crisis continues, the Madison County Department of Social Services looks forward to continuing this program with even more success in 2012.



Looking Ahead to 2012

The State of New York's budget crisis has impacted the New York State Court System in many ways. This is apparent in Madison County, as well as throughout the state, in a downturn in Court personnel while there is an upswing in Court filings. The lack of available resources has stretched the Court personnel and has affected the length of time it takes a case to proceed to a resolution. The New York State Bar Association has implemented a "Task Force on Family Court" that is currently scheduled to meet on four occasions throughout this year in an attempt to find ways the courts can "improve the administration of justice for vulnerable people and families." ¹

The Department of Social Services Legal Unit will continue to strive to provide comprehensive legal counsel for all units within the Department and will continue to work with the Madison County Family Court during this difficult budgetary time.



¹Mahoney, Mark. Family Court Task Force. NYS Bar Assoc. State Bar News. January/February 2012, Vol. 54, No.1

Submitted by Kelly Yonnick-Smith, Paralegal

Madison County Sheriff's Investigative Unit

The Madison County Sheriff's Office Investigative Unit consists of two part-time Investigators that do background investigations and pistol permit investigations, three fulltime Investigators, one fulltime Sergeant, and one fulltime Lieutenant. The Lieutenant also oversees Juvenile Transports, Court security, County Office Building security, Veterans Building security and Civil Department.

The Investigative Unit is housed in the Department of Social Services Building and has the responsibility for the safety and security of the staff and clients in the building. Each day, a Deputy performs "desk duty" during business hours. The Deputy may also remain after business hours if requested by staff. Currently, we provide after-hours security for parenting classes when they are in session. While on "desk duty," the Deputy is responsible for the security of the building, as well as answering phones and assisting the Social Services staff and clients with any issues that may arise. In the absence of a Deputy, an Investigator is assigned to "desk duty."

The Investigative Unit investigates major crimes, such as rape, arson, robbery, burglary, narcotics and homicide. We conduct internal investigations as directed by the Sheriff. The unit assists other local, state, and federal agencies such as the New York State Police, local police departments, and the Madison County District Attorney's Office.

The Investigative Unit performs several other functions at the Social Services Building as well. This includes investigating fraud complaints, completing validations (front-end detection) and assisting the Child Protective and Adult Protective Units. The validation process consists of an Investigator reviewing a client's application for services and verifying that the information is correct. This is done by doing a home visit or using other techniques to verify the information. The validation process helps eliminate fraud as well as create a savings if a case is denied. The Investigative Unit completed 382 validations in 2011. This is up from 373 in 2010.

The Investigative Unit received 185 fraud complaints in 2011. This is down from 265 in 2010. The fraud investigations were received through tips from the public, case screening, and leads developed in criminal investigations. Fraud cases, when received, are forwarded to a Senior Examiner to determine if a fraud exists. Due to numerous state regulations, most frauds are unfounded. If it is determined that a fraud does exist, the Sergeant assigns an Investigator to follow up on the case.

A Multidisciplinary Team (MDT) was formed in 2003 to investigate child abuse/sexual assaults. The purpose of the MDT is to minimize trauma to the victim and strengthen the prosecution of the defendant. The MDT cases are top priority for the Investigative Unit and all of our Investigators continue to receive specialized training in this area. In 2011, an Investigator was assigned to work out of the Child Advocacy Center (C.A.C.), making him readily accessible for MDT cases. The Madison County Sheriff's Investigative Unit

investigated 47 MDT cases in 2011 – this is a slight decrease from the 54 MDT cases investigated in 2010.

The Sheriff's Office Investigative Unit, with the assistance of a DSS Caseworker, also transports juveniles sentenced to detention. The unit conducted 14 juvenile transports in 2011. This is down from 23 in 2010.

The Lieutenant is tasked with scheduling security for local courts that have requested a Deputy while court is in session. Local courts may request a Deputy as needed for a trial or other event at the court. In addition to scheduling security for local courts, the Lieutenant schedules Deputies that provide security for the county complex and the Veterans Building. The Deputy assigned to the county complex works 9:00 a.m. to 5:00 p.m. and is responsible for parking complaints, accidents that occur in the parking lot, and any other issues that may arise. The Deputy assigned to the Veterans Building is responsible for security at the District Attorney's Office, Probation, and Mental Health Departments. The post is manned from 8:00 a.m. to 8:00 p.m., Monday – Thursday, and 8:00 a.m. to 4:00 p.m., Friday. In October 2011, at the request of the Mental Health Department, security for Thursdays was scaled back to 8:00 a.m. to 4:00 p.m. In 2011, the security staff logged numerous complaints, ranging from warrants of arrest and civil matters to disorderly persons.

The Investigations Unit will continue to work diligently to serve the citizens of Madison County.



Submitted by Lieutenant William Wilcox, Madison County Sheriff's Office

RESOURCES

Resource recovery is the return of revenue to this agency. This includes ensuring the collection of money from probates, estates, assignment of proceeds, and accident liens. Area banks are checked for undisclosed assets, determinations are made for the availability of third party health insurance, and the collection of medical information for disability determination is done.

Recoveries for 2011

Estates - PNA	\$ 46,956
Accident Liens	\$ 6,972
Medicaid Liens	\$ 22,174
Burials	\$ 1,115
Annuity Payments	\$ 8,300
Estates	<u>\$ 54,525</u>
Total	\$140,042

Submitted by Steven Chaires, Deputy Commissioner for Administrative Services

ADMINISTRATIVE SERVICES

Fiscal Summary - 2011

	<u>Expenditures</u>	<u>Credits</u>	
			<u>Increase/ (Decrease)</u>
	<u>2010</u>	<u>2011</u>	
General Administration	\$8,211,934	\$6,547,805	
Child Care Block Grant	\$572,278	\$645,766	
Title XX	\$859,312	\$550,284	
Medical Assistance	\$97,659	\$96,478	
MMIS	\$10,152,966	\$516,624	
TANF/Family Assistance	\$2,622,575	\$2,406,544	
Child Welfare	\$2,075,276	\$1,703,360	
Juvenile Delinquent	\$248,112	\$159,722	
Safety Net	\$918,355	\$426,975	
HEAP	\$9,015	\$7,148	
EAA	\$21,504	\$11,090	
Energy Fund	\$0	\$0	
Burials	\$129,404	\$14,237	
Title IV-D	\$0	\$37,092	
Total	\$25,918,390	\$13,123,126	
NET LOCAL COST		\$12,795,264	
Gross Cost	\$24,944,113	\$25,918,390	\$974,277
Net Local Cost	\$11,620,878	\$12,795,264	\$1,174,386

Please note that this financial report is based on a revenue/appropriation analysis dated 3/12/12. The Madison County Treasurer has not finalized the financial information for 2011, therefore, this information is subject to change.

