

# Madison County

DEPARTMENT OF SOCIAL SERVICES  
DEPARTMENT OF SOCIAL SERVICES

## 2002 Annual Report

*James C. Cary*  
*Commissioner*





**MADISON COUNTY  
DEPARTMENT OF SOCIAL SERVICES**

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Wampsville, New York 13163

In Reply  
Please Refer To:

October 6, 2003

Rocco DiVeronica, Chairman  
Madison County Board of Supervisors  
Wampsville, NY 13163

Dear Mr. DiVeronica:

I am pleased to submit the Madison County Department of Social Services 2002 Annual Report, which summarizes the major functions and accomplishments of every program area administered by the agency. It depicts the contributions invested by a dedicated staff to serve the well-being of the children, low-income families, and single individuals of Madison County who are dependent on this agency for financial and supportive social services.

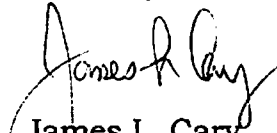
I would like to note several program areas that were particularly successful in 2002:

- The Temporary Assistance unit continued to see a decline in the number of cash assistance cases. The integration of the temporary assistance eligibility process and front-end diversion, which was instituted in 1995, continues to be a very successful reason for the decrease. The statistics for 2002 show that the Eligibility-Diversion team interviewed 1,679 potential applicants for public assistance (cash grant). Of this number, 845 were diverted (nearly 50 percent) into other programs such as Medicaid, food stamps, or jobs where no assistance was needed. Total cost savings for the year was approximately three hundred eighty-four thousand, four hundred seventy-five dollars (\$384,475). The unit also completed a "Welfare Leavers Study," a collaboration of Social Services, Colgate University, and Community Action Program, that examines the lives of former welfare recipients.

- Child Support Collection unit total collections for 2002 were five million, six hundred seventy-nine thousand, seven hundred seventy-seven dollars (\$5,679,777). In 2002, the unit received a "Certificate of Achievement for Highest PEP Statewide." PEP, or Paternity Establishment Percentage, is the total number of IV-D children born out of wedlock for whom paternity has been established.
- The Investigations unit continued its success as our "Front-End Detection Program," validating information submitted by applicants for public assistance. The unit did 341 validations with 121 being denied – up from 289 that were done in 2001. This fraud-prevention program realized savings of six hundred forty-four thousand, two hundred forty-two dollars (\$644,242).
- One area that we have not seen a decline is in the number of reports received from the Child Protective Register. During 2002, there were 1083 reports received, an increase of 58 from 2001. The number of "indicated" reports, however, was 28 percent for 2002 as compared to 34.9 percent for 2001.

While the success of our many and varied programs is due to the diligence of our staff, we gratefully acknowledge your support and cooperation as being a vital part of these efforts. The staff and I look forward to continuing the productive relationship in the years ahead.

Sincerely,



James L. Cary  
Commissioner

JLC/lj

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# Deputy Commissioner



## **DEPUTY COMMISSIONER**

In 2002, a total of 13 employees left the Social Services Department. Eleven employees resigned and two retired. Three employees requested, and were granted, leaves of absence. One was a medical leave and two were for the purpose of safeguarding "bump back" rights for employees who were promoted to other positions.

The vacancies that resulted from people's leaving the department occurred at many levels. There were three Social Welfare Examiner vacancies, one Parent Aide vacancy, one Account Clerk/Typist vacancy, two Caseworker vacancies, two Typist vacancies, two Senior Clerk vacancies, an Attorney vacancy, and a Case Supervisor vacancy.

The three Social Welfare Examiner vacancies were filled by promoting clerical employees. The Parent Aide position, which became vacant, was not yet filled as of the end of 2002. The Account Clerk/Typist position was filled by hiring a new employee. The two Caseworker vacancies were filled by hiring new employees. The two Typist vacancies were filled by hiring new employees. The two Senior Clerk positions were filled through the hiring of a new employee, and the reinstatement of a former employee of another county department. The Attorney vacancy was filled by hiring a new employee. The Case Supervisor vacancy was filled by promoting a Senior Caseworker.

There were a total of 12 promotions within the department during 2002. Two Senior Clerk positions were filled with the promotion of Account Clerk/Typists. Two Office Assistant II positions were filled by promoting Account Clerk/Typists. A Case Supervisor position was filled by promoting a Senior Caseworker. A Senior Caseworker position was filled by promoting a Caseworker. Two Office Assistant I positions were filled by promoting Typists. The Supervising Social Services Attorney position was filled by promoting the Social Services Attorney. Three Social Welfare Examiner positions were filled with the promotion of clerical employees.

**There were no new positions created during 2002 and there were no positions eliminated either.**

**Three positions were reclassified during 2002. A Senior Caseworker in the Adult Services unit was reclassified to Case Supervisor when it was determined by the county Personnel Office that the director of the position warranted the Case Supervisor title. A Senior Clerk position in the Children's Services unit was reclassified to Office Assistant I and an Account Clerk/Typist position in the Accounting unit was reclassified to Office Assistant II. These reclassifications were the result of Madison County Personnel Office/New York State Department of Civil Service clerical job audits.**

**In 2002, seven employees of the department qualified for the attendance bonus of \$125 in accordance with Article 34.7 of the White Collar Bargaining Agreement.**

**At the end of 2002, there were a total of 115 positions within the Department of Social Services plus four Sheriff's Deputies provided through a contract with the Sheriff's Department to conduct fraud investigations and provide building security.**

# Economic Security

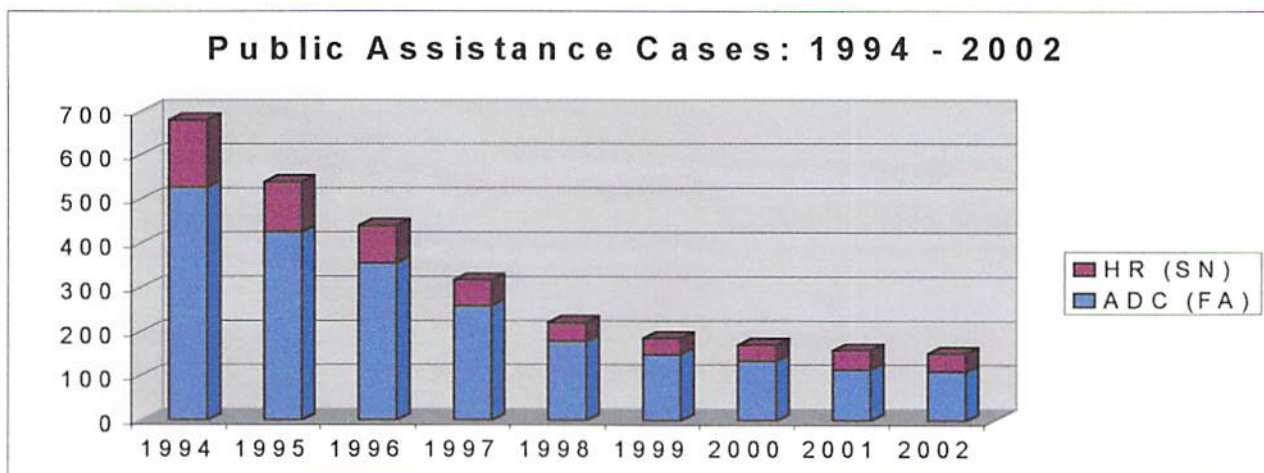




## **ECONOMIC SECURITY (Temporary Assistance)**

The year 2002 consisted of the Madison County Department of Social Services Economic Security unit's continuation of success at reducing the overall Temporary Assistance caseloads. Motivating families and individuals to self-sufficiency continues to be our number one goal. This has been accomplished through a variety of programs operated under the Temporary Assistance unit.

Temporary Assistance continued to see a decline in the number of cash assistance cases in 2002. The average number of Family Assistance cases



declined 7 percent (116 cases in 2001 to 109 in 2002) while Safety Net cases held steady (42 cases in both 2001 and in 2002). This resulted in a total caseload decrease of 4 percent (158 cases to 151 in 2002), the eighth straight year of caseload decreases. This is, however, the first year that the department has not seen double-digit reductions. With a struggling economy and uncertainties at the national level, Madison County Department of Social Services was fortunate to continue any caseload reduction.

Applicants for and recipients of public assistance are screened and given information to make them aware that domestic violence services are available. Also, if interested, they could speak to a domestic violence liaison who could, as result of a threat to them or their children, grant waivers from program requirements such as employment activities, child support collection, and time limits. Over the course of 2002, 263 clients were screened (an increase of over 40 percent from 2001), with 7 referred to the Victims of Violence program for services.

We continued to operate or started a wide assortment of services this past year. Highlights include: Continued employment rate participation figures that exceed the required state/federal standard, a process that allows Examiners to “direct data enter” simple case changes, expediting this process and freeing up valuable Data Entry Operator time, and a program that allows HEAP-eligible households to file for benefits online, eliminating the need to come to Wampsville. In addition, the department was awarded a “Caseload Reduction Award” by Governor George Pataki and presented to Commissioner Cary by OTDA Commissioner Brian Wing. The Temporary Assistance unit had 3 staff successfully complete the Family Development Credentialing (FDC) course offered through Community Action Program. The course teaches staff a strength-based model of effectively dealing with their clients. In addition, the unit has 3 more staff enrolled who will graduate in May 2003.

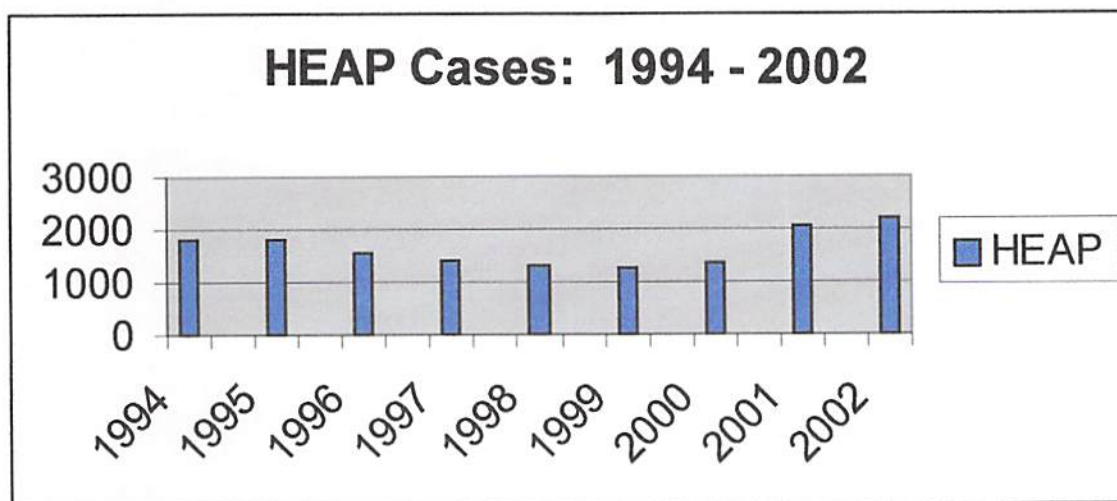
The unit is also proud of the “Welfare Leavers Study” that was completed in 2002. The study – only the second to be done in New York State – examines the lives of former welfare recipients and serves as a blueprint for future programming.

The study was a collaboration of Social Services, Colgate University, and Community Action Program. The study presented an opportunity for these agencies to work cooperatively and has since led to the development of a program to improve access for food stamps, an area that the study found to be underutilized. The three agencies applied for and received one of 19 nationally awarded grants. The grant will allow online food stamp screening and application in addition to more community outreach.

The unit was also an instrumental participant in a number of other initiatives currently underway or that will be beginning shortly. We are engaged in a program to prepare and E-file the income taxes of low-income working families. This ensures that the refund due to the family is not diminished by outlandish fees. The Temporary Assistance unit also has applied for a transportation grant through the Department of Labor that would allow the purchase of an automobile for low-income families. We recognize the importance of public transportation, but also see the need for personal transportation. The program is based on a highly successful project in Chenango County. Finally, we were involved in bringing a new business to Madison County. Nelson Inn, an unused restaurant facility in mid-Madison County, had been left vacant. In the middle of 2002, the agency was approached about supplying participants to an idea that would build a facility to process food products for retail sale. The facility would serve the small to medium size vendors who wanted to market their food products. The facility would be capable of canning or drying food goods for later retail sale. In addition, the facility would serve as a training ground for skilled restaurant employees.

We continued with the Cash Management System (CAMS) that better enabled the department to track and pursue those who left assistance and owe money, continued employment rate participation figures that exceed the required state/federal standard, and a joint venture with SUNY Morrisville under the InVEST initiative to provide initial job-skills training with specific area employers with the guarantee of a job at completion.

The Home Energy Assistance Program (HEAP) saw the third straight year of increased number of households that were issued home energy assistance. Overall, the number of families seeking an energy grant increased by 143 cases—a nearly 40 percent increase since 2000. The rising cost of fuel for heating made it necessary for many families to apply for benefits. Additionally, the income limits were relaxed so that a family of three could earn over \$2,710 monthly (\$32,520 yearly) and be eligible. The HEAP season again began early in October 2002, signaling a new state policy to get energy benefits out to low-income families earlier.



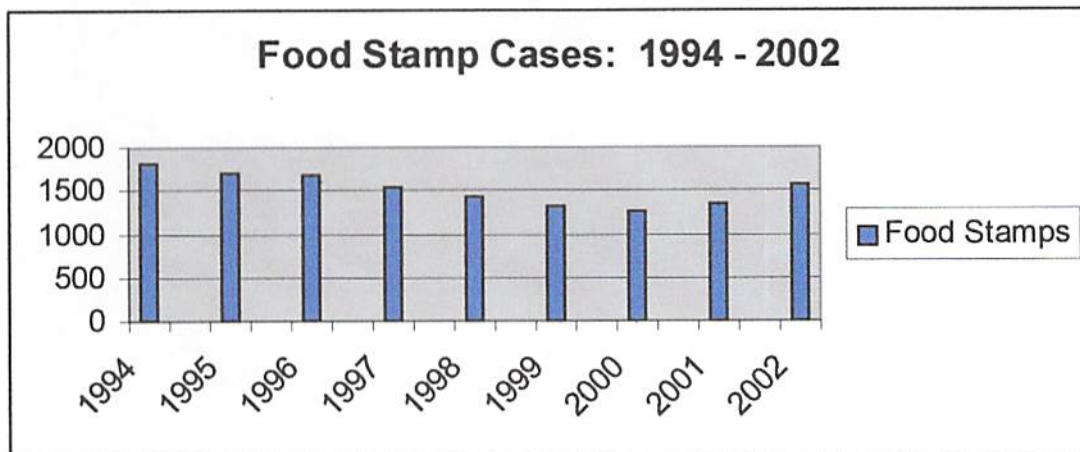
The department has also contracted with Stoneleigh Housing of Canastota to process applications for furnace repairs and replacements. As the county's weatherization agent, they are better suited to determine the heating needs of eligible households and better able to communicate those needs to local heating contractors. Stoneleigh replaced 55 furnaces and repaired 40 furnaces for low-income homeowners in Madison County.

The past year also saw the agency utilize TANF funded services. The money is an allocation set by the state, due in part to caseload reductions that have occurred. The TANF Services Plan was begun in January 2001 and represented eight different programs that Madison County had determined to be the most beneficial to assist the public assistance recipients and the working poor to become self-sufficient. The plan is a departure from past funding in that the money was expended on families who were not receiving public aid. The programs varied from two state-mandated services (drug and alcohol screening and domestic violence screening) to a program to reward lower-income students for their excellence in academics, attendance, and civic involvement. We also funded more assistance with the increasing foster care cases (an average of 5 families served per month), a continuation of a job-readiness service (54 participants were served), and continued funding of our successful drug/alcohol assessment and case-management program (18 families per month received services).

Additionally, the TANF Services Plan provided funding to the Community Action Program (CAP) to provide a housing stabilization program that funded such

items as first month's rent, moving expenses, and minor rehabilitation to name a few (190 families accessed this grant in 2002 compared to 113 in 2001). The TANF Services Plan assisted an average of 22 families per month, an impressive record for a first ever collaboration between the department and our community partners.

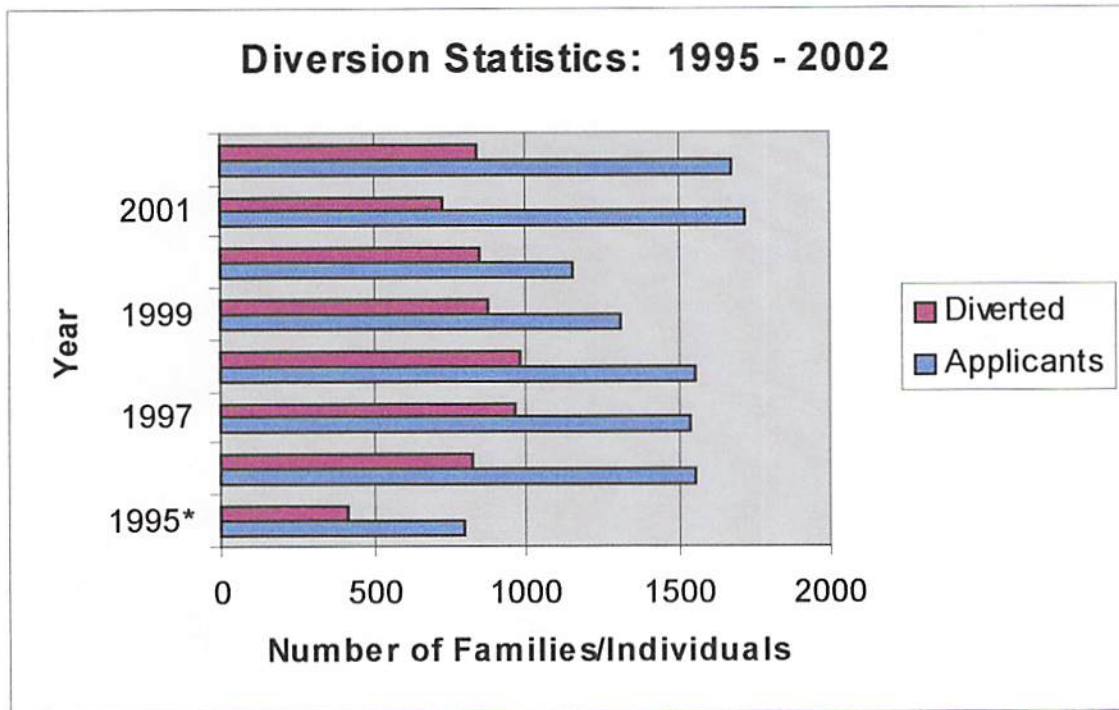
We saw a continued caseload increase in food stamps with a high of 1,669 cases in December and a low of 1,509 in January. We averaged for the year 1,558 cases, representing 3,226 residents of the county, a nearly 200-case increase from 2001.



The cornerstone of the Temporary Assistance unit remains the “Front-Door Diversion” staff. This concept was instituted in July 1995 by a group of employees who wanted to offer our clients something more than an application for assistance every time the person came to the Social Services office. This group felt that we could possibly “divert” up to 20 percent of the applications into some other form of assistance (Medicaid, food stamps, day care, HEAP, or directly into private-sector employment). We have seen an average of 57 percent, or nearly 75 per month since beginning the program, of the persons applying for public assistance diverted into



some other form of help. The program has saved the county an average of \$31,880 per month or total savings of \$2,959,775 since we began. In 2002, we saw similar results: 1,679 persons came into the social services building to apply for public assistance with 845 diverted (nearly 50 percent) for a yearly savings of \$384,475.



