

Madison County
Department of Social Services

2009
Annual Report

Michael A. Fitzgerald
Commissioner



Madison County

Department of Social Services

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March 19, 2010

John Becker, Chairman
Madison County Board of Supervisors

John Salka, Chairman
Social & Mental Health Services Committee

Paul Miller, County Administrator
Madison County

Dear Gentlemen:

It is my honor to present the 2009 Madison County Department of Social Services Annual Report. It is the opportunity for this 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.

The year that was 2009 proved to be challenging for the residents of this county that we serve as well as for the staff of DSS. In March, we learned of the unfortunate and untimely death of one of our coworkers. It was a sad occurrence for all of us. That was followed in April with the "flooding" of the DSS offices. Over the weekend, a waterline broke on the second floor of the office. By the time staff discovered the leak on Sunday, major damage was done. One quarter of the department's staff had to be relocated to other space for over a month while the repairs were undertaken. It was a positive experience from the perspective that staff had to learn about each other and formed bonds that will continue throughout their careers. Needless to say, staff were still thrilled to be moving back into their own work areas in July.

Challenges for the citizens of this county were numerous. It will long be remembered as the second year that ended one of the most prosperous periods in our nation's history. The troublesome economic news from the state, country, and world continued to impact the citizens of Madison County as well. From skyrocketing food stamp applications, record numbers of child protective reports, and the continued increases seen in all programs, all were related to tough financial times and increases in costs that our most poorly resourced families could no longer bear.

The economic struggles most clearly played out in the number of families seeking food stamps this past year. We closed out 2008 with nearly 3,000 families receiving food stamps in any given month. As of the end of 2009, we were seeing nearly 3,400 families receiving the monthly



nutrition that comes from food stamp usage. We are also proud of the fact that this program puts \$9.4 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.

It should be reminded that food stamps are no longer "stamps" in the traditional view of the program. Beneficiaries now can purchase food products through the use of a debit card that allows a family to "save" unspent funds so that a significant purchase, for such staples as meats, can be bought when there are enough funds to allow a family to do so. We continue to see the program evolve, garnering a new name federally: Supplemental Nutrition Assistance Program (SNAP). It is unknown if New York will adopt this new moniker, but the eligibility for the program is reflecting a new emphasis to ensure that families get the help they need at the time they can benefit most from it.

The economic conditions also came to bear on those seeking cash assistance, where we also saw dramatic increases. We anticipate, with unemployment figures rising rapidly and more layoffs being announced throughout the year, that our services will continue to be vital. DSS will continue to strive to ensure that families who need assistance will receive it. We will also insist that for those who can work, they will, whether that is in private employment, subsidized or supported work settings, or assigned work experience sites. We also will ensure that residents of our county affected by job losses will be trained in occupations that enable them to support themselves and their families, if they are capable.

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 2009, Madison County saw an all-time high number of these reports (1,573), an increase of 169 from 2008. More troubling was the record-setting number of reports received in consecutive months when in April, March, and then again in May, we received more reports than ever. We then shattered those record-setting months when in September, the agency received 150 reports – a new one-month record.

We received information from the state agency that oversees our child welfare activities this past year. The federal government had conducted a review of the state and the state sought to review all 58 of its counties. The data contained in these reports was helpful in determining what, if anything, Madison County needs to change to provide better services for children at risk of injury who are placed.

The data confirmed that DSS staff does a very good job of ensuring that children are well protected, whether with their birth parents, in foster care, or placed in another setting. Areas that we will be addressing in the coming months and year include reducing the number of times a child is abused after the report of an initial concern and ensuring that all family is considered when a child is in need of protective placement. Strategies include the utilization of Family Assessment Response (FAR) that will take a neglect concern and make it non-investigatory and Family Team Meetings that will place all identified resources for the child together to plan for the best outcome.

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

- Home Energy Assistance Program (HEAP) applications were direct mailed to all previous recipients of the program, negating the need for those 2,500 families to come to DSS;
- Day Care funding that historically met the needs of working families has been cut by the state and federal government to the point that current allocations will not meet the demand and working families will be placed on waiting lists;
- Medicaid continues to become a health insurance program with changes that include:
 - Elimination of a resource test for most recipients;
 - Elimination of the need for most recipients to be interviewed; and
 - Self-attestation for most eligibility factors, including income and identity.
- Introduction of the new DSS website was launched this past year that combines much of the information needed by county residents in one simple-to-access site;
- Historic numbers of children are in foster care – and not historically “high,” but rather historically “low.” Never before have fewer children resided in foster care than in 2009;
 - Most children are now maintained in foster-family settings, ensuring connections to the birth parents or, when that is not an option, adopted by the foster family;
 - Children are returned to a “permanent” resource quicker than the state average;
 - Despite the historic low numbers, the cost of care for our most troubled youth is staggering, thus increasing the costs of the program.

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,



Michael A. Fitzgerald, MPA
Commissioner

TABLE OF CONTENTS

Personnel/Administration	1
Staff Development	3
Temporary Assistance	5
Employment	10
Medical Assistance	14
Adult Protective Services	17
Medicaid Home Care Programs	19
Medical Transportation	21
Child Support Enforcement	23
Burials	25
Home Energy Assistance Program	26
Children's Services	28
Foster Care and Institution Placements	30
Adoptions	33
Homefinding	36
Preventive Services	39
PINS Diversion	41
Child Protective Services	43
Parent Aides	46
Transportation Aides	48
School Services Program	49
Teenage Services Act Program	53
Legal	55
Madison County Sheriff's Investigative Unit	60
Resources	62
Administrative Services	63

PERSONNEL/ADMINISTRATION

At the end of 2009, there were 121 fulltime, two 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), 2.9 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 2009, a total of five employees left the Department of Social Services, compared to 10 the previous year. Three employees retired, one died while employed at DSS, and one was removed due to not successfully passing a probationary period of employment.

The vacancies that resulted from persons leaving the department occurred at many levels. Of the three retirees, each had in excess of 30 years of employment with the county and two were managers within the department. One of those employees who retired was the Deputy Commissioner. The other retirees were a Director of Staff Development and a Caseworker. The other vacancies included a Social Welfare Examiner and an Office Assistant I.

P r o m o t i o n s

There were a total of 16 promotions within the Department during 2009, compared to 12 the previous year. The increase was primarily due to the management positions becoming vacant, which lead to, in at least one of those positions, six different promotions. Management promotions included one Director of Financial Aid/Child Support being promoted to Deputy Commissioner of Financial Aid (DeGroat), one Welfare Employment Representative being promoted to Director of Financial Aid/Temporary Assistance (Heintz) and one Caseworker being promoted to Director of Financial Aid/Child Support (Platt). White Collar Bargaining Unit promotions included three Office Assistant I employees who were promoted to Social Welfare Examiner Trainee (Wojsiat, Brophy and Dye), two Social Welfare Examiners who were promoted to Senior Social Welfare Examiners (Cordell and Proctor), two Senior Social Welfare Examiners who were promoted to Welfare Employment Representatives (Heintz and Anderson), one Office Assistant I who was promoted to Caseworker (Lauzon), two Senior Social Welfare Examiners who were promoted to Caseworkers (Platt and Canning), one Senior Caseworker who was promoted to Case Supervisor Grade B (Bright), one Caseworker who was promoted to Senior Caseworker (Hoffman), and one Office Assistant II who was promoted to Principal Account Clerk (Lagoy).

Two positions were abolished during 2009 – an Office Assistant II in the Accounting unit and the Director of Staff Development/IT in the Management group. The Office Assistant II position was replaced with the creation of a Principal Account Clerk, which is primarily responsible for payroll and purchasing. The director position was replaced with the creation of a Director of Financial Aid/Temporary Assistance position to address the increasing Temporary Assistance and Food Stamp caseloads.

Eleven new employees were hired in 2009. Positions hired included a Part-time Transportation Aide (James), two Caseworkers (Johnson and Norrs), four Office Assistant I positions (Grabow, Houle, White and Yeoman), a Social Welfare Examiner Trainee (Riesel) and three seasonal Energy Resource Aides (Myers, Foster and Millson).



Twenty-four employees of the department qualified for the attendance bonus in 2009, compared to 20 in 2008, 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. Thirteen employees qualified for the incentive by using no sick leave during the year (Bright, Coye, Curtis, Foeppel, Kent, Kratz, LaGasse, Lagoy, Palmer, Proctor, Reeder, Stanhope, and Thornton).

The department ended the year with the same number of fulltime employees as in 2008 despite facing large increase in all program areas throughout 2009. The staff at DSS and our community partners went above and beyond to ensure the most needy of our community received the services and programs that kept families meeting their basic needs.

Submitted by Michael A. Fitzgerald, Commissioner

STAFF DEVELOPMENT

T R A I N I N G

Many staff changes occurred in 2009 and one of those changes that made a major impact was the retirement of the Director of Staff Development/IT. Upon her retirement, the position was abolished and a Director of Temporary Assistance/Financial Aid position was created. The duties of the former title were dispersed among existing staff with the Confidential Secretary taking over the staff development portion.

One of the areas 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 either a classroom-type setting or 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, and SUC at Buffalo.

Employees can access the Internet training from their work PCs. The "iLinc" classes are scheduled interactive "classrooms" involving participants from across the state. The "TrainingSpace" sessions are generally previously televised teleconferences that can be viewed at the trainee's convenience.

In 2009, the department experienced 16 promotions and nine new hires. 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.

The largest training investment is that of the Children's Services

Training

State training attendance	585 attendees
Local training attendance	587 attendees
Total training attendance	1,172 attendees
State training hours	5,136 hours
Local training hours	3,248 hours
Total training hours	8,384 hours
State training costs	\$6,447.00
Local training costs	\$2,876.87
Total training costs	\$9,323.87

Caseworker. The “common core” training was newly designed for 2009, so the Confidential Secretary, along with two Children’s Services supervisors, attended an informational meeting that outlined the new program. With the hiring of a new Caseworker in November, the new training process and requirements proved to be training for not only the Caseworker, but also the Senior Caseworker who supervised him and Confidential Secretary who scheduled his training. Between the pre-core conference call on November 16, 2009, and the post-core conference call scheduled for March 1, 2010, there are 14 weeks of in-house, classroom, and electronic training. Happily, our first encounter with the newly designed mandatory core training is approaching its successful conclusion. The Caseworker will be fully trained in his duties and the Confidential Secretary and Children’s Services supervisors will be fully trained in providing the core training the next time around.

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.



O R I E N T A T I O N

In the year ahead, we will continue to explore new training opportunities. With the ever-changing regulations and technology, countless hours of training are essential in keeping an up-to-date, informed, and effective workforce.

Submitted by Linda Jackson, Confidential Secretary

TEMPORARY ASSISTANCE

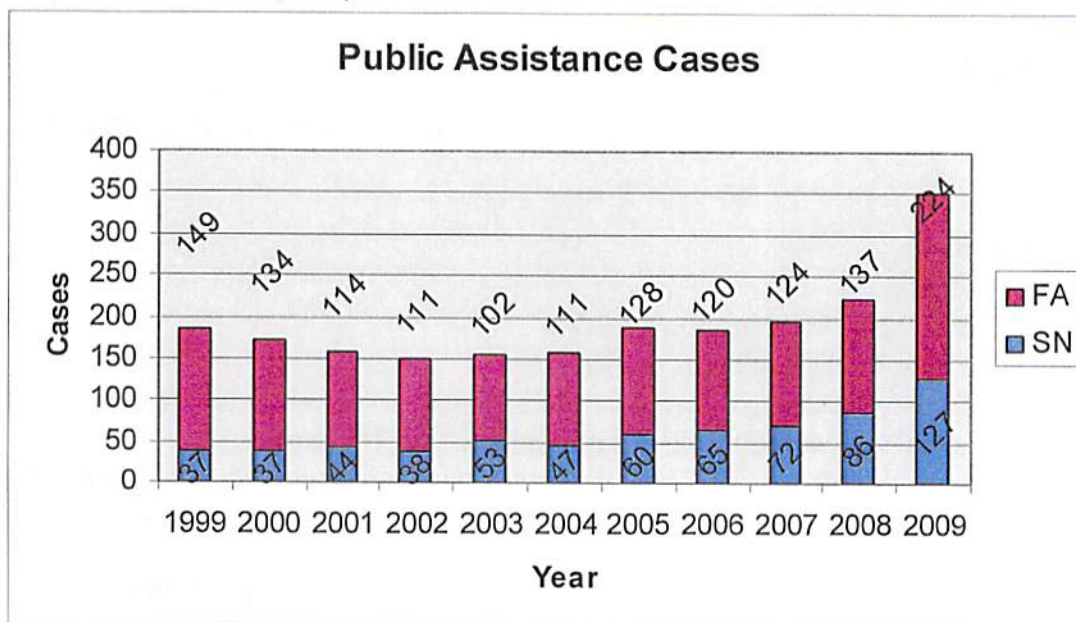
As “Joe Smith” looked across the small interview table at the Department of Social Services, he thought back to six months ago. While driving to his job at a local excavating business, it had seemed like any other beautiful summer morning in Central New York. No indication of the devastating news Joe would receive upon arriving at work – the company would be closing their doors immediately and Joe would be out of a job.

Joe had worked for the company for 25 years, starting the job right out of high school. The last six months had been difficult, looking for work in an economy that offered one job for every eight candidates. Many employers had established a policy of accepting online applications only or were requesting a resume, neither of which Joe knew how to do. Six months had depleted the small savings Joe had built up for his family and now he had no money to fill his oil tank for the winter and his children needed dental care. It seemed as though food had become a luxury, so Joe was feeling desperate.

Joe is one of the staggering numbers of applicants that walked through the doors of Madison County’s Department of Social Services in 2009 looking for assistance in one of the several financial aid programs offered at the agency. The number of individuals in receipt of assistance in Madison County may be surprising to some.

26,407 residents – approximately 37.8 percent of Madison County’s population of 69,766 received some form of financial assistance through the department in 2009.

The following chart represents the number of families in receipt of Family Assistance (FA) and Safety Net Assistance (SNA).



Madison County experienced a 42.7 percent increase in temporary assistance caseloads – the third highest increase in the state.

The previous chart depicts the two distinctive categories of temporary assistance available at the Department of Social Services: Family Assistance and Safety Net Assistance. The categories are defined as follows:

Family Assistance (FA)

Family Assistance (FA) provides cash assistance to needy families that include a minor child living with a parent (including families where both parents are in the household) or a caretaker relative. FA operates under federal Temporary Assistance for Needy Families (TANF) guidelines.

Under FA, eligible adults are limited to receiving benefits for a total of 60 months in their lifetime, including months of TANF-funded assistance granted in other states. Once this limit is reached, that adult and all members of his or her FA household are ineligible to receive any more TANF benefits. The months need not be consecutive, but rather each individual month in which TANF-funded benefits are received is included in the lifetime count. The counting of this 60-month limit began in December 1996.

Parents and other adult relatives receiving FA and who are determined to be able to work must comply with federal work requirements to receive FA benefits.

Parents and other caretakers are also responsible for cooperating with the local Department of Social Services in locating any absent parent. Non-cooperation without good cause could result in lower benefits.

Safety Net Assistance (SNA)

If someone is not eligible for other assistance programs, he/she may be eligible for SNA. SNA is for:

- Single adults
- Childless couples
- Children living apart from any adult relative
- Families of persons abusing drugs or alcohol
- Families of persons refusing drug/alcohol screening, assessment or training
- Persons who have exceeded the 60-month limit on TANF assistance
- Aliens who are eligible for temporary assistance, but who are not eligible for federal reimbursement.

Recipients of SNA, who are determined to be able to work, must also comply with work requirements to receive SNA benefits.

Generally, you can receive cash SNA for a maximum of two years in a lifetime. After that, if a person is eligible for SNA, it is provided in non-cash form, such as a two-party check or a voucher.

The increase in number of individuals receiving assistance in financial programs from 2008 to 2009:

FA – 35 percent (2008 – 420 people, 2009 – 568)
SNA – 45.7 percent (2008 – 107 people, 2009 – 156)
Food Stamps – 26.8 percent (2008 – 6316 people, 2009 – 8006)
Medicaid – 12.7 percent (2008 – 8443 people, 2009 – 9516)

Historically, the department has worked diligently to afford those in need of assistance the most accessible avenue to apply for financial aid programs. Following that trend in 2009, Madison County Department of Social Services began participating in a pilot program offering its residents the opportunity to apply for Food Stamps online. During the program's initial five months, 2,062 individuals entered the site to be prescreened for possible eligibility. Of those, 367 online applications have been received and processed.

The county's smooth transition to this program can be attributed to the fact that prior to the state's online pilot program, Madison County was the first and only county to initiate its own online Food Stamp screening and application process. As the numbers in the previous chart reflect, there has been a 26.8 percent increase in Food Stamp recipients –over 8,000 residents. The goal of the Food Stamp program is to help people put food on the table. The department is pleased to see the numbers rise to meet an important need within the community.

In 2009, over \$10 million worth of Food Stamps was issued in Madison County – an increase of over \$4 million from 2008.

Other Supportive Services

Besides the Temporary Assistance and Food Stamp programs, many other supportive services to assist individuals to attain or maintain employment may be found at the department:

Childcare subsidy – families are eligible for financial assistance with their child care if they meet income guidelines and need child care to work, look for work, or attend employment training. The department also has a contract with the Mid-York Child Care Coordinating Council to have a fulltime child care referral and information specialist staff member to be available at the office. This specialist would ask families about the kind of care they are looking for, the ages of the children, the hours of care needed and any other specifics, such as any special needs their child

may have. Based on that information, staff is able to give families a list of three providers that most closely meets their needs, thus assuring a healthy, safe environment for children.

Child care subsidies totaling \$800,145 were paid in 2009 to eligible families to assist them while working, looking for work, or attending employment training.