Modified Budgeted Amount vs Actual Adjusted Gross Amount - 2011

	<u>Budgeted</u>	<u>Actual</u>	<u>Surplus/ (Deficit)</u>
General Administration	\$8,776,971	\$8,211,934	\$565,037
Day Care	\$711,632	\$572,278	\$139,354
Title XX	\$905,769	\$859,312	\$46,457
Medical Assistance	\$170,000	\$97,659	\$72,341
MMIS	\$10,600,000	\$10,152,966	\$447,034
Family Assistance	\$3,199,865	\$2,622,575	\$577,290
Child Welfare	\$2,420,685	\$2,075,276	\$345,409
Juvenile Delinquent	\$541,158	\$248,112	\$293,046
Safety Net	\$1,044,440	\$918,355	\$126,085
HEAP	\$25,000	\$9,015	\$15,985
EAA	\$27,000	\$21,504	\$5,496
Energy Fund	\$5,500	\$0	\$5,500
Burials	\$133,000	\$129,404	\$3,596
Title IV-D	<u>(\$37,037)</u>	<u>(\$37,092)</u>	<u>\$55</u>
Total	\$28,523,983	\$25,881,298	\$2,642,685

*Burials paid out of Department A6140.

Please note that this financial report is based on a revenue/appropriation analysis dated 3/12/12. The Madison County Treasurer has not finalized the financial information for 2011, therefore, this information is subject to change.

Net Local Cost - 2011

	<u>Budgeted</u>	<u>Actual</u>	<u>Surplus/ (Deficit)</u>
General Administration	\$2,578,758	\$1,664,129	\$914,629
Child Care Block Grant	(\$133,464)	(\$73,488)	(\$59,976)
Title XX	\$241,912	\$309,028	(\$67,116)
Medical Assistance	\$0	\$1,180	(\$1,180)
MMIS	\$10,600,000	\$9,636,342	\$963,658
TANF/Family Assistance	\$1,167,128	\$216,031	\$951,097
Child Welfare	\$1,117,400	\$371,916	\$745,484
Juvenile Delinquent	\$361,503	\$88,390	\$273,113
Safety Net	\$386,220	\$491,380	(\$105,160)
HEAP	\$0	\$1,867	(\$1,867)
EAA	\$20,000	\$10,414	\$9,586
Energy Fund	\$5,500	\$0	\$5,500
Burials	\$112,300	\$115,167	(\$2,867)
Title IV-D	<u>(\$37,037)</u>	<u>(\$37,092)</u>	<u>\$55</u>
Total	\$16,420,220	\$12,795,264	\$3,624,956

Please note that this financial report is based on a revenue/appropriation analysis dated 3/12/12. The Madison County Treasurer has not finalized the financial information for 2011, therefore, this information is subject to change.

Adjusted Gross Cost 2010 vs Adjusted Gross Cost 2011

	<u>Actual - 2010</u>	<u>Actual - 2011</u>	<u>Difference</u>
General Administration	\$8,100,001	\$8,211,934	\$111,933
Day Care	\$715,856	\$572,278	(\$143,578)
Title XX	\$762,996	\$859,312	\$96,316
Medical Assistance	\$132,363	\$97,659	(\$34,705)
MMIS	\$8,922,769	\$10,152,966	\$1,230,197
Family Assistance	\$2,901,568	\$2,622,575	(\$278,993)
Child Welfare	\$1,985,170	\$2,075,276	\$90,106
Juvenile Delinquent	\$362,168	\$248,112	(\$114,056)
Safety Net	\$885,783	\$918,355	\$32,572
HEAP	\$21,815	\$9,015	(\$12,800)
EAA	\$15,691	\$21,504	\$5,813
Burials	\$137,932	\$129,404	(\$8,528)
Title IV-D	<u>\$38,589)</u>	<u>(\$37,092)</u>	<u>\$1,497</u>
Total	\$24,905,524	\$25,881,298	\$975,774

Please note that this financial report is based on a revenue/appropriation analysis dated 3/12/12.

The Madison County Treasurer has not finalized the financial information for 2011, therefore, this information is subject to change.

2011 REIMBURSEMENT BREAKDOWN

	2011 FEDERAL SHARE	2011 STATE SHARE	2011 REFUNDS	2011 LOCAL SHARE	2011 TOTAL COST
General Administration	\$4,257,122	\$2,263,159	\$27,524	\$1,664,129	\$8,211,934
Agency Operated Foster Home	\$0	\$0	\$0	\$0	\$0
CCBG (Day Care)	\$0	\$645,541	\$225	(\$73,488)	\$572,278
Title XX	\$154,632	\$394,958	\$694	\$309,028	\$859,312
Medical Assistance	(\$106,036)	(\$114,805)	\$317,319	\$1,180	\$97,659
MMIS	\$0	\$0	\$516,624	\$9,636,342	\$10,152,966
Family Assistance	\$2,185,788	\$39,872	\$180,884	\$216,031	\$2,622,575
Child Welfare	\$358,236	\$1,256,403	\$88,721	\$371,916	\$2,075,276
Juvenile Delinquent	\$0	\$156,613	\$3,109	\$88,390	\$248,112
Safety Net/Burials	\$22,731	\$254,832	\$149,412	\$491,380	\$918,355
HEAP	(\$75,050)	\$0	\$82,198	\$1,867	\$9,015
EAA	\$0	\$10,841	\$249	\$10,414	\$21,504
Burials	\$0	\$12,789	\$1,448	\$115,167	\$129,404
Title IV-D	<u>\$0</u>	<u>\$0</u>	<u>\$37,092</u>	(\$37,092)	<u>\$0</u>
Total	\$6,797,423	\$4,920,203	\$1,405,499	\$12,795,265	\$25,918,390

Notes:

Child Care Block Grant revenues are normally claimed as state aid, but settlement as federal aid.

Please note that this financial report is based on a revenue/appropriation analysis dated 3/12/12. The Madison County Treasurer has not finalized the financial information for 2011, therefore, this information is subject to change.

