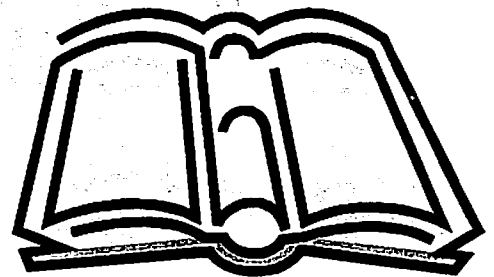


Madison County

DEPARTMENT OF SOCIAL SERVICES

2001
Annual Report

James L. Cary
Commissioner





MADISON COUNTY
DEPARTMENT OF SOCIAL SERVICES

PHONE
366-2211

JAMES L. CARY, COMMISSIONER
PO BOX 637
WAMPSVILLE, NEW YORK 13163

IN REPLY
PLEASE REFER TO:

October 8, 2002

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 2001 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.

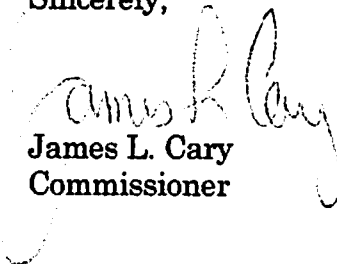
I would like to note several program areas that were particularly successful in 2001:

- The integration of the temporary assistance eligibility process and front-end diversion again proved to be a very successful merger. The statistics for 2001 show that the Eligibility-Diversion team interviewed 1,725 potential applicants for public assistance (cash grant). Of this number, only 991 actually filed, thus diverting 43 percent to some other form of financial assistance. Many were diverted directly into JOBS, with the remainder receiving Medicaid, food stamps, or deciding there was no need for any financial assistance. Total cost savings for the year by avoiding placing these individuals and families on assistance was approximately three hundred eighty-two thousand, eighty dollars (\$382,080).
- Child Support Collection Unit total collections for 2001 was five million, five hundred sixty thousand, five dollars (\$5,560,005). Madison County showed an increase of 5 percent at the close of 2001.

- The Employment Unit, with its various program areas, again proved its worth in transitioning not only public assistance clients but also food stamp employables to self-sufficiency. As you know, the cornerstone of Employment Unit placement remains the Community Work Experience Program and Public Works Program. For the year 2001, a total of 108 persons were coded "employable" and participating in a "work experience." The majority of these placements was on the mobile work crew. In fact, of all employable clients referred to the mobile work crew, 100 percent either transitioned off public assistance after finding work or were sanctioned off public assistance for failure to comply with the activity. In addition, the mobile work crew completed projects for various towns and municipalities during 2001 that might have otherwise gone undone.
- The Investigations Unit continued to prove itself, as our "Front-End Detection Program" realized an average denial/withdrawal rate of 47.5 percent of all public assistance cases validated. This effort resulted in a total public assistance/food stamps dollar savings of over seven hundred thirty-six thousand, six hundred three dollars (\$736,603). In addition, the unit arrested 4 people on various criminal charges relating to welfare fraud, with an estimated restitution value of ten thousand dollars (\$10,000).

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/aj

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DEPUTY COMMISSIONER

In 2001, a total of 13 employees left the Social Services Department. Twelve employees resigned and one retired. Six employees requested, and were granted, leaves of absence. Five were medical leaves and one was a maternity leave.

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, two Account Clerk/Typist vacancies, four Caseworker vacancies, a Senior Typist vacancy, a Principal Account Clerk vacancy, and an Attorney vacancy.

The three Social Welfare Examiner vacancies were filled by hiring new employees. The Parent Aide position, which became vacant, was a part-time position and was abolished. One of the Account Clerk/Typists positions was filled by hiring a new employee and the other one was filled by promoting a Typist. The four Caseworker vacancies were filled by hiring new employees. The Senior Typist position that became vacant was reclassified to Senior Clerk and filled with the lateral transfer of a Senior Clerk. The Principal Account Clerk position was filled through the promotion of a Social Welfare Examiner. The Attorney vacancy was filled by hiring a new employee.