Alcohol and drug referrals/assessments – individuals applying for temporary assistance participate in an alcohol and drug abuse screening process. This process is designed to identify applicants/recipients who may have an alcohol/substance abuse barrier to work, preventing their ability to reach self-sufficiency. The department has a contract with Liberty Resources Family Services, Inc., to provide an onsite drug and alcohol evaluation along with follow-up case management services for individuals and families who are struggling to overcome their addictions. These services provide a quick attachment to therapy and employment concurrently and assist with returning individuals who are in treatment outside of the LDSS back to the community for services.

New York State Office and Temporary Disability JOBS Program Services – a JOBS Program staff employee is available onsite to work with the Employment unit as an additional support service for applicants/recipients to enter or return to the job force. Services may include job assessment/employment plans, supervised job search, or job placement services.

Madison County Employment & Training – a workforce development counselor is available onsite for the benefit of applicants/recipients to provide intensive, one-on-one services, such as résumé preparation and job application completion, interviewing tips and techniques, job readiness skills training, etc. All activities or services are geared to ensure placement into employment or upgrading current employment toward self-sufficiency.

Referrals to Community Action Program (CAP) – the department collaborates with Community Action Program with referrals to several programs:

- **Housing Stabilization Program** – this program enables households to transition to and retain affordable, permanent housing in the form of security deposits, moving expenses and minor rehabilitation of client-owned property. The services are meant to focus on assisting households' transition from a reliance on outside interventions in order to move toward housing stability and economic self-reliance.
- **Transportation services** – households may receive assistance with gas vouchers, car repairs, payments, insurance, registration or the acquisition of a vehicle, enabling them to maintain, obtain or improve employability. In a climate of severe economic stress, assistance with increasing gasoline costs and vehicle repair expenses helps the households maintain their economic self-sufficiency and general livelihood.

These programs make a real difference among the vulnerable, low-income population in Madison County.

During 2009, 16 families were able to purchase an affordable vehicle at a reasonable price through the Keys to Work Program, a CAP program funded through Office of Temporary Assistance and Disability.

Joe smiled to himself. In the past four months his life had definitely taken a turn for the better. During Joe's initial visit to the department, he learned that even with his unemployment benefits, his family would be eligible for Food Stamps, Medicaid and HEAP. Because Joe was not worrying how he was going to feed his family, pay for necessary doctor's visits or keep his furnace running, he was able to concentrate on his job search. Utilizing the employment services offered at the department, Joe developed a résumé, applied for jobs online and was now working with a new company. Joe's starting pay was not equal to what he was earning when laid off, but it was a foot in the door of a company that offered room for advancement. He was still trying to understand why it took him so long to go to Social Services.



You may not live next to Joe, although chances are with nearly two-out-of-five residents of Madison County's population receiving assistance, you probably do not live too far away from someone like Joe. The agency strives to provide a variety of financial services to enable individuals and families to increase their financial security. In our community, there are many families like Joe's that receive needed assistance in order to survive. There are also many families that still do not seek the help they need.

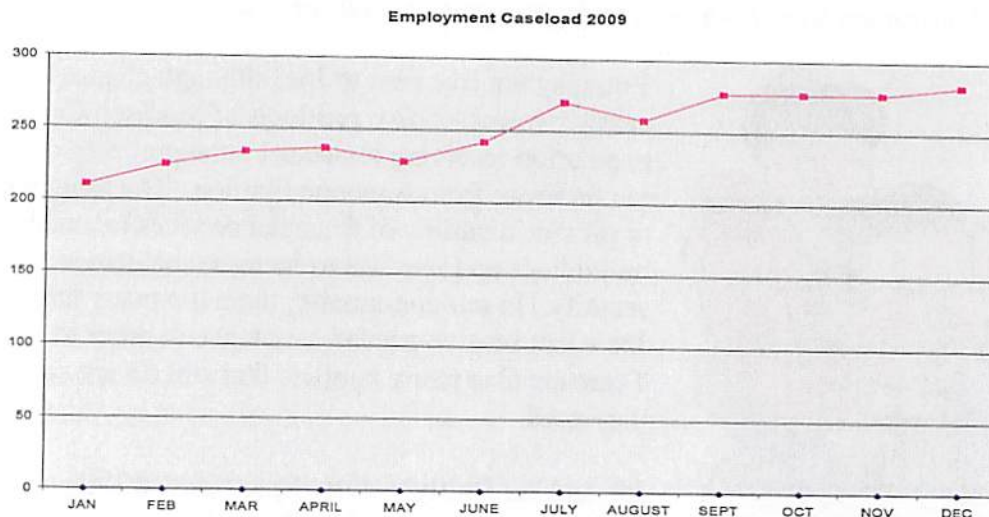
Joe and his family's story depicts how the department is fulfilling its mission of reaching out to the residents with the necessary services to meet the growing demand of assistance within our communities.

Submitted by Inez DeGroat, Deputy Commissioner for Financial Aid

EMPLOYMENT

The Employment unit manages welfare-to-work activities to facilitate temporary assistance and food stamp applicants and recipients in obtaining their goal of becoming self-sufficient. Employment assessments, individual employability plans, job search/placement, vocational training, and work experience are some of the services used in assisting the participants in obtaining their goals.

Due to the recent economic conditions, the Employment unit has seen a vast increase in participants. The unit began in 2009 with 194 individuals and the number had increased to 283 individuals by December 2009. With this increase, the Employment unit has had to try to find new and innovative ways to meet the federal participation rate.



The unit has worked in cooperation with the Madison County Employment and Training Department to secure funding for the Transitional Jobs program to support subsidized employment and education for up to 12 months. This funding provides opportunities for the customers to demonstrate work skills to a current or prospective employer. It will also provide the opportunity for customers to achieve educational gains, such as obtaining a GED or a new job skill through training. The unit also continues to work in conjunction with the Workforce Development Counselor (WDC), who provides intensive, individual services such as job search, guidance in job interviewing skills, and many other job readiness skills.

The unit also continues to offer intensive case services for noncompliant and/or other at-risk families receiving temporary assistance. If a customer is at risk for a sanction for non-compliance with employment activities, the department will initiate a home visit to identify any unknown barriers that the customer may have. With the home visit, the Employment worker may be able to identify something that is going on in the customer's home that the customer may not acknowledge during the initial employment assessment in the office. In 2009, the Employment worker performed home visits.

The unit also works in cooperation with Liberty Resources Family Services, Inc., who provides intensive case services for TANF customers in identifying possible barriers to employment or those needing extra help in keeping focused on their employment goals. The caseworker also facilitates the customer in the social security disability process if needed. The Liberty Resources worker has worked with 25 customers in 2009 and some of the goals that she has been able to assist the customers in attaining are:

- 4 Customers engaged in work for 90+ days
- 10 Customers enrolled in educational or training services
- 4 Customers awarded SSI/SSD

New this year, the department secured a grant for another intensive case manager with Liberty Resources to work with our safety net population with disabilities. This worker helps these customers with their application for Social Security Disability, which can be a daunting task for any individual. As of December 2009, the case manager had worked with nine customers.

The department also entered into worksite agreements with three not-for-profit agencies to provide work experience for our customers. There is currently one customer at the YMCA in Oneida who helps with cleaning and maintenance. At the City of Oneida Parks and Recreation Department, we had two-to-three customers who helped with maintenance.

Over the summer, we assigned six customers to the City of Oneida where they provided a much needed crossing guard service at the city pool. The city was extremely satisfied with the service provided by the customers and at the end of the summer, one of the customers was hired as a school crossing guard.

Another positive aspect of having different worksites was validated when we had a customer who just was not fitting in well with others on the Mobile Work Crew. After discussions with the work crew leader, we agreed to try the customer at the City of Oneida Parks and Recreation Department where he would be working more independently. It was successful, as the department loved his work and his ability to work independently. They have hired him on a part-time basis and hope to be able to hire him fulltime in the near future.

The department will continue with efforts to obtain more worksite agreements, which have proven to provide a valuable service for the not-for-profit agencies, as well as the work experience needed by the customers.

The work crew continues to provide services to Madison County and its townships. There are currently two customers assigned to the Town of Sullivan to help with park maintenance. The work crew frequently provides services to the Madison County Landfill. This year, the landfill had a part-time opening and they contacted the work crew leader about having a customer that had proven to be a good worker apply for the position. The customer was hired and continues to be employed by the landfill.

Day Care

The Day Care program is an important component for customers who are currently employed, seeking employment, attending educational programs or are participating in our work experience program. Based on the family's income, the children's ages, and individual needs, the Day Care worker determines the amount of day care subsidy a family may be eligible for.



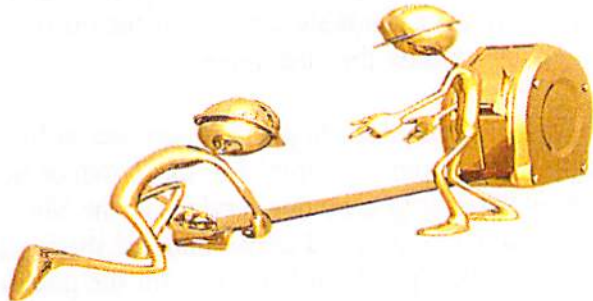
We currently have a representative from the Mid-York Child Care Coordinating Counsel stationed onsite at the agency. One of the services the counsel provides is a referral service for customers who are seeking availability of day care in a particular region. With the representative in the agency, we 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.

During these difficult economic times, more people are seeking assistance to help supplement their incomes. Day care subsidies have provided some relief to many of these families. The Day Care unit provided child care subsidies for an average of 184 children per month during 2009, totaling more than \$801,401.00 in payments.

Mobile Work Crew

The Mobile Work Crew provides an essential service in helping to meet the federal participation rate. Customers are assigned to Mobile Work Crew to gain work experience and development of time management skills, organizational skills and work ethics.

Currently and in 2009, there are three-to-four customers assigned to work crew in our agency. While in the agency, they provide much needed assistance to various units within our agency. They perform duties such as filing, typing and scanning. All of these customers will be able to list this experience on their resumes, which will aid in their continued job search efforts.



Due to the sharp increase in the Employment caseload, the work crew performed over 13,087 hours of work at various worksites. This number reflects an increase of 7743 hours over 2008. Utilization of these work hours has provided resources necessary to complete many projects within Madison County at a cost savings to the agencies:

Major Projects

- Town of Sullivan (Sullivan Park) – Repaired and painted picnic tables
- Madison County Landfill – Cleaned up grounds
- Madison County CAC – Major remodeling project
- Town of Sullivan (Sullivan Park) – Painted caretaker's home and helped with repairs
- Madison County Landfill – Helped build new scale house
- Town of Sullivan – Helped move the recreation department into a new building
- Town of Sullivan – Painted parks and recreation building and helped with repairs on building
- Madison County Landfill – Helped in the recycling center
- Madison County DSS – Helped with moving of staff after the flood
- Madison County DSS – Removed and replaced cubicle walls after flood
- Madison County CAC – Completed stone siding
- Madison County Landfill – Helped move and reset the old scale house

Minor Projects

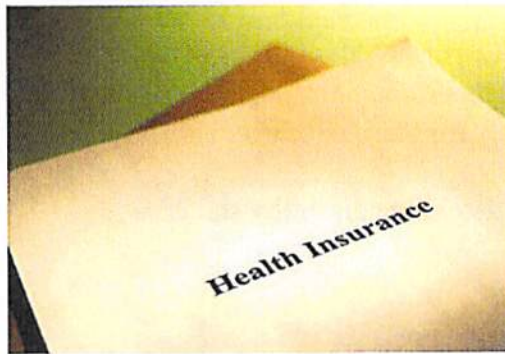
- Madison County DSS – Detailed cars
- Madison County DSS – Removed snow from cars
- Madison County Public Health – Removed snow from cars
- Madison County DSS – Moved furniture, files, paper, etc.
- OHG Fishing Derby – Helped set up and tear down
- VIPS of Madison County – Set up for picnic and cooked
- EAP – Delivered food collected to food pantries
- Tri-Valley Pop Warner – Cleaned and moved cheer mats
- Canastota VFW – Helped with cleaning and minor repairs
- Madison County Highway – Cleaned trucks

MEDICAL ASSISTANCE

As there were no new Medicaid initiatives established in 2009, I am providing a review of the current Medicaid programs including income and resource eligibility levels:

Program	Monthly Income Level – Percent of Federal Poverty Level	Resource Level
Basic Medicaid	\$706 Below FPL	\$13,800
Children ages 6 – 18	\$903 100% FPL	Not Counted
Eligibility for Pregnant Women (expanded benefit package)	\$1,215 (household size = 2 for pregnant women) 100% FPL	Not Counted
Qualified Medicare Beneficiary	\$903 100% FPL	Not Counted
COBRA Insurance Continuation Coverage	\$903 100% FPL	\$4,000
Family Health Plus – Singles/Childless Couples	\$903 100% FPL	\$13,800
Specified Low Income Medicare Beneficiaries	\$903 - \$1083 Between 100%, but less than 120% FPL	Not Counted
Qualified Medicare Individuals	\$1083 - \$1,219 Between 120% but less than 135% FPL	Not Counted
Children Ages 1 – 5	\$1,201 133% FPL	Not Counted
Family Health Plus – Parents Living with Children	\$1,354 150% FPL	\$13,800
AIDS Insurance Coverage	\$1,670 185% FPL	Not Counted
Eligibility for Pregnant Women (basic benefit package)	\$2,429 (household size = 2 for pregnant women) 200% FPL	Not Counted
Children Under Age 1	\$1,805 200% FPL	Not Counted
Qualified Disabled and Working Individual	\$1,805 200% FPL	\$4,000
Family Planning Benefit Program	\$1,805 200% FPL	Not Counted
Medicaid Buy-In for Working People with Disabilities	\$2,257 250% FPL	\$13,800

Note: The information provided is for a household size of one, except for pregnant women that are always counted as a household size of 2.



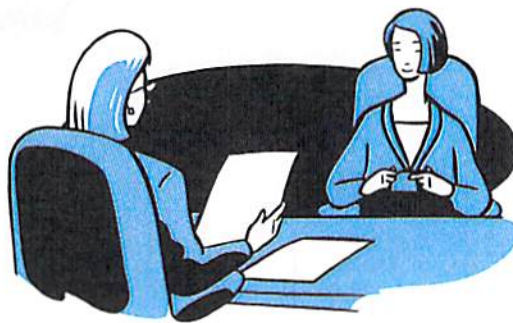
The implementation of Medicaid Managed Care for July enrollment was a major change in the way Medicaid benefits are authorized in Madison County. Managed Care enrollment is voluntary for most fully-eligible Medicaid beneficiaries who do not have other third party health insurance, including Medicare. Once a client is enrolled in Managed Care, Medicaid pays the health plan premiums. Prescription coverage remains through fee-for-service. By year's end, 162 individuals had enrolled in Medicaid Managed Care through Fidelis

Health Plan. Fidelis also joined United Health Care/Americhoice and Excellus in providing Family Health Plus coverage.

Department-wide training was provided to inform staff in other units within the department on how Managed Care would impact their clientele. Client educational material was developed and compiled to assist staff in educating applicants and recipients in regard to Managed Care and Family Health Plus choices.

Medicaid applications and caseloads continued to climb during the year. In January, 205 applications were registered, which brought the number of cases to 4,190 by month's end. In October, 250 applications were filed. By year's end, December applications numbered 214, while the total caseload reached 6,080, representing 9,516 individuals or 7.37 percent of Madison County's population.

Medicaid Unit staffing changes included an Office Assistant II assigned to the SSI/Medicaid caseload and the Disability Review process along with various clerical duties was transitioned from the Supportive Services Unit to the Medicaid Unit, which aided the transfer of information between Social Welfare Examiner staff and this position. In November, a Social Welfare Examiner position was transferred to the Food Stamp Unit.



Information Regarding the Disability Review Process:

The disability review process is conducted for clients who would benefit from being certified disabled, which enables a more favorable category designation and budget calculation. Social Welfare Examiners in the Medicaid Unit refer potential clients to the Office Assistant II who, in

turn, meets with the client and compiles a medical history and list of medical providers. This information is forwarded to the New York State Department of Health Disability Review Team for consideration of disability status. There are three possible determinations:

- Group I – permanently disabled, client advised to apply for Social Security benefits
- Group II – considered temporarily disabled
- No Action – there is not enough medical evidence to determine disability status

Disability determinations statistics for 2009:

Total processed	Group I	Group II	Denied	No Action	Process stopped-no longer needed	Carried over to 2010
85	9	69	0	6	13	12

Miss S. applied for Medicaid in February 2009. She was employed while coping with a chronic medical condition. Miss S. was not eligible for Medicaid due to excess income, so the Social Welfare Examiner referred Miss S. for a disability determination. Based on the medical documentation submitted, a Group II Disability Determination was granted, Medicaid eligibility was re-determined, and Miss S. became Medicaid eligible and able to access necessary medical care that allowed her to continue working.

Medicaid program audit and case review results received in 2009 were very positive. A federal PERM (Payment Error Rate Measurement) audit was conducted in which one Madison County case was reviewed and found to be error free. A Family Planning Benefit Program audit and a general Medicaid case review were both error free.



Submitted by LuAn T. Judd, Director of Medical Assistance/Financial Aid

ADULT PROTECTIVE SERVICES

The Adult Protective Services division within the Madison County Department of Social Services serves a vital part of the community throughout Madison County. We work closely with other units in DSS. These include, but are not limited to, Income Maintenance, Children and Family Services, and Medicaid units. We also work closely with outside agencies. These include, but are not limited to, villages and towns codes enforcement, police departments, Madison County Office for the Aging, Madison County Mental Health Department, and Madison County Public Health Department.

The Adult services unit consists of three caseworkers and one casework assistant. One of the caseworkers works exclusively with the Medicaid homecare programs in conjunction with a nurse from Public Health. That report will be included separately. The other two caseworkers receive referrals from either the community or official agencies. During 2009, the unit received 123 referrals.