2010 - 2011 REIMBURSEMENT COMPARISON

	2011 FEDERAL SHARE	2011 STATE SHARE	2011 REFUNDS	2011 LOCAL SHARE	2011 TOTAL COST
General Administration	\$4,257,122	\$2,263,159	\$27,524	\$1,664,129	\$8,211,934
Agency Operated Foster Home	\$0	\$0	\$0	\$0	\$0
CCBG (Day Care)	\$0	\$645,541	\$225	(\$73,488)	\$572,278
Title XX	\$154,632	\$394,958	\$694	\$309,028	\$859,312
Medical Assistance	(\$106,036)	(\$114,805)	\$317,319	\$1,180	\$97,659
MMIS	\$0	\$0	\$516,624	\$9,636,342	\$10,152,966
Family Assistance	\$2,185,788	\$39,872	\$180,884	\$216,031	\$2,622,575
Child Welfare	\$358,236	\$1,256,403	\$88,721	\$371,916	\$2,075,276
Juvenile Delinquent	\$0	\$156,613	\$3,109	\$88,390	\$248,112
Safety Net/Burials	\$22,731	\$254,832	\$149,412	\$491,380	\$918,355
HEAP	(\$75,050)	\$0	\$82,198	\$1,867	\$9,015
EAA	\$0	\$10,841	\$249	\$10,414	\$21,504
Burials	\$0	\$12,789	\$1,448	\$115,167	\$129,404
Title IV-D	\$0	\$0	\$37,092	(\$37,092)	\$0
Total	\$6,797,423	\$4,920,203	\$1,405,499	\$12,795,265	\$25,918,390

	2010 FEDERAL SHARE	2010 STATE SHARE	2010 REFUNDS	2010 LOCAL SHARE	2010 TOTAL COST
General Administration	\$4,595,517	\$2,151,094	\$29,960	\$1,323,430	\$8,100,001
CCBG (Day Care)	\$0	\$761,038	\$23,006	(\$68,187)	\$715,856
Title XX	\$285,225	\$223,573	\$177	\$254,020	\$762,996
Medical Assist	(\$161,053)	(\$176,237)	\$469,888	(\$235)	\$132,363
MMIS	\$0	\$0	\$652,091	\$8,270,678	\$8,922,769
Family Assistance	\$1,409,960	\$423,034	\$157,086	\$911,489	\$2,901,568
Child Welfare	\$368,771	\$1,060,570	\$131,404	\$424,426	\$1,985,170
Juvenile Delinquent	\$0	\$234,588	\$1,534	\$126,046	\$362,168
Safety Net/Burials	\$19,466	\$331,762	\$236,490	\$298,064	\$885,783
HEAP	(\$83,232)	\$0	\$103,217	\$1,829	\$21,815
EAA	\$0	\$7,864	\$62	\$7,765	\$15,691
Burials	\$0	\$27,000	\$790	\$110,142	\$137,932
Title IV-D	\$0	\$0	\$38,589	(\$38,589)	\$0
Total	\$6,434,654	\$5,044,286	\$1,844,294	\$11,620,878	\$24,944,113

2009-2010 Comparison

Increase/(Decrease)	\$362,769	(\$124,083)	(\$438,795)	\$1,174,386	\$974,277
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Please note that this financial report is based on a revenue/appropriation analysis dated 3/25/11. The Madison County Treasurer has not finalized the financial information for 2010, therefore, this information is subject to change.

DEPARTMENT OF SOCIAL SERVICES**FISCAL****General Administration - 2011****Disbursements:**

Personal Services	\$4,525,329
Equipment	\$124,368
Contractual	\$1,576,282
Employee Benefits	<u>\$1,985,954</u>
TOTAL	\$8,211,934

Credits:

Refunds	\$20,796
Refunds - Other Agencies	\$6,728
State Aid	\$2,208,996
State Aid - O&M & Int	\$44,736
State Aid - Prior Year	\$9,427
Federal Aid	\$3,983,046
Federal Aid - O&M & Int	\$81,749
Federal Aid - Prior Year	<u>\$192,327</u>
TOTAL	\$6,547,805

NET LOCAL COST	\$1,664,129
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	<u>2010</u>	<u>2011</u>	Increase / (Decrease)
Gross Cost	\$8,100,001	\$8,211,934	\$111,933
Net Local Cost	\$1,323,430	\$1,664,129	\$340,699

Notes: General Administration is made up of four main accounts (Personal Services, Equipment, Contractual Costs and Employee Benefits.) In 2007, Madison County began applying chargebacks to an expense account instead of reducing federal or state aid per the direction of New York State.

Please note that this financial report is based on a revenue/appropriation analysis dated 3/12/12. The Madison County Treasurer has not finalized the financial information for 2011, therefore, this information is subject to change.

Child Care Block Grant Expense - 2011

Disbursements: **\$572,278**

Credits:

Refunds	\$225
Refunds - ARRA	\$0
State Aid - ARRA	\$0
State Aid	<u>\$645,541</u>
Total	\$645,766

NET LOCAL COST **(\$73,488)**

	2010	2011	Increase/ (Decrease)
Gross Cost	\$715,856	\$572,278	(\$143,578)
Net Local Cost	(\$68,187)	(\$73,488)	(\$5,301)

Number of Children

Month of Payment	2010	2011	Inc/(Dec)
Jan	253	141	(112)
Feb	241	149	(92)
Mar	224	157	(67)
Apr	240	135	(105)
May	208	168	(40)
Jun	247	121	(126)
Jul	209	120	(89)
Aug	192	158	(34)
Sep	202	160	(42)
Oct	192	170	(22)
Nov	188	159	(29)
Dec	<u>190</u>	<u>188</u>	(2)
Average/Month	216	152	(63)

Breakdown by Provider Type

TYPE OF PROVIDER	AVG # OF CHILD/MONTH	AVG COST/CHILD PER MONTH
In Home Care Relative FT	4	\$175
In Home Care Relative PT	2	\$158
In Home Care Non-Relative FT	9	\$284
In Home Care Non-Relative PT	1	\$127
Family Day Care FT	6	\$312
Family Day Care PT	7	\$242
Day Care Center FT	26	\$547
Day Care Center PT	25	\$351
Group Family Day Care FT	10	\$409
Group Family Day Care DC PT	6	\$186
Informal Day Care Relative FT	10	\$249
Informal Day Care Relative PT	7	\$165
Informal Day Care Non-Rel FT	9	\$240
Informal Day Care Non-Rel FT	20	\$148
School-Age Day Care	11	\$327
Legally Operating Center - FT	1	\$333
Legally Operating Center - PT	<u>0</u>	<u>\$294</u>
AVERAGE/MONTH	153	\$314

Notes: In 2004, there was a claiming mechanism change, which resulted in more revenue being recognized as program-related reimbursement as compared to administration-related reimbursement.

Please note that this financial report is based on a revenue/appropriation analysis dated 3/12/12. The Madison County Treasurer has not finalized the financial information for 2011, therefore, this information is subject to change.

Purchase of Service - 2011

Disbursements:

Purchase of Services	\$211,580
Nonresidential Victims of Domestic Violence	\$174,523
Public POS-MH	\$0
Family Unification Project	\$398,651
Prevent Detent	\$37,949
Wrap Around Non-Services	\$7,647
STSJP	<u>\$28,961</u>
Total	\$859,312

Credits:

Refunds	\$694
State Aid	\$394,958
Federal Aid	<u>\$154,632</u>
Total	\$550,284

NET LOCAL COST **\$309,028**

	<u>2010</u>	<u>2011</u>	Increase / (Decrease)
Gross Cost	\$762,996	\$859,312	\$96,316
Net Local Cost	\$254,020	\$309,028	\$55,008

Please note that this financial report is based on a revenue/appropriation analysis dated 3/12/12. The Madison County Treasurer has not finalized the financial information for 2011, therefore, this information is subject to change.