# Medical Assistance





## **MEDICAL ASSISTANCE**

The major impact on the Medicaid program in 2002 was the Family Health Plus program (FHP). In January, 84 individuals were enrolled in Family Health Plus. The enrollment increased to 773 individuals by December – an increase of 920 percent.

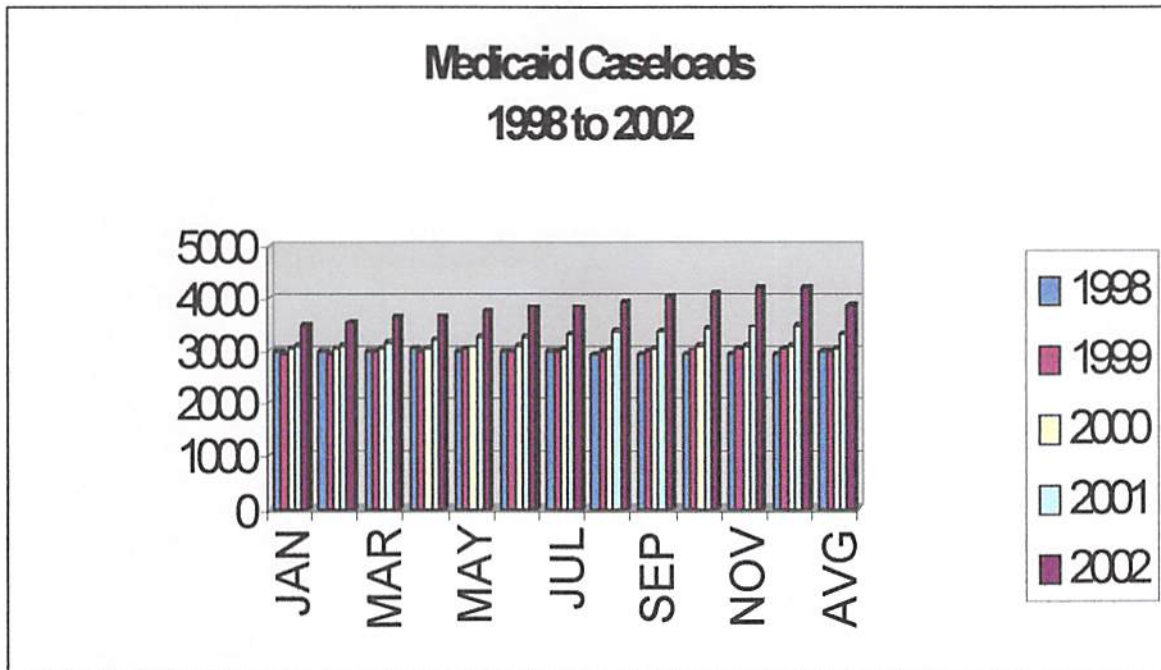
Medicaid applications hit an all time high in January with 199 applications. This figure increased throughout the year with a new record reached in October when 284 applications were received.

A new Medicaid program, Family Planning Benefit Program, began in October with income eligibility levels at 200 percent of the federal poverty level with no resource test and a two-year eligibility period.

### **Medicaid Cases**

	<b>January</b>	<b>December</b>	
	<b><u>2002</u></b>	<b><u>2002</u></b>	<b><u>Difference</u></b>
<b>Regular MA</b>	2256	2621	365
<b>SSI</b>	1123	1133	10
<b>Family Health Plus</b>	<u>78</u>	<u>445</u>	<u>367</u>
<b>Total</b>	<b>3457</b>	<b>4199</b>	<b>742</b>

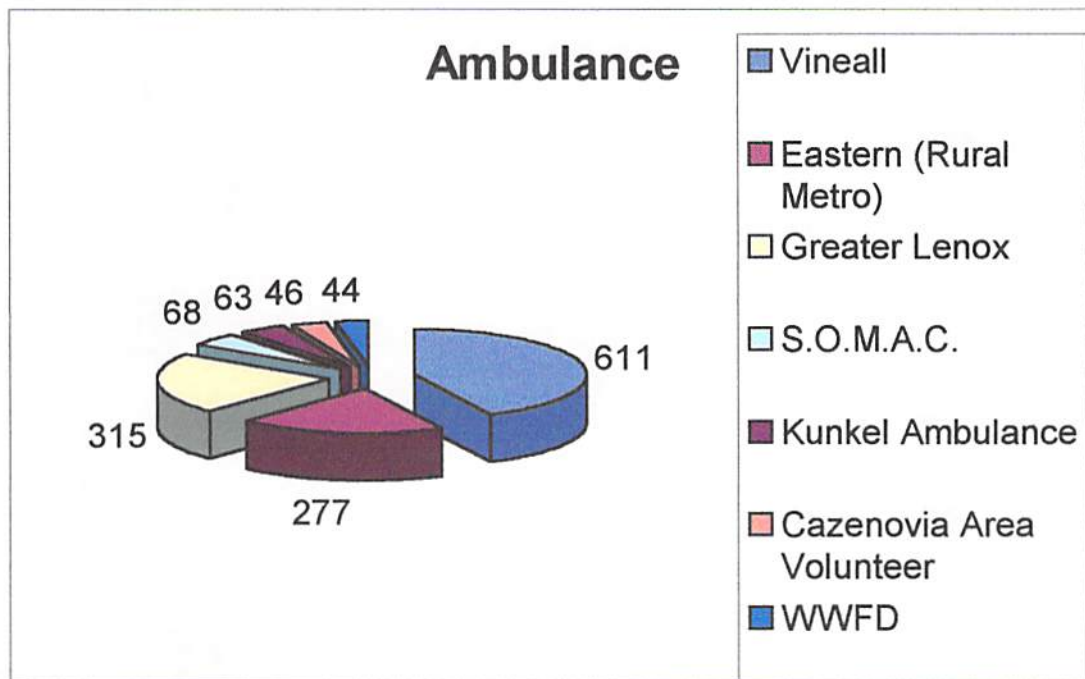
**MEDICAID CASELOAD  
COMPARISON  
1998 – 2002**



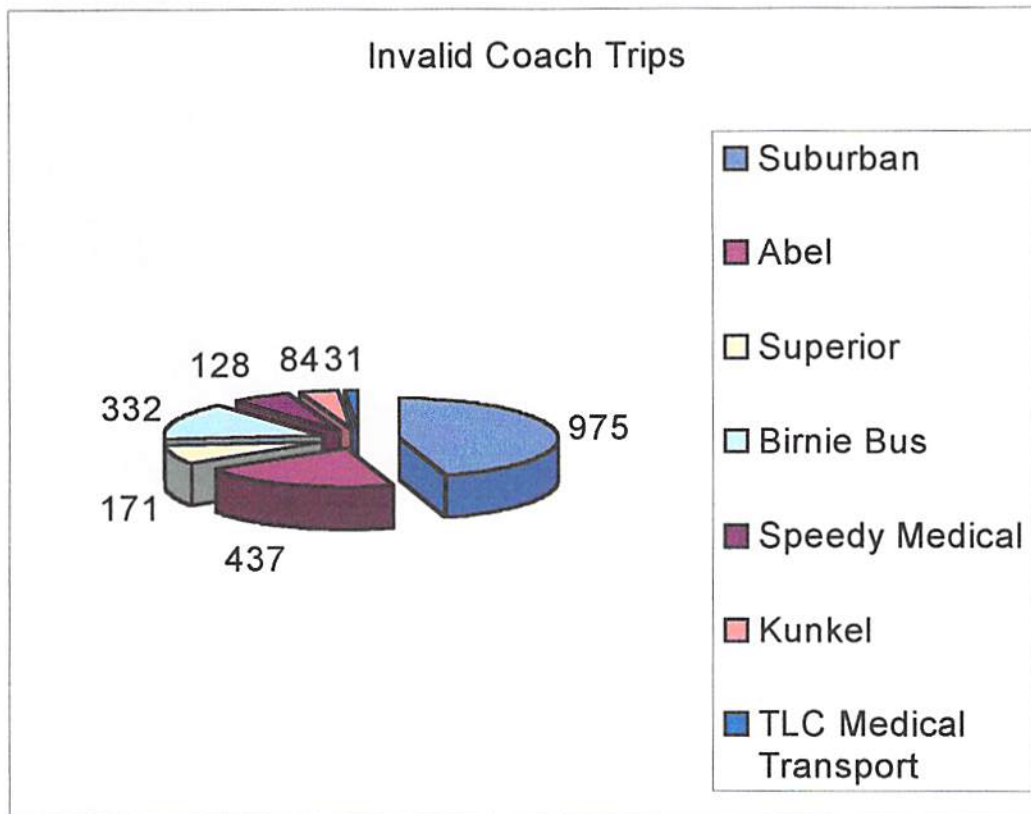
	1998	1999	2000	2001	2002
JAN	2973	2902	3003	3076	3457
FEB	2968	2925	3020	3066	3514
MAR	2989	2947	3024	3152	3605
APR	3003	2965	3027	3184	3659
MAY	2982	3042	3051	3247	3757
JUN	2961	2971	3055	3263	3818
JUL	2979	2950	3024	3296	3821
AUG	2934	2970	3021	3347	3911
SEP	2927	2982	3041	3361	4000
OCT	2903	2992	3063	3392	4069
NOV	2917	3006	3099	3436	4157
DEC	2914	3009	3077	3485	4199
AVG	2954	2972	3042	3276	3830

## MEDICAL TRANSPORTATION – 2002

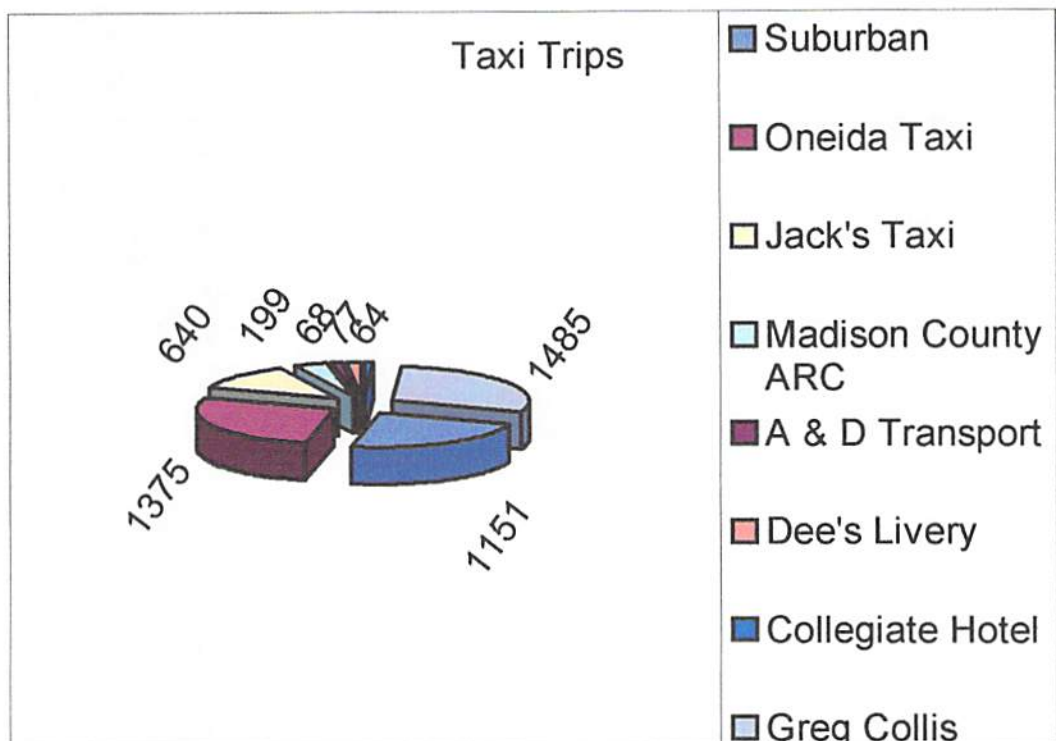
<u>Ambulance</u>	<u># Of Trips</u>	<u>Amount</u>
Vineall	611	\$51,154
Eastern (Rural Metro)	277	20,018
Greater Lenox	315	19,292
S.O.M.A.C.	68	4,173
Kunkel	63	3,652
Cazenovia Area Volunteer	46	3,039
WWFD	44	2,845



<u>Invalid Coach</u>	<u># Of Trips</u>	<u>Amount</u>
Suburban	975	\$40,264
Abel	437	22,779
Birnie Bus	332	18,612
Superior	171	19,036
Speedy Medical	128	9,587
Kunkel	84	5,128
TLC Medical Transport	31	2,873

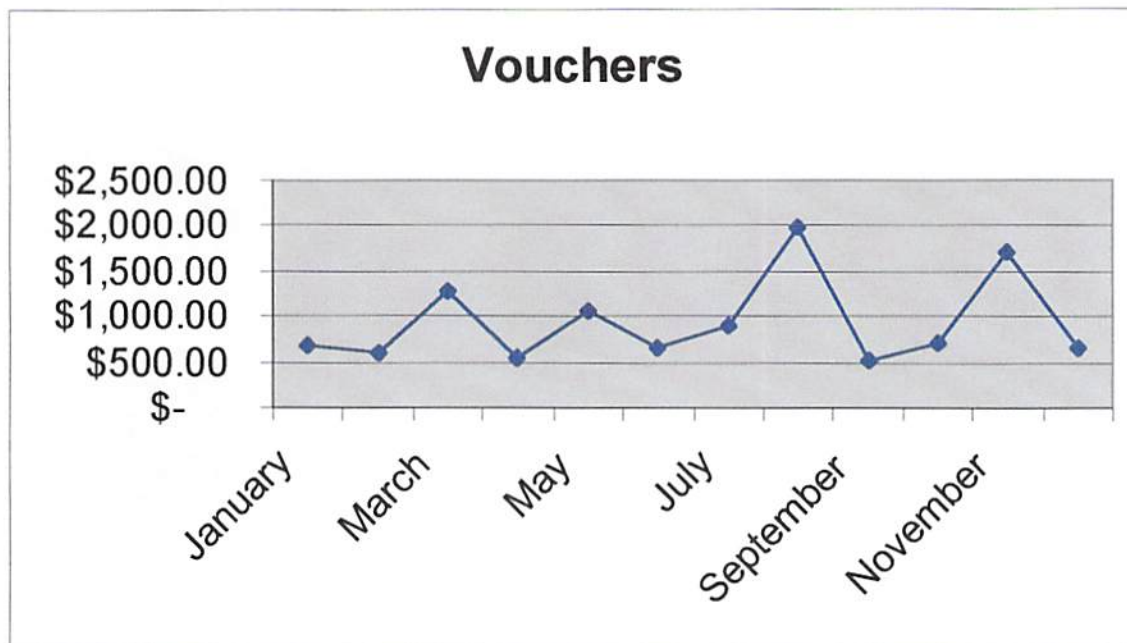


<u>Taxi</u>	<u># Of Trips</u>	<u>Amount</u>
Suburban	1151	\$113,354
Oneida Taxi	1375	63,464
Jack's Taxi	640	37,120
Madison County ARC	199	11,805
A & D Transport	68	11,183
Dee's Livery	77	5,794
Collegiate Hotel	64	4,517
Greg Collis	1485	49,168



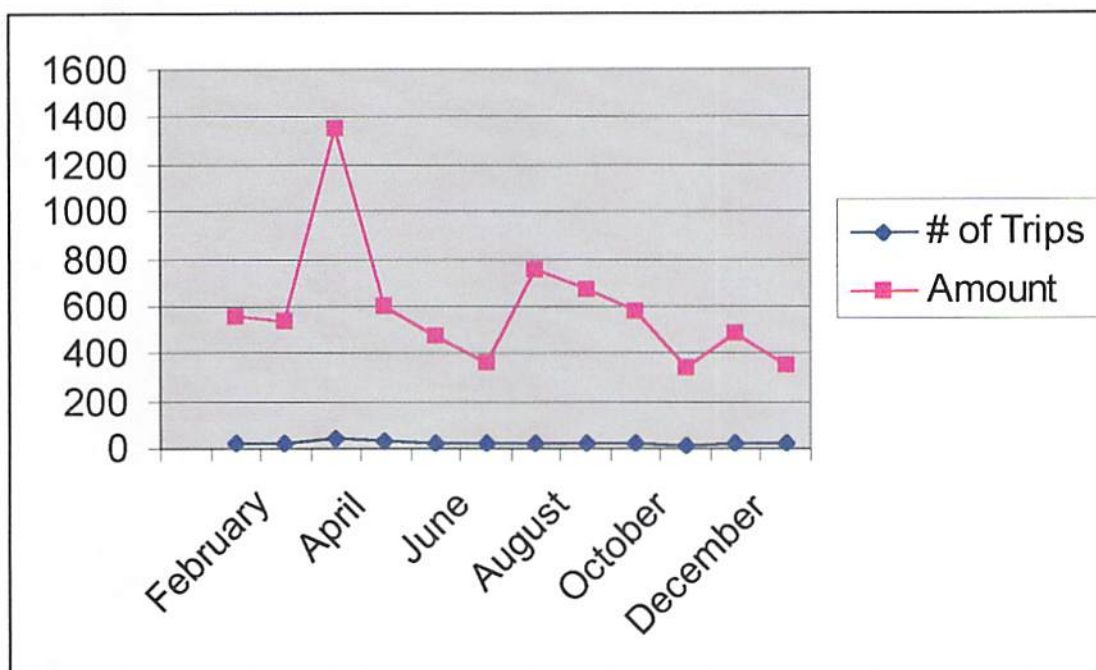
## Medical Transportation

<u>Travel Voucher Totals</u>	<u>Amount</u>
January	\$ 676.00
February	607.00
March	1277.00
April	542.00
May	1054.00
June	644.00
July	908.00
August	1976.00
September	520.00
October	718.00
November	1712.00
December	642.00
<b>TOTAL</b>	<b>\$11,275.00</b>