A “referral” means that someone will contact the unit with concerns that the welfare of someone aged 18 or older is at risk of harm. These concerns could be self-neglect, neglect by a caretaker, physical abuse by a caretaker, financial exploitation, homelessness, and substandard housing. The caseworker will often obtain the assistance of other agencies, such as the ones mentioned above or family members, to gain a successful resolution.

Another service that the Adult Services unit provides is representative payee service. This means that the Social Security Administration recognizes that a person needs help with managing his/her money and there is no one else willing or able to help. The Social Security Administration will then appoint our agency to be that representative payee.

As mentioned previously, we have a casework assistant in our unit who has a unique role. She arranges for transportation for homeless people being transported to homeless shelters. When the unit receives utility shutoff notices, the caseworker assistant is the person responsible for contacting the people receiving the notices and advising them on their options. She assists the homecare caseworker by ensuring that doctors’ orders are back in a timely fashion, thus allowing the homecare programs to run more smoothly and in a timely fashion. If a person comes to apply for services, but cannot read and there is no one else to help him/her, the casework assistant is the one to read the application to the person. If an Adult Services case needs to be opened, then the casework assistant is the person to do the job.





Perhaps the most noteworthy event in 2009 was the state award given to the two Adult Services caseworkers who work on all of the referrals that are received in Madison County. They received this award for the diligent work that they had done on a case from 2008. As a result of this, they were recognized at the annual State Conference for Adult Services, by the New York State Office of Children and Family Services, and by the *Oneida Daily Dispatch*. It was an award that both workers greatly deserved.

Though we had many cases through the year where there were varying amounts of success, one case stood out. This particular case involved a gentleman whose wife had just died. We had been involved with this family many times in the past, but they had always refused our help. The living conditions of the home were poor with many dogs and cats in and out of the home, leaving a strong smell of urine and feces.

When the caseworker arrived at the home after being called regarding the wife's death, police and the EMTs were still there, along with a family member. The caseworker was able to convince the husband that there was no way he could take care of himself. The husband then made the decision to go to the hospital on his own, as he had some physical impairments. The caseworker was also able to contact some of the husband's adult children, who had not had any contact with him for years. He went to a hospital and then to a nursing home for rehabilitation with the help of his children. This allowed him to live out the rest of his days in a clean environment with regular meals and with his family by his side.



Submitted by Timothy Collins, Case Supervisor Grade B

MEDICAID HOME CARE PROGRAMS

Included in the Adult Services unit is one Caseworker who works exclusively with Madison County Public Health to coordinate the Medicaid Home Care Programs, which include the Long Term Home Health Care Program, Consumer Directed Personal Assistance Program, Personal Care Program, Care At Home Waiver Program, and Limited Licensed Home Care Services Program. Madison County's Medicaid Home Care Programs provided in-home care to 104 individuals in 2009.

The Long Term Home Health Care Program provided 44 clients with expanded home care services. The program admitted 7 individuals in 2009 and discharged 1 person due to nursing home placement. The age range was 30 to 97, with the average age being 70. The DMS-1 scores ranged from 68-250, with the average DMS score being 147. Seventy-seven percent were female, and 23 percent were male. Twenty-nine percent of individuals receiving Long Term Care services met the skilled nursing care monthly allowable cap of \$4,511. Seventy-one percent of individuals met the health-related care monthly allowable cap of \$3,046. The Long Term Home Health Care Program continues to maintain residents of Madison County in their own homes in a cost effective manner.

The Consumer Directed Personal Assistance Program provided personal care services for 45 individuals. There were 10 new clients admitted into the program and 9 clients discharged from the program in 2009.

The Personal Care Program provided personal care assistance to three individuals – no change from the previous year

The Care at Home Waiver Program provided services to one minor child in 2009. This child will be discharged from the program when she reaches age 18 in 2010. This client will be transitioned into other programs to continue her necessary care. A new child was found eligible and admitted into the Care at Home Waiver I and was approved for private duty nursing services in 2009.



The Limited Licensed Home Care Services Program provided personal care assistance to 11 residents of Hamilton Manor and 1 resident of Highland Home, in Syracuse. There were 2 new clients admitted to this program in 2009. One client was discharged due to nursing home placement.

One example that illustrates the success of the Home Care Programs involved a 16-month-old child, who was in need of care in his home due to a congenital condition. His parents struggled to keep up with his daily needs, so they were referred by their Early Intervention nurse from the Madison County Public Health Department for the Care at Home Waiver I. The process to apply for this waiver is lengthy and involves many departments to gather the required information. The DSS Caseworker, along with the Public Health Nurse, obtained physician's orders indicating that this child could be cared for at home and the type and amount of nursing care he would require. The Caseworker and Public Health Nurse then made a home visit to assess his needs. The DSS Caseworker and the Public Health nurses teamed up to make sure this young child and his family were given the care they required. This child was approved for the Care at Home program through Albany and is now receiving the private duty nursing and other daily care he requires. His parents are also relieved to now have the respite time they require to take care of their son effectively. The Care at Home Waiver I allows him to be at home with his family, in his own home environment, and continue to receive the care he requires.



Submitted by Tiffany Canning, Caseworker

MEDICAL TRANSPORTATION

2009 Medical Transportation Expenses Paid

<u>Ambulance</u>	<u># of Trips</u>	<u>Amount Paid</u>
Vineall Ambulance, Inc.	1,097	\$125,283
Eastern Paramedics, Inc.	704	60,707
Greater Lenox Ambulance Service, Inc.	273	18,997
Southern Madison County Volunteer Ambulance Corp	151	8,867
Cazenovia Area Volunteer Ambulance Corp	116	8,067
Kunkel Ambulance Service	135	7,477
Village of Madison	86	7,415
TLC Emergency Medical Service	69	6,870
Smithfield/Eaton Volunteer Ambulance Corp	62	5,211
Mercy Flight Central, Inc.	6	5,111
Edwards Ambulance Service, Inc.	120	5,004
Amcare Ambulance Service, Inc.	46	4,364
Minoa Ambulance	47	2,747
Smith Funeral Home Ambulance Service	30	2,568
All Others	257	20,922
Total Ambulance	3,199	\$289,610

Invalid Coach(Wheelchair Van, etc.)

Michael F. Ilacqua, Inc.	1,404	\$77,840
Kunkel Limousine Service	157	19,516
TLC Medical Transport Service, Inc.	259	15,598
Able Medical Transport, Inc.	177	8,745
Nabil S. Guindy	77	7,344
Birnie Bus Service, Inc.	44	3,882
Best Comfort Care Transportation	57	2,741
Katherine Luther Nursing Home	24	1,630
Michael William Osterhout	15	1,460
Empire State Ambulance Corp	9	562
All Others	10	814
Total Invalid Coach	2,233	\$140,132

Taxi

Richard C Bielby	3,733	\$216,183
Shawn Perrigo	3,308	153,709
Bernie Bus Service	3,782	135,628
Oneida Taxi	2,224	124,560
Dorothy Edick	2,455	82,132
Michael F. Ilacqua, Inc.	435	30,314
Fiore Funeral Home	325	12,299
City Cab Inc.	64	8,845
Yellow Medivan and Taxi, Inc.	6	255
Antonio Bellavia	1	9
William R. Poole	1	6
Total Taxi	16,334	\$763,940

Day Treatment Transportation

Gregory P. Collis	1,144	\$37,321
Nabil S. Guindy	1	227
Total Day Treatment Transportation	1,145	\$37,548

Reimbursed through Voucher System

\$19,462.06

Office for the Aging

Reimbursed at \$5/trip + .75/mile + tolls & parking

\$3,113



Submitted by Steven Chaires, Deputy Commissioner for Administrative Services

CHILD SUPPORT ENFORCEMENT

In 2009, the Child Support Enforcement Unit continued to be very busy and encountered new laws enacted by the State Legislature, as well as staff changes in the Madison County Family Court.

New Support Magistrate

In August 2009, a new Madison County Family Court Support Magistrate was appointed. The Child Support Unit, together with the Legal Department, met with the new Support Magistrate to discuss common goals and objectives, including a discussion of the new Medical Support Law.

Medical Support Law

In 2009, the State Legislature passed the new Cash Medical Support Bill. This bill is in response to federal requirements and was effective October 9, 2009. The bill sets standards for determining if private health insurance is reasonable in cost and accessible to a child receiving medical assistance. It defines cash medical support and sets rules for determining the non-custodial parent's medical support obligation.

Implementation of the new Medical Support Law is complex, and we are currently waiting for an Administrative Directive from the state to determine what procedures will be required. This will involve a team approach and cooperation among the Family Court Support Magistrate, Medicaid staff and Child Support staff. The Child Support Unit will continue to work with all involved to ensure that this new law and any other regulation from the state is implemented as efficiently as possible.

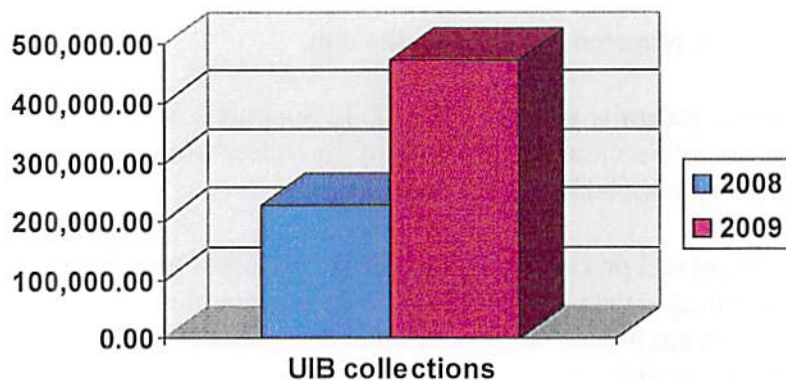
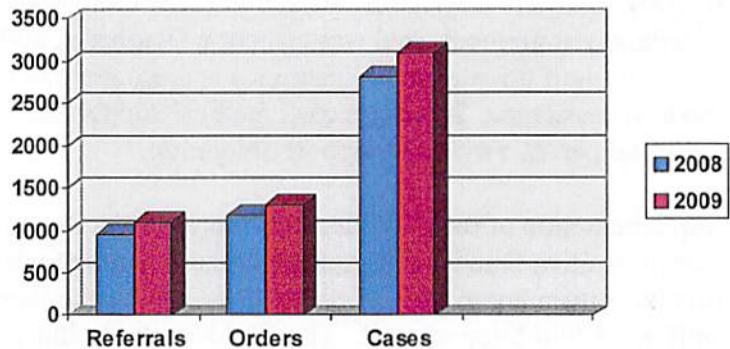
2009 Unit Accomplishments

- 683 petitions (private and DSS) were prepared and filed by the unit.
- 76 cases were scheduled for genetic paternity testing by the Child Support unit to be conducted at the Department of Social Services. Thirty-four of the orders were issued by the court and 42 were administratively issued by the director.
- 1037 "cooperations" were conducted and processed by the unit as a result of individuals applying for temporary and/or medical assistance. Investigators must interview and request cooperation from each applicant in order to seek child and/or medical support from absent parents of children receiving assistance.
- 95 percent of open Child Support cases have child support and/or medical support ordered.

- 1094 referrals were received from the Temporary Assistance, Medical Assistance, and Foster Care units enabling the Child Support unit to build cases to establish or enforce child support and/or medical orders – an increase of 14 percent from 2008.
- 1298 child support/medical support orders were received and processed by means of building new accounts or adjusting and/or closing existing accounts - an increase of 10 percent from 2008.
- 3095 open Child Support cases as of December 2009 – an increase of 9 percent from 2008.

2009 Collections

- \$3,552.25 in child support collected from respondents' lottery winnings.
- \$173,438.85 in child support collected from respondents' federal income tax refunds.
- \$65,938.84 in child support collected from respondents' New York State income tax refunds.
- \$472,845.23 in child support collected from respondents' UIB (Unemployment Insurance Benefits) – an increase of 108 percent from 2008.



The total amount of collections for Child Support in 2009 was \$6,367,416, which is a 2.25 percent decrease from 2008. This is attributed in part to the slow economy, loss of jobs, and substantial increase in unemployment benefits, which reduced the dollar amount of support collected.

The Child Support Enforcement unit will continue to work diligently to achieve

our many goals for the coming year, which include implementing policy changes efficiently and working to expand the Working Parent's Initiative Program (WPI program).

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

BURIALS

Forty-five burial applications were taken in 2009. Of these, two were denied due to being over the income guidelines for eligibility. The total amount paid for these burials was \$112,120.08, an average of nearly \$2,500 per burial, which is an increase of 31 percent from the previous year. Below is the amount paid to our local funeral homes:

Funeral Home Payments

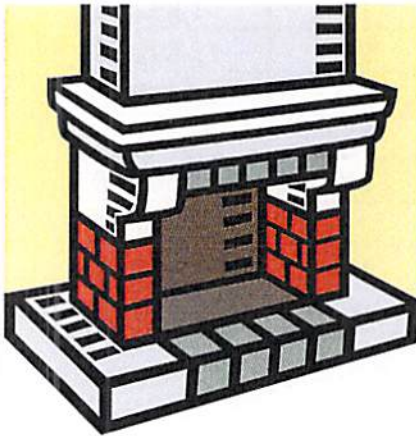
<u>Funeral Provider</u>	<u>Number</u>	<u>Cost</u>
Ayer and Zimmer Funeral Home, Cazenovia	1	\$1,865.00
Burgess and Tedesco Funeral Home, Hamilton	11	30,969.60
Campbell Dean Funeral Home, Oneida	6	15,234.02
Coolican-McSweeney Funeral Home, Oneida	1	2,672.40
Dimbleby and Friedel Funeral Home, W. Winfield	1	2,210.00
Fahy's Funeral Home, Norwich	1	2,930.00
Fiore Funeral Home, Oneida	1	2,995.00
G.F. Zimmer Funeral Home, Chittenango	6	15,621.00
Ironside Funeral Home, Oneida	1	1,892.00
J. Homer Ball Funeral Home, Canastota	7	15,892.60
Kloster-Northup Bentz Funeral Home, Waterville	3	6,045.00
Nunn and Harper Funeral Home, Rome	1	2,134.50
Paul Funeral Home, Madison	2	5,600.00
Tait Funeral Home, Cazenovia	2	4,131.96
Smith Funeral Home, DeRuyter	1	1,927.00
Total	45	\$112,120.08

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

HOME ENERGY ASSISTANCE PROGRAM

The Home Energy Assistance Program (HEAP) assists individuals with the cost of heat and energy-related expenses. This 2008/09 HEAP season was very busy and encountered many changes. Due to the faltering economy and cost of home-heating expenses, applications dramatically increased. Madison County saw many new applicants who had never applied or received benefits in the past. In addition, the HEAP program income guidelines were increased, as well as the amount of benefits a household can receive. For the 2008/2009 season, the regular benefit was increased from \$440 to a maximum of \$900. Households could also qualify for an emergency benefit, which was increased from \$600 to \$800. There was also a second emergency benefit available in February 2008 in the amount of \$800.

ADDITIONAL COMPONENTS: The HEAP program also includes assistance with furnace repair or replacement services and a cooling component during the summer season to assist with air conditioners. To qualify for the cooling component, a household must be eligible for weatherization under current income guidelines and at least one household member must have a medical condition that is exacerbated by extreme heat. This condition must be documented by a physician. Madison County was allocated eight air conditioning units under this component of HEAP as compared to four during the previous season.



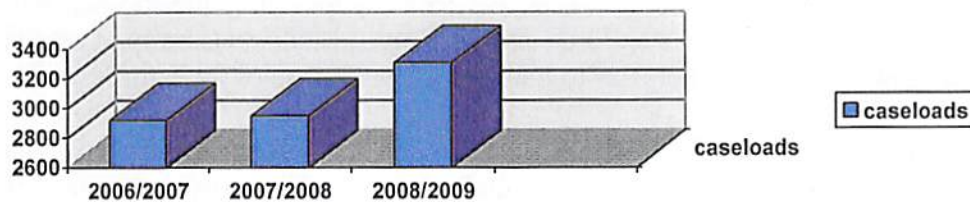
NEW CLEAN AND TUNE COMPONENT: In June 2009, a new component to the HEAP program was introduced called the Clean and Tune program. This program provides assistance to households with having their furnaces cleaned and tuned in an effort to maintain the furnace in proper working order. While this program is designed to ensure furnaces are in optimal condition, the HEAP unit did see a substantial increase in the number of furnace repair and replacement services.

OUTREACH: The HEAP season officially starts on November 1 of each year; however, we can start processing cases as early as September 1 under our early outreach initiative. Under this plan, applications are mailed out to recipients who received a HEAP benefit the previous year and who are either over 60 or are considered to be a vulnerable household. Even though these applications can be processed early, no benefits are issued until after the official start of the season on the first business day of November. Also, as part of our early outreach efforts, HEAP workers attend Oneida-Madison Electric Co-op's annual meeting, and continue to work with Office for the Aging to provide their members with information regarding the HEAP program.

2008/2009 HEAP SEASON ACCOMPLISHMENTS:

- HEAP workers processed 5,861 applications for regular and emergency benefits

- Madison County issued \$2,681,145 in the form of regular benefits, \$1,066,267 in the form of emergency benefits, and \$321,084 in the form of a supplemental second emergency benefit
- Repaired 65 furnaces – a 43 percent increase from last season – at a cost of \$19,439.31
- Replaced 50 furnaces – a 36 percent increase from last season – at a cost of \$133,760.00
- 204 applications were received for the Clean and Tune component



The HEAP program is a tremendous benefit to many people struggling with the high costs of heating their homes. The following is an excerpt from a letter written by a client to one of our HEAP workers:

“I did not expect this much help as you were able to extend me. Unfortunately the past couple of years, particularly this year, have not been the most economically fruitful ones for me and I’ve had to adjust accordingly and hope for no financial surprises. With the furnace and propane, I find life at home much more livable than the being buried under blankets and a coat as in the past”

It is anticipated that the 2009/2010 HEAP season will continue to be extremely busy, with many more changes to the early outreach procedures, possible changes to the Clean and Tune component, and increased eligibility limits and benefit amounts.