Medical Assistance & MMIS (Local Share) - 2011

	<u>MA</u>	<u>MMIS</u>	<u>TOTAL</u>
Disbursements:	\$97,659	\$10,152,966	\$10,250,625
<u>Credits:</u>			
Refunds	\$317,319	\$0	\$317,319
State Aid	(\$114,805)	\$0	(\$114,805)
Federal Aid	<u>(\$106,036)</u>	<u>\$516,624</u>	<u>\$410,588</u>
Total	\$96,478	\$516,624	\$613,102
Net Local Cost	\$1,180	\$9,636,342	\$9,637,522
	<u>2010</u>	<u>2011</u>	<u>Increase / (Decrease)</u>
MA/MMIS Net Local Cost	\$8,270,443	\$9,637,522	\$1,367,079

TYPE OF SERVICE	2010	2011	Increase/ (Decrease)
HOSPITALS (IN & OUTPATIENT), LAB & X-RAY	\$14,624,834	\$10,505,859	\$ (4,118,976)
SNF (SNF & ICF) NURSING HOMES	\$22,096,771	\$18,204,919	\$ (3,891,852)
CLINICS	\$ 4,926,532	\$ 4,210,483	\$ (716,049)
HOSPICE/HOME HEALTH/HOME NURSING/PERSONAL CARE	\$ 2,446,929	\$ 1,434,719	\$ (1,012,210)
PHYSICIANS/DENTAL	\$ 3,598,520	\$ 2,278,749	\$ (1,319,771)
OTHER PRACTITIONERS	\$ 1,693,580	\$ 1,630,215	\$ 63,365)
CHILD IN MED PER DIEM	\$ 278,203	\$ 248,612	\$ (29,592)
WAIVED SERVICES	\$ 24,803,215	\$ 23,245,071	\$ (1,558,144)
REHAB SERV/REHAB			
OPTIONAL/THERAPIST/ASST LVG	\$ 921,972	\$ 1,596,614	\$ 674,643
DRUGS/SICK ROOM SUPPLIES	\$ 8,876,139	\$ 8,753,450	\$ (122,689)
EYEGLASSES/DURABLE MEDICAL EQUIP & APPLIANCES	\$ 464,074	\$ 316,997	\$ (147,077)
HMO SERVICES/CASE MGMT/PREPAID MH PLAN	\$ 7,449,395	\$ 19,130,515	\$ 11,681,121
TRANSPORTATION	\$ 1,355,378	\$ 1,432,278	\$ 76,900
OTHER	\$ 103,599	\$ 184,798	\$ 81,200
TOTAL	\$93,639,142	\$93,173,281	\$ (465,862)

Notes: In 2005 the MA CAP was implemented. This change resulted in a considerable savings to Madison County. Madison County was no longer required to use the accrual method of accounting for recognizing expenditures relating to the MMIS lag. Also, revenues related to MA Recoveries - Local Share Distribution were no longer required to be picked up as an accrued revenue.

In 2011, Madison County received \$516,624 as result of a change in the federal reimbursement percentage for Medicaid expenditures. These monies covered the period of April 2010 through March 2011. Also, as a result of this change in FMAP, the county's weekly share amount was reduced.

Please note that this financial report is based on a revenue/appropriation analysis dated 3/12/12. The Madison County Treasurer has not finalized the financial information for 2011, therefore, this information is subject to change.

TANF - 2011

Disbursements:

Family Assistance/EAF	\$1,571,301
EAF-Foster Care	\$553,395
EAF JD/PINS	\$338,984
EAF-Services	\$156,655
TANF-Prev. Services	<u>\$2,242</u>
Total	\$2,622,575

Credits:

Refunds	\$180,884
State Aid	\$39,872
Federal Aid	<u>\$2,185,788</u>
Total	\$2,406,544

Net Local Cost	\$216,031
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	<u>2010</u>	<u>2011</u>	<u>Increase/ (Decrease)</u>
Gross Cost	\$2,901,568	\$2,622,575	(\$278,993)
Net Local Cost	\$911,489	\$216,031	(\$695,458)

	FAMILY ASSISTANCE		EAF-FC		EAF JD/PINS		EAF	
	CASE	LOAD	CARE	DAYS	CARE	DAYS	CASE	COUNT
	2010	2011	2010	2011	2010	2011	2010	2011
Jan	219	216	980	702	164	124	15	15
Feb	208	218	806	712	152	124	11	9
Mar	213	211	757	647	173	112	5	14
Apr	206	211	774	688	193	124	9	6
May	208	211	660	704	114	120	16	7
Jun	194	204	760	762	186	124	14	23
Jul	198	197	654	660	120	93	35	20
Aug	196	195	752	588	149	31	17	17
Sep	189	195	748	450	155	31	42	22
Oct	203	209	661	430	60	30	13	25
Nov	211	202	734	434	184	31	14	9
Dec	<u>210</u>	<u>200</u>	<u>700</u>	<u>420</u>	<u>120</u>	<u>30</u>	<u>8</u>	<u>17</u>
Avg	205	206	749	600	148	81	17	15
Gross Cost/Case	\$562	\$595					\$754	\$975
Gross Cost/Day			\$ 94	\$73	\$245	\$394		

Please note that this financial report is based on a revenue/appropriation analysis dated 3/12/12. The Madison County Treasurer has not finalized the financial information for 2011, therefore, this information is subject to change.

Child Welfare - 2011

Disbursements: **\$2,075,276**

Credits:

Refunds	\$88,721
State Aid	\$1,256,403
Federal Aid	<u>\$358,236</u>
Total	\$1,703,360

Net Local Cost **\$371,916**

	<u>2010</u>	<u>2011</u>	<u>Increase/ (Decrease)</u>
Gross Cost	\$1,985,170	\$2,075,276	\$90,106
Net Local Cost	\$424,426	\$371,916	(\$52,510)

Care Days Analysis

Month of Payment	2010	2011	Inc/(Dec)
Jan	2751	2933	182
Feb	2907	3028	121
Mar	2485	2691	206
Apr*	2795	3093	298
May	2687	2960	273
Jun	2812	3020	208
Jul	2778	2924	146
Aug	2729	3114	385
Sep	2762	3032	270
Oct	2614	2964	350
Nov	2997	3110	113
Dec	2670	3075	405
Total	32987	35944	2957
Avg/Month	2749	2995	246

Notes Title IV-E program funding relating to these costs equaled 17 percent of the total.

Please note that this financial report is based on a revenue/appropriation analysis dated 3/12/12. The Madison County Treasurer has not finalized the financial information for 2011, therefore, this information is subject to change.