## Office for the Aging

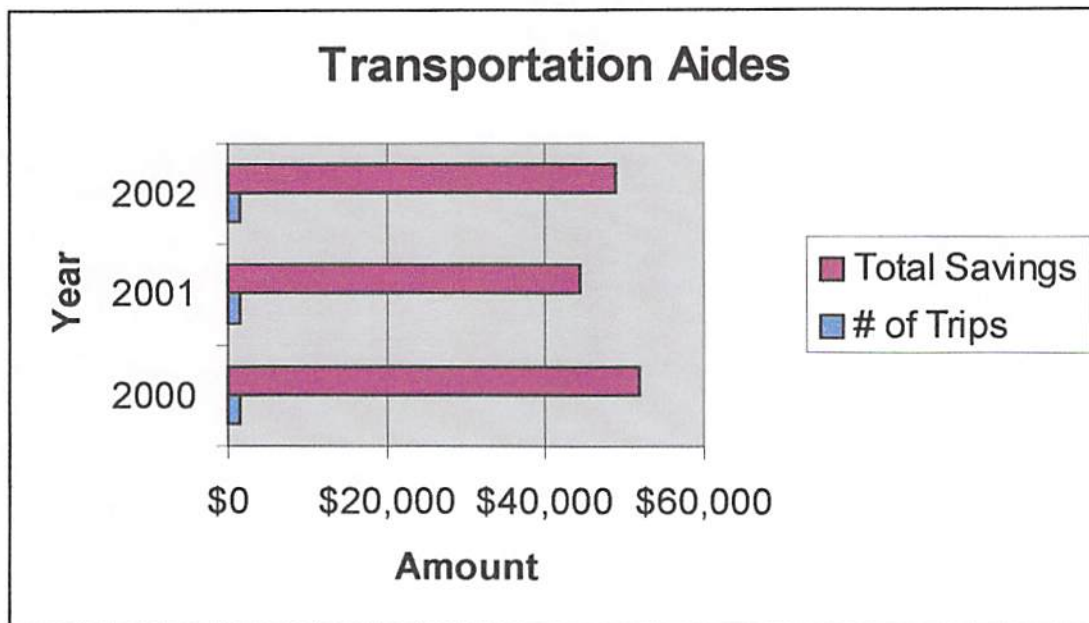
<u>Office for the Aging</u>	<u># of Trips</u>	<u>Amount</u>
January	25	\$ 557
February	22	537
March	38	1356
April	28	595
May	24	473
June	25	366
July	25	749
August	21	673
September	23	577
October	14	337
November	20	483
December	<u>17</u>	<u>355</u>
<b>TOTAL</b>	<b>282</b>	<b>\$7058</b>





## Transportation Aides

<u>Year</u>	<u># of Trips</u>	<u>Total Savings</u>
2000	1484	\$51,940
2001	1481	\$44,430
2002	1398	\$48,930



## Resource Assistant

**2002**

Estates	\$54,235.88
Burials	3,172.90
Assignment of Proceeds	106,928.63
Mortgages	3,054.70
Excess Resources	<u>13,891.37</u>
<b>Total</b>	<b>\$181,283.48</b>



## **Home Care**

**2002**

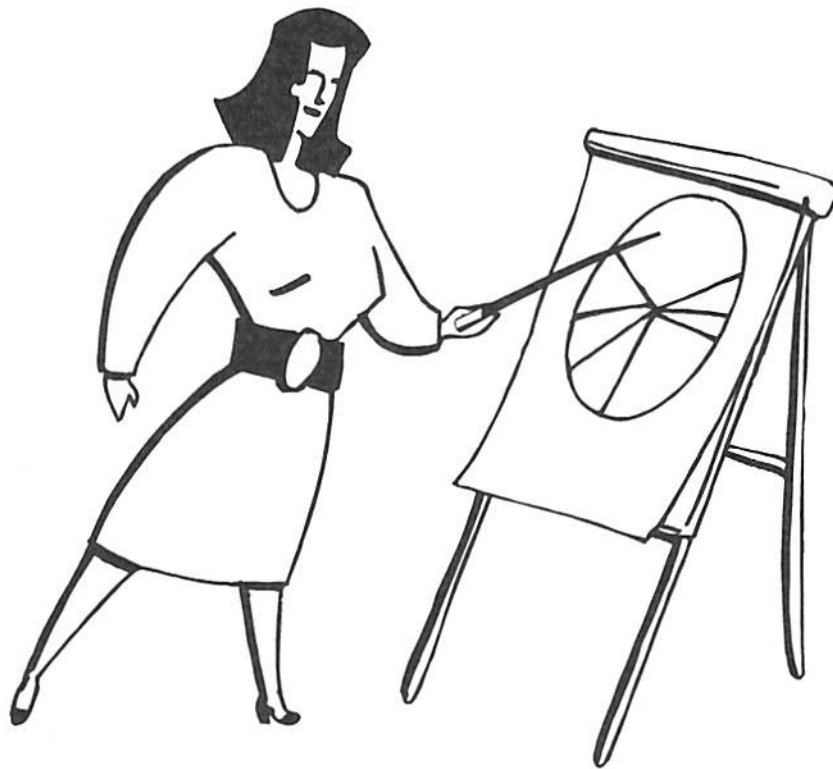
Madison County's home care programs served 127 individuals in the year 2002. The Long Term Home Health Care Program (LTHHCP) successfully completed its 16<sup>th</sup> year. The LTHHCP provided 103 clients with expanded home care services. In 2002, the LTHHCP admitted 40 clients, 12 of which were directly admitted from nursing homes. The average client's age was 71. The age range was 36 to 94. The average DMS-1 score was 172. Of these clients, 26 percent were male and 74 percent were female. Skilled care was provided at approximately 48 percent of the monthly allowable cap of \$3818. Health-related care was provided at approximately 57 percent of the allowable monthly cap of \$2579.

The Long Term Home Health Care Program clients qualify for placement in residential health care facilities (RHCF). Since they are cared for at home, the Medicaid costs are at a fraction of the cost of care in a nursing home. In the year 2002, the Long Term Home Health Care Program saved Medicaid expenditures approximately \$2,071,824. Home care programs continue to be a cost-effective alternative to institutionalization.

The Personal Care Program served 13 clients in the year 2002. The Care at Home Program continues to be offered in New York State. Three children received this program in Madison

County. The Consumer Directed Personal Assistance Program has eight clients enrolled. Interest in this program seems to be increasing. Fifteen residents of an adult care facility received services through the limited licensed home care services program. This program allows the facility to bill Medicaid for personal care services.

# Staff Development



## **STAFF DEVELOPMENT**

The Staff Development office is responsible for securing training that develops and maintains the skills needed by our staff to successfully perform their job functions and to cope with their ever-increasing job demands. A total of 4100.5 hours of locally-arranged and state-provided training was completed by agency staff in the year 2002. A total of 202 different training sessions were provided to our staff that included everything from new worker orientation to college credit courses. The decrease in training hours over the past year was due in part to a delay in filling vacant positions for the last quarter of the year until the budget for 2003 was approved.

New worker training was provided in-house to 18 employees. This includes both new hires and promoted employees. In-house training is provided as a joint effort between the Director of Staff Development, the director of the program area, and the individual's supervisor. Some staff have their training enhanced with programs provided under state contract with one of several colleges including Cornell University, SUNY Albany, and SUC at Buffalo. State training is provided at a cost to the local district of \$14 per day. Necessary lodging and the cost of most meals are included in this fee.

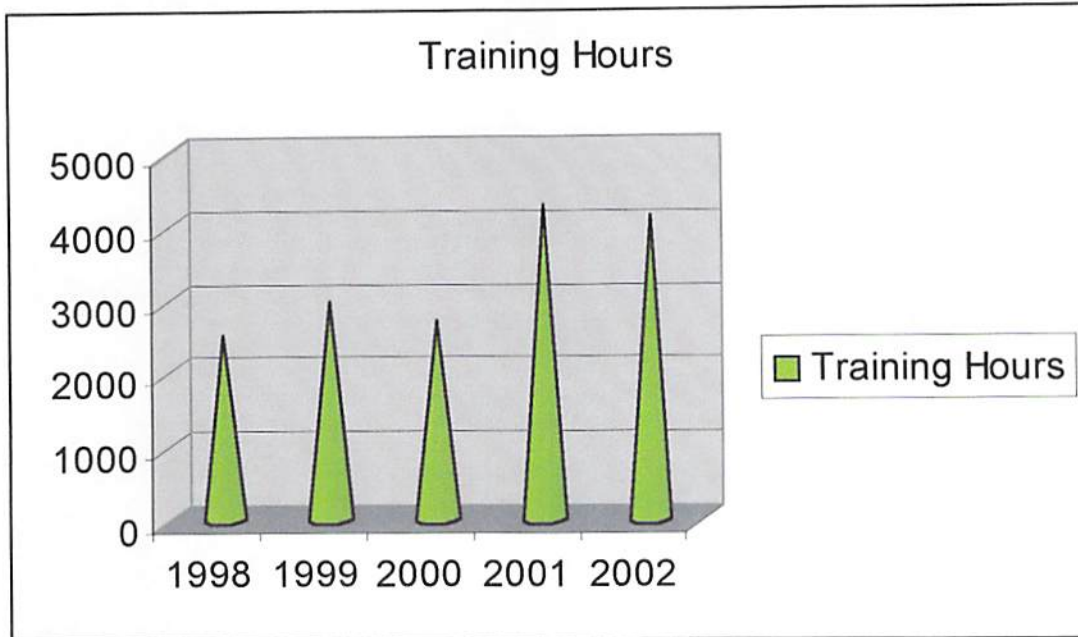
Mandatory staff training was provided in-house on safety issues and sexual harassment prevention issues. Six employees participated in Community Action Program's (CAP) Family Development and Credentialing program, which is an intensive 120-hour course taking place over a period of 40 weeks and teaches the

workers how to look at the whole family, find their strengths, and work through the client's problems by empowering the family.

This year, employees took advantage of 19 teleconferences broadcast over the SUNY SAT system. These interactive programs included topics in such areas as adult services, legal issues in child welfare, management, and child support.

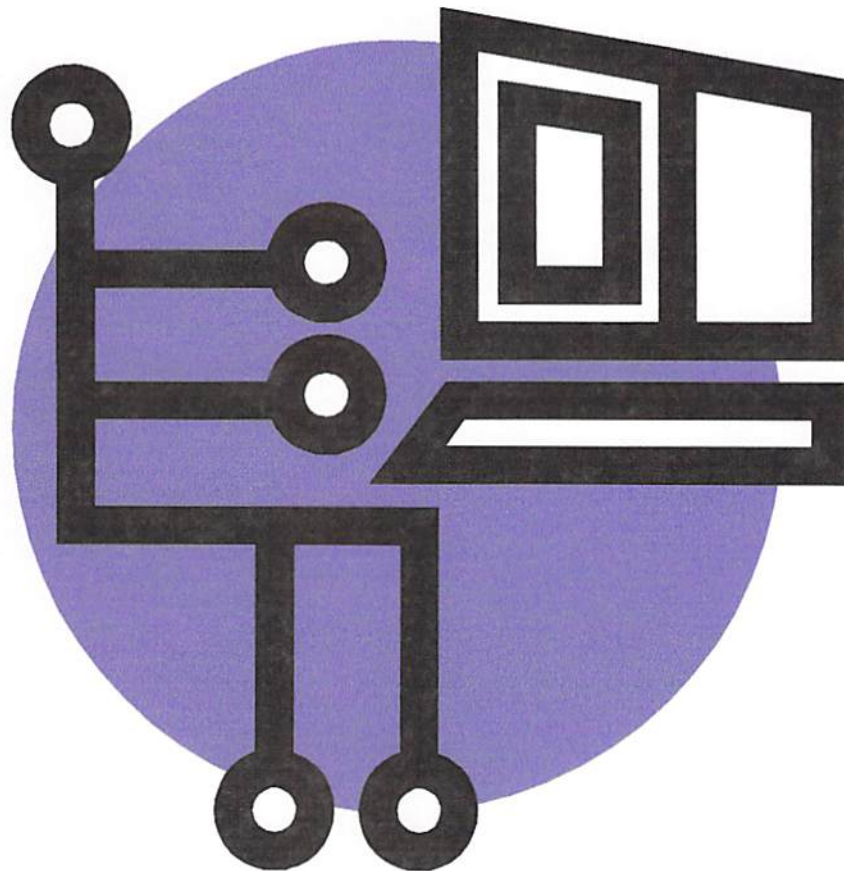
Having these teleconferences on-site is invaluable. More employees can take advantage of these programs and get the information first hand. By viewing these in-house, we are able to save both travel time and travel costs. Videotapes are made of all programs so that they can be viewed by additional staff at a time of their choosing. Employees from our local Public Health and Mental Health Departments have been able to view programs using our satellite system.

The year ahead will see the need to offer quality training programs while reducing the cost to the local district. This will be possible by taking a "train the trainer" approach to offsite training sessions and by limiting the number of employees attending training that requires registration fees, overnight stays, and meals. We will also be looking at participating in Learnlinc courses, which are state-sponsored courses available over the Internet.



<b>Year</b>	1998	1999	2000	2001	2002
<b>Training Hours</b>	2510	2952	2670	4258	4100

# Systems



## **SYSTEMS**

The Systems staff is responsible for the management and functioning of all local and state computer systems, including WMS (Welfare Management System). Our functions include the planning and coordinating for the installation of new systems, upgrading and maintaining existing systems, performing daily computer operations, and providing technical and end-user support. The unit is also responsible for all data entry and BICS operations, providing training, and administering system security and access.

During the year 2002, we obtained an additional three CONNECTIONS PCs purchased with local monies carried over from the previous year. These were the only additional local computers obtained in the year 2002 due to equipment expenses' being cut from the budget. The lack of equipment funds made it difficult for work to continue as usual. When equipment failures occurred, we had to be innovative in replacing the affected components. Some help came from our Information Technology Department and some from being allowed to keep two state PCs and monitors after a swap-out. Over the year, the state replaced all 24 CONNECTIONS PCs and two Accounting PCs. The New York State Department of Children and Family Services provided us with 11 Quickpads, which are portable word processing devices that can be used by our Caseworkers when they are away from the office. Once the Caseworker returns to the office, the documents can be downloaded to his/her PC.



In 2002, were able to arrange for all Welfare Examiners and Supervisors to have access to a computer on their desks. In addition, our local PCs were enhanced so that WMS could be accessed with a program called Attachmate. Once all Welfare Examiners were able to access the WMS program at their desks, they were allowed to do some direct data entry. This was a timesaver for both the Social Welfare Examiners and the Data Entry Operator.

Below is a list of the computer systems currently supported at Madison County DSS and the number of terminals associated with each:

#### **State Systems**

2	Accounting
1	AFIS (Automated Finger Imaging System)
4	ASSETS (Child Support)
1	BICS (Benefit Issuance Control System)
1	CCFS (Child Care Facility System)
1	COMM (Commissioner's)
24	CONNECTIONS plus 6 laptops
3	EBT (Electronic Benefit Transfer)
15	EEDSS (Medical Eligibility)
1	STARS (Statewide Training Automated Registration System)
30	WMS (Welfare Management System)

#### **Local Systems**

51	PCs connected to our LAN plus 2 laptops
4	CONNECTIONS terminals

We hope that in 2003, we will be able to keep status quo without too many equipment failures. We will also be enhancing the PCs to allow access to Centra-  
port, which is a state enhancement that will allow users to have additional tools and resources available right at their desks.



Investigations

## **INVESTIGATIONS**

There have been many changes to the Madison County Sheriff's Investigative Unit. The Investigative Unit is housed at the Madison County Department of Social Services. The Investigative Unit now consists of two part-time Deputy Sheriff Investigators, three fulltime Deputy Sheriff Investigators and a fulltime Deputy Sheriff Sergeant, who supervises the unit. The hours of coverage have expanded. The old hours were from 9:00 a.m. to 5:00 p.m., Monday through Friday. The new hours of coverage are from 8:00 a.m. to 9:00 p.m., Monday through Saturday. An Investigator is also assigned to the Morrisville Field Office. The Investigative Unit has many functions and responsibilities. The Investigative Unit is responsible for the safety of the Madison County Department of Social Services' staff and clients. An Investigator is assigned to "desk duty" during business hours and after business hours for special details.

The Investigative Unit also investigates major crimes, such as rape, arson, robbery, burglary, narcotics and homicide. The Investigative Unit also does internal investigations as directed by the Sheriff. The Investigative Unit assists other local, state and federal law enforcement agencies and other Madison County departments. The Investigative Unit also works closely with the Madison County District Attorney's Office, Child Protective Unit and Adult Protective Unit.

To cite an example, one case that the unit investigated was a sodomy case in the Town of Georgetown. This case exemplified the "team effort" that the Investigative Unit has set as a standard. The Patrol Unit, Evidence Unit, Child Protective Unit and District

Attorney, through the coordination of the Investigative Unit, all worked on this case together. The defendant took a plea agreement to 25 years in state prison.

Another responsibility of the Investigative Unit is validations (front-end detection). An Investigator will make a home visit to confirm that all information provided to the Madison County Department of Social Services is correct. The Investigator will then validate or deny the application. This helps prevent fraud and creates savings. The Investigative Unit did 341 validations with 121 being denied. This is up from the 289 that were done in 2001. As a result of these investigations, a total of \$644,242 was saved from being paid out over the year.

The Investigative Unit did 54 Fraud investigations. The fraud investigations were received through tips from the public, due to case screening from Caseworkers and leads developed from criminal investigations. As a result 4 people were arrested on various criminal charges, the remaining 51 cases were closed as unfounded or the clients signed a repayment agreement. The Investigative Unit also did 49 juvenile transports. An agreement was made to shift the primary responsibility of juvenile transports from the Investigative Unit to the Sheriff's Transport Unit. This change is slated to start January 2003. This will free up the Investigators to handle criminal investigations, as well as the Caseworkers that assisted with the transports.

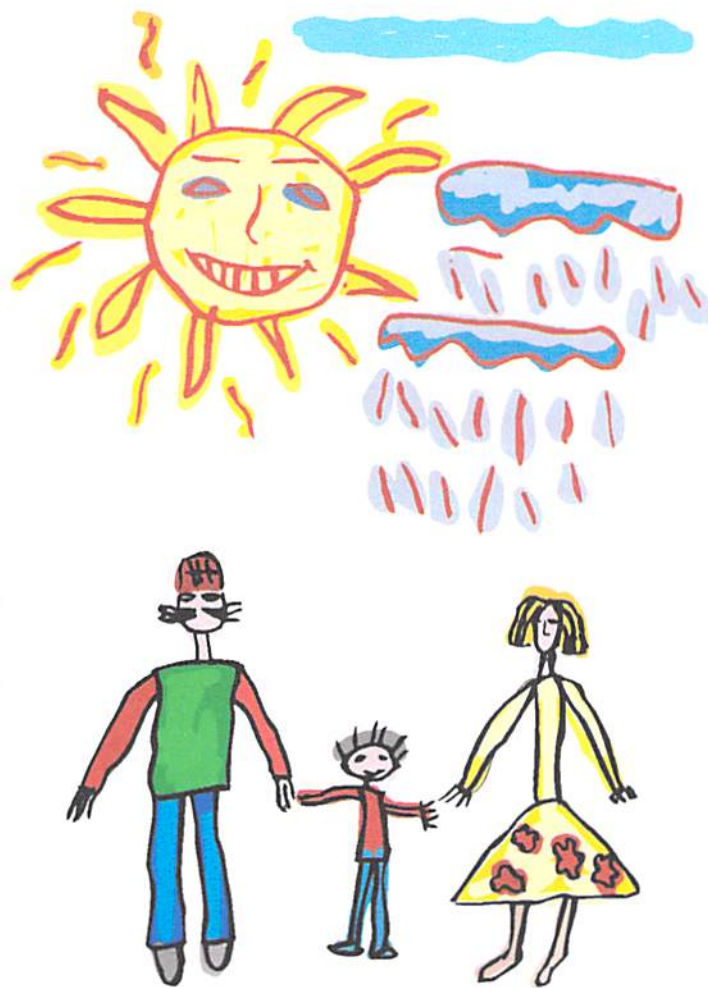
The Investigative Unit now has two trained Investigators who specialize in using two separate tools for truth verification – the voice stress analyzer and the polygraph. These tools have been used successfully in criminal investigations to assist the Investigators. The polygraph is also used for background investigations for perspective employees.