CHILDREN'S SERVICES

In the following pages, you will read the reports of specific program areas, which will provide for you more detailed information regarding Children's Services programs throughout this past year. In the next few paragraphs, I will simply describe for you a few of the changes or activities occurring in Children's Services that were not necessarily program specific, but I feel may be of interest.

Our first item of interest, which was unusual in Children's Services and in many ways very different from past years, actually relates to stability and some things staying the same. Of our 26 caseworkers and seven case supervisors, we only had one staff member leave Children's Services in 2009 and that was due to retirement after over 30 years of service. This is a phenomenal accomplishment in this high-stress, quick-burnout, and high-turnover business. I believe it speaks to the quality of our staff and supervisors in supporting one another in providing clear guidance and commitment to the children and families of Madison County. I also believe that the stability of our workforces helps us to obtain positive outcomes for families.

Speaking of outcomes, we have continued to use the Getting To Outcomes (GTO) program evaluation process to assess services obtained through contracts with outside agencies. We are continuing to transition all contracts to the GTO format, which allows us a consistent manner in which to evaluate programs and ensure that we are getting what we are paying for. Two more previously existing contracts have been converted to the GTO format and one new contract was established as a GTO contract at its inception. As part of the GTO process, each program is evaluated at yearend to determine if goals or outcomes have been met, if any changes need to be made, or if services were properly provided. This has been a valuable tool in assessing services.

We also had another evaluation or outcome assessment process completed this year. New York State underwent the federal Child and Family Services Review (CFSR). As part of this process, Madison County received a lengthy data packet providing us with valuable information regarding the outcomes for children and families receiving Child Protective and Foster Care services. Portions of this data were shared and discussed with members of the Board of Supervisors, community partners, school districts, and Family Court.



Overall, Madison County is performing quite well and we were very pleased with the results. The data indicated that we do not place a high number of children in foster care, which would indicate to us that we are only placing the children in foster care who truly need to be there for safety reasons. The data also indicates that once we place children in foster care, we are able to reunite them with their family in a reasonable period of time with the median length of stay in foster care being ten months and the majority of children are returned home in less than two years.

One area of concern for us is related to “recurrence,” which means that when a family is found to have a confirmed incident of abuse or maltreatment, they have a second confirmed incident within six months. For Madison County, our recurrence rate was 23.3 percent in March 2008 – an extremely high number – but by March 2009, it had dropped to 12.7 percent. We were pleased to see the significant decrease, but have a target of less than 10 percent for the recurrence rate, so will continue to address this area of concern.



One way in which we are trying to address the recurrence rate has to do with how some of the cases are coded within the Child Welfare Connections computer system. We are working on improving our processes so that cases are handled and coded properly. A more significant change may occur in the way reports of child abuse and maltreatment are investigated. At this time, when a report is received, it is handled through an investigation, which can sometimes be a scary and adversarial process for families. And although it is recognized that some cases, particularly those involving allegations of serious injury or sexual abuse, need to be handled in that manner, New York State has a pilot program referred to as Family Assessment Response (FAR), which is a much more family-friendly, strength-based approach to addressing issues of basic maltreatment, such as a lack of adequate housing.

Children’s Services is working with the Office of Children and Family Services (OCFS) to see if FAR can be implemented in Madison County.

Although our performance measures in regards to foster care placements were all favorable, we are also looking at implementing another process recommended by OCFS. This process is called Family Team Meetings, which involves members of the immediate and extended family, as well as any other family support persons, such as a close family friend or favorite teacher, and service providers in a meeting that is facilitated by the caseworker. The decision making, however, is done by the family, not the professionals. We hope that the use of these meetings will help us to continue to help families obtain good outcomes and perhaps even help to decrease the length of time necessary to do so.

A final item of interest is that Children’s Services was able to replace all of its old computer equipment – some of it 10 years old – with brand new laptop computers for each caseworker and supervisor. With this new equipment, the computer software works more quickly allowing the work to be completed more efficiently. We do believe that the use of the new computers, as well as the stability of our workforce, were both major contributors in our handling a new record number of Child Protective reports with substantial less overtime – nearly 500 hours – than the year before. We were especially pleased to obtain over half of these computers through a grant request to New York State with no local cost involved. We appreciate the generosity of the Board of Supervisors in allowing for the expenditure of funds for the remaining computers.

We look forward to another exciting year serving the children of Madison County.

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

FOSTER CARE AND INSTITUTION PLACEMENTS

During 2009, a total of 31 children were placed in Department of Social Services (DSS) custody. Along with 43 children that were discharged from custody, we ended the year with a total of 61 children in foster care. Twenty-nine of these were in Madison County foster homes and 32 were in higher levels of care, such as therapeutic foster care, group home, or a residential treatment center. These figures include three young adults who were attending college. Although these numbers indicate a continuation of a trend in recent years of fewer older children being placed in foster care, the mental health and behavioral problems of those children who have been placed are more serious, resulting in a higher percentage of these children needing to be placed in one of the higher levels of care.

The Children 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 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've worked with over the past year is illustrative of how by working in collaboration, DSS, families, service providers, foster parents and caseworkers can achieve positive outcomes regarding permanency for children.

This family involves a mother named "Millie" and her children, "Robby," age four years; "Zack," three years; "Rudy," one year; and "Joey," three months. Millie has a long history of drug abuse involving marijuana, cocaine and crack cocaine. DSS became involved in the spring of 2008 when several CPS reports were received alleging that Millie was using crack in the presence of her children, leaving her impaired and unable to adequately supervise her children. On at least two occasions, Robby and Zack got out of the house while Millie was using and were found by a neighbor and returned to their mother. Millie admitted to her use, but minimized its impact on her ability to care for and supervise her children.

During the course of the investigation, it was learned that Millie tested positive for cocaine at the birth of all three of the older children and that two of them had a positive toxicology for cocaine at birth. Millie was also leaving the children in the care of inappropriate baby sitters and would be gone for long periods of time without providing food or diapers for the children. Additionally, as one might expect, Millie would also run short on diapers for the children, which contributed to hygiene problems for the children. DSS filed a petition in Family Court to remove the children from Millie's custody, and Robby and Zack were placed in the custody of their paternal grandparents, while Rudy was placed in foster care. Millie had other family members in the area, but they were unable to take custody of Rudy.

Following the children's removal, the caseworker was able to enlist the assistance of the children's maternal grandmother to help supervise visitation between Millie and the children. Millie began participating in the Family Treatment Program (FTP) through Family Court, and mental health treatment through a contract program that DSS has with the Madison County

Mental Health Department. Millie also engaged in substance abuse treatment on an outpatient basis.

Over the next six months, Millie participated in outpatient substance abuse treatment, but due to a relapse in her substance use, she was referred to and entered several inpatient treatment programs from January through March 2009. Unfortunately, she was unable to successfully complete any of them. The FTP team gave her one last chance to succeed and she was referred to the Alcohol/Drug Abuse Prevention Treatment (ADAPT) program at the Madison County Department of Mental Health where she attended sessions four days a week.

Throughout this time period, the Foster Care/Preventive caseworker met with Millie at least once a month, as well as monthly with the children in their respective placements, to help overcome any barriers to the provision of any services they needed. The caseworker assisted in coordinating visitation between Millie and her children as well as visits among the children themselves. For a short while, Millie's mother supervised Millie's visits with the children allowing for more extensive visits than would have ordinarily been provided, as well as maintaining the children's connections with family. Millie's sister assisted in this visitation plan also. The caseworker's monitoring and coordination of services helped keep Millie focused on her goal of regaining custody of her children.

Millie made great progress with the support of DSS, her service providers and her family and in August 2009, the children were discharged to her custody. In November she gave birth to Joey who did not test positive for any illegal substances. Millie continues in her outpatient treatment and is scheduled to successfully complete the Family Treatment Program in February 2010. The caseworker continues to meet bi-weekly with Millie and her children to monitor her progress and offer any assistance Millie may need. These meetings will continue until her completion of FTP and the risk of a relapse is reduced to a minimum.

The children placed in higher levels of care have also provided an opportunity for the Department to contribute to the Central New York economy. We have paid the following amounts in 2009 to local facilities for the care of children in DSS custody: Elmcrest Children's Center, Syracuse – \$1,080,209.42; The House of the Good Shepherd, Utica – \$444,970.31; Berkshire Farm Center and Services for Children, Syracuse – \$495,201.33; and Liberty Resources, Syracuse/Oneida – \$473,119.00.



For the rest of children placed in foster care, Madison County foster parents utilized DSS funds, as well as their own, to provide for the needs of the children in DSS custody. As a result, they helped support the local economy by making clothing and other essential purchases through businesses here in Central New York. The following amounts were paid to local businesses by the Department for the needs of children in foster care: Fashion Bug – \$250.00; Herb Phillipson's – \$7,527.25; K-Mart, New Hartford – \$5,619.93; K-Mart, Dewitt – \$6,455.36; and Direct Factory Furniture – \$4,638.85.

In 2009, DSS continued its contracted services 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 increased to four staff persons: two fulltime and one halftime therapists, and a program supervisor. The program received 130 referrals and provided high quality 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.

The Madison County DSS Children 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. We have worked hard 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 thrive on the way there.



Submitted by Timothy Brown, Case Supervisor Grade B

ADOPTIONS

A The Adoptions cases in Madison County are assigned to one caseworker and one senior caseworker. The main goal is to locate safe permanent homes for children freed for adoption and placed in the custody of the Commissioner of Social Services. These workers also assist Madison County adoptive parents by completing their home studies so they can become certified adoptive parents. They also provide the adoptive parents with a 10-week Group Participation and Selection II/Model Approach to Partnership in Parenting (GPS II/MAPP) program and assist these 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 this process will be provided later in this report.

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P These workers also complete several other tasks, including meeting with the children who have been freed for adoption and their adoptive parents regularly to discuss any services that are needed to make the adoption an easy transition and to help them decide when they are ready to finalize the adoption. They also prepare subsidy applications and other documentation for the Family Court judge. They recruit and retain adoptive parents in conjunction with the foster home caseworker and arrange any post-adoption services, such as individual and family counseling for adopted children if needed.

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N After a child has been freed for adoption and an adoptive home is identified for that child, the worker will arrange visitation between the child and the possible adoptive parents. The visitation will increase in length each time until both the child and the adoptive parents are ready for the child to transition to their home. After both the child and the adoptive parents decide they are ready to finalize the adoption, the parents can petition the Family Court for finalization of the adoption.

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In 2009, there were 15 foster children legally freed for adoption and over half of them were freed in the last three months of the year. Two of these children have already been adopted by their foster parents and another eight are in adoptive placements with their foster parents. There were also six other children in foster care, who were freed before 2009, that were adopted by their foster parents this year for a total of eight finalized adoptions. Five of the eight adoptions were finalized on December 22, 2009. Three were a sibling group adopted by their foster parents and two other individual children were adopted by their respective foster parents. This was a nice holiday present for these three families.

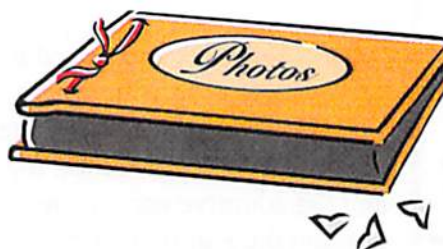
One of the children who was adopted in December had been living with his foster mother for over 10 months. His brother was adopted earlier in the year by relatives. He is able to still visit his brother often, so that they remain connected.

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 child 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 workers in the Adoption unit complete the subsidy applications with the adoptive parents based on the needs of the child and then the applications are sent to the New York State Adoption Services for the final approval. In 2009, the department completed nine subsidy applications and all but one was approved by New York State. That one is still being processed 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 is listed on the NYSAA within 10 days. Information concerning each child and adoptive parent's strengths and needs are profiled on this website. In 2009, there were four children photo listed so possible adoptive families could read about these children and decide if they were interested in being a possible adoptive family for them. 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 new Medicaid Home and Community Based Waiver Program that provides opportunities for improving health and wellbeing to children in foster care. 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 with special needs in foster care return to a permanent home sooner than if the service was not available. It provides intense home-based services to the child and his/her family 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. It also helps a child in an institutional program to transition to a foster home setting easier.

This waiver program is available to these children even after they leave foster care and until they are 21 years old, if needed. In 2009, the department was allotted three SED slots and the MedF and DD slots were available for the entire region. We were able to use one of our SED slots and one MedF slot in 2009. The MedF slot was a child who was in foster care because he was on the transplant list for a kidney. One of the SED slots was filled by a child who was adopted by her

foster parents several years ago. This child has been in and out of psychiatric hospitals and institutional placements for the past nine months. With the B2H services, she was able to return home and not return to placement. Referrals have been completed and are being processed for the remaining two SED slots.



Submitted by Andrew Hoffman, Senior Caseworker

HOMEFINDING

The Homefinder is responsible for recruiting and certifying or approving foster and adoptive families for children in Madison County. Once certified, the Homefinder is responsible for retaining and maintaining these foster/adoptive homes, and ensuring safety and compliance with agency and state regulations.

An ongoing assessment is done of the wellbeing of the family and their ability to care for children in their home. This is accomplished through regular contact with the family and through training and in-service programs. In 2009, the unit opened four new foster/adoptive homes. We recertified 29 homes and closed nine. We continue our focus in recruiting new families to fulfill the ongoing need for placements. In addition, support is provided to the foster/adoptive parents that are currently certified in an attempt to retain the homes that are essential in providing care to our children.

A Foster Care Story

"Mary's" foster home was opened in September 2009 and she received her first foster care placement almost immediately thereafter. The placement consisted of two young children who had been in foster care since October 2007. Mary knew at the onset of the placement that the birth parent failed to engage in any relationship with the prior foster family. She was also aware that the birth parent had a negative view of foster parents.

From the very beginning of the placement, Mary worked to develop a relationship with the birth parent. Mary engaged the family and opened her home and family to this birth parent. A trusting relationship developed as an outcome. Mary demonstrated support and encouragement to this parent. The birth parent and foster parent attended community events and participated in children's activities together. As a result of Mary's hard work, the birth parent became more receptive and engaging of others.

The tremendous efforts of this foster parent helped to facilitate reunification of this family. Praise was given to the foster parent by our Family Court judge for her exemplary efforts to help reunify these children with their birthparent.

Foster/Adoptive Parent Training

Together with an Adoption worker, the Homefinder is responsible for orienting and training all new inquiries to our Foster/Adoptive program. 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 workers had 19 families begin the training during the 2009 calendar year. Ten of those families completed the training. Of the ten families that completed the program, two had met all of the requirements for approval and were opened by the close of the year.

In addition to facilitating the GPSII/MAPP training, the Homefinder worked in conjunction with Center for Development of Human Services (CDHS), the Public Health Department and the Department of Mental Health to provide 14 hours of training opportunities to foster/adoptive parents throughout the year. The Homefinder also worked closely with foster/adoptive families to access online trainings that offer a variety of topics specifically related to fostering children and meeting their needs. Opportunities for training will continue to be offered to our foster/adoptive parents to meet their needs related to the challenges they face in parenting children in care. Aside from the training offered through our department, foster parents are always encouraged to read, attend community education forums, and participate in education and training and support groups.

Relative/ Child-specific Foster Parents

Two child-specific foster families were approved this year, therefore providing homes to three children while at the same time maintaining valuable connections in their lives. We currently have seven open relative/child-specific foster homes. We welcome relatives as resources for our children who need temporary and permanent homes.

Interstate Compact on the Placement of Children

The Interstate Compact on the Placement of Children (ICPC) consists of laws and procedures that help children move across state lines while residing in foster care. When an ICPC is requested by another state, the department is responsible for investigating the proposed family for a specific child. In 2009, seven ICPC homestudies were completed and supervision was provided to the approved families. The department currently has one open ICPC case.



Christmas and Beyond

Just prior to Christmas 2009, we saw a total balance of \$2,297 in donations in our Christmas and Beyond Fund. Donations were acquired through community agencies, individuals in the community and Madison County employees. The donations received go toward Christmas gifts and special activities throughout the year for children in foster care and those with open Preventive Services cases. In addition to monetary donations, the department worked with several community agencies, churches and individuals who helped provide Christmas gifts for over 200 children. Of the monetary donations collected, \$1,340 was spent on gifts for our children.

Recruitment and Retention

Included in the 2009 recruitment efforts was a renewed advertisement on the pharmacy bags at P & C Pharmacy in Canastota, New York, and a new advertisement on a mug at the Chatterbox Café, also in Canastota. We have also advertised for foster parents in the playbills of some the musical and theatrical productions at DeRuyter High School, Canastota High School and Morrisville Middle/High School. As always, the Department of Social Services distributed fliers and information at community events. Our unit has relied on our current and previous foster/adoptive parents as recruiters of new resources. They have proven over the years to be our most valuable tools.

We continue to receive steady inquiries from prospective foster/adoptive parents to Madison County Department of Social Services. With the assistance of an office assistant assigned to the Children's Services unit, the Homefinder tracks and records all inquiries into our Foster Care/Adoptive program. For each inquiry received, the Homefinder calls the family, answers any questions they may have and offers a home consultation and/or invitation to our orientation meeting. At the close of 2009, our inquiry list contained 21 new families interested in foster care and/or adoption.

We look positively forward to 2010 with the anticipation of recruiting, certifying and approving additional resource homes. In addition, our efforts will continue to focus on retaining the valuable resources that we currently have.

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Submitted by Theresa Snyder, Caseworker/Homefinder

PREVENTIVE SERVICES

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. Eleven Caseworkers work with these types of families to establish a professional helping relationship. In 2009, this unit worked with an average of 124 families, involving an average of 234 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.