Juvenile Delinquents - 2011

Disbursements:

JD/PINS	<u>\$248,112</u>
TOTAL	\$248,112

Credits:

Refunds	\$3,109
State Aid	<u>\$156,613</u>
Total	\$159,722

Net Local Cost	\$88,390
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	2010	2011	Increase/ (Decrease)
Gross Cost	\$362,168	\$248,112	(\$114,056)
Net Local Cost	\$126,046	\$88,390	(\$37,656)

Care Day Analysis – Based on Date of Payment

Month of Payment	2010 SCH K	2011 SCH K	2010 DFY-14	2011 DFY-14	2010 SEC DET	2011 SEC DET	2010 TRAIN SCH	2011 TRAIN SCH
Jan	62	62	19	10	0	0	0	0
Feb	65	69	41	49	0	0	0	0
Mar	98	84	21	0	21	0	0	0
Apr	124	93	0	0	0	0	0	0
May	121	90	12	0	0	0	0	0
Jun	110	62	27	0	3	0	0	0
Jul	92	79	41	0	0	0	0	0
Aug	62	31	6	19	0	0	0	0
Sep	62	31	0	0	0	0	0	0
Oct	0	25	0	23	0	0	0	0
Nov	135	18	2	5	0	0	0	0
Dec	60	30	0	23	0	0	0	0
Total	991	674	169	129	24	0	0	0
Avg/Month	83	56	14	11	2	0	0	0

Please note that this financial report is based on a revenue/appropriation analysis dated 3/12/12.

The Madison County Treasurer has not finalized the financial information for 2011, therefore, this information is subject to change.

Safety Net - 2011

Disbursements: **\$918,355**

Credits:

Refunds	\$149,412
State Aid	\$254,832
Federal Aid	<u>\$22,731</u>
Total	\$426,975

NET LOCAL COST **\$491,380**

	<u>2010</u>	<u>2011</u>	<u>Increase/ (Decrease)</u>
Gross Cost	\$885,783	\$918,355	\$32,572
Net Local Cost	\$298,064	\$491,380	\$193,316

CASELOAD AVERAGE/AVERAGE GROSS COST PER CASE

MONTH	2010	2010	2011	2011
	CASELOAD	COST/CASE	CASELOAD	COST/CASE
Jan	145	617	149	574
Feb	129	557	148	547
Mar	128	573	145	609
Apr	126	768	134	591
May	132	549	137	526
Jun	121	545	130	663
Jul	112	646	129	566
Aug	112	539	124	617
Sep	110	626	135	514
Oct	126	567	132	548
Nov	125	542	129	587
Dec	140	531	128	545
Avg	126	588	135	574

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HEAP - 2011

Disbursements: **\$9,015**

Credits:

Refunds	\$82,198
Federal Aid	<u>(\$75,050)</u>
Total	\$7,148

Net Local Cost **\$1,867**

	<u>2010</u>	<u>2011</u>	<u>Increase/ (Decrease)</u>
Gross Cost	\$21,815	\$9,015	(\$12,800)
Net Local Cost	\$1,829	\$1,867	\$38

The New York State Office of the State Comptroller began making payments for HEAP in October 2007. From January 2011 to December 2011, the State Comptroller's Office made payments totaling \$3,420,725. These payments will be included in Madison County's CDFA report for 2011.

Please note that this financial report is based on a revenue/appropriation analysis dated 3/12/12. The Madison County Treasurer has not finalized the financial information for 2011, therefore, this information is subject to change.

Emergency Aid to Adults - 2011

Disbursements: **\$21,504**

Credits:

Refunds	\$249
State Aid	<u>\$10,841</u>
Total	\$11,090

NET LOCAL COST **\$10,414**

	<u>2010</u>	<u>2011</u>	<u>Increase/ (Decrease)</u>
Gross Cost	\$15,691	\$21,504	\$5,813
Net Local Cost	\$7,765	\$10,414	\$2,649

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Burials - 2011

Disbursements: **\$129,404**

Credits:

Refunds	\$1,448
State Aid	<u>\$12,789</u>
Total	\$14,237

NET LOCAL COST **\$115,167**

	<u>2010</u>	<u>2011</u>	Increase/ (Decrease)
Gross Cost	\$137,932	\$129,404	(\$8,528)
Net Local Cost	\$110,142	\$115,167	\$5,025

Burials Paid By Month		
Cash Basis		
	2010	2011
Jan	3	9
Feb	7	3
Mar	3	1
Apr	3	3
May	1	7
Jun	6	6
Jul	3	2
Aug	2	5
Sep	6	3
Oct	8	4
Nov	1	6
Dec	2	7
Total	45	56
Net Cost/Burial	\$2,705	\$2,641

Please note that this financial report is based on a revenue/appropriation analysis dated 3/12/12. The Madison County Treasurer has not finalized the financial information for 2011, therefore, this information is subject to change.

Energy Fund - 2011

Disbursements: **\$0**

Credits:

Refunds	\$0
State Aid	\$0
Total	\$0

NET LOCAL COST **\$0**

	<u>2010</u>	<u>2011</u>	<u>Increase/ (Decrease)</u>
Gross Cost	\$0	\$0	\$0
Net Local Cost	\$0	\$0	\$0

Please note that this financial report is based on a revenue/appropriation analysis dated 3/12/12. The Madison County Treasurer has not finalized the financial information for 2011, therefore, this information is subject to change.

Title IV-D Program - 2011

Disbursements: **\$0**

Credits:

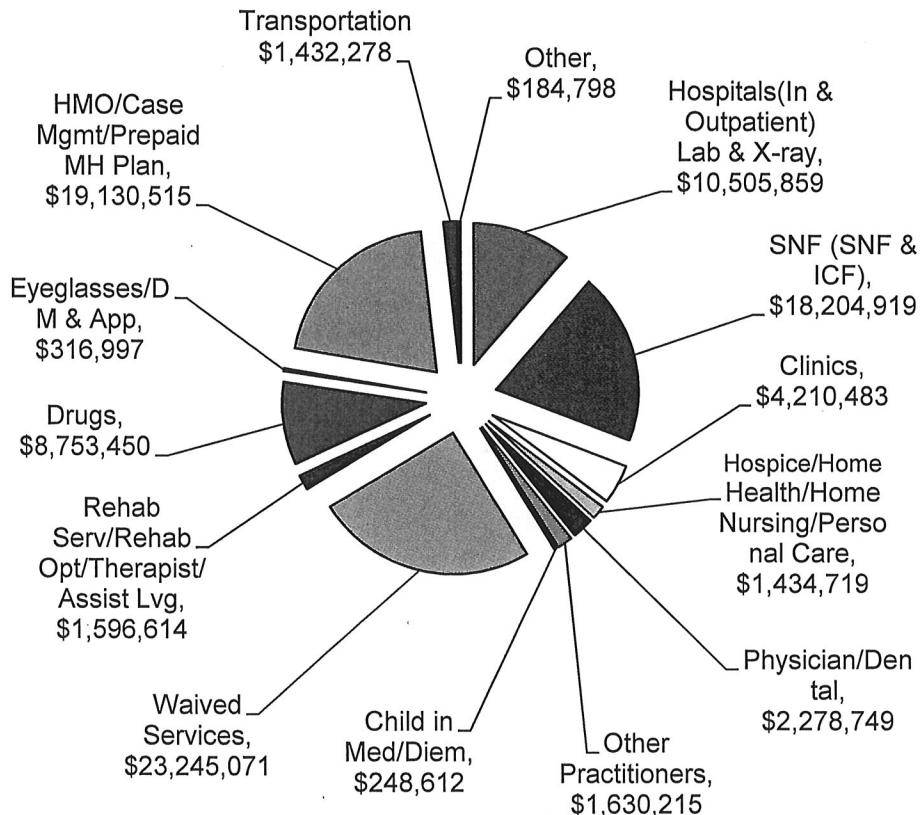
Incentives \$37,092

NET LOCAL COST **(\$37,092)**

	<u>2010</u>	<u>2011</u>	<u>Increase/ (Decrease)</u>
Net Local Cost	(\$38,589)	(\$37,092)	\$1,497

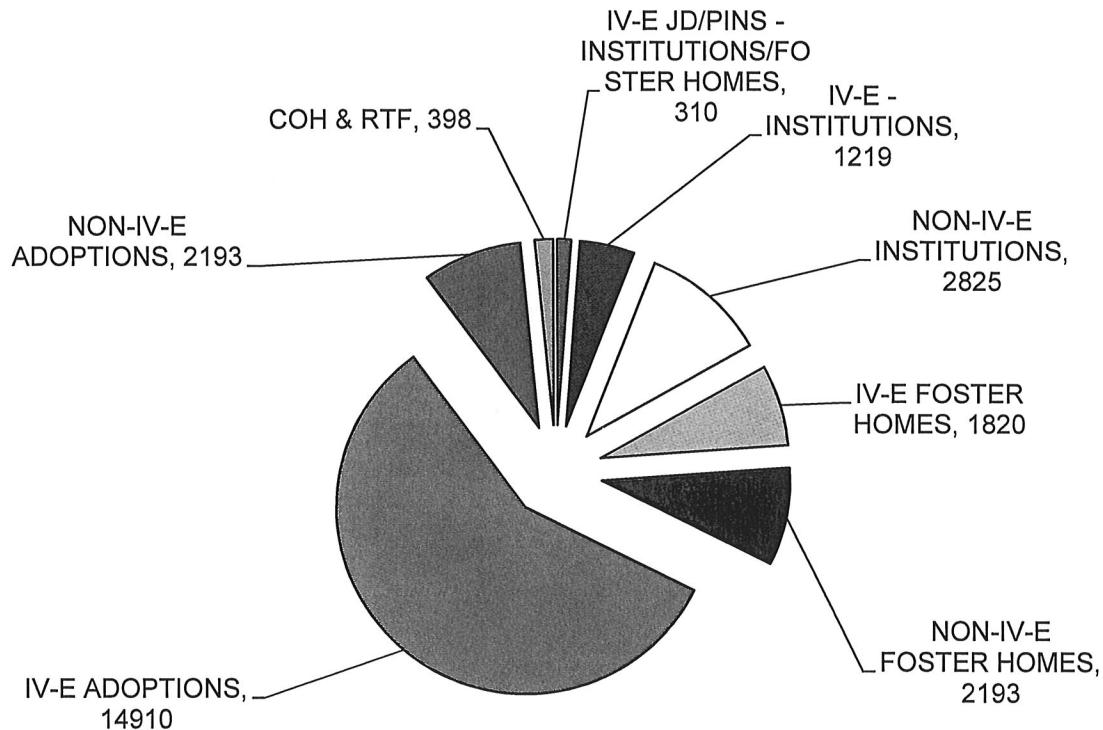
Please note that this financial report is based on a revenue/appropriation analysis dated 3/12/12. The Madison County Treasurer has not finalized the financial information for 2011, therefore, this information is subject to change.

2011 MMIS GROSS COST ANALYSIS



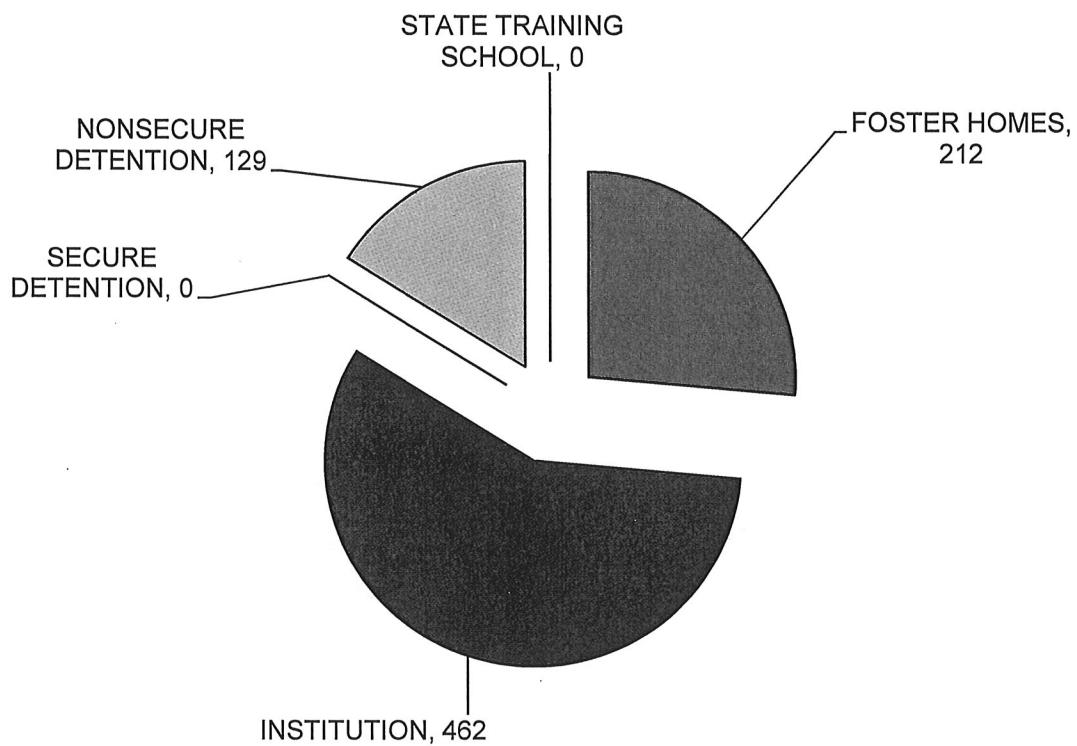
Hospitals (In & Outpatient) Lab & X-ray	\$10,505,859
SNF (SNF & ICF)	\$18,204,919
Clinics	\$4,210,483
Hospice/Home Health/Home Nursing/Personal Care	\$1,434,719
Physician/Dental	\$2,278,749
Other Practitioners	\$1,630,215
Child in Med/Diem	\$248,612
Waived Services	\$23,245,071
Rehab Serv/Rehab Opt/Therapist/Assist Lvg	\$1,596,614
Drugs	\$8,753,450
Eyeglasses/DM & App	\$316,997
HMO/Case Mgmt/Prepaid MH Plan	\$19,130,515
Transportation	\$1,432,278
Other	\$184,798
Total	\$93,173,279