There were a total of seven promotions within the department during 2001. An Account Clerk/Typist vacancy was filled with the promotion of a Typist. A newly created Casework Assistant position was filled with the promotion of a Social Welfare Examiner. A Social Welfare Examiner vacancy was filled by promoting a Typist. The newly created Principal Account Clerk position was filled with the promotion of a Social Welfare Examiner. An Account Clerk/Typist position was filled with the promotion of a Typist. Additionally, two Social Welfare Examiner vacancies were filled with the promotion of Typists.

There were five new positions created with the department during 2001. Principal Account Clerk, Social Welfare Examiner, a fulltime Parent Aide, Casework Assistant, and a Caseworker. The Principal Account Clerk position was created within the Accounting unit in order to implement the Cash Management System (CAMS), which tracks recoupments and repayments made against overpayments. The Social Welfare Examiner position was created in order to be able to adequately handle the applications for the Home Energy Assistance Program (HEAP).

The fulltime Parent Aide position was created to take the place of two part-time Parent Aide positions, which were eliminated upon the retirement of one of the incumbents. The Casework Assistant position was created within the Adult Services unit in order to manage the increasing numbers of representative payee cases assigned to the Department of Social Services by the Social Security Administration. The Caseworker position was created in order to handle the increase in Child Protective Services reports.

A total of four positions were eliminated during 2001. As mentioned above, two part-time Parent Aide positions were eliminated and replaced with a fulltime Parent Aide position. A Typist position, which had been vacant in the clerical pool, was eliminated, as was a Work Crew Leader position that was vacant.

Two positions were reclassified during 2001 upon their re-evaluation. An Account Clerk position was reclassified to Account Clerk/Typist due to the addition of computer input to the duties of the position. A Senior Typist position within the Legal unit was reclassified to Senior Clerk upon re-evaluation of the job duties.

In 2001, four employees of the department qualified for the attendance bonus of \$125 in accordance with Article 34.7 of the White Collar Bargaining Agreement.

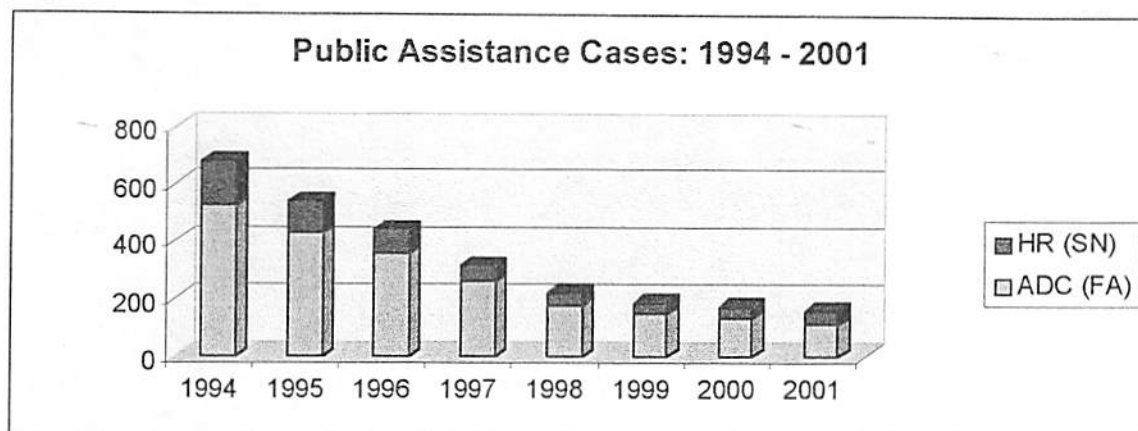
At the end of 2001, there were a total of 115 positions within the Department of Social Services plus three Sheriff's Deputies provided through

a contract with the Sheriff's Department to conduct fraud investigation and provide building security.