One example of how preventive services benefit Madison County families is the case of a family consisting of a mother, stepfather and mother's child from a previous relationship. The case was opened due to the child's having a suspicious injury. The Preventive Services Caseworker and our Legal unit were able to get a stay away order of protection for the child against the stepfather. The mother and stepfather were initially upset that the family had to be separated, but they followed the court order. After the family was separated, the mother participated in counseling and was able to acknowledge that her relationship with the stepfather was abusive. The mother had good community support from her family, friends, and from the family of the biological father. Both adults worked with the Preventive Services Caseworker. Eventually, the mother made the decision not to reunite with the stepfather. She moved to Oneida County and began to pursue a degree in education. The stepfather was court ordered to have a mental health evaluation with domestic violence and anger management concentration and complete a parenting class. The stepfather was able to complete his court ordered services before he succumbed to an illness.

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. Approximately ten youths participated in planned activities in 2009.

One Madison County youth who participated in this program was able to earn money to purchase a desired game system. He contributed the rest of his earnings to helping out his family. Also, while on a planned trip with the group, this young man found money in the bus. Despite the fact that nobody saw him find the money he turned it in immediately – an indication that he is learning the skills necessary to be a responsible adult.

Partners in Prevention

Another contract for preventive services is with Partners in Prevention (PIP), a school-based preventive service. This service is provided by Liberty Resources and is jointly funded by this agency and other community programs. The Partners in Prevention Program works with elementary children in the Chittenango and Oneida School Districts, and with the middle school and high school-aged youth in Oneida. The children served through the PIP program are experiencing difficulty at school with academics, attendance, or behavior. The intent is for the child and family to address the non-academic barriers to school success that, left unaddressed, could lead to involvement with other more intrusive systems, such as Probation or Social Services. Ultimately, the goal is for the child to succeed academically, as school success is a protective factor in preventing at-risk behaviors.



In 2009 the PIP program served 181 families. The overall number of children served for 2009 was 989. This breaks down into:

- 230 children – individual and/or family counseling component with school collaboration; i.e., task-centered model
- 152 children – group only (this is an unduplicated count – could have been involved with more than one service component)
- 24 children – special school groups and projects
- 542 were involved with the Talking About Touching Program (PIP Implements this in the schools where we are available) and a Violence Prevention Program.

PINS DIVERSION PROGRAM

Madison County Department of Social Services had another productive and successful year of PINS Diversion Services in 2009. The PINS Diversion Program is supervised by a senior caseworker with one caseworker doing the PINS Diversion case management. 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 petitioner must prove that he/she has exhausted all services and resources to divert the PINS petition. This is where PINS Diversion enters as a voluntary but necessary step in the process. PINS Diversion incorporates intensive and preventive services on a short-term basis. A focus 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.

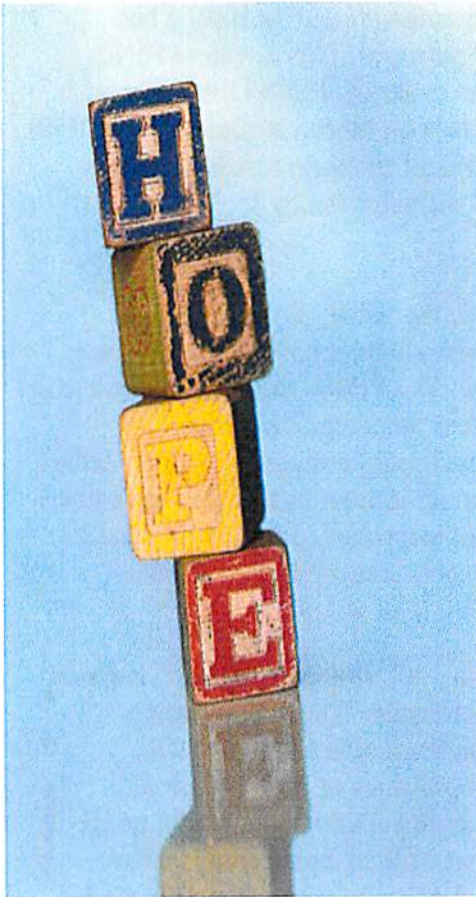
Once the department receives a PINS Diversion referral, the family is contacted immediately and requested to meet in person to discuss crisis intervention options and services available to meet the family and youth's needs. The PINS Diversion worker will meet with the children and the families regularly 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 attempt to file a PINS petition with the assistance of the PINS Diversion workers and the DSS Legal unit.

In 2009, there was an intake of 108 PINS Diversion referrals. The schools made 47 of these referrals – 41 came from parents and 20 came from other sources. The average age of the youth referred to PINS Diversion continues to be 15 years old. Only 17 of these referrals resulted in a PINS petition being filed in Madison County Family Court with only eight children being placed out of their home due to PINS in comparison to 2008 when 18 PINS petitions were filed and there were six out-of-home placements on PINS. It is interesting to note that although the overall number of referrals was down from the previous year from 131 referrals in 2008 to 108 referrals in 2009, the number of referrals received from other sources were up from 9 in 2008 to 20 in 2009. It is believed that this can be attributed to the emphasis on the outreach to community agencies and service providers in 2009.

A focus of the PINS Diversion Program in 2009 was outreach and education to the community and to local agencies. The PINS Diversion Program supervisor gave presentations to several of the Madison County organizations and service providers to

educate and inform faculty and staff of the PINS Diversion process and to answer any questions that service providers may have. These are all services and agencies that work collaboratively with the PINS Diversion Program.

An emphasis continues to be on a teamwork approach to servicing Madison County youth. The PINS Diversion Program also works in conjunction with Madison County Probation and Madison County Child Protective 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 therapy for families who have children at risk of out-of-home placement.



HOPE

One example of a youth who has benefited from PINS Diversion would be "Hope." Hope was referred to PINS Diversion from her school for incorrigible and ungovernable behaviors. The PINS Diversion worker met regularly with the family, child, and school to discuss the ongoing concerns. When the mother reported that she had had problems with Hope's behavior since Hope was a young child and with similar reports from the school, the PINS Diversion worker referred the family to Madison County Mental Health Department. Madison County Mental Health Department immediately got the child in for services and it was determined that this child has some undiagnosed and untreated mental health issues. Hope is now receiving mental health services to address her illness.

2009 was a great year for Madison County PINS Diversion Program for diverting court interventions and placements of children outside of their home. This was due largely in part to the partnership of PINS Diversion staff, community resources, and schools in developing and maintaining good communication and excellent collaboration.

Submitted by Jessica Prievo, Senior Caseworker

CHILD PROTECTIVE SERVICES

The Child Protective Services (CPS) unit is responsible for investigating allegations of child abuse and maltreatment. Anyone concerned for the wellbeing of a person under the age of 18 may call the New York State Child Abuse and Maltreatment Central Registry. The registry maintains a hotline for receiving these calls and, if a report is accepted, a CPS report is generated, transmitted via the Connections computer system and assigned to the county where the subject child resides.

The CPS unit ended 2009 with 12 CPS investigators, one senior caseworker and two grade B supervisors. All new Children and Family Services caseworkers must attend 22 days of New York State mandated and administered training. Additionally, any caseworker with Child Protective duties must attend an additional 10 days of Child Protective Response Training. All caseworkers performing Child Protective duties are now required to attend six hours of additional state-approved training per year.

The major role of CPS is to assess the safety and risk of children. CPS caseworkers must make an initial assessment of safety within 24 hours. Continuous safety assessments are conducted both informally and in written form throughout the investigation. Caseworkers must call the source of the report and interview all children and subjects listed on the report. Most interviews with children are conducted in the school setting. This allows the children a neutral environment in which to speak freely.

During the 60 days allotted for an investigation, additional information is often gathered through discussion with other agencies and review of any applicable records. The home environment of the children is also observed during each investigation.

CPS must be able to respond to calls from the New York State Central Registry 24 hours per day, 7 days per week. 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. On-call caseworkers respond to after-hours reports, often making the necessary initial assessments of safety. A total of 360 CPS reports were received by on-call workers during 2009. This is an increase of 22 reports from 2008.

Often, multiple counties are involved in the same investigation. Madison County CPS workers collaborated with 32 different counties throughout New York State in 2009. Madison County CPS workers also coordinated with 28 other states and 2 countries.

On one such occasion, a biological father was living in another state. Concerns for the safety of his children came to the attention of Madison County CPS. The caseworker was able to contact the father and with the help of the state in which he lived, determine that he was a willing and appropriate resource for the children. The father obtained the proper paperwork, traveled to Madison County, met with the caseworker, and took his children to his home

This immediate response is vital in protecting children. On-call caseworkers are able to help families make temporary plans for their children's safety. One on-call situation involved the children staying with a family member for the weekend until the home could be cleaned to meet minimal safety standards. The case was assigned to a caseworker on Monday morning, who followed up to assure the home was safe prior to the children's return.

Occasionally, multiple reports are received on the same family. For example, five separate reports were made on a situation that was observed by several different mandated reporters as well as family members. Each time a report is received, the caseworker must have additional contact with the family and address the allegations; however, in these multiple report situations, the caseworkers do not need to complete each section of paperwork multiple times. These reports are consolidated into one case per family if the allegations are similar in nature.



Of the 1,573 Child Protective reports received during 2009, 159 reports were investigated jointly with law enforcement by members of the Madison County Multidisciplinary Team (MDT). This team is comprised of specially trained members of Child Protective, law enforcement, the District Attorney's Office, DSS Legal unit, victims of violence advocates and mental health service providers. Specialized training is funded through grants as opposed to local budget money. The team meets monthly to discuss specific cases, overall techniques, and best practices. Cases designated as MDT cases are those involving allegations of sexual abuse or severe physical injury to a child. Using a multidisciplinary approach assures that the most skilled professionals in each discipline work closely together to reduce the trauma to a child.

During October of 2009, one CPS supervisor worked with the DSS attorney to collect information regarding court ordered investigations (COI) in Madison County in response to a statewide survey developed by the Office of Children and Family Services in conjunction with the New York State Public Welfare Association. In Madison County, two COIs resulted in neglect petitions being filed by the department

Madison County caseworkers conducted 39 court ordered investigations in 2009. These investigations include all of the regulations and practices involved in investigating reports received from the State Central Registry (SCR). The SCR will assign an "actual" report to the county after they receive the report and determine it to be genuine. In addition, the caseworker writes a detailed summary of that investigation to be entered into evidence and to be reviewed by the issuing judge, the parties' attorneys, and law guardians. These investigations are often ordered when a judge is seeking more information or has concerns brought about during a custody or visitation petition.



One such report was extremely detailed and illustrated an ongoing safety issue for the children that had not previously been brought to the attention of Child Protective Services. As a result of

the COI and subsequent investigation, the child was placed with a relative, out of a potentially dangerous situation.

Child Protective caseworkers consistently collaborate with other professionals to assess and maintain the safety of a child. Community agencies, such as Madison Business Development, work with CPS caseworkers to subsidize housing, when necessary, to prevent children from being placed out of their homes. When an investigator encounters a family who may be in need of ongoing assistance, many referrals can be made to community agencies. Child Protective caseworkers can sometimes transfer a case to Community Action Program for monitoring as opposed to opening the case to the Madison County Preventive unit. Recently, several families have benefited from this service. The collaborations between these agencies and Madison County Child Protective help assure the ongoing safety of the children of Madison County.



Submitted by Catherine Fowler, Case Supervisor Grade B

PARENT AIDES

During the year 2009, the Parent Aides received 23 new referrals, a slight decrease from the previous year, giving the Parent Aides an average of 13 cases per worker per month. 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. A referral may be due to neglect issues or the parents' need for ongoing support to address other parenting issues related to the safety of children.

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 upon 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 2009, the Parent Aides made a total of 678 home visits and supervised approximately 72 visits.



The Parent Aides also teach a "Parenting Skills" class four times per year for 12 weeks per session at the Department of Social Services. 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 106 parents were invited to participate in these classes, with a total of 44 parents attending the classes. Thirteen parents received certificates of completion, 24 received certificates of attendance and the remainder did not complete the class.

In addition to the regularly-held parenting classes at DSS, the Parent Aides have continued teaching the Parenting Workshop, which is currently being held at the Public Safety Building in Wampsville. This program was developed in 2008 and was very successful. The purpose of this program is to reach out to incarcerated parents – men and women – who could benefit from learning a healthy approach to parenting, as well as educating these inmates on basic living skills. In addition, anger management techniques, using the self-control segment of the parenting skills lesson, were added in the fall of 2009 at the request of inmates who felt it would be beneficial to them.

The Parent Aides use an interactive approach through role play and provide printed materials for the inmates to use as a reference point. In 2009, the class began in November and ended on January 5, 2010, for a total of 10 weeks. Seven inmates – five men and two women – completed the class. This class is a relatively condensed version of the regular parenting class held at DSS;

therefore, it does not satisfy court orders that stipulate the completion of a parenting class. The participants who attend all eight weeks of the classes do receive a participation certificate.

In 2009, the Parent Aides continued to assist families in need of food through the emergency food cupboard as well as providing hygiene products to those in need. The food and hygiene products are donated by DSS employees and/or purchased by DSS. Approximately 15 families were provided food and over three dozen people were provided with hygiene products.

The Parent Aides continue to dedicate their time and energy coordinating with community agencies. In 2009, those agencies were Frontier Communications, The First Congregational Church in Munnsville, St. Paul's Episcopal Church and individuals within our community who have graciously donated to children in need. Items donated were school supplies and backpacks for 77 children and various Christmas gifts were provided to many of our families in need. 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.

In 2009, the Parent Aides worked closely with two interns. One of these interns was from the New Venture BOCES Program and the other from Cazenovia College. The parent aides spend a great deal of time with each intern helping them to understand why DSS becomes involved with families and how DSS intervention can help families choose healthier ways of parenting and a healthier lifestyle for themselves and their children. Both of these interns reported their experience to be a positive and enlightening one.

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. In one of these instances where positive change occurred, the Parent Aide assisted in helping a mother and father who had difficulty seeing how their rigid/unbending rules/discipline negatively impacted the relationship they had with their children. These parents were able to learn how to use encouragement and choices, which resulted in a much stronger bond with their children. The parents stated they felt more effective and nurturing towards their children, which in turn, has strengthened the family unit.

Another instance of positive change happened after a Parent Aide had been working with a mother of two young children for approximately four years. This mother had many ups and downs and in the worst of times made very poor choices that resulted in the removal of her children. The Parent Aide has worked diligently with this mother over the years, role modeling good behavior and pointing out the behaviors that needed to change in order to gain custody of her children again. The Parent Aide was able to gain this mother's trust and over time this mother was able to demonstrate better decision making skills and ultimately made her children's safety a priority. She now has custody of her children and has become self-sufficient and able to care for her children's safety without DSS involvement.

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

Submitted by Robin Streeter, Senior Caseworker

TRANSPORTATION AIDES

In 2009, the Transportation Unit employed three Transportation Aides, one fulltime position and two part-time positions. These three Transportation Aides provided 1,224 transports of children in foster care and their families to appointments for counseling, medical treatment, visitation with family members, court or other various destinations. The Transportation Aides traveled a total of 42,049 miles for a cost savings of \$26,090.16, as compared to if these transports had to be done by Caseworkers.

The Transportation Aides have a very important position, as they are the first people that the children see on their way to and from appointments. At times, the children are scared, nervous, or even angry. They may have had a counseling appointment or a visitation with family that did not go well for them. It is part of the Transportation Aide's position to comfort these children and to let the children know that they are safe and not alone. It is not always easy for the Transportation Aides to understand what the child is going through, but they do their best to relate to the child's situation and to comfort them. As a result, the Aides have built trusting relationships with many of these children.

An example of this is a five-year-old child named Joseph who the aides have been transporting for scheduled weekly visitation with his mother. Joseph's mother frequently fails to attend the visitation, leaving Joseph with hurt feelings and upset that mom did not come to the visit. While transporting Joseph back to his foster home, the Transportation Aide does her best to comfort Joseph by explaining to him that his mother is going through a difficult time in her life, but that she does indeed love Joseph and does not mean to hurt him. Joseph was comforted by that fact and continues to look forward to seeing that Transportation Aide. Joseph gives her a hug every time he sees her.



Submitted by Dawn Hewitt, Principal Account Clerk, and Amber Cook, 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 2009, this program received 94 referrals. The following is a breakdown of the referral sources:

- | | |
|------------------------------------------------------------|------------------------------------|
| 1- Superintendents | 3- Liberty Resources |
| 14- Principals | 1- BOCES Alternative Middle School |
| 18- School social workers | 5- BOCES Alternative High School |
| 19- Guidance counselors | 2- Other services |
| 5- Family/child self-referral | 3- Committee on Special Education |
| 6- Madison County departments
PH, DSS, MH, or Probation | 2- BOCES Pre-K/Head Start |
| 3- Nurse | 3- PIP counselors |
| | 2- Teachers |

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:

- | | |
|-------------------------------------|-----------------------------------|
| 34- Individual/Group counseling | 8- PINS/JD type behaviors |
| 1- Psychiatric services | 3- PINS diversion Services |
| 3- Mental health assessment | 1- Legal issues |
| 11- Health/medical/medication | 7- Financial/employment |
| 4- Education: academic | 21- Mentoring services |
| 6- Education: social | 9- Attendance issues/truancy |
| 2- homeless family/teenager | 19- Assistance accessing services |
| 5- Parenting skills/support | 2- Shelter |
| 2- Food | 2- Drugs and alcohol |
| 1- Physical safety | 2- Insurance |
| 4- Transportation | 3- Case management services |
| 9- Anger control | 2- Bully/victim of bully |
| 3- Parents not responding to school | 1- Home sanitation/cleanliness |

The 94 referrals broken down into the following age groups:

- (Ages 0 - 5) - 6
- (Ages 6 - 9) - 18
- (Ages 10 - 13) - 28
- (Ages 14 - 16) - 23
- (Ages 17 - 18) - 15

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

For example, one four-year-old boy was having behavioral issues in Pre-K. He was impulsive and very aggressive with his teachers and peers and also demonstrated some of the same behaviors at home with his parents and younger sister. This boy's behaviors got so extreme that he became a safety concern in the classroom and had to leave the program.