The Investigative Unit applied to have interview room #107 at the Department of Social Services certified as a juvenile interview room. The interview room was inspected and the certificate was granted.

The Investigative Unit conducted several drug investigations that lead to a “round up” of street level drug dealers that resulted in the arrest of 16 defendants for 34 felony charges and 12 misdemeanor charges. The Investigative Unit also worked with the New York State Forest Rangers on outdoor marijuana grown in the Town of Brookfield. Over 434 marijuana plants were seized ranging from two to six feet tall. The potential street value of the plants was over \$500,000.

The Sergeant of the Investigative Unit has held several different training sessions for non-profits, police academies, police agencies, students and others. The topics ranged from Street Drugs, Interview and Interrogations, Information Gathering and other topics. The Investigative Unit has conducted 637 total investigations in the year 2002. The consolidation of the Investigative Unit has proven to be very successful.

# Children's Services Social Worker



## **CHILDREN'S SERVICES SOCIAL WORKER**

The Children's Services Social Work Program was designed to help prevent the placement of "at risk" children in foster care or higher levels of care, such as a group home or residential facility. There are basically two groups of at risk children accepted into this program. The first group is children who, due to maltreatment by their caretakers, may need foster care placement so that further maltreatment will not occur. The second group is children who, due to their own emotional disturbance or inappropriate behavior, would require placement in a more structured program. If these children received services in the traditional manner, they would require a higher level of care than their own homes or family foster care. Some children accepted into the program met the criteria for both groups. Safety is always the first concern. There is not an attempt to prevent any level of placement if that placement is necessary to keep a child or children safe.

It is believed that, if safe, it is best for children to remain with their own families. If placement is necessary, however, a family setting is better for children than an institutional setting, as long as the children's needs can be met. The primary objective of this program is to support that belief by keeping children with their own families, or at least a family setting, while changes are made to improve the overall functioning of the family and/or the children

This objective is met by providing intensive, home based services by the Children's Services Social Worker (CSSW), with an attempt to minimize the number of service providers involved with a family. It is believed that the professional providing case management services can also be the primary family therapist; therefore, families do not

have to meet with multiple service providers, repeating the same information multiple times, but instead meet with one person to take care of multiple needs. In many instances, the CSSW is able to provide case management, family therapy and individual therapy to the child or children. At times, referrals do need to be made for services such as substance abuse treatment, psychiatric and psychological evaluations, individual mental health treatment for parents, and parent skills training. Although some families do still meet with more than one service provider, the number of providers is greatly reduced, making the provision of services much more efficient. Also, for the majority of families, once a family begins receiving services through this program, they continue until the close of the case.

The Children's Services Social Worker possesses a Masters Degree in Social Work and is registered as a Certified Social Worker with the State Education Department.

In the year 2002, this program assisted 11 families involving 18 children. These families had a variety of needs and were provided services based on individual treatment needs and plans. For most families, intensive, home based case management and family therapy services were provided on a weekly basis. As families' needs changed, services could be provided more or less often. In addition, 8 children received individual mental health therapy provided by the CSSW. This was usually provided on a weekly basis, but was flexible to meet the needs of the individual child.

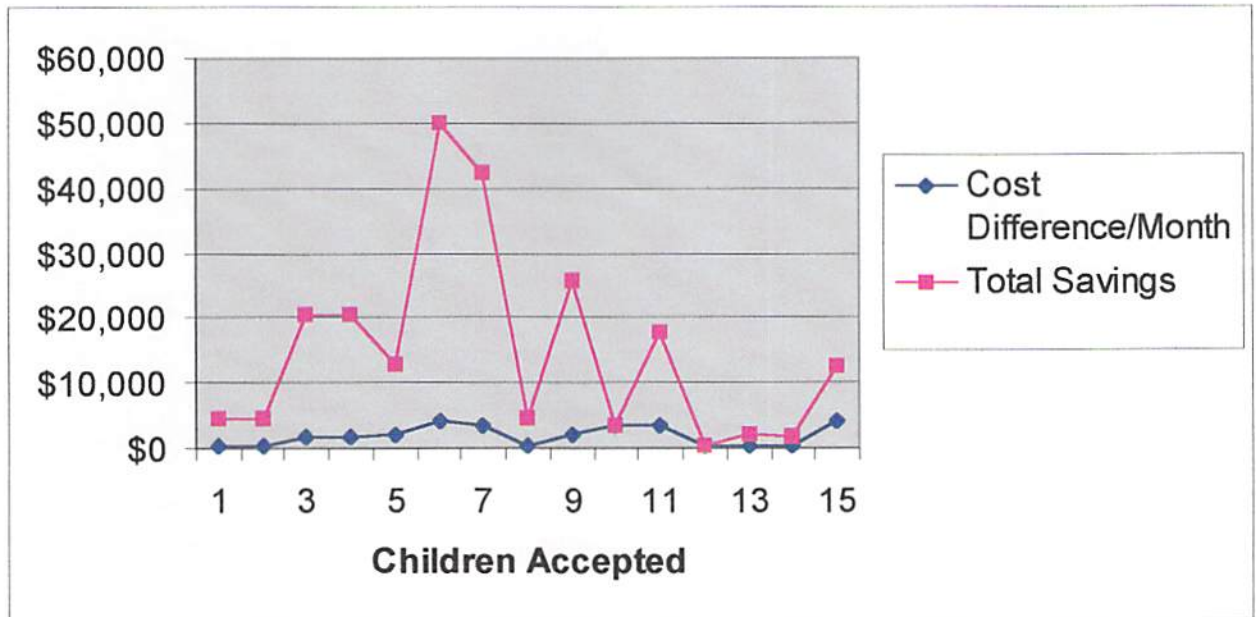
There was a great deal of case coordination and collaboration done with school personnel. Many school districts were very helpful in allowing individual therapy to be conducted during school hours in their facilities. At the same time, the social worker was able to provide schools with information and suggestions that would help them best meet



the children's educational and behavioral needs. Several parents were referred to individual mental health or substance abuse treatment and three were referred for psychological evaluation.

Overall, the placement of 8 children in foster care was prevented or their length of time in foster care greatly reduced due to the services offered. Four children were maintained at home rather than in residential placement and 4 children were placed in family foster care, rather than a higher level of care, through the services of this program. In addition to the emotional benefits to these children by being able to stay at home or in a family setting, the cost savings of this program was approximately \$224,356.50.

## Individual Cases



<u>Date Child Accepted</u>	<u>Cost Difference/Month</u>	<u>Total Savings</u>
12/19/01	\$387	\$4,644
12/19/01	\$327	\$4,644
2/27/01	\$1,695	\$20,340
8/1/01	\$1,695	\$20,340
9/20/01	\$2,142	\$12,852
9/26/01	\$4,151	\$49,806
9/26/01	*\$3,526	\$42,306
9/26/01	\$387	\$4,644
1/16/02	\$2,141	\$25,704
4/3/02	\$3,494	\$3,494
7/15/02	*\$3,526	\$17,627
7/15/02	\$387	\$1,935
7/15/02	\$387	\$1,935
7/15/02	\$327	\$1,635
7/22/02	\$4,151	\$12,452
<b>Total</b>	<b>\$28,721</b>	<b>\$224,357</b>

These figures are computed on an average 30-day month. They do not include education costs of the residential programs or the cost of clothing for children in foster care.

\*Specialized outpatient counseling services are paid for regarding this child and the cost of those services has been deducted from the estimated savings.

# Children's Services



## **CHILDREN'S SERVICES**

### **Foster Parent Orientation and Status**

We have continued to use the MAPP (Model Approach to Partnership in Parenting) orientation for certification of prospective foster parents. We began the year with 48 certified homes, two of which were child specific. We ended the year with 35 certified homes, two of which were child specific. We have found our MAPP-trained parents to be better prepared as foster parents than in the past and appear to be better able to manage difficult problems.

All of foster parents continue to be willing to assist when they can. We attempt to get evaluations for children while they are in foster care, but often the need for a more structured setting in which to complete an evaluation requires residential ones. The counselors at Liberty Resources continue to try to do the evaluations before a higher level of care is necessary.

The position of foster home finder/recruiter, as always, continues to be very important to the foster care program. It is increasingly difficult to find good families willing to give a home to children in need and, therefore, it is necessary to keep as many of our current families as possible. Fostering a troubled child is difficult work for which they are only paid room and board. Many of our families are two-income households with children of their own. It is a very special and dedicated family that can take these children into their homes and provide the care and attention that they need. All families

are being certified as resource families so they can either foster children or adopt.

We continue to utilize the services of three certified MAPP trainers to help spread the training responsibilities and better provide services to our prospective families.

### **Adoption Services**

During 2002, we continued the joint certification process with our new adoptive and foster parents. The basis for combining adoptive and foster parent certification has to do with the fact that the majority of the older, hard to place children that are freed for adoption have come through the foster care system and have many of the same experiences and issues as the children in foster care. Also, since we are now dually certifying our families as foster and adoptive or resource homes, it makes sense to have them go through the certification process together. Families with adoptive children placed with them receive the foster care stipend until the adoption is finalized and receive supportive services through our department. Having our families certified as resources homes allows them to either foster or adopt without having to complete two separate certification processes. The adoption caseworker works closely with the home finder in the recruiting, training, and ongoing recertification of our adoptive/foster families.

The department had 12 children in its custody that had been freed for adoption and no children from other counties placed with Madison County adoptive homes in the year 2002. Of those children, seven had their adoptions finalized in 2002. Of the five remaining children freed who are not in a permanent placement, one was brought back to New York State after a disruption in the adoptive placement and another was discharged to the custody of a relative. The other three are all boys who continue in higher levels of care due to their needs and behaviors.

#### **TASA (Teenage Service Act)**

Madison County continues our arrangement with Liberty Resources to provide TASA services as a referral agency with the approval of the New York State Office of Children and Family Services.

#### **Detention Services**

During 2002, the department has continued to utilize the services of Elmcrest Children's Center for three contract non-secure detention beds for our JD/PINS children. We used 1299 care days for an average of 3.5 children per day in non-secure detention. We are very pleased with the working relationship that has continued with Elmcrest. The facility is in Tully, New York, and has meant less time that the Department of Social Services staff

has had to spend locating a detention bed when needed and less travel time to and from the facility.

This contract service has also seen an added benefit of making referrals to the Elmcrest Children's Center residential programs, both their residential treatment facility and their diagnostic program, easier. They get a chance to know the children and can bring the children to their campus for interviews, thereby eliminating the need for Social Services staff to make the trip to Tully. This contract has enabled our agency to save time in various ways, some of which are not always evident.

### **Foster Care and Institution Placements**

We began 2002 with a total of 98 children in placement. Sixty-three of these were in foster care. Thirty-five were in higher levels of care. Higher levels of care are defined as therapeutic foster care, group home, or residential treatment center. At the end of 2002, we had 90 in placement, of which 48 were in foster care and 42 were in higher levels of care. The number of children in care is a little lower than it has been in recent years, but the problems the families face are more complex.

There continues to be an increase in the number of placements of PINS children and there has been concern that with the change in the law increasing the age to 18 years to file a PINS, there would be an increase in the number of PINS placements. Since the implementation of the "PINS 18"

law on July 1, 2002, there have not, to date, been any placements of 16 or 17 year olds.

### **Independent Living**

We continue to contract with Liberty Resources, Inc., to provide independent living group sessions to those children in foster care who are at least 14 years old. There were 20 group sessions during 2002 at which six children attended regularly. During sessions, the children learn interpersonal skills, cooking, budgeting, shopping, job hunting and other skills of interest to them in preparing them to live independently in the future. All of these young people will be moving to independence sooner than they should, whether they return home first or go directly from foster care to living on their own. The knowledge gained during these groups can be critical to their eventual success for failure in the "real world."

### **Casework Assistant**

During 2002, the role of the Casework Assistant developed more and evolved to try to fit the needs of the Child and Family Services unit. During this past year, the Casework Assistant conducted 208 transports and 273 supervised visits. He also assisted with 9 transports to detention facilities, assisted on 33 home visits and 9 CPS cases. In addition, he continued to assist with planning conferences as third party reviewer, and assisted with phone calling, filing and meeting with clients to help complete paperwork.



Overall, this position has helped free Caseworkers to concentrate more on their other case duties.

### **Preventive Services**

During 2002, we continued to contract with Liberty Resources, Inc., for several preventive service programs. We have made use of our in-house counseling service contracted through Liberty Resources, Inc. This program has three fulltime therapists positions. One of the positions is unfilled at the writing of this report.

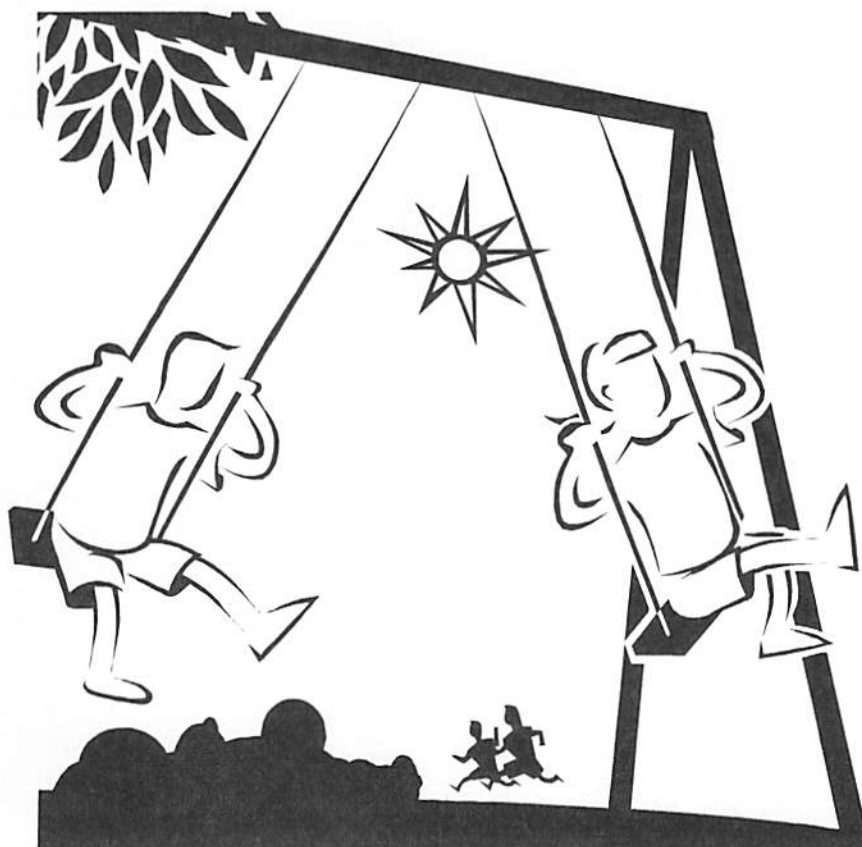
The Partners in Prevention, the school-based preventive service, continues under contract with Liberty Resources and is jointly funded by this agency, Madison County Department of Mental Health and the six participating school districts.

The Family Reunification Program, also a contracted preventive service through Liberty Resources, Inc., and staffed by a social worker, worked with 13 children and their families working toward shortening these children's time in higher level placements. The total number of care days saved through this program was 599. The Placement Diversion program had 36 children and their families receiving services throughout the year. According to their statistics, they have prevented 6339 possible care days for substantial savings to the county.

Additionally, the 11 caseworkers employed by DSS were at the end of 2002, managing 85 preventive cases involving 153 children, working with the

families to keep the children safe and in their homes and by extension, out of foster care. This was above and beyond the foster children they were working with as was noted earlier in this report. Two Parent Aides, the Casework Assistant, and four clerical support staff assisted these Caseworkers.

# Child Protective Services



## **CHILD PROTECTIVE SERVICES**

During 2002, there were 1083 reports received from the Child Protective Register, an increase of 58 from 2001. The year 2001 was up 156 from the previous year. During 2000, there were 869 reports received by the Madison County Child Protective unit (CPS).

The rate of indicated reports was 28 percent compared to 35.5 percent in 2001, and 34.9 percent in 2000.

The CPS unit currently consists of eight CPS investigators who receive an average of 12 reports each per month. Although this is the average, the number can often be much higher. Five individuals who began the 2002 year as investigators remain in their positions. One individual was promoted. Three additional individuals who were CPS investigators during 2002 are no longer in the CPS unit.

There were 46 initial neglect and abuse petitions filed in Madison County as a result of Child Protective investigations.

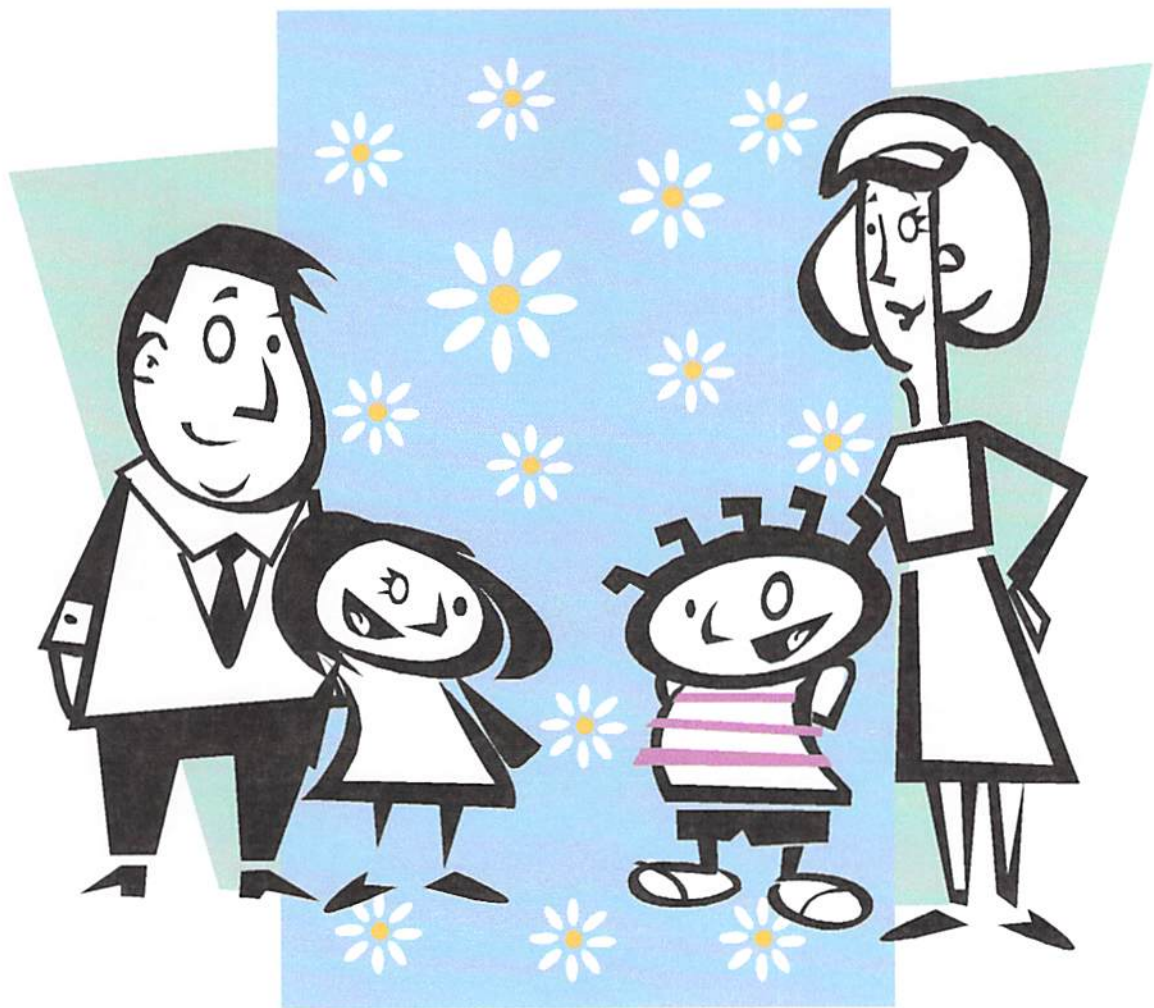
Thirty-three children were placed in foster care by the Child Protective unit. This is down considerably from the 43 children placed in 2001 and 66 children placed in 2000. Foster care is used as a last resort to protect children when no appropriate relative can be sought to care for the child.