2011 FOSTER CARE CARE DAY ANALYSIS



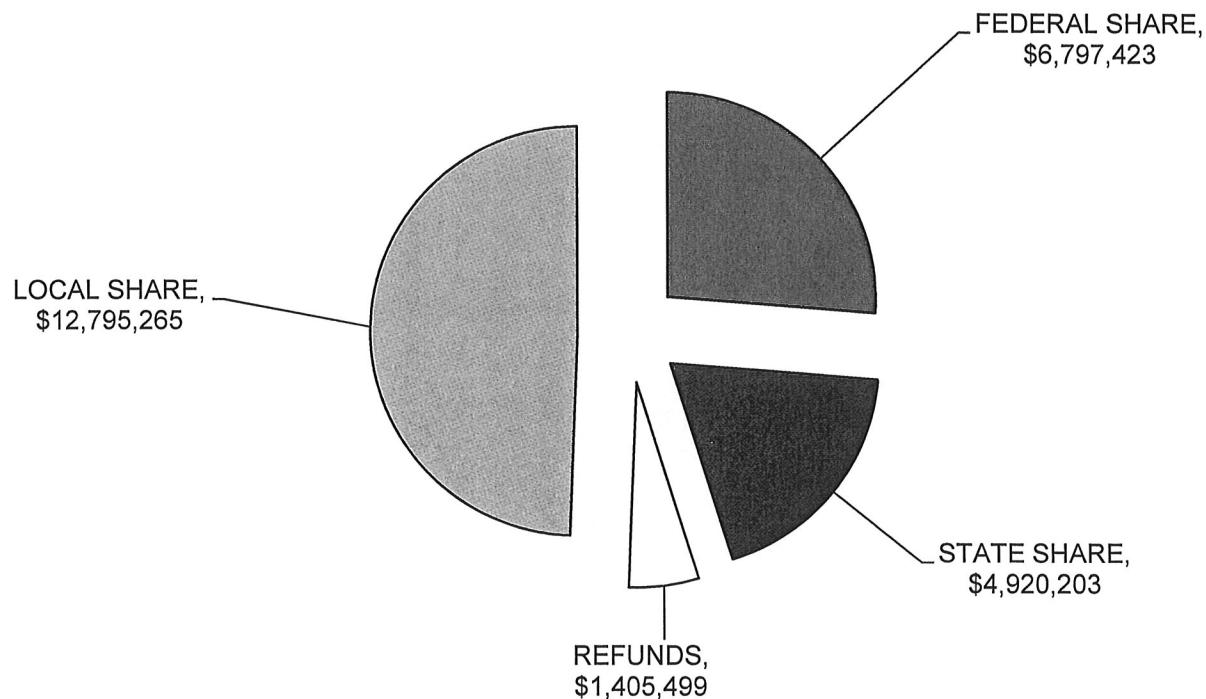
<u>TYPE OF PROVIDER</u>	<u># OF CARE DAYS</u>
IV-E JD/PINS - INSTITUTIONS/FOSTER HOMES	310
IV-E - INSTITUTIONS	1219
NON-IV-E INSTITUTIONS	2825
IV-E FOSTER HOMES	1820
NON-IV-E FOSTER HOMES	2193
IV-E ADOPTIONS	14910
NON-IV-E ADOPTIONS	2193
COH & RTF	398

JD/PINS CARE DAY ANALYSIS



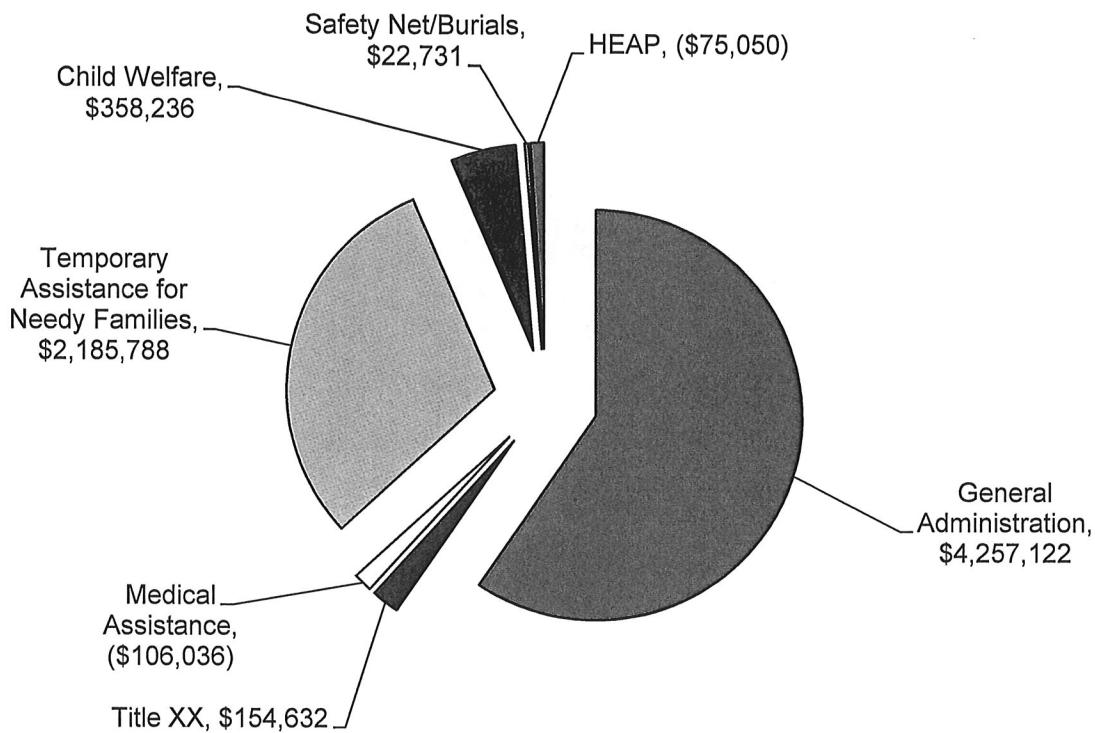
FOSTER HOMES	212
INSTITUTION	462
SECURE DETENTION	0
NONSECURE DETENTION	129
STATE TRAINING SCHOOL	0

2011 REIMBURSEMENT ANALYSIS



FEDERAL SHARE	\$ 6,797,423
STATE SHARE	\$ 4,920,203
REFUNDS	\$ 1,405,499
LOCAL SHARE	<u>\$12,795,265</u>
TOTAL	\$25,918,390