The School Services Coordinator worked closely with the Assistant for Family Services through Madison-Oneida BOCES and they were able to get this child evaluated through United Cerebral Palsy. The coordinator attended the Committee Preschool Special Education (CPSE) meeting with this child's mother where it was determined that he did have some special needs and the committee was able to get him on the waiting list for the next available opening in an appropriate educational setting. Until such time as that program was available, this child was approved to receive special education instruction in his home.

A referral was also made to Consumer Services of Madison County for early education intervention where the family was able to receive services. The School Services Coordinator was also able to give this mother information for Madison County Mental Health, where this child now attends counseling as well as receives his medication. His mother has reported noticeable positive changes in his behavior.

Community Action Program Intensive Mentoring Program 2009

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 2009, there were 18 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 the end of December 31, 2009, there were 42 active matches. The Mentoring Program enhances the Volunteer Mentoring Program, which had 26 volunteers by the end of December 31, 2009, and had 30 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 were no increased court or probation involvement, and there has been satisfactory school attendance and school achievement by the majority of the mentees. The children enjoyed activities such as visiting assisted living communities, learning about money management, hiking, baking/cooking, sailing and horseback riding.

For example, a mentor in the program thought of a creative and “kid friendly” way to introduce her three mentees to budgeting. All three of her girls wanted to go to Build a Bear Store because they had never been. They made a plan the month before to use their budgeted money from mentoring, save what they could, and the mentor had collected a coupon for each to use as well. The mentor involved the parents by making them aware of the plan and they were to find small jobs for the girls to do at home, which the girls were paid for completing. The day came and each girl came ready with the money she had saved (the mentor had set a limit to keep things fair). They were so excited selecting outfits, adding with their calculators, and budgeting their money. At the end of the day, each girl had a well dressed bear and even had money left over for a ride on the carousel, which was also a first.



Life Skills Coaching – Dr. P. Scott Petosa 2009

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. During sessions, he taught anger management, problem solving, and communication skills while incorporating various physical fitness and sporting techniques. Dr. Petosa also discussed positive parenting skills with parents and the importance of a positive adult role model in a child's life.

In 2009, 24 youth were actively enrolled in the life skills program. 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 also began meeting with the children at school this year, which proved to be beneficial to the teachers and the kids. He also met with case managers, PINS Diversion staff, probation officers, counselors, lawyers, and school administrators in an effort to promote success.

One example is a boy who was freed for adoption. This 14 year old had very low self-esteem – a product of abuse and neglect. At first, he was unable to make eye contact; talked in a monotone, low voice; and was uneasy around everyone, including Dr. Petosa. He experienced periodic behavioral outbursts at school, resulting in numerous referrals. 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 tried-out and made a sport team, and is improving his social behaviors at school and home. He has received no referrals this school year. He was recently adopted by his aunt and uncle, adding to his confidence and sense of stability.



Submitted by Marcie Soule, School Services Coordinator

TEENAGE SERVICES ACT (TASA) PROGRAM

The Teenage Services Act (TASA) program is provided to any young person under the age of 21 years (at the time of intake) who is the recipient of public assistance or Medicaid and who is either pregnant, parenting, or at risk of pregnancy or parenting. Services are provided on a voluntary basis until the individual no longer wishes to participate or until he or she reaches 21 years of age. TASA provides case management services to help young people make appropriate use of their financial resources, reside in a healthy and safe environment, obtain appropriate health care, achieve education success, secure and maintain employment, and improve their overall life skills. In Madison County, TASA services are provided through a contract between Madison County Department of Social Services and Liberty Resources Family Services, Inc. TASA case management services are funded by Medicaid funds.

In 2009, TASA case management services worked with a total of 133 families from a variety of townships. There is a table on the following page to indicate which townships families who worked with this program resided in.

Some of the achievements by participants for this past year are: 81 percent (42 of 52) of the participants who were eligible for employment secured either a full or part-time job; 82 percent (28 of 34) of the participants eligible met their goal of enrolling or returning to school; 98 percent (69 of 70) of TASA recipients who were already enrolled in school maintained school/educational program participation; 89 percent (70 of 79) of TASA recipients demonstrated increased knowledge and skills related to independent living; and 94 percent (114 of 121) of TASA participants did not become pregnant while receiving TASA services.



**Breakdown of TASA Services Provided by Townships
2008**

Township	Number Served
Brookfield	2
Cazenovia	2
DeRuyter	1
Earlville	0
Eaton	5
Georgetown	0
Hamilton	3
Lebanon	0
Lenox	40
Lincoln	1
Madison	8
Nelson	1
Oneida	39
Smithfield	2
Stockbridge	6
Sullivan	10

Submitted by Melissa Maine, Deputy Commissioner for Family Services, and Betty Ann Liddell, Liberty Resources

LEGAL



The Madison County DSS Legal Department continues to strive to provide comprehensive legal counsel to all units within the agency and 2009 was no exception. The Legal Department carries two major caseloads: Children and Family Services and Support Collection. In addition to Children and Family Services and Support Collection, the Legal Department provides representation to Adult Services, Medicaid, Temporary Assistance, estate matters, bankruptcy, property liens, foreclosures and other DSS-related matters. Each day there are new legal issues presented to the legal staff for analysis and assistance. The Legal Department's staff consists of two Attorneys, one Paralegal and one Office Assistant II.

The Madison County DSS Legal Department continues to actively work with Children and Family Services to ensure that the Department of Social Services is in compliance with all laws and regulations and continues to assist the caseworkers with questions and concerns regarding investigations of neglect and abuse and to ensure enforcement and compliance with current Family Court Orders. The two attorneys and paralegal continually meet with Children and Family Services supervisors and caseworkers on individual cases and for trial preparation. In 2009, there were 131 conferences between the legal staff and caseworkers.

Multidisciplinary Team: MDT

The Legal Department 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 victims.

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 Family Court proceedings where drug and/or alcohol addiction or abuse contribute to child abuse or neglect. Since the program's inception, 64 individuals have been considered for the program. The Family Treatment Program, consisting of the Madison County Legal Department, DSS caseworkers/supervisors, the participants' legal counsel, as well as other service providers, meets twice a month to report to the Family Court Judge who oversees the program. The participants are required to attend various treatment programs, such as drug/alcohol counseling, mental health counseling and parenting classes, to name a few. The average length of participation 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.

Fair Hearings

In addition to the cases that are filed in Family Court, there are those cases that are reported child neglect, are investigated by Child Protective Services and 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 Children and Family Services that the determination made by our local agency was correct. A fair hearing is then scheduled with an Administrative Law Judge where the parent and DSS each have the opportunity to present evidence. The Administrative Law Judge assesses the evidence and issues a determination at a later date. In 2009, the Legal Department participated in 12 fair hearings.

CCRS Legal Tracking

The Legal Department's office assistant II is responsible for tracking all foster children currently in Madison County's custody and 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 2009, there were approximately 770 transactions entered in the CCRS system.

Child and Family Services – 2009

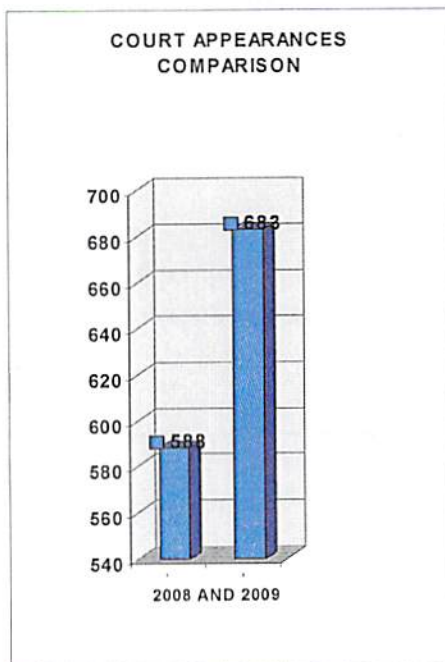
<u>Active Cases:</u>	95
<u>Cases Opened:</u>	38
<u>Petitions filed:</u>	97
<u>Court Orders Prepared:</u>	253
<u>Trials:</u>	35
<u>Permanency Hearings:</u>	89
<u>Court Ordered Investigations:</u>	22
<u>Total Court Appearances:</u> (Includes DSS noticed as Interested Party)	510



CHILD SUPPORT

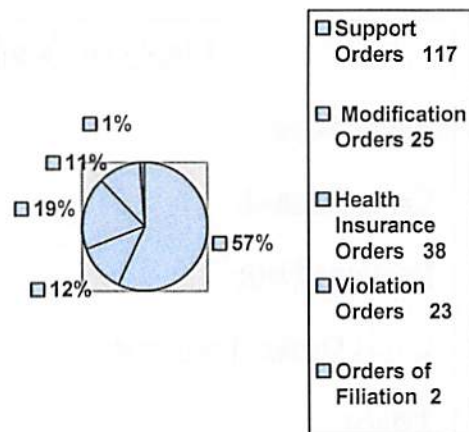
The Madison County DSS Legal Department works to establish child support orders when a child is in receipt of temporary assistance or is placed in foster care. In addition, the unit works to enforce child support orders, establish paternity when a child is in receipt of Medicaid or Temporary Assistance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

In 2009, the Madison County Department of Social Services Legal Department made 683 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. The number of appearances by the department reflects an increase of 95 court appearances over the year 2008.



CHILD SUPPORT ORDERS

In 2009, the Madison County DSS Legal Department submitted for filing with the Madison County Family Court a total of 205 child support orders. Submissions include a total of 117 original child support orders representing 57% of the total; 38 medical support orders representing 19% of the total; 25 modification orders representing 12%; 23 violation orders representing 11% and 2 orders of filiation representing the final 1%.



Voluntary Medical Support Agreements

In 2009, in an effort to alleviate unnecessary court congestion, the department began identifying 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 and provides the non-custodial parent an opportunity to fulfill their obligation to provide health insurance for their dependent children without the need for a court appearance.

As a result of the qualifying process, 31 Voluntary Medical Support Agreements were distributed and as of December 31, 2009, 25 Agreements were executed and returned to the Department for filing with Family Court. Of the remaining 6 Agreements, 3 were not returned necessitating the filing of petitions and court appearances, 2 non-custodial parents were unable to be located and the remaining agreement is outstanding.

W.P.I

WORKING PARENT'S INITIATIVE 2009

<u>Participants:</u>	10
<u>Compliant Participants:</u>	7
<u>Non-Compliant Participants:</u>	2
<u>Current Participants:</u>	1

.....

In these current difficult economic times and resulting high rate of unemployment, the WPI would benefit from the ability to provide more services to its participants. Oftentimes, addressing only employment-related issues that the participants have is not enough.

A goal for 2010 is to explore available options to add additional services, such as drug, alcohol and mental health evaluations/treatment, and educational assistance to name a few.



MONEY JUDGMENTS

In certain instances, money that is owed to the Madison County Department of Social Services for expenditures ranging from the birth of a child to child support arrears are set in money judgments to DSS via disposition 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, are typically applied to any money judgment that may be on an account.

For the year 2009 the Madison County DSS Legal Department filed the following judgments and satisfactions with the Madison County Clerk's Office:

<u>Judgments Filed:</u>	42
<u>Total Amount of Money</u>	
<u>Judgments:</u>	\$63,715.80
<u>Satisfactions Filed:</u>	10
<u>Revenue Collected:</u>	\$16,456.19

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 Department, together with the Madison County SCU implemented a case tracking and billing system for these cases. The cost of representation is recouped by the SCU at a rate of 25% of each current child support payment received on behalf of the client.

*Submitted by Julie Jones, Supervising Social Services Attorney,
and Kelly Yonnick-Smith, Paralegal*

MADISON COUNTY SHERIFF'S INVESTIGATIVE UNIT

The Madison County Sheriff's Office Investigative Unit consists of three fulltime investigators, one fulltime Sergeant and one fulltime Lieutenant. The Lieutenant also oversees the Transport Unit, Court Security, County Office Building Security, Veterans Building Security and Civil Department. The Transport Coordinator is also assigned to the Investigations Unit and stationed at the DSS Building.

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, the Transport Coordinator is assigned to "desk duty" during and after business hours, as requested by staff. Currently, we provide after-hours security for HEAP and Parenting Classes when they are in session. While on "desk duty," the Transport Coordinator 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 the Transport Coordinator, an investigator is assigned to "desk duty".

The Investigative Unit investigates major crimes, such as rape, arson, robbery, burglary, narcotics and homicide. We do 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 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 Services and Adult Protective Units.

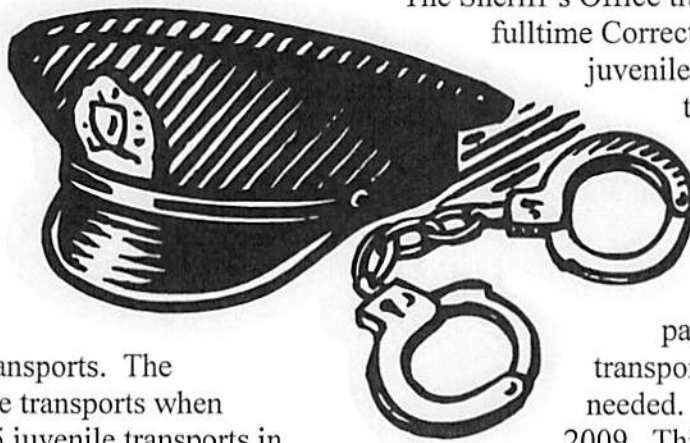
The validation process consists of an Investigator reviewing a client's application for services and verifying that the information is correct. This is done by doing a home visit or using other techniques to verify the information. The validation process helps eliminate fraud as well as create a savings if a case is denied. The Investigative Unit completed 463 validations in 2009. This is up from 399 in 2008. In 2009, \$215,968 was saved from being paid out as a result of validation denials – this is up from \$167,008 in 2008.

The Investigative Unit received 155 fraud complaints in 2009. This is up from 130 in 2008. 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. In 2009, four arrests were made relating to fraud. The most notable fraud arrest was a Medicaid fraud totaling more than \$84,000. This case is currently in the court system.

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. The Investigative Unit of the Sheriff's Office is only one piece of the MDT. Other team members consist of law enforcement (other local and state agencies), Mental Health, medical community, District Attorney's Office and Child Protective Services.

In 2008, the Multidisciplinary Team moved from the Social Services building to a Child Advocacy Center in the Town of Lincoln. The CAC is designed to enable the team to provide all of its services at one location. The team meets once a month at the Child Advocacy Center to review cases and share ideas on cases, training, etc. The Madison County Sheriff's Investigative Unit investigated 43 MDT cases in 2009, resulting in 17 arrests on various charges. This is a sharp increase from the 23 MDT cases and 4 arrests made in 2008.



The Sheriff's Office transport team consists of three fulltime Corrections Officers that are assigned to juvenile transports, as well as adult transports. One officer is designated as the Transport Coordinator and is responsible for scheduling transports, scheduling officers, completing necessary paperwork and assisting with the

transports. The transport team works flex hours to cover the transports when needed. The Transport Unit carried out 25 juvenile transports in 2009. This is down from 62 in 2008. The Transport Team also transports county jail inmates to state prison, county court, local courts and medical and dental appointments. The team did 946 adult transports in 2009. This is down from 1,002 done in 2008.

The Investigators attended numerous trainings in 2009, including areas related to fraud, MDT and criminal investigations. The Sheriff's Office has deputies trained in Computer Voice Stress Analysis (CVSA) and Polygraph.

The Investigations Unit continues to see a rise in fraud complaints as well as validation (front-end detection) referrals. We will continue to work diligently to serve the citizens of Madison County.

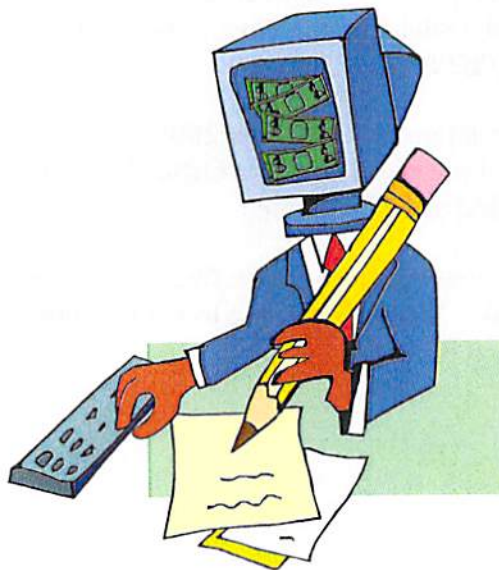
Submitted by Lieutenant William Wilcox, Madison County Sheriff's Office

RESOURCES

Resource recovery is the return of revenues 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 determinations is done.