CPS investigators also open cases for ongoing preventive services and monitoring. In addition to determining reports in a timely manner and

assessing safety, investigators often make many follow-up contacts and visits with the families that we serve.

**2002  
Madison County  
Child Abuse and Maltreatment Register Referrals**

<b>Month</b>	<b>Indicated</b>	<b>Unfounded</b>	<b>Add Info</b>	<b>Duplicate</b>	<b>Police Assist</b>	<b>Transfer</b>	<b>Total</b>
<b>January</b>	29	64	4	0	0	3	100
<b>February</b>	19	45	2	1	1	0	68
<b>March</b>	41	74	2	1	0	0	118
<b>April</b>	25	74	2	2	1	2	106
<b>May</b>	21	68	4	1	1	1	96
<b>June</b>	34	53	4	2	1	1	95
<b>July</b>	18	64	2	0	1	2	87
<b>August</b>	19	53	3	1	0	1	77
<b>September</b>	21	63	0	1	0	0	85
<b>October</b>	23	80	5	1	1	1	111
<b>November</b>	13	45	2	0	0	2	62
<b>December</b>	20	53	2	1	0	2	78
<b>Total</b>	<b>283</b>	<b>736</b>	<b>32</b>	<b>11</b>	<b>6</b>	<b>15</b>	<b>1083</b>



Parent Aides

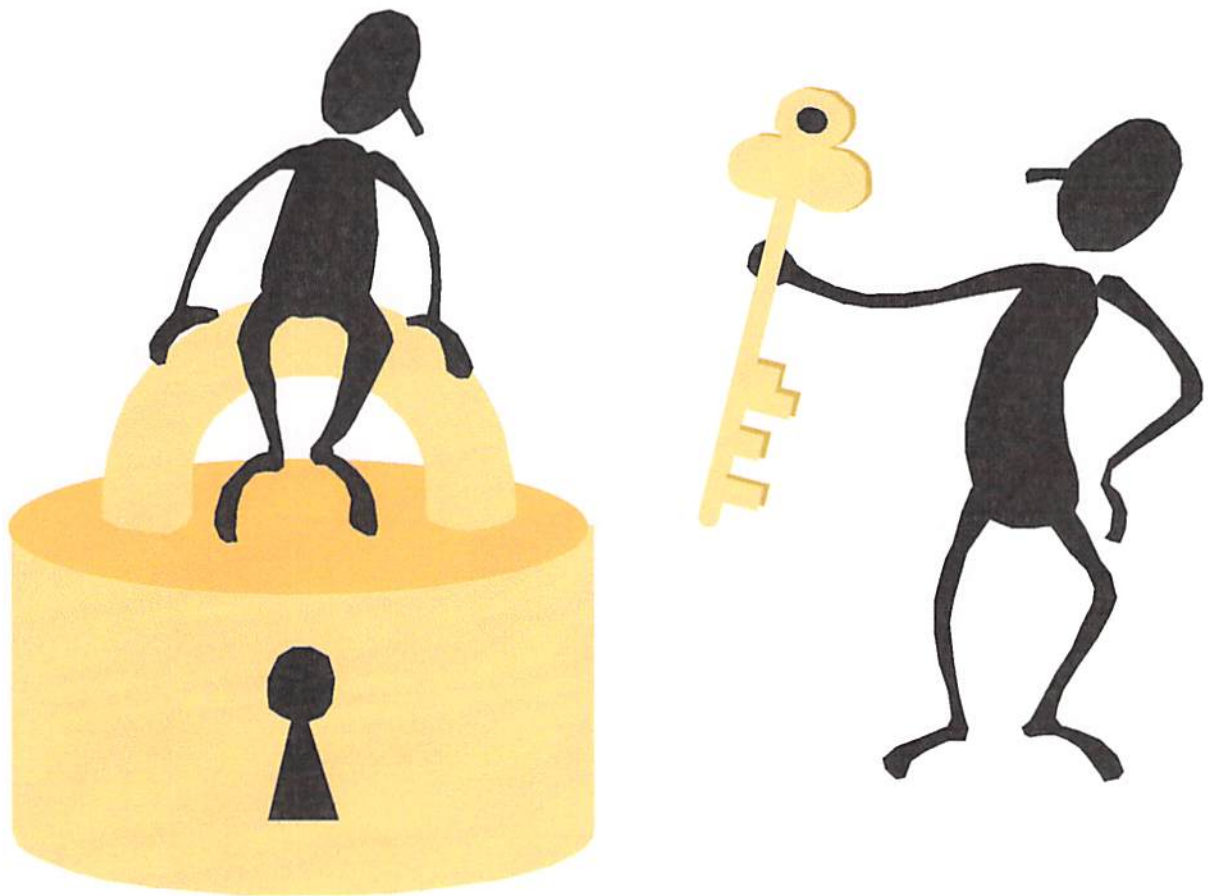
## **PARENT AIDES**

During 2002, a total of 53 families received Parent Aide services. Nine of these families also participated in visitation with their children while the Parent Aides supervised them. Of the 53 families mentioned above, 28 continue to receive in-home parenting assistance from our two fulltime Parent Aides. Three families continue to engage in visits with their children under the supervision of the Parent Aides.

Our Parent Aides are essential in providing families with education, information, and practical hands-on parenting techniques. They also assist families in securing adequate food, clothing, shelter, medical care, and transportation. The Parent Aides assist Child Protective Caseworkers, as well as Foster Care and Preventive Caseworkers. They are often involved in removal and placement planning for the children that they work with, as well as being available for court proceedings.

Our Parent Aides facilitated three different types of STEP parenting programs to a total of 53 parents in 2002. Of these 53 attendees, 26 people successfully attained completion of the program and acquired the knowledge offered. The Parent Aide sent 128 letters of invitation to parents for the parenting classes. Twenty-eight people attended the early childhood programs offered, which are geared for parents with children aged zero to five. Twenty-five people participated in the school-age STEP classes offered, which are meant for parents of children aged five to twelve.

# Adult Services/ Employment





## **ADULT SERVICES/EMPLOYMENT**

The Adult and Family Services Unit is mandated to investigate reports of physical, emotional, or financial abuse and/or neglect by another individual of a physically or mentally impaired adult 18 years of age or older who is residing in the community. The impaired adult must be unable to provide for his/her own health, welfare, and safety or have any responsible adult who is willing to do so. These referrals more than doubled in number from 68 in 2001 to 144 contacts requesting investigative assistance in 2002.

Over 39 percent of our referral sources were healthcare providers and family members who contacted our unit 56 times as a result of perceived medical, physical, or healthcare problems. Some individuals and families struggled with such difficult healthcare issues as an unwillingness to accept a higher level of care. Dementia, especially of the Alzheimer's type, and those behaviors associated with it continued to have a devastating impact upon couples whose relationships had endured for decades.

Closely allied to the above problems were an additional 21 referrals, which identified healthcare and placement issues. We utilized established relationships with hospitals (Oneida Healthcare Center, Veterans Administration Medical Center, Community Memorial, and Crouse); nursing homes (Crouse Community Center, Betsy Ross, Stonehedge, and Oneida Healthcare Center Extended Care Facility); proprietary care home (Hamilton Manor); and developed a new resource with Rome Hospital's 11-bed dementia unit to meet these requests. Our agency is committed to preserving our Madison County residents' ability to live independently and safely.

Other agencies and service providers, including our own Department of Social Services units, comprised one-third of our total referrals. These agencies include Madison-Cortland Alternatives Resources and Choices (ARC), Developmental Disability Services Office (DDSO), Madison County Office for the Aging (OFA), and

Madison County Community Action Program (CAP). Our colleagues in these agencies recognize not only those problems that place adults at risk, but also have an insight into these adults' coping strategies as well as their ability to access a support system. Partnership with them in the form of joint visits, mutual contribution to service plans and future case conferences have facilitated effective outcomes characterized by the least intrusive intervention where possible.

Housing problems were second to healthcare problems with 30 reports that required investigation. Law enforcement agencies, town codes enforcement officers, town supervisors, county public health sanitarians, and public health nurses proved to be effective resources in identifying substandard conditions and recommending satisfactory plans of action. We worked with the Department of Social Services Income Maintenance unit and the Long Term Home Health Care Caseworker to provide assistance that enabled adults to either continue to reside in their domicile or to relocate. Our unit continues to provide housing assistance to those TANF applicants and walk-ins in the form of a landlord and housing list that is updated weekly and the opportunity to access a security deposit agreement for TANF recipients.

Physical abuse, self-neglect, sexual abuse, psychological abuse, and financial exploitation comprised 28 referrals to our unit. Our unit has a Memorandum of Understanding with the Madison County District Attorney's Office who offers guidance in the investigation of these referrals. As a result of one investigation, our unit facilitated a guardianship through the Madison County Supreme Court. Our Casework Assistant continues to function as representative payee on behalf of the Commissioner of Social Services for nine cases, which minimizes the potential for financial exploitation. We have managed to control Social Security Administration's numerous requests for this service by developing a referral resource for non-protective cases with Consumer Services and New Life Community Services.

A Casework Assistant and an Adult and Family Services Caseworker continued to perform the duties for the mandatory drug/alcohol component for

Income Maintenance as well as Medicaid. The screenings totaled 353 and of those, 37 were referred to our part-time Certified Alcohol and Substance Abuse Counselor (CASAC) for a complete drug/alcohol evaluation. Our Casework Assistant monitored an average of 26 open drug/alcohol cases monthly. In addition to monitoring the involvement of these TANF/SN recipients, our staff meets annually with ADAPT and D. A. Mancuso management to review progress and discuss problems.

The food stamp employment and training component requires scheduling, interviewing and planning compulsory work activities for non-ABAWD food stamp recipients. Of the 266 individuals issued benefits last year, only 41 complied with program requirements. One may infer that the reason only 15 percent complied was that these applicants used food stamps to meet their family's needs between periods of unemployment and no longer required them upon achieving employment.

The mission of the Employment division is to help the unemployed and underemployed reach a level of self-support that will render them self-sufficient. A Welfare Employment Representative and a Department of Labor Services Representative continue to work cooperatively with the Adult and Family Services staff to accomplish this objective. Our Welfare Employment Representative met with a total of 118 individuals who sought benefits and were made employable last year. A self-sufficiency plan is developed for each applicant as a result of his/her employability assessment. This plan utilizes the applicant's strengths; i.e., his/her work and training experience, and serves as a contract between agency and client with a specific employment goal to be achieved. Those individuals who are "job ready" are referred to our Mobile Work Crew to engage in work activities utilizing their skills and abilities. Those who lack job-seeking skills are referred to education/training programs. Five individuals were involved in vocational programs and eight students continued attending high school or fulltime GED classes while being monitored by the Welfare Employment Representative. Disabled individuals periodically submit medical documentation verifying their disability and denoting their work limitations while being monitored by our Welfare

**Employment Representative. If an individual submits a claim that he/she is permanently disabled, a Caseworker monitors his/her progress in accessing SSI, Social Security Disability, or Workman's Compensation benefits. There were an average of 21 individuals in this category in 2002 and 9 closed their cases as a result of being awarded monetary benefits.**

**The New York State Department of Labor Services Representative continues to work cooperatively with our staff to divert individuals from the application process towards an alternative plan of job placement or possibly accessing unemployment insurance benefits. A total of 573 individuals was interviewed and received 717 referrals to job openings. A case file is maintained for each active TANF recipient and our Department of Labor representative browses new job openings daily and sends these new referrals to appropriate individuals. Of the 573 job seekers interviewed, 108 were TANF applicants/recipients (A/R) and 112 were referred to new job openings with 45 entering employment. Food stamp A/Rs interviewed numbered 101 with 138 referrals offered to new job openings and a total of 39 entering employment. A total of 87 Safety Net A/Rs were interviewed with 83 referrals offered and 12 individuals securing employment. Ninety-six people were able to avoid receiving assistance, saving the county over \$40,000 in monthly benefits.**

**This past year the Mobile work Crew provided 5604 hours of work activities, which more than doubled the 2627 hours from the previous year. These completed projects not only benefited several local townships and not-for-profit agencies, but also provided the means for individuals to apply and refine their work skills under the close supervision of an experienced Work Crew supervisor. Such projects range from helping the Town of Eaton in preparing for the nationally renown Gravity Fest; remodeling town offices (Eaton, Cazenovia, and Oneida); other town buildings (Oneida Armory, Lenox Town Court, Lincoln Fire Department); county buildings (Highway Garage, Sheriff's Munnsville substation, Social Services); and not-for-profit agencies such as Arise, the Madison County Community Action Program, and the Munnsville Church. In 2002, the Work Crew completed 40 minor projects that**

are defined as two days of work or under. These projects benefited the county departments (Social Services, E911 Communications, Highway, and Public Health); not-for-profit agencies (Madison County Community Action Program, Visually Impaired Program); and the townships of Eaton and Lincoln. The labor provided for these projects continues to result in significant cost savings for Madison County taxpayers.

# Child Support Enforcement



## **CHILD SUPPORT ENFORCEMENT**

The Child Support unit includes one director, one Senior Child Support Investigator, one Social Welfare Examiner, five Child Support Investigators, one Senior Clerk, one Office Assistant II, and one Account Clerk Typist.

The primary goal of the Child Support Enforcement Program is to secure support for all children from any person who is legally liable for such support. This process may include any or all of the following activities;

1. Locating absent parents and putative fathers
2. Establishing paternity for children born out of wedlock
3. Establishing a fair and equitable order of support
4. Collecting, accounting, and disbursing of child support payments
5. Enforcing support orders should the legally liable parent become delinquent in paying support

The goals and objectives listed above have not changed in the past 28 years since the Child Support Enforcement Program was officially established nationwide by the enactment of Part D of Title IV of the United States Social Security Act. What has happened over the years is new and inventive ways to accomplish the goals and objectives stated. Listed below are a few areas targeted in the past few years.

Due to federal legislation, a law was passed that required medical insurance language to be present in every child support order. In 2000, the Child Support unit began working on raising the percentage of child support cases ordered through the unit with the required language. Reviewing each case individually then filing an appropriate petition with Family Court accomplishes this process.

In August 2000, the Child Support unit began with 9 percent of the 2124 child support caseload having the language included or 182 cases. The numbers progressed to 42 percent of the caseload by December 2001 or 916 cases. As of the close of 2002, it had risen to 60 percent or 1323 cases. This would show an overall increase of 1141 cases in as little as a two-year time span.

A new collection enforcement process was introduced in 2002 for satisfaction of support arrears. The process is known as the personal injury claims process. It was developed for use against certain claims to be paid or payable by insurance carriers as a result of personal injury claims or workers compensation claims filed by obligors. The process consists of two main components – the identification of the potential income/asset source, and the filing of an income execution or a lien against that income or asset. The local Child Support staff is responsible for all functions associated with the lien and the income execution processes other than the centralized printing and mailing of the lien notices that are generated out of the Albany centralized computer system. This is a new process and we are for rewarding results to be collected.

The Madison county Child Support Enforcement unit received a “Certificate of Achievement for Highest PEP Statewide.” The definition of PEP is Paternity Establishment Percentage – this is the total number of IV-D children born out of wedlock for whom paternity has been established as a percentage of the total number of IV-D children born out of wedlock requiring establishment of paternity. The PEP in Madison County is 97 percent. This is an outstanding percentage and

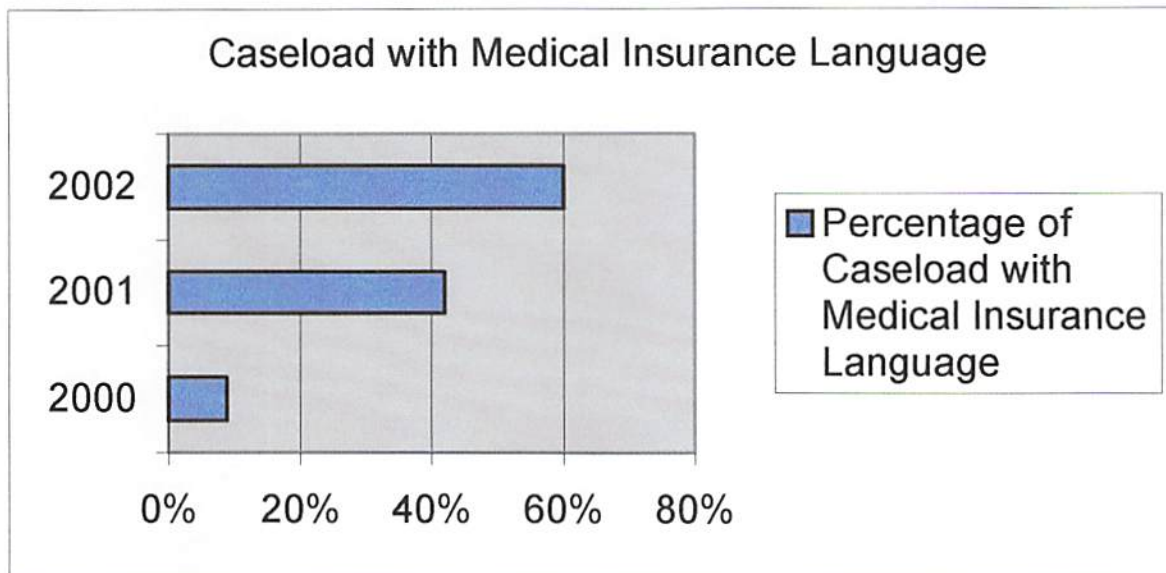


is also the first step towards the second step of establishing a fair and equitable order of support.

Below are a number of statistics from the Child Support unit.