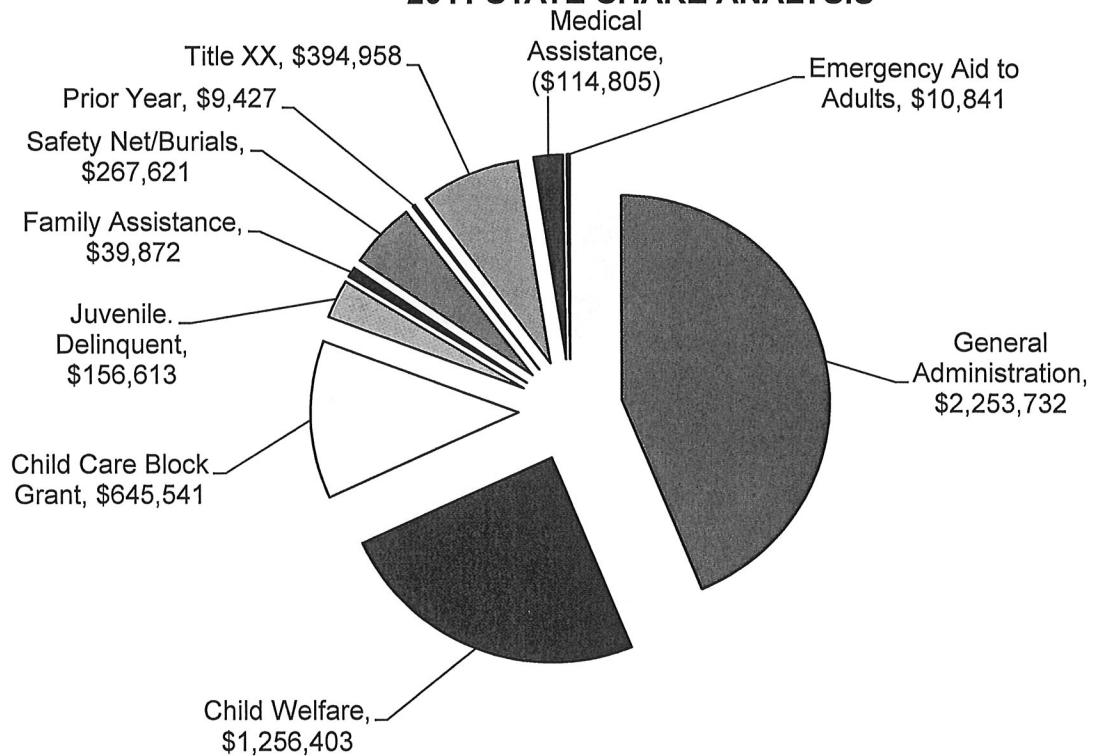
2011 FEDERAL SHARE ANALYSIS



FEDERAL SHARE

General Administration	\$4,257,122
Title XX	\$154,632
Medical Assistance	(\$106,036)
Temporary Assistance for Needy Families	\$2,185,788
Child Welfare	\$358,236
Safety Net/Burials	\$22,731
HEAP	(\$75,050)
Total	\$6,797,423

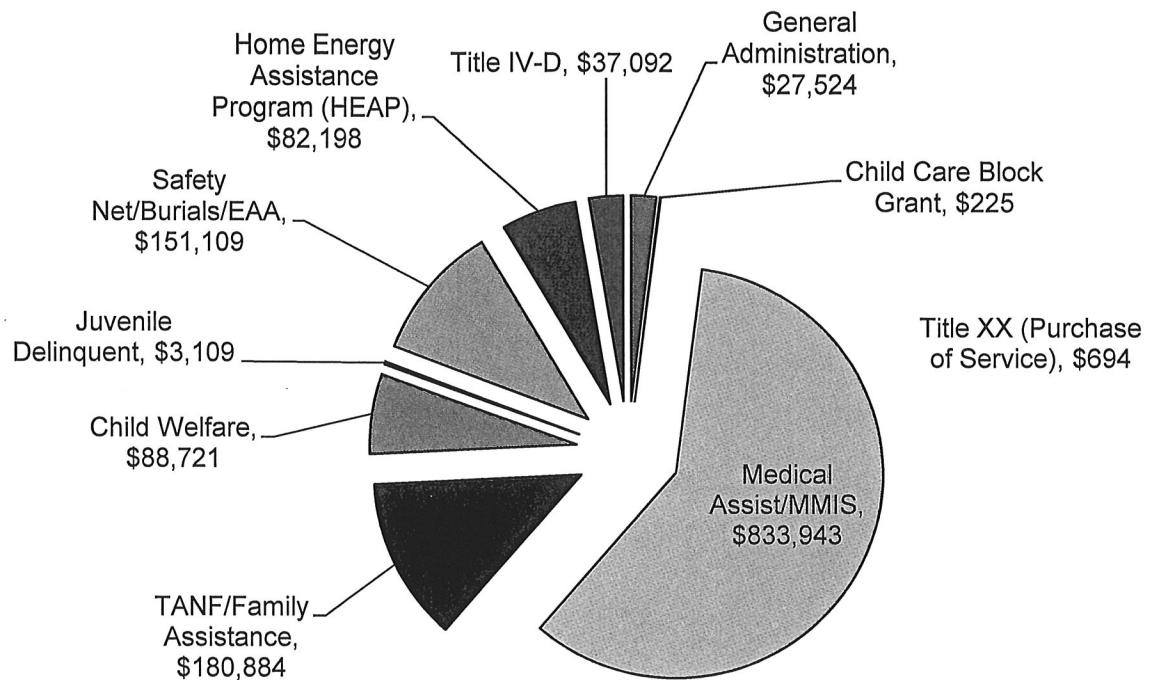
2011 STATE SHARE ANALYSIS



STATE SHARE

General Administration	\$2,253,732
Child Welfare	\$1,256,403
Child Care Block Grant	\$645,541
Juvenile Delinquent	\$156,613
Family Assistance	\$39,872
Safety Net/Burials	\$267,621
Prior Year	\$9,427
Title XX	\$394,958
Medical Assistance	(\$114,805)
Emergency Aid to Adults	\$10,841
Total	\$4,920,203

2011 REFUND ANALYSIS



REFUNDS

General Administration	\$27,524
Child Care Block Grant	\$225
Title XX (Purchase of Service)	\$694
Medical Assist/MMIS	\$833,943
TANF/Family Assistance	\$180,884
Child Welfare	\$88,721
Juvenile Delinquent	\$3,109
Safety Net/Burials/EAA	\$151,109
Home Energy Assistance Program (HEAP)	\$82,198
Title IV-D	\$37,092
Total	\$1,405,499

*Burial state aid revenue credited to Department A6140.

Submitted by Steven Chaires, Deputy Commissioner for Administrative Services