Recoveries for 2009

Estates	\$ 92,145
Assignment of Proceeds	\$ 1,500
Accident Liens	\$ 201,074
Excess Resources	\$ 1,464
Long Term Care Insurance	\$ 34,801
Probate	<u>\$ 71,779</u>
Total	\$ 402,763



Submitted by Steven Chaires, Deputy Commissioner for Administrative Services

ADMINISTRATIVE SERVICES

FISCAL SUMMARY 2009

	<u>Expenditures</u>	<u>Credits</u>
General Administration	\$ 7,760,714	\$ 6,709,850
Public Facility for Children	\$ 0	\$ 0
Child Care Block Grant	\$ 826,124	\$ 930,858
Title XX	\$ 677,732	\$ 557,276
Medical Assistance	\$ 147,916	\$ 147,817
MMIS	\$ 9,121,732	\$ 779,874
TANF/Family Assistance	\$ 3,613,366	\$ 2,333,721
Child Welfare	\$ 2,238,134	\$ 1,502,735
Juvenile Delinquent	\$ 444,066	\$ 251,873
Safety Net	\$ 782,403	\$ 463,582
HEAP	\$ 53,820	\$ 51,545
EAA	\$ 6,314	\$ 3,402
Burials	\$ 112,791	\$ 27,932
Title IV-D	<u>\$ 0</u>	<u>\$ 37,329</u>
Total	\$25,785,114	\$13,797,792

NET LOCAL COST

\$11,987,321

	<u>2008</u>	<u>2009</u>	<u>Increase/ (Decrease)</u>
Gross Cost	\$25,112,655	\$25,785,114	\$ 672,459
Net Local Cost	\$13,666,936	\$11,987,321	(\$1,679,615)

Please note that this financial report is based on a revenue/appropriation analysis dated 3/14/10. The Madison County Treasurer has not finalized the financial information for 2009; therefore, this information is subject to change.

Modified Budgeted Amount vs. Actual Adjusted Gross Amount - 2009

	<u>Budgeted</u>	<u>Actual</u>	<u>Surplus/ (Deficit)</u>
General Administration	\$ 8,218,823	\$ 7,760,714	\$ 458,109
Public Facility for Children	\$ 0	\$ 0	\$ 0
Day Care	\$ 679,466	\$ 826,124	(\$ 146,658)
Title XX	\$ 790,123	\$ 677,732	\$ 112,391
Medical Assistance	\$ 120,000	\$ 147,916	(\$ 27,916)
MMIS	\$10,088,216	\$ 9,121,732	\$ 966,484
Family Assistance	\$ 3,792,833	\$ 3,613,366	\$ 179,467
Child Welfare	\$ 2,346,528	\$ 2,238,134	\$ 108,394
Juvenile Delinquent.	\$ 542,388	\$ 444,066	\$ 98,322
Safety Net	\$ 720,000	\$ 782,403	(\$ 62,403)
HEAP	\$ 294,500	\$ 53,820	\$ 240,680
EAA	\$ 14,000	\$ 6,314	\$ 7,686
Burials	\$ 119,325	\$ 112,791	\$ 6,534
Title IV-D	<u>(\$ 37,560)</u>	<u>(\$ 37,329)</u>	<u>(\$ 231)</u>
Total	\$27,688,642	\$25,747,785	\$1,940,857

*Burials paid out of Department A6140.

Please note that this financial report is based on a revenue/appropriation analysis dated 3/14/10. The Madison County Treasurer has not finalized the financial information for 2009; therefore, this information is subject to change.

NET LOCAL COST - 2009

	<u>Budgeted</u>	<u>Actual</u>	<u>Surplus/ (Deficit)</u>
General Administration	\$ 2,511,196	\$ 1,050,864	\$1,460,332
Public Facility for Children	\$ 0	\$ 0	\$ 0
Child Care Block Grant	(\$ 219,216)	(\$ 104,733)	(\$ 114,483)
Title XX	\$ 335,591	\$ 120,456	\$ 215,135
Medical Assistance	\$ 0	\$ 99	(\$ 99)
MMIS	\$10,088,216	\$ 8,341,858	\$1,746,358
TANF/Family Assistance	\$ 1,592,384	\$ 1,279,645	\$ 312,739
Child Welfare	\$ 1,006,149	\$ 735,400	\$ 270,749
Juvenile Delinquent	\$ 363,314	\$ 192,193	\$ 171,121
Safety Net	\$ 322,500	\$ 318,822	\$ 3,678
HEAP	\$ 0	\$ 2,275	(\$ 2,275)
EAA	\$ 7,000	\$ 2,913	\$ 4,087
Energy Fund	\$ 25,000	\$ 0	\$ 25,000
Burials	\$ 98,975	\$ 84,859	\$ 14,116
Title IV-D	(\$ 37,560)	(\$ 37,329)	(\$ 231)
Total	\$16,093,549	\$11,987,321	\$4,106,228

Please note that this financial report is based on a revenue/appropriation analysis dated 3/14/10. The Madison County Treasurer has not finalized the financial information for 2009; therefore, this information is subject to change.

Adjusted Gross Cost 2008 vs. Adjusted Gross Cost 2009

	<u>Actual - 2008</u>	<u>Actual - 2009</u>	<u>Difference</u>
General Administration	\$ 7,550,004	\$ 7,760,714	\$ 210,711
Agency Operated Foster Home	(\$ 9)	\$ 0	\$ 9
Day Care	\$ 717,752	\$ 826,124	\$ 108,372
Title XX	\$ 678,066	\$ 677,732	(\$ 334)
Medical Assistance	\$ 96,941	\$ 147,916	\$ 50,975
MMIS	\$10,236,017	\$ 9,121,732	(\$1,114,285)
Family Assistance	\$ 2,524,675	\$ 3,613,366	\$ 1,088,691
Child Welfare	\$ 2,202,935	\$ 2,238,134	\$ 35,200
Juvenile Delinquent	\$ 485,353	\$ 444,066	(\$ 41,287)
Safety Net	\$ 510,139	\$ 782,403	\$ 272,264
HEAP	\$ 16,990	\$ 53,820	\$ 36,830
EAA	\$ 8,706	\$ 6,314	(\$ 2,392)
Burials	\$ 85,086	\$ 112,791	\$ 27,705
Title IV-D	(\$ 39,250)	(\$ 37,329)	\$ 1,921
Total	\$25,073,405	\$25,747,785	\$ 674,380

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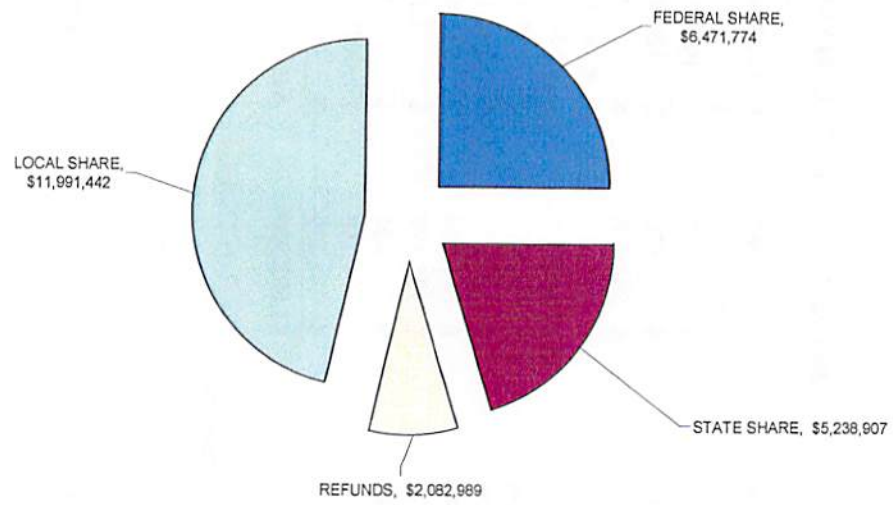
2009 REIMBURSEMENT BREAKDOWN

	FEDERAL SHARE	STATE SHARE	REFUNDS	LOCAL SHARE	TOTAL COST
General Administration	\$4,443,384	\$2,226,579	\$ 35,765	\$ 1,054,986	\$ 7,760,714
Agency Operated Foster Home	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
CCBG	\$ 0	\$ 929,901	\$ 957	(\$ 104,734)	\$ 826,124
Title XX	\$ 240,996	\$ 316,104	\$ 176	\$ 120,456	\$ 677,732
Medical Assistance	(\$ 210,190)	(\$ 226,489)	\$ 584,496	\$ 99	\$ 147,916
MMIS	\$ 0	\$ 0	\$ 779,874	\$ 8,341,858	\$ 9,121,732
FA	\$1,674,380	\$ 408,786	\$ 250,555	\$ 1,279,646	\$ 3,613,367
Child Welfare	\$ 383,119	\$ 985,998	\$ 133,618	\$ 735,399	\$ 2,238,134
Juvenile Delinquent	\$ 0	\$ 248,100	\$ 3,773	\$ 192,193	\$ 444,066
Safety Net/Burials	\$ 23,737	\$ 322,836	\$ 117,009	\$ 318,821	\$ 782,403
HEAP	(\$ 83,652)	\$ 0	\$ 135,197	\$ 2,275	\$ 53,820
EAA	\$ 0	\$ 2,918	\$ 484	\$ 2,913	\$ 6,314
Burials	\$ 0	\$ 24,174	\$ 3,758	\$ 84,859	\$ 112,791
Title IV-D	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 37,329</u>	<u>(\$ 37,329)</u>	<u>\$ 0</u>
Total	\$6,471,774	\$5,238,907	\$2,082,989	\$11,991,442	\$25,785,113

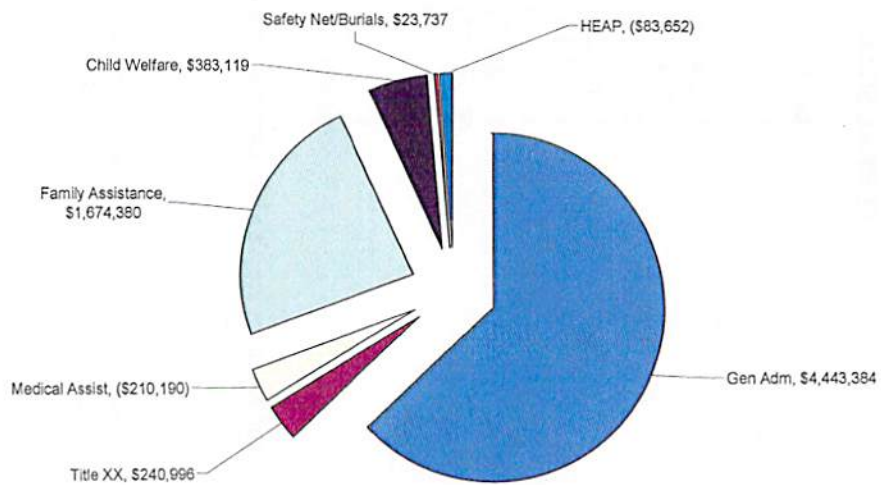
Notes: Child Care Block Grant revenues are normally claimed as state aid, but settlement as federal aid.

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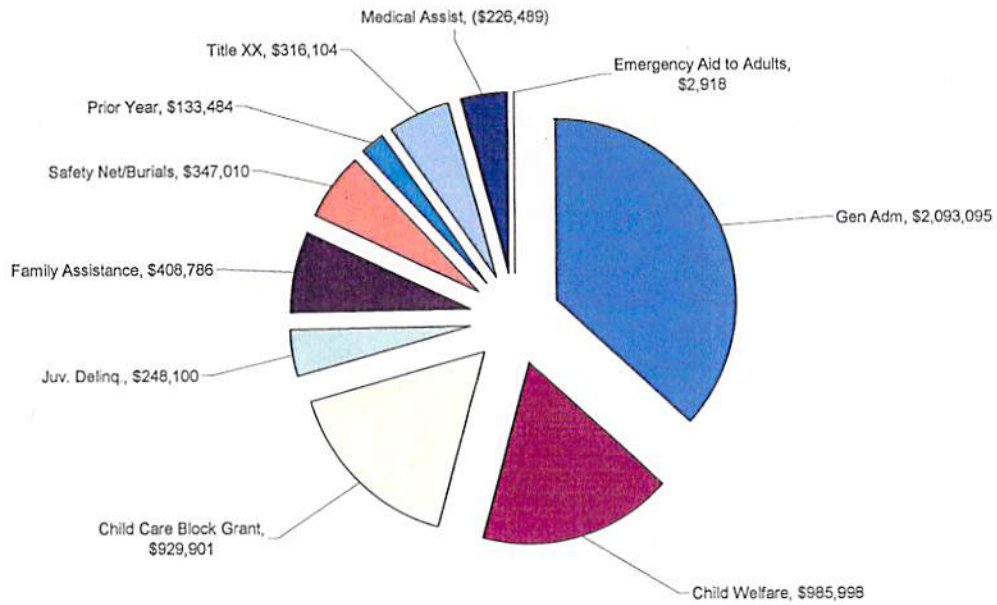
2009 REIMBURSEMENT ANALYSIS



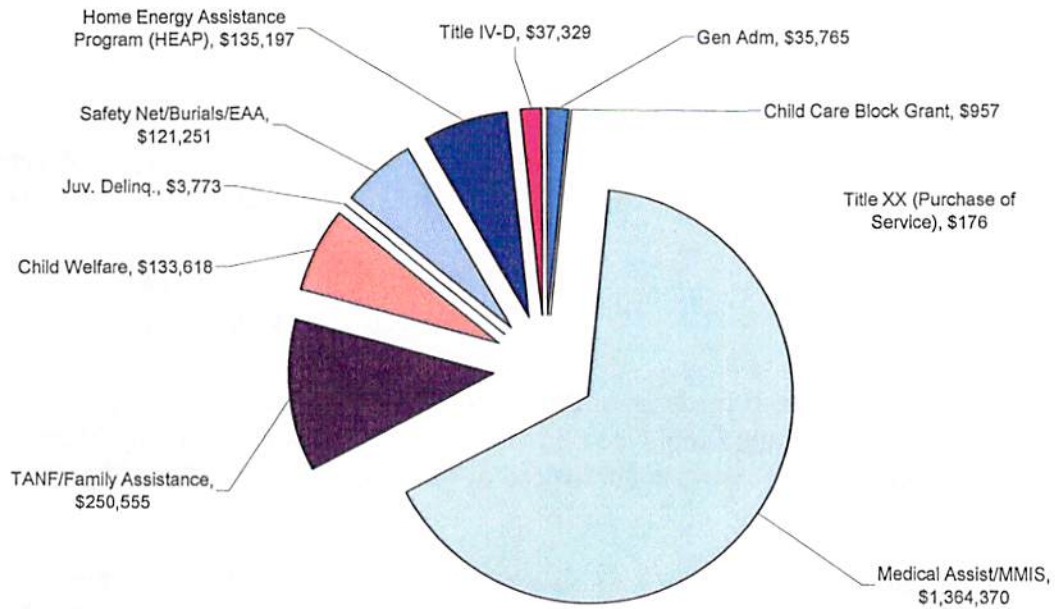
2009 FEDERAL REVENUE ANALYSIS



2009 STATE REVENUE ANALYSIS



2009 REVENUE ANALYSIS



**DEPARTMENT OF SOCIAL SERVICES
FISCAL
General Administration - 2009**

Disbursements:

Personal Services	\$4,436,379
Equipment	\$ 37,822
Contractual	\$1,745,443
Employee Benefits	<u>\$1,541,070</u>
TOTAL	\$7,760,714

Credits:

Refunds	\$ 19,852
Refunds - Other Agencies	\$ 15,913
State Aid	\$2,051,857
State Aid - O&M & Int	\$ 41,238
State Aid - Prior Year	\$ 133,484
Federal Aid	\$4,327,671
Federal Aid - O&M & Int	\$ 103,532
Federal Aid - Prior Year	<u>\$ 16,303</u>
TOTAL	\$6,709,850

NET LOCAL COST \$1,050,864

	<u>2008</u>	<u>2009</u>	<u>Increase / (Decrease)</u>
Gross Cost	\$7,550,004	\$7,760,714	\$ 210,710
Net Local Cost	\$1,312,720	\$1,050,864	(\$261,856)

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

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Agency Operated Foster Home - 2009

Disbursements: \$0

Credits:

Refunds \$0

State Aid \$0

Total \$0

NET LOCAL COST \$0

	<u>2008</u>	<u>2009</u>	<u>Increase/ (Decrease)</u>
Gross Cost	(\$9)	\$0	\$9
Net Local Cost	(\$9)	\$0	\$9

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Child Care Block Grant Expense - 2009

Disbursements: \$ 826,124

Credits:

Refunds	\$ 957
State Aid	<u>\$ 929,901</u>
Total	\$ 930,858

NET LOCAL COST (\$104,733)

	<u>2008</u>	<u>2009</u>
Gross Cost	\$ 717,752	\$ 826,124
Net Local Cost	(\$162,592)	(\$104,733)

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Number of Children			
Month of Payment	2008	2009	Inc/(Dec)
Jan	232	192	(40)
Feb	208	322	114
Mar	206	107	(99)
Apr	218	239	21
May	244	252	8
Jun	245	251	6
Jul	248	257	9
Aug	224	269	45
Sep	237	238	1
Oct	262	365	103
Nov	203	160	(43)
Dec	219	270	51
Average/Month	229	244	15

Breakdown by Provider Type		
TYPE OF PROVIDER	AVG # OF CHILD/MONTH	AVG COST/CHILD PER MONTH
In Home Care Relative PT	0	\$ 0
Family DC FT	16	\$356
Family DC PT	16	\$238
DC Center FT	35	\$493
DC Center PT	56	\$278
Group Family DC FT	9	\$418
Group Family DC PT	8	\$208
Informal DC Relative FT	24	\$239
Informal DC Relative PT	26	\$140
Informal DC Non-Relative FT	13	\$228
Informal DC Non-Relative PT	29	\$136
School Age DC	6	\$216
Legally Operating Center - FT	4	\$241
Legally Operating Center - PT	2	\$300
AVERAGE/MONTH	244	\$274

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.