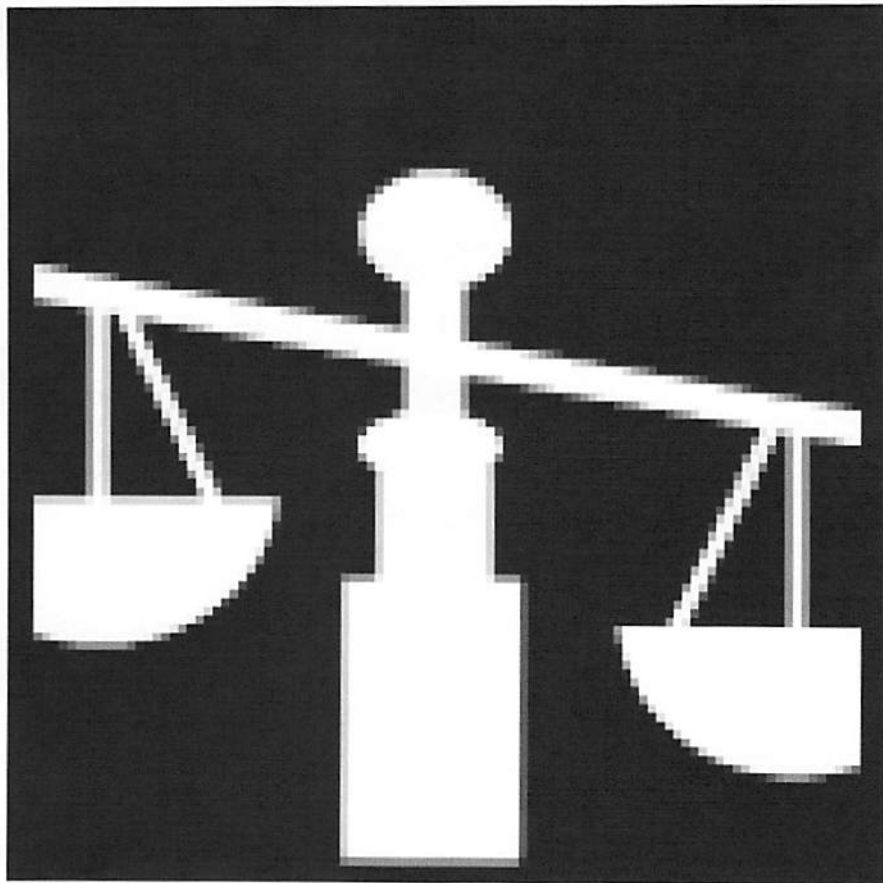
Referrals processed	657
Audits	554
Orders processed	802
Petitions filed	873
Phone calls received	5244

Child support collections for the year 2002 were over \$5 million - \$5,679,777



	2000	2001	2002
<b>Percentage with Medical Insurance Language</b>	9%	42%	60%
<b>Cases with Health Insurance Language</b>	198	916	1323

# Legal



## **LEGAL**

### **Changes within the Legal Department**

The Legal unit was extremely busy during the year 2002 handling all current affairs while adjusting to significant changes. Staff turnover resulted in a new staff Attorney joining this unit in September of 2002 and a new Supervising Attorney. These significant changes occurred while the department was managing all current caseloads.

In addition to these changes, the Legal unit has continued to provide legal counsel as necessary to all units within the agency. The main casework of Legal has continued to be divided between Children and Family Services and the Support Collection unit. Our current staff consists of two Attorneys, a Paralegal, and a Senior Clerk.

### **Children and Family Services**

The Legal Department currently has approximately 135 open legal cases, which include child abuse and/or neglect cases, along with PINS (Persons in Need of Supervision) and JD (Juvenile Delinquent) supervision, and termination of parental rights proceedings. To that end in 2002, the Legal unit opened approximately 65 new cases, filed over 89 new petitions, prepared approximately 120 court orders, and initiated 6 termination of parental rights proceedings.

This unit has continued to actively work with Child and Family Services to ensure that the department is in compliance with new laws and regulations and to

assist the Caseworkers with questions concerning investigations of neglect and abuse and to ensure enforcement of all current Family Court orders.

The Legal Department has regularly met with Child and Family Services supervisors and Caseworkers on individual cases for trial preparation. To that end, the Legal unit prepared for over 60 trials and did go to fact finding in a number of these cases. All totaled, in 2002, this office made approximately 826 court appearances on a myriad of issues addressing the health and welfare of Madison County children.

In addition to the cases that are brought in Family Court, there are those cases that are reported as child neglect, are investigated by Child Protective Services, and a determination is made as to whether the reports should be indicated or unfounded. The Legal unit often meets with the investigator to aid in making that determination. When a case is indicated and closed, there is often a request for a fair hearing by the parent. The Legal unit handled approximately 12 fair hearings during 2002.

### **Support Collection**

The other major caseload for the Legal unit is in the area of establishing and enforcing Support Orders, establishing paternity, and seeking reimbursement for Medicaid expenditures. In 2002, the Legal Department Attorneys and Paralegal combined made approximately 1066 court appearances on matters of support, paternity and Medicaid reimbursements. This number includes approximately 600

initial appearances with 228 fact-finding hearings and 51 referrals to the Family Court Judges on Department of Social Services support cases, and 118 initial appearances, 120 fact-finding hearings and 34 referrals to the Family Court Judges in private cases. Additionally, this office prepared and submitted approximately 268 orders to the court. All cases required preparation by the Legal staff for each court appearance, whether on behalf of the department or for private support collection cases.

The legal issues presented to this department include not only establishment and enforcement of orders, but also violations of support orders, referrals to the Family Court Judges on those violations, requests for warrants and incarceration when necessary, and registration and enforcement of foreign orders.

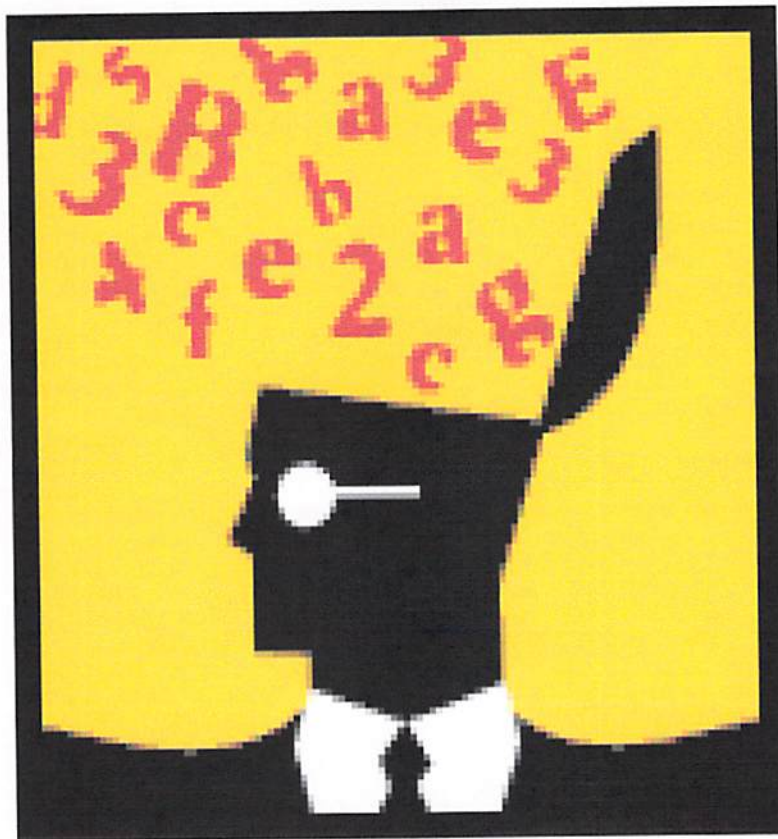
### **Adult Services**

Another area that demanded a lot of attention in 2002 was the Adult Services unit. There were two cases that required the Legal unit to initiate Article 81 proceedings in Supreme Court concerning two elderly Madison County residents. The cases required extensive meetings with Adult Protective Caseworkers and supervisors, in-depth research, preparation and filing of petitions, temporary orders, commissions to guardians and final orders, conferences with medical personnel, and numerous court appearance.

### **Other Areas**

The Legal unit also provides legal counsel for all other units within the agency as necessary. These areas include, but are not limited to the following: Medicaid and public assistance issues, estate matters, bankruptcy, property liens, and CCRS legal tracking. Every day there are new legal issues presented to the Legal unit for analysis and answers. The Legal unit looks forward to achieving many new success in the coming year and feels well equipped within our office and staff to achieve these goals.

# ACCOUNTING



# DEPARTMENT OF SOCIAL SERVICES

## FISCAL

### General Administration - 2002

#### Disbursements:

Personal Services	\$2,960,317
Equipment	\$0
Contractual	\$1,194,668
Employee Benefits	\$893,291
<b>TOTAL</b>	<b>\$5,048,276</b>

#### Credits:

Refunds	\$9,710
State Aid	\$801,518
State Aid - O&M & Int	\$84,249
State Aid - Prior Year	\$391,926
Federal Aid	\$3,044,083
Federal Aid - O&M & Int	\$210,465
Federal Aid - Prior Year	\$331,685
<b>TOTAL</b>	<b>\$4,873,636</b>

**NET LOCAL COST**                      \$174,641

	<u>2001</u>	<u>2002</u>	<u>Increase /</u> <u>(Decrease)</u>
<b>Gross Cost</b>	\$4,824,824	\$5,048,276	\$223,452
<b>Net Local Cost</b>	\$366,709	\$174,641	(\$192,068)



Child Care Block Grant Expense - 2002

Disbursements: \$894,656

Credits:

Refunds \$4,356

State Aid \$878,629

Total \$882,985

NET LOCAL COST \$11,671

	2001	2002	Increase/ (Decrease)
Gross Cost	\$768,599	\$894,656	\$126,057
Net Local Cost	\$8,304	\$11,671	\$3,367

Number of Children			
Mth of Payment	2001	2002	Inc/(Dec)
Jan	296	316	20
Feb	284	292	8
Mar	300	288	-12
Apr	311	282	-29
May	273	304	31
Jun	267	295	28
Jul	349	270	-79
Aug	284	310	26
Sep	253	268	15
Oct	301	323	22
Nov	299	334	35
Dec	281	283	2
Average/Month	292	297	6

Breakdown by Provider Type		
TYPE OF PROVIDER	AVG # OF CHILD/MONTH	AVG COST/CHILD PER MONTH
Family DC FT	21	\$339
Family DC PT	16	\$259
DC Ctr FT	38	\$421
DC Ctr PT	48	\$221
Grp Fam DC FT	4	\$338
Grp Fam DC PT	4	\$178
Inf DC Rel FT	41	\$242
Inf DC Rel PT	36	\$137
Inf DC Non-Rel FT	36	\$227
Inf DC Non-Rel PT	35	\$128
Sch Age DC	12	\$114
AVERAGE/MONTH	291	\$224

Purchase of Service - 2002
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**Disbursements:**

Purchase of Serv.	\$31,764
Nonresid V of DV	\$95,000
Public POS-MH	\$120,212
Family Unification Proj	\$242,125
<b>Total</b>	<b>\$489,101</b>

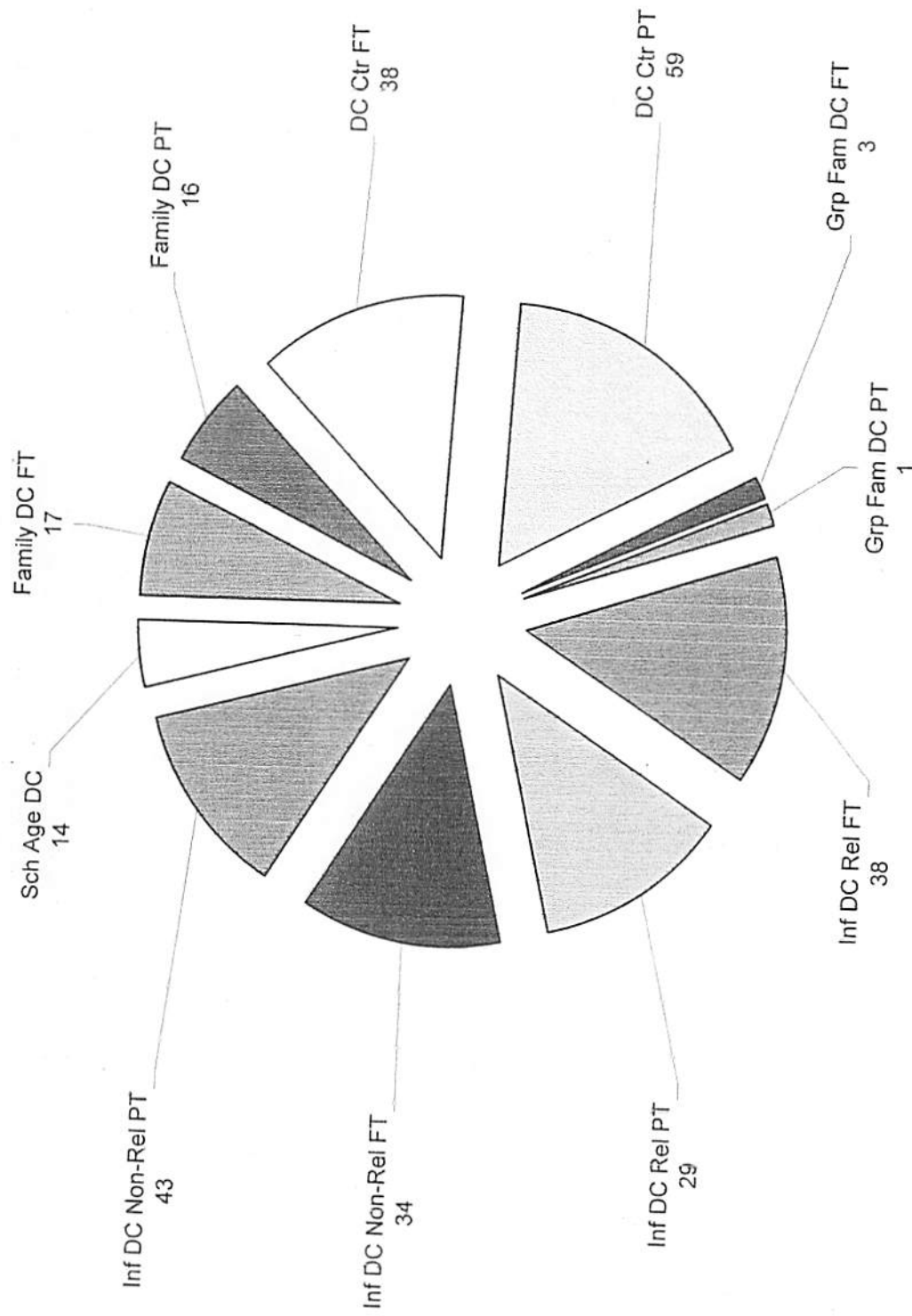
**Credits:**

Refunds	\$0
State Aid	\$17,359
Federal Aid	\$318,668
<b>Total</b>	<b>\$336,027</b>

<b>NET LOCAL COST</b>	<b>\$153,074</b>
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	<u>2001</u>	<u>2002</u>	Increase / (Decrease)
Gross Cost	\$507,860	\$489,101	(\$18,759)
Net Local Cost	\$219,658	\$153,074	(\$66,584)

# 2002 AVG NUMBER OF CHILDREN PER PROVIDER TYPE PER MONTH



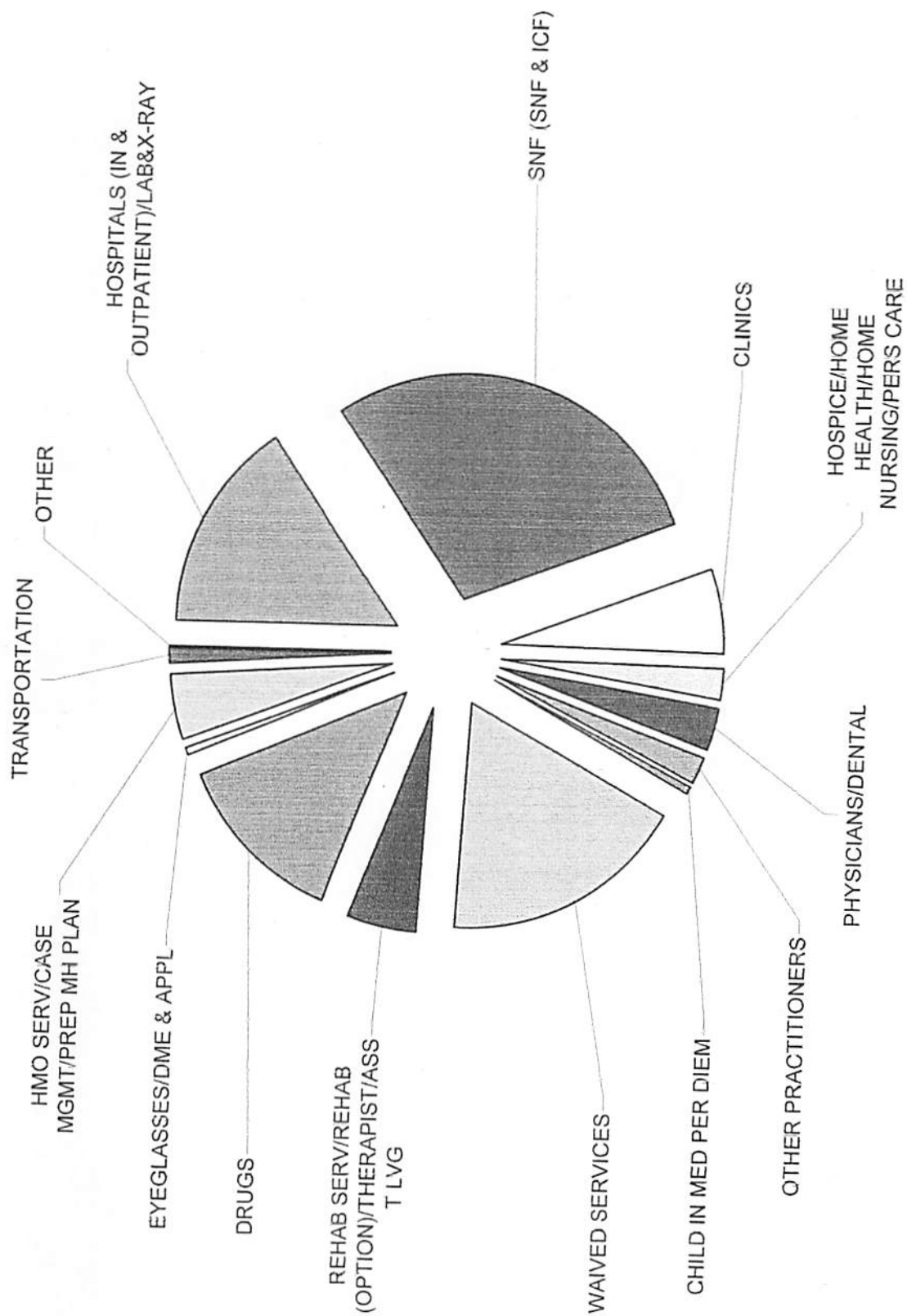
**Medical Assistance & MMIS (Local Share) - 2002**

<b>Disbursements:</b>	<b>MA</b> \$234,100	<b>MMIS</b> \$9,328,638	<b>TOTAL</b> \$9,562,738
<b>Credits:</b>			
Refunds	\$779,978	\$0	\$779,978
State Aid	(\$133,897)	\$1,665,281	\$1,531,384
Federal Aid	(\$183,263)	\$0	(\$183,263)
<b>Total</b>	<b>\$462,818</b>	<b>\$1,665,281</b>	<b>\$2,128,099</b>
<b>Net Local Cost</b>	<b>(\$228,718)</b>	<b>\$7,663,358</b>	<b>\$7,434,640</b>