Purchase of Service - 2009

Disbursements:

Purchase of Service	\$104,682
Nonresident V of DV	\$114,100
Public POS-MH	(\$ 2,190)
Family Unification Program	\$383,087
Prevent Detention	\$ 78,054
Total	\$677,732

Credits:

Refunds	\$ 176
State Aid	\$316,104
Federal Aid	<u>\$240,996</u>
Total	\$557,276

NET LOCAL COST \$120,456

	<u>2008</u>	<u>2009</u>	<u>Increase / (Decrease)</u>
Gross Cost	\$678,066	\$677,732	(\$ 334)
Net Local Cost	\$208,402	\$120,456	(\$87,946)

Medical Assistance & MMIS (Local Share) - 2009

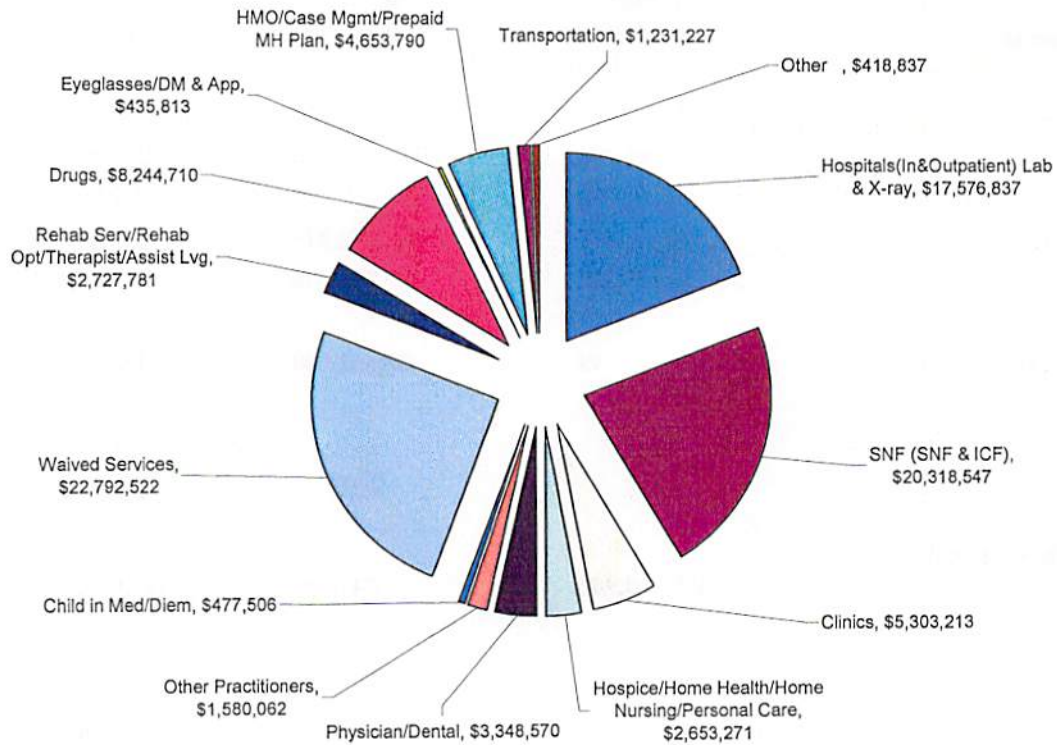
	<u>MA</u>	<u>MMIS</u>	<u>TOTAL</u>
Disbursements:	\$ 147,916	\$ 9,121,732	\$ 9,269,648
<u>Credits:</u>			
Refunds	\$ 584,496	\$ 0	\$ 584,496
State Aid	(\$226,489)	\$ 0	(\$ 226,489)
Federal Aid	<u>(\$210,190)</u>	<u>\$ 779,874</u>	<u>\$ 569,684</u>
Total	\$ 147,817	\$ 779,874	\$ 927,691
Net Local Cost	\$ 99	\$8,341,858	\$8,341,957
	<u>2008</u>	<u>2009</u>	<u>Increase / (Decrease)</u>
MA/MMIS Net Local Cost	\$10,210,945	\$8,341,957	(\$1,868,988)

TYPE OF SERVICE	<u>2008</u>	<u>2009</u>	<u>Increase/ (Decrease)</u>
HOSPITALS (IN & OUTPATIENT), LAB & X-RAY	\$ 12,677,515	\$ 17,576,837	\$ 4,899,322
SNF (SNF & ICF) NURSING HOMES	\$ 22,313,404	\$ 20,318,547	\$ (1,994,857)
CLINICS	\$ 3,705,395	\$ 5,303,213	\$ 1,597,818
HOSPICE/HOME HEALTH/HOME NURSING/PERSONAL CARE	\$ 1,759,708	\$ 2,653,271	\$ 893,563
PHYSICIANS/DENTAL	\$ 2,331,365	\$ 3,348,570	\$ 1,017,205
OTHER PRACTITIONERS	\$ 1,384,132	\$ 1,580,062	\$ 195,930
CHILD IN MED PER DIEM	\$ 381,546	\$ 477,506	\$ 95,960
WAIVED SERVICES	\$ 21,286,163	\$ 22,792,522	\$ 1,506,359
REHAB SERV/REHAB OPTIONAL/THERAPIST/ASST LVG	\$ 2,916,456	\$ 2,727,781	\$ (188,675)
DRUGS/SICK ROOM SUPPLIES	\$ 6,934,838	\$ 8,244,710	\$ 1,309,872
EYEGLASSES/DURABLE MEDICAL EQUIP & APPLIANCES	\$ 398,808	\$ 435,813	\$ 37,005
HMO SERVICES/CASE MGMT/PREPAID MH PLAN	\$ 5,797,345	\$ 4,653,790	\$ (1,143,555)
TRANSPORTATION	\$ 968,467	\$ 1,231,227	\$ 262,760
OTHER	\$ 157,918	\$ 418,837	\$ 260,919
TOTAL	\$ 83,013,060	\$ 91,762,688	\$ 8,749,628

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 2009, Madison County received \$779,874 as result of a change in the federal reimbursement percentage for Medicaid expenditures. These monies covered the period of October 2008 through June 2009. Also, as a result of this change in FMAP, the county's weekly share amount was reduced.

2009 GROSS COST ANALYSIS



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TANF - 2009

Disbursements:

FA/EAF	\$1,839,461
EAF-Foster Care	\$ 906,016
EAF JD/PINS	\$ 697,355
EAF-Services	\$ 163,339
TANF-Prev Services	<u>\$ 7,196</u>
Total	\$3,613,366

Credits:

Refunds	\$ 250,555
State Aid	\$ 408,786
Federal Aid	<u>\$1,674,380</u>
Total	\$2,333,721

Net Local Cost	\$1,279,645
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	<u>2008</u>	<u>2009</u>	<u>Increase/ (Decrease)</u>
Gross Cost	\$2,524,675	\$3,613,366	\$1,088,691
Net Local Cost	\$1,029,759	\$1,279,645	\$ 249,886

	FAMILY ASSISTANCE		EAF-FC		EAF JD/PINS		EAF	
	CASELOAD		CARE DAYS		CARE DAYS		CASE COUNT	
	2008	2009	2008	2009	2008	2009	2008	2009
Jan	125	181	756	591	155	62	8	9
Feb	127	176	747	1337	155	468	6	3
Mar	127	179	705	898	145	196	4	3
Apr	131	187	932	985	155	309	7	4
May	131	187	1054	930	120	299	12	7
Jun	133	197	1163	1071	124	279	7	23
Jul	130	208	1064	981	169	313	32	23
Aug	124	194	1110	1130	217	216	10	18
Sep	133	207	1406	1054	169	230	24	13
Oct	155	217	995	858	158	150	39	31
Nov	157	217	988	1210	226	186	15	17
Dec	169	219	863	981	270	211	2	16
Average	137	197	982	1002	172	243	14	14

Gross Cost/Case	\$527	\$722					\$624	\$712
Gross Cost/Day			\$77	\$81	\$218	\$222		

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Child Welfare - 2009

Disbursements: \$2,238,134

Credits:

Refunds \$ 133,618
 State Aid \$ 985,998
 Federal Aid \$ 383,119
Total \$1,502,735

Net Local Cost \$ 735,400

	<u>2008</u>	<u>2009</u>	<u>Increase/ (Decrease)</u>
Gross Cost	\$2,202,935	\$2,238,134	\$ 35,199
Net Local Cost	\$ 560,510	\$ 735,400	\$174,890

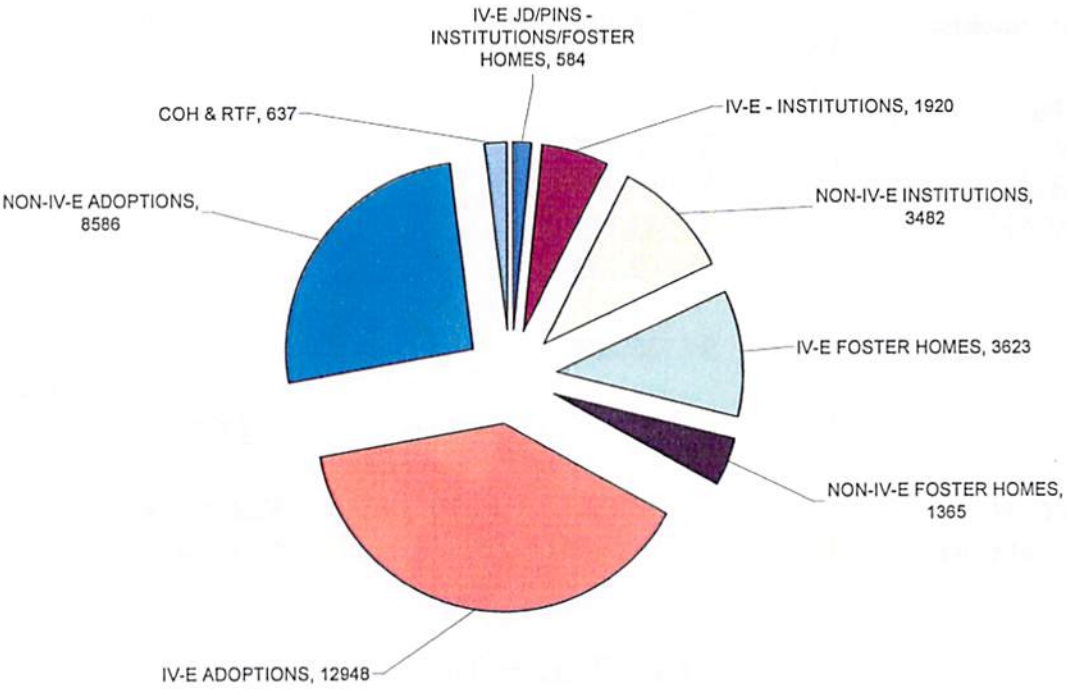
Care Days Analysis

Month of Payment	2008	2009	Inc/(Dec)
Jan	3302	2403	-899
Feb	3170	3706	536
Mar	3115	2688	-427
Apr*	3339	2883	-456
May	3261	2833	-428
Jun	3322	3000	-322
Jul	3331	2900	-431
Aug	3477	2594	-883
Sep	3383	2719	-664
Oct	3361	2460	-901
Nov	3365	2645	-720
Dec	3097	2314	-783
Total	39523	33145	-6378
Average per Month	3294	2762	-532

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

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2009 FOSTER CARE DAY CARE CHART



Juvenile Delinquents - 2009

Disbursements:

JD/PINS	\$444,066
TOTAL	\$444,066

Credits:

Refunds	\$ 3,773
State Aid	\$248,100
Total	\$251,873

Net Local Cost	\$192,193
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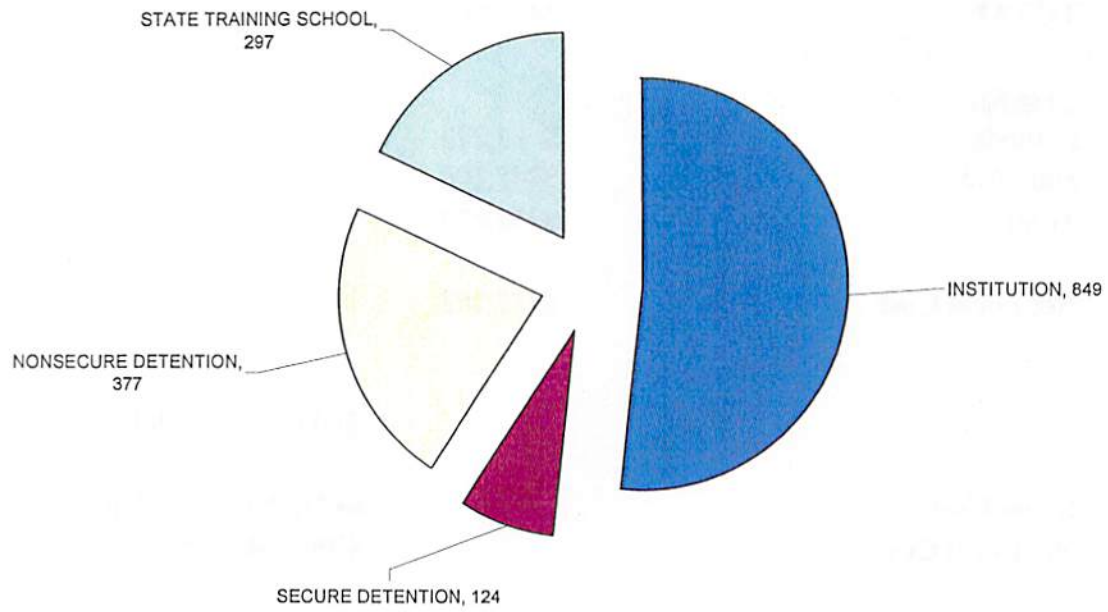
	<u>2008</u>	<u>2009</u>
Gross Cost	\$485,353	\$444,066
Net Local Cost	\$306,384	\$192,193

Care Day Analysis -Based on Date of Payment

Month of Payment	2008 SCH K	2009 SCH K	2008 DFY-14	2009 DFY-14	2008 SEC DET	2009 SEC DET	2008 TRAIN SCH	2009 TRAIN SCH
Jan	104	69	8	5	0	58	0	0
Feb	93	104	4	0	9	0	0	91
Mar	87	84	0	7	0	0	0	183
Apr	82	118	4	24	0	0	0	23
May	68	31	6	47	0	0	5	0
Jun	62	62	36	62	0	63	0	0
Jul	54	30	36	39	0	0	0	0
Aug	31	62	3	38	25	0	0	0
Sep	59	62	21	23	3	0	0	0
Oct	60	74	13	0	0	0	0	0
Nov	31	93	15	124	0	0	0	0
Dec	60	60	30	8	0	3	0	0
Total	791	849	176	377	37	124	5	297
Avg/Month	66	71	15	31	3	10	0	25

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2009 JD/PINS CARE DAY CHART



Safety Net - 2009

Disbursements: \$782,403

Credits:

Refunds \$117,009
 State Aid \$322,836
 Federal Aid \$ 23,737
Total \$463,582

NET LOCAL COST \$318,822

	<u>2008</u>	<u>2009</u>	<u>Increase/ (Decrease)</u>
Gross Cost	\$510,139	\$782,403	\$272,264
Net Local Cost	\$167,154	\$318,822	\$151,668

CASELOAD AVERAGE/AVERAGE GROSS COST PER CASE

	2008	2008	2009	2009
Month	CASELOAD	COST/CASE	CASELOAD	COST/CASE
Jan	67	555	103	546
Feb	77	423	111	540
Mar	75	458	117	506
Apr	78	468	120	529
May	91	440	112	545
Jun	98	580	117	626
Jul	98	488	115	623
Aug	86	493	122	492
Sep	82	547	131	525
Oct	88	510	124	555
Nov	91	544	131	526
Dec	97	444	132	572
Avg	86	496	120	549

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HEAP - 2009

Disbursements: \$ 53,820

Credits:

Refunds \$135,197

Federal Aid (\$83,652)

Total \$ 51,545

Net Local Cost \$ 2,275

	<u>2008</u>	<u>2009</u>	<u>Increase/ (Decrease)</u>
Gross Cost	\$16,990	\$53,820	\$36,830
Net Local Cost	\$ 911	\$ 2,275	\$ 1,364

The New York State Office of the State Comptroller began making payments for HEAP in October 2007. From January 2009 to December 2009, the State Comptroller's Office made payments totaling \$4,323,299.97. These payments will be included in Madison County's CDFA report for 2009.

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Emergency Aid to Adults - 2009

Disbursements: \$6,314

Credits:

Refunds \$ 484

State Aid \$2,918

Total **\$3,402**

NET LOCAL COST **\$2,913**

	<u>2008</u>	<u>2009</u>	<u>Increase/ (Decrease)</u>
Gross Cost	\$8,706	\$6,314	(\$2,392)
Net Local Cost	\$4,016	\$2,913	(\$1,103)

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Burials - 2009

Disbursements: \$112,791

Credits:

Refunds \$ 3,758

State Aid \$ 24,174

Total \$ 27,932

NET LOCAL COST \$ 84,859

	<u>2008</u>	<u>2009</u>	<u>Increase/ (Decrease)</u>
Gross Cost	\$85,086	\$112,791	\$27,705
Net Local Cost	\$67,986	\$ 84,859	\$16,873

Burials Paid By Month		
Cash Basis		
	2008	2009
Jan	1	3
Feb	3	6
Mar	2	1
Apr	4	7
May	3	5
Jun	0	1
Jul	6	4
Aug	1	4
Sep	6	4
Oct	2	1
Nov	0	3
Dec	4	4
Total	32	43
Net Cost/Burial	\$2,658	\$2,563

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Energy Fund - 2009

Disbursements: \$0

Credits:

Refunds \$0

State Aid \$0

Total \$0

NET LOCAL COST \$0

	<u>2008</u>	<u>2009</u>	<u>Increase/ (Decrease)</u>
Gross Cost	\$0	\$0	\$0
Net Local Cost	\$0	\$0	\$0

Title IV-D Program - 2009

Disbursements: \$ 0

Credits:

Incentives \$37,329

NET LOCAL COST (\$37,329)

	<u>2008</u>	<u>2009</u>	<u>Increase/ (Decrease)</u>
Net Local Cost	(\$39,250)	(\$37,329)	\$1,921

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Submitted by Steven Chaires, Deputy Commissioner for Administrative Services