	<b>2001</b>	<b>2002</b>	<b>Increase / (Decrease)</b>
<b>Net Local Cost</b>	<b>\$6,374,980</b>	<b>\$7,892,075</b>	<b>\$1,517,095</b>

TYPE OF SERVICE	2001	2002	Increase/ (Decrease)
HOSPITALS (IN & OUTPATIENT)	\$ 7,237,248	\$ 8,411,412	\$ 1,174,165
SNF (SNF & ICF)	\$ 14,796,538	\$ 16,339,081	\$ 1,542,543
CLINICS	\$ 3,225,634	\$ 3,437,947	\$ 212,313
HOSPICE SERVICES	\$ 106,117	\$ 99,481	\$ (6,637)
PHYSICIANS	\$ 1,265,212	\$ 1,497,580	\$ 232,368
DENTAL	\$ 205,659	\$ 246,354	\$ 40,695
OTHER PRACTITIONERS	\$ 1,312,089	\$ 1,139,098	\$ (172,990)
CHILD IN MED PER DIEM	\$ 223,088	\$ 268,106	\$ 45,018
PERSONAL CARE	\$ 261,817	\$ 360,036	\$ 98,219
HOME HEALTH AID	\$ 460,080	\$ 428,223	\$ (31,857)
HOME NURSING	\$ 401,450	\$ 384,819	\$ (16,630)
ASSISTED LVG PROG	\$ 16,706	\$ 19,921	\$ 3,215
WAIVED SERVICES	\$ 8,013,831	\$ 10,038,903	\$ 2,025,072
REHAB SERVICES	\$ 6,186	\$ 12,302	\$ 6,116
THERAPIST	\$ 1,013	\$ 5,380	\$ 4,367
REHAB OPTIONAL SERVICES	\$ 2,501,963	\$ 2,864,999	\$ 363,036
DRUGS	\$ 6,181,748	\$ 6,847,840	\$ 666,092
SICK ROOM SUPPLIES	\$ 312,511	\$ 345,244	\$ 32,733
EYEGLASSES	\$ 20,484	\$ 22,107	\$ 1,623
DME AND APPLIANCES	\$ 302,146	\$ 313,267	\$ 11,121
HMO SERVICES	\$ 9,737	\$ 1,179,531	\$ 1,169,794
CASEMANAGEMENT	\$ 1,273,243	\$ 1,516,952	\$ 243,709
PREPAID MH PLAN	\$ 14,337	\$ 4,182	\$ (10,155)
TRANSPORTATION	\$ 422,127	\$ 545,487	\$ 123,361
LAB & X-RAY	\$ 215,887	\$ 285,155	\$ 69,269
OTHER	\$ 57,665	\$ 54,940	\$ (2,724)
<b>TOTAL</b>	<b>\$ 48,844,515</b>	<b>\$ 56,668,346</b>	<b>\$ 7,823,832</b>

# 2002 MMIS GROSS COST ANALYSIS



**TANF - 2002**

**Disbursements:**

FA/EAF	\$680,739
EAF-Foster Care	\$338,064
EAF-Services	\$79,513
TANF-Prev Services	\$8,447
<b>Total</b>	<b>\$1,106,762</b>

**Credits:**

Refunds	\$159,228
State Aid	\$227,650
Federal Aid	\$282,028
<b>Total</b>	<b>\$668,906</b>

<b>Net Local Cost</b>	<b>\$437,856</b>
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	<u>2001</u>	<u>2002</u>	<u>Increase/ (Decrease)</u>
<b>Gross Cost</b>	<b>\$1,086,983</b>	<b>\$1,106,762</b>	<b>\$19,779</b>
<b>Net Local Cost</b>	<b>\$377,884</b>	<b>\$437,856</b>	<b>\$59,972</b>

ADC	CASE LOAD		EAF-FC	CARE DAYS		EAF	CASE COUNT	
	2001	2002		2001	2002		2001	2002
Jan	126	121		862	465		8	5
Feb	124	121		801	651		6	10
Mar	111	115		784	600		6	6
Apr	107	109		983	592		13	13
May	103	106		930	645		15	8
Jun	104	102		932	668		11	25
Jul	108	106		861	686		13	11
Aug	107	98		733	805		15	22
Sep	110	99		649	774		14	15
Oct	120	98		630	698		14	9
Nov	124	99		609	684		10	6
Dec	116	101		536	624		7	3
Avg	113	106		776	658		11	11
Gross Cost/Case	\$ 457	\$ 469					\$ 796	\$ 600
Gross Cost/Day				\$ 36	\$ 43			

**Child Welfare - 2002**

Disbursements: \$1,389,309

**Credits:**

Refunds \$92,268  
 State Aid \$414,315  
 Federal Aid \$371,119  
 Total \$877,702

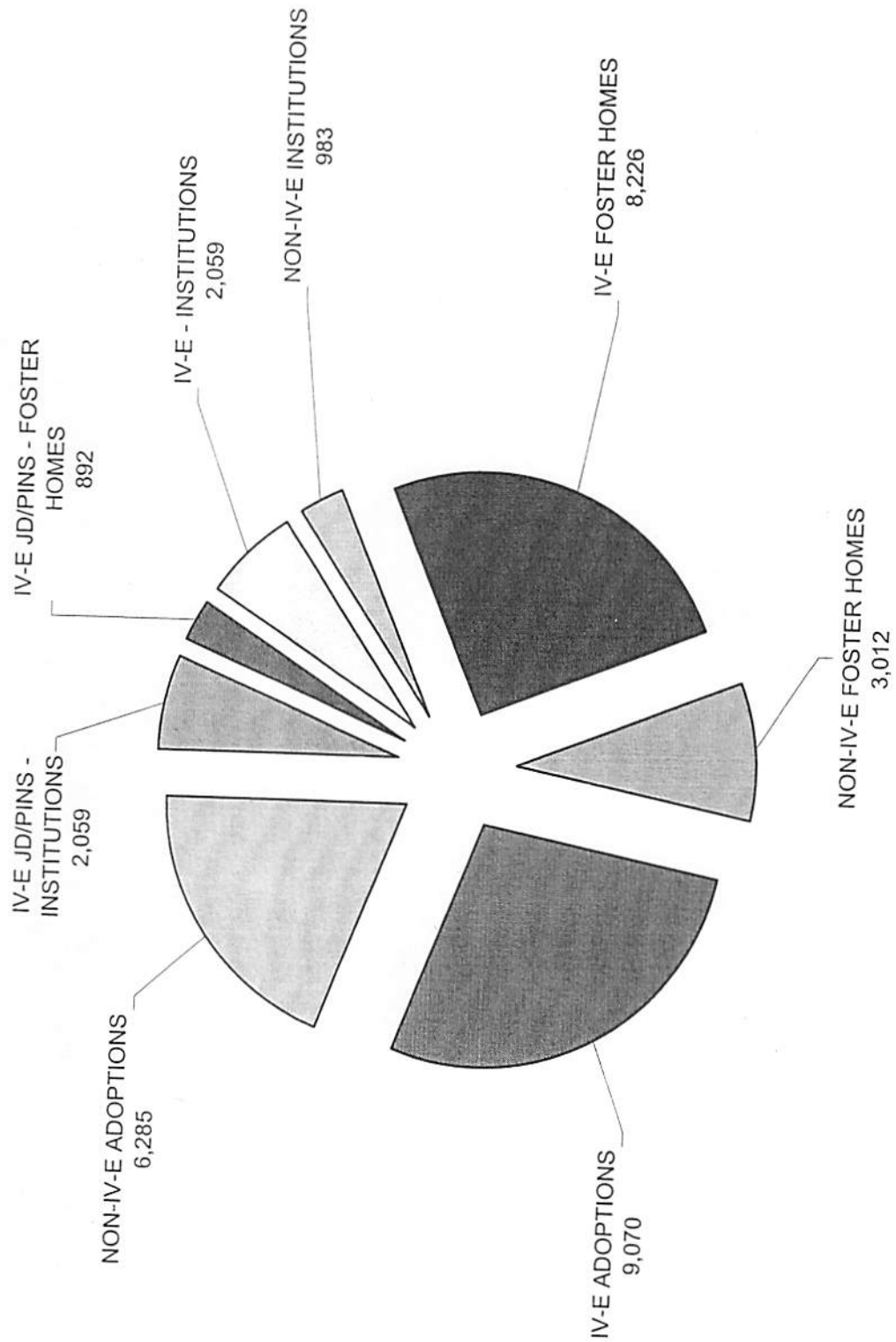
Net Local Cost \$511,607

	<u>2001</u>	<u>2002</u>	Increase/ (Decrease)
Gross Cost	\$1,447,375	\$1,389,309	(\$58,066)
Net Local Cost	\$437,235	\$511,607	\$74,372

**Care Days Analysis**

Mth of Payment	2001	2002	Inc/(Dec)
Jan	2870	2322	-548
Feb	3031	3185	154
Mar	2919	2634	-285
Apr*	3158	3011	-147
May	2959	3024	65
Jun	3026	3116	90
Jul	2917	2664	-253
Aug	2795	2687	-108
Sep	2728	2544	-184
Oct	2601	2404	-197
Nov	2675	2526	-149
Dec	2657	2545	-112
Total	34336	32662	-1674
Avg/Month	2861	2722	-140

# 2002 FOSTER CARE CARE DAY ANALYSIS





**Juvenile Delinquents - 2002**

**Disbursements:**

JD/PINS	\$1,979,323
<b>TOTAL</b>	<b>\$1,979,323</b>

**Credits:**

Refunds	\$56,548
State Aid	\$717,276
<b>Total</b>	<b>\$773,824</b>

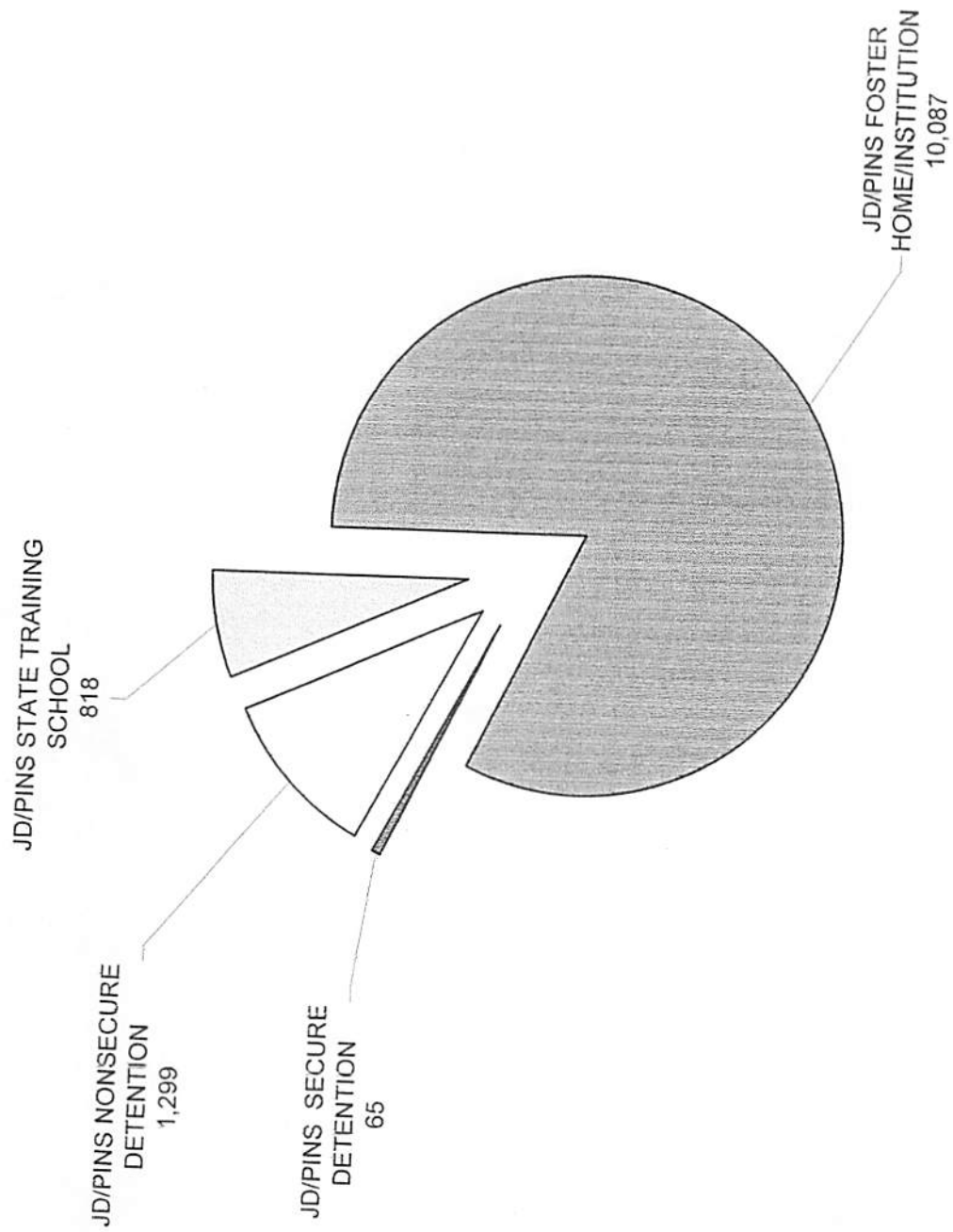
Net Local Cost	\$1,205,499
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	<b>2001</b>	<b>2002</b>	<b>Increase/ (Decrease)</b>
Gross Cost	\$2,184,974	\$1,979,323	(\$205,651)
Net Local Cost	\$1,233,430	\$1,205,499	(\$27,931)

Care Day Analysis

Mth of Payment	01 SCH K	02 SCH K	01 DFY-14	02 DFY-14	01 SEC DET	02 SEC DET	01 TRAIN SCH	02 TRAIN SCH
Jan	964	198	42	0	0	0	0	0
Feb	911	1398	100	214	0	30	0	0
Mar	769	746	125	108	9	16	0	223
Apr	998	882	152	165	0	0	0	0
May	915	921	173	119	0	0	264	0
Jun	1181	972	200	136	0	16	0	275
Jul	1004	972	96	92	0	0	309	0
Aug	824	860	103	0	0	0	0	0
Sep	747	817	54	181	0	0	0	117
Oct	734	746	43	95	0	0	337	0
Nov	827	784	111	74	36	0	0	0
Dec	808	791	99	115	7	3	332	203
<b>Total</b>	<b>10682</b>	<b>10087</b>	<b>1298</b>	<b>1299</b>	<b>52</b>	<b>65</b>	<b>1242</b>	<b>818</b>
<b>Avg/Month</b>	<b>824</b>	<b>828</b>	<b>108</b>	<b>108</b>	<b>4</b>	<b>5</b>	<b>104</b>	<b>68</b>

# 2002 JD/PINS DAY CARE ANALYSIS



**JOBS - 2002**

Disbursements: \$0

**Credits:**

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

Net Local Cost \$0

	<u>2001</u>	<u>2002</u>	<u>Increase/ (Decrease)</u>
Gross Cost	\$0	\$0	\$0
Net Local Cost	\$0	\$0	\$0

**Safety Net - 2002**

**Disbursements:**      \$191,980

**Credits:**

Refunds                      \$61,899  
 State Aid                   \$63,378  
 Federal Aid                \$2,924  
**Total**                      \$128,201

**NET LOCAL COST**      \$63,779

	<u>2001</u>	<u>2002</u>	Increase/ (Decrease)
Gross Cost	\$221,558	\$191,980	(\$29,578)
Net Local Cost	\$56,444	\$63,779	\$7,335

**CASELOAD AVERAGE/AVG GROSS COST PER CASE**

	2001		2002	
Month	CASELOAD	COST/CASE	CASELOAD	COST/CASE
Jan	45	452	38	381
Feb	50	514	35	458
Mar	48	550	37	358
Apr	49	449	31	559
May	42	536	36	343
Jun	36	462	43	303
Jul	32	474	43	370
Aug	32	475	39	492
Sep	35	417	43	406
Oct	36	450	45	371
Nov	36	456	47	416
Dec	32	432	49	343
Avg	39	472	41	400

HEAP - 2002
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Disbursements: \$1,409,384

Credits:

Refunds \$23,842

Federal Aid \$1,381,803

Total \$1,405,645

Net Local Cost \$3,739

	<u>2001</u>	<u>2002</u>	<u>Increase/</u> <u>(Decrease)</u>
Gross Cost	\$2,823,767	\$1,409,384	(\$1,414,383)
Net Local Cost	\$1,053	\$3,739	\$2,686

Emergency Aid to Adults - 2002
--------------------------------

Disbursements: \$7,951

Credits:

Refunds \$50

State Aid \$4,154

Total \$4,204

NET LOCAL COST \$3,747

	<u>2001</u>	<u>2002</u>	<u>Increase/ (Decrease)</u>
Gross Cost	\$3,999	\$7,951	\$3,952
Net Local Cost	\$1,553	\$3,747	\$2,194

# Burials - 2002

Disbursements: \$70,387

## Credits:

Refunds \$3,135  
State Aid \$15,953  
Total \$19,088

NET LOCAL COST \$51,299

	2001	2002	Increase/ (Decrease)
Gross Cost	\$63,610	\$70,387	\$6,777
Net Local Cost	\$51,649	\$51,299	(\$350)

Burials Paid By Month		
	2001	2002
Jan	5	2
Feb	11	4
Mar	0	0
Apr	5	5
May	4	2
Jun	2	3
Jul	7	3
Aug	0	5
Sep	3	2
Oct	2	3
Nov	4	0
Dec	1	8
Total	44	37
Net Cost/Burial	\$1,713	\$1,892

Title IV-D Program - 2002
---------------------------

Disbursements: \$0

Credits:

Incentives \$55,473

NET LOCAL COST (\$55,473)

	<u>2001</u>	<u>2002</u>	<u>Increase/ (Decrease)</u>
Net Local Cost	(\$51,731)	(\$55,473)	(\$3,742)



# **FISCAL SUMMARY - 2002**

	<u>Expenditures</u>	<u>Credits</u>
Gen Adm	\$5,048,276	\$4,873,636
Child Care Block Grant	\$894,656	\$882,985
Title XX	\$489,101	\$336,027
Medical Assist	\$234,100	\$462,818
MMIS	\$9,328,638	\$1,665,281
TANF/Family Assistance	\$1,106,762	\$668,906
Child Welfare	\$1,389,309	\$877,702
Juv. Delinq.	\$1,979,323	\$773,824
Safety Net	\$191,980	\$128,201
HEAP	\$1,409,384	\$1,405,645
EAA	\$7,951	\$4,204
Burials	\$70,387	\$19,088
Title IV-D	\$0	\$55,472.88
<b>Total</b>	<b>\$22,149,869</b>	<b>\$12,153,789</b>

## **NET LOCAL COST**

\$9,996,080

	<u>2001</u>	<u>2002</u>	<u>Increase/ (Decrease)</u>
<b>Gross Cost</b>	<b>\$22,320,742</b>	<b>\$22,149,869</b>	
<b>Net Local Cost</b>	<b>\$9,079,496</b>	<b>\$9,996,080</b>	<b>(\$170,873)</b>
			<b>\$916,584</b>

**Budgeted vs Actual Cost - 2002**

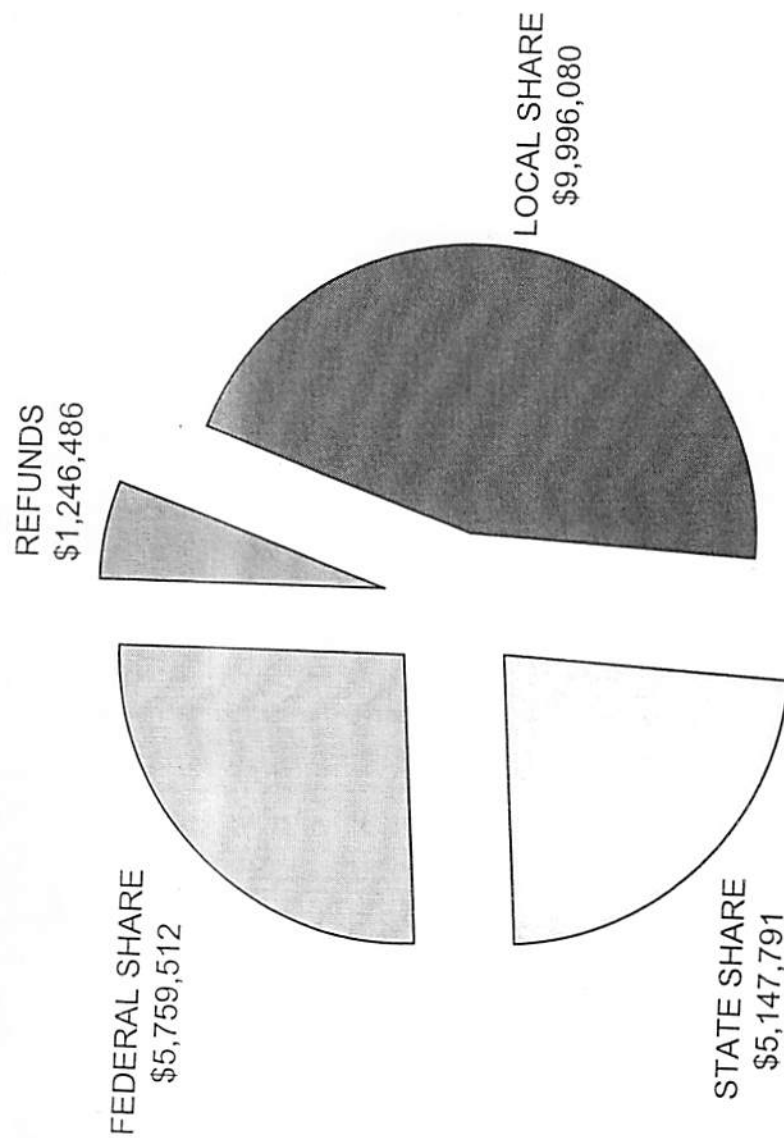
	<u>Budgeted</u>	<u>Actual</u>	<u>Surplus/ (Deficit)</u>
Gen Adm	\$5,345,078	\$5,048,276	\$296,802
Day Care	\$894,656	\$894,656	(\$0)
Title XX	\$500,045	\$489,101	\$10,944
Medical Assist	\$243,987	\$234,100	\$9,887
MMIS	\$9,328,638	\$9,328,638	(\$0)
Family Assistance	\$1,689,620	\$1,106,762	\$582,858
Child Welfare	\$1,671,748	\$1,389,309	\$282,439
Juv. Delinq.	\$2,435,495	\$1,979,323	\$456,172
JOBS	\$0	\$0	\$0
Safety Net	\$359,613	\$191,980	\$167,633
HEAP	\$1,600,197	\$1,409,384	\$190,813
EAA	\$10,000	\$7,951	\$2,049
Burials	\$70,387	\$70,387	\$0
Title IV-D	(\$53,460)	(\$55,473)	\$2,013
<b>Total</b>	<b>\$24,096,004</b>	<b>\$22,094,396</b>	<b>\$2,001,608</b>

\*Burials paid out of Department A6140.

**Actual Cost - 2001 vs Actual Cost - 2002**

	<u>Actual - 2001</u>	<u>Actual - 2002</u>	<u>Difference</u>
Gen Adm	\$4,824,824	\$5,048,276	\$223,452
Day Care	\$768,599	\$894,656	\$126,057
Title XX	\$507,860	\$489,101	(\$18,759)
Medical Assist	\$298,540	\$234,100	(\$64,440)
MMIS	\$8,084,613	\$9,328,638	\$1,244,025
Family Assistance	\$1,086,983	\$1,106,762	\$19,779
Child Welfare	\$1,447,375	\$1,389,309	(\$58,066)
Juv. Delinq.	\$2,184,974	\$1,979,323	(\$205,651)
JOBS	\$0	\$0	\$0
Safety Net	\$221,558	\$191,980	(\$29,578)
HEAP	\$2,823,767	\$1,409,384	(\$1,414,383)
EAA	\$3,999	\$7,951	\$3,952
Burials	\$67,651	\$70,387	\$2,736
Title IV-D	(\$51,731)	(\$55,473)	(\$3,742)
<b>Total</b>	<b>\$22,269,012</b>	<b>\$22,094,396</b>	<b>(\$174,616)</b>

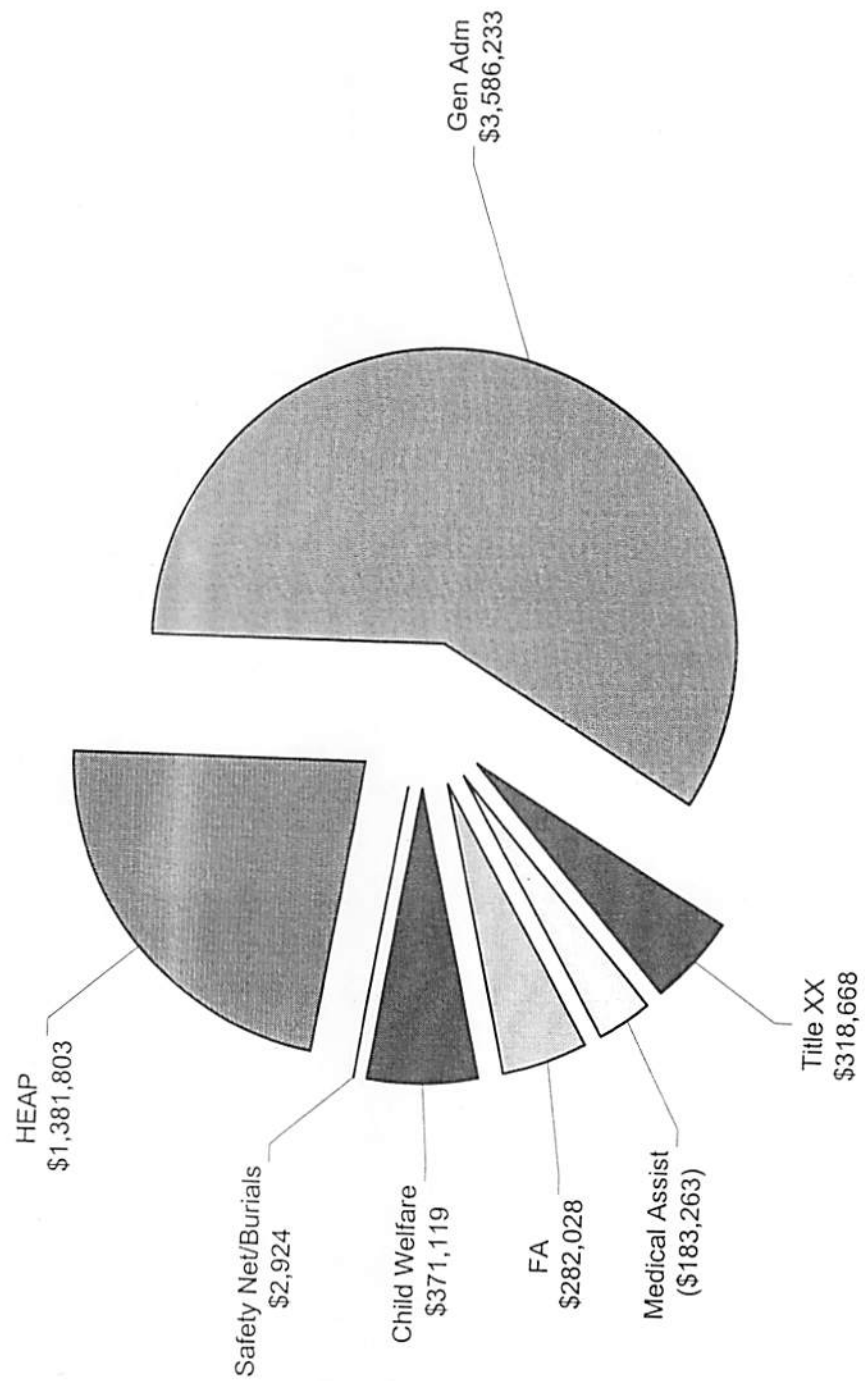
2002 REIMBURSEMENT BREAKDOWN



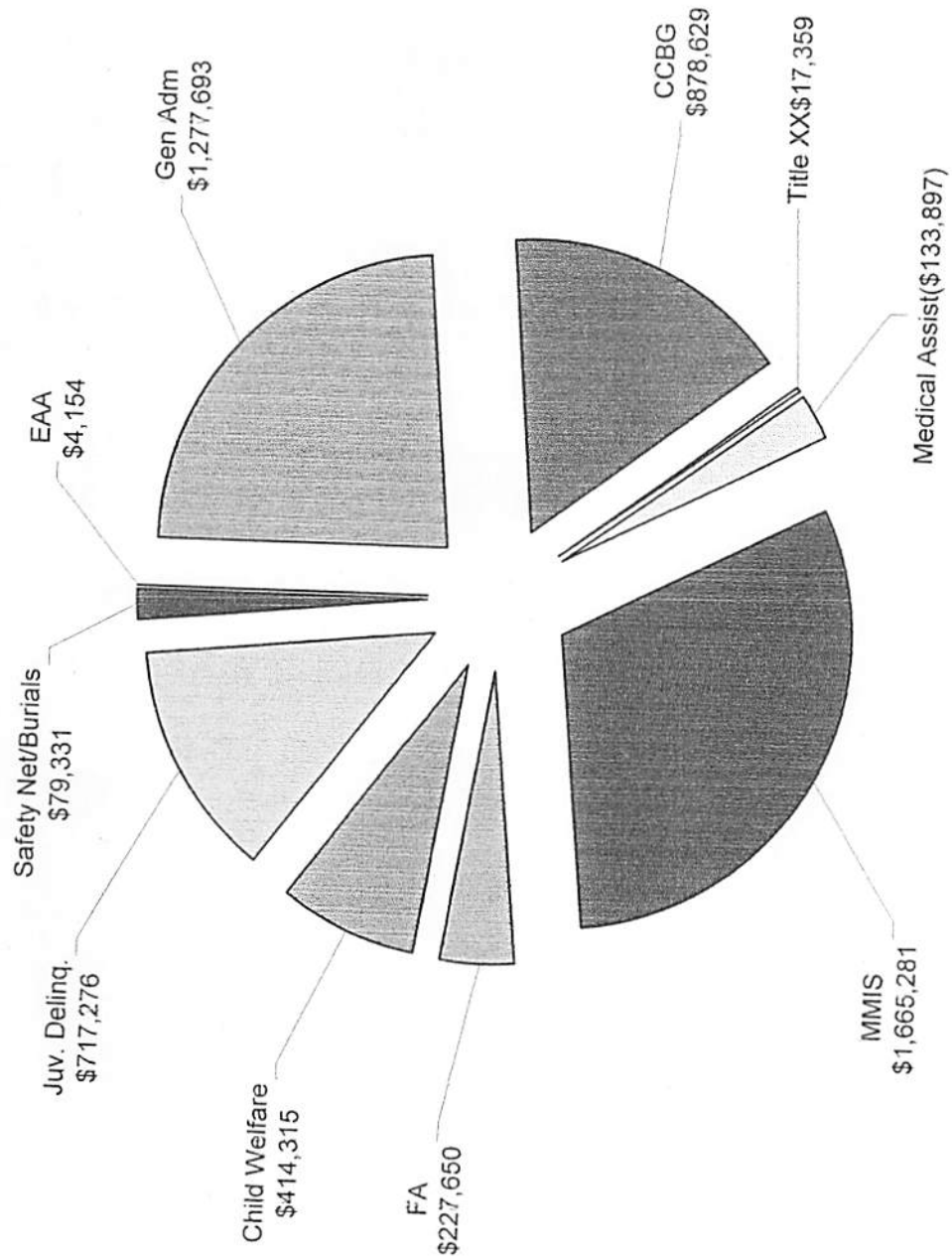
# 2002 REIMBURSEMENT BREAKDOWN

	FEDERL SHARE	STATE SHARE	REFUNDS	LOCAL SHARE	TOTAL COST
Gen Adm	\$3,586,233	\$1,277,693	\$9,710	\$174,641	\$5,048,276
CCBG	\$0	\$878,629	\$4,356	\$11,671	\$894,656
Title XX	\$318,668	\$17,359	\$0	\$153,074	\$489,101
Medical Assist	(\$183,263)	(\$133,897)	\$779,978	(\$228,718)	\$234,100
MMIS	\$0	\$1,665,281	\$0	\$7,663,358	\$9,328,638
FA	\$282,028	\$227,650	\$159,228	\$437,856	\$1,106,762
Child Welfare	\$371,119	\$414,315	\$92,268	\$511,607	\$1,389,309
Juv. Delinq.	\$0	\$717,276	\$56,548	\$1,205,499	\$1,979,323
Safety Net/Burials	\$2,924	\$79,331	\$61,899	\$118,213	\$262,367
HEAP	\$1,381,803	\$0	\$23,842	\$3,739	\$1,409,384
EAA	\$0	\$4,154	\$50	\$3,747	\$7,951
Burials	\$0	\$0	\$3,135	(\$3,135)	\$0
Title IV-D	\$0	\$0	\$55,473	(\$55,473)	(\$0)
<b>Total</b>	<b>\$5,759,512</b>	<b>\$5,147,791</b>	<b>\$1,246,486</b>	<b>\$9,996,080</b>	<b>\$22,149,869</b>

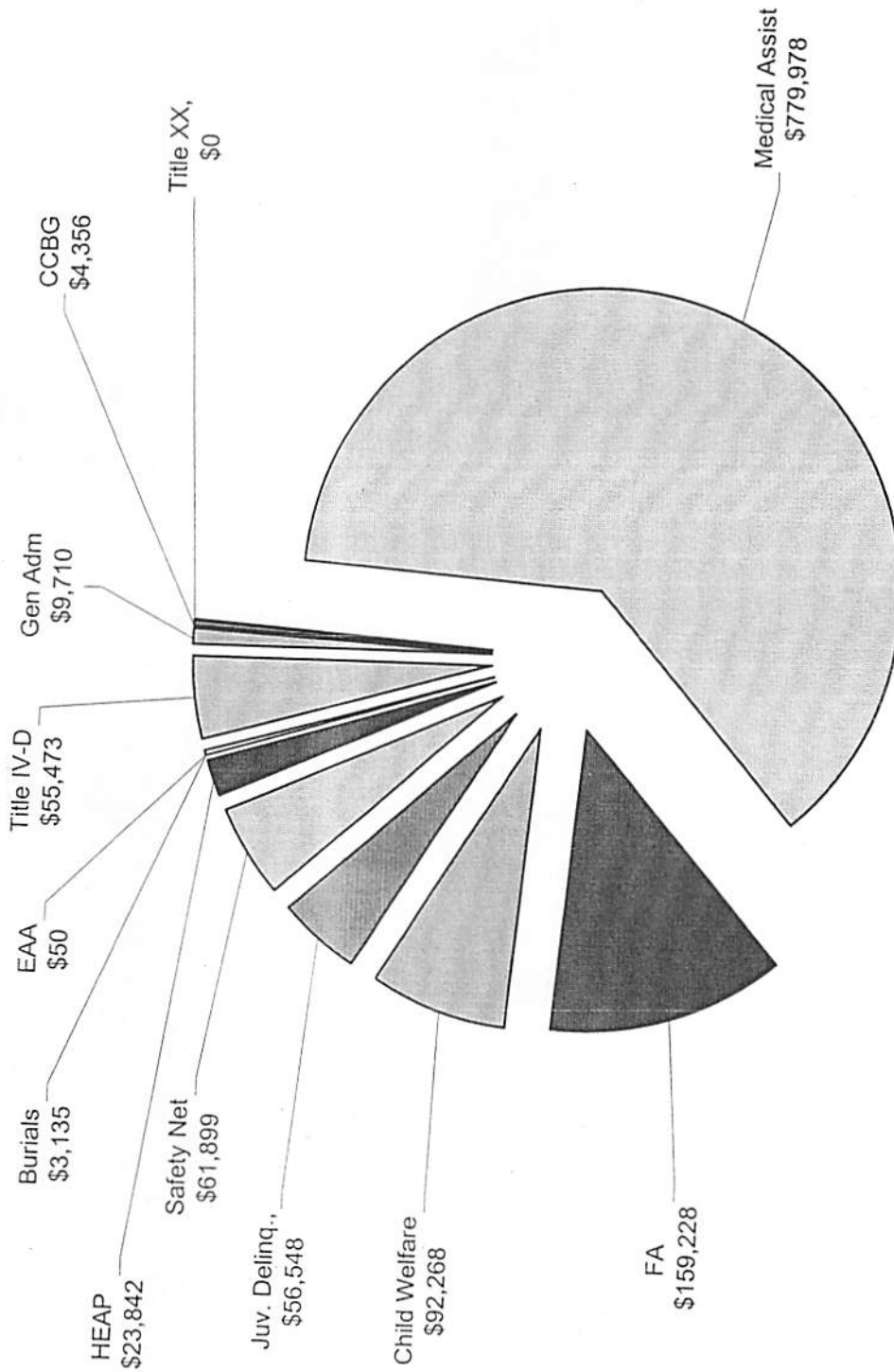
## 2002 FEDERAL SHARE BREAKDOWN



## 2002 STATE REIMBURSEMENT BREAKDOWN



## 2002 REFUND BREAKDOWN





Net Local Cost - 2002

	<u>Budgeted</u>	<u>Actual</u>	<u>Surplus/ (Deficit)</u>
Gen Adm	\$1,915,419	\$174,641	\$1,740,778
Child Care Block Grant	\$21,013	\$11,671	\$9,342
Title XX	\$323,935	\$153,074	\$170,861
Medical Assist	(\$226,471)	(\$228,718)	\$2,247
MMIS	\$7,663,358	\$7,663,358	\$0
TANF/Family Assistance	\$496,856	\$437,856	\$59,000
Child Welfare	\$549,480	\$511,607	\$37,873
Juv. Delinq.	\$1,492,152	\$1,205,499	\$286,653
Safety Net/Burials	\$205,750	\$63,779	\$141,971
HEAP	\$0	\$3,739	(\$3,739)
EAA	\$4,000	\$3,747	\$253
Burials	\$52,850	\$51,299	\$1,551
Title IV-D	(\$53,460)	(\$55,473)	\$2,013
<b>Total</b>	<b>\$12,444,882</b>	<b>\$9,996,080</b>	<b>\$2,448,802</b>