ECONOMIC SECURITY (Temporary Assistance)

The year 2001 consisted of the Madison County Department of Social Services Economic Security unit's continuation of success at reducing the Temporary Assistance caseloads. Motivating families and individuals to self-sufficiency has become 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 2001. The average number of Family Assistance cases



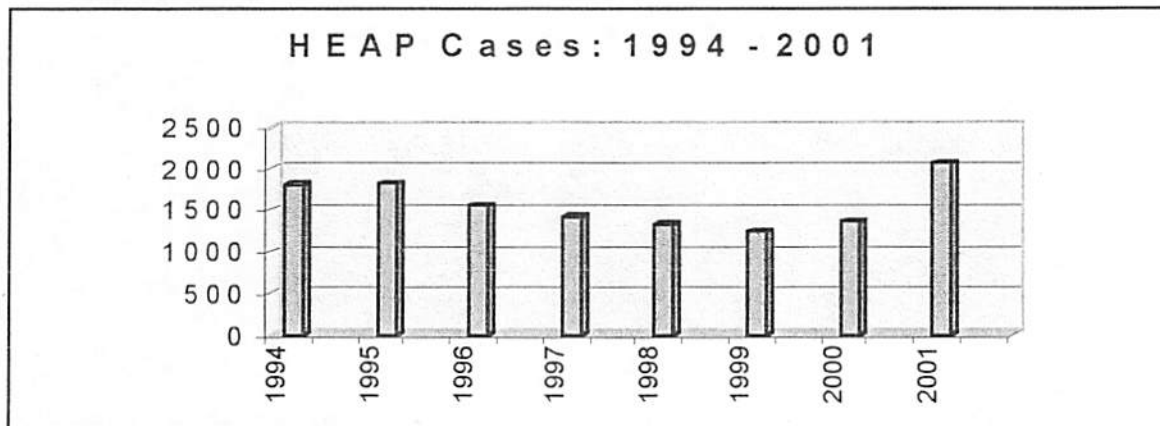
declined 13 percent (133 cases in 2000 to 116 in 2001) while Safety Net cases increased 12 percent (37 cases in 2000 to 42 in 2001). This resulted in a total caseload decrease of 7 percent (170 cases to 158 in 2001), the eighth straight year of caseload decreases.

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 2001, 138 clients were screened, with 16 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: Cash Management System (CAMS) that will better enable the department to track and pursue those who leave 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 a rapid increase in the number of households that were issued home energy assistance. Overall, the number of families seeking an energy grant increased by nearly 700 cases—a 33 percent increase in one year, in addition to increases the previous year. 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 \$2,500 monthly (\$30,120 yearly) and be eligible. The HEAP season began early in October 2001, signaling a new state policy to get energy benefits out to low-income families earlier.



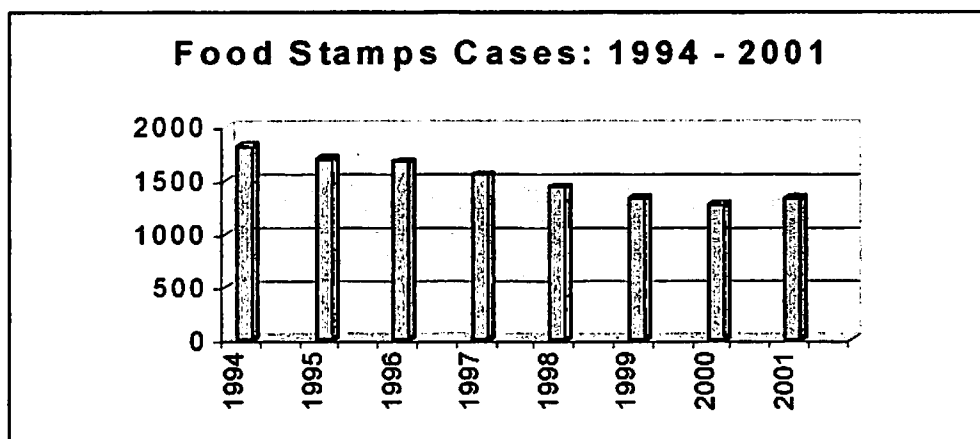
The department has also contracted with Stoneleigh Housing of Canastota to process applications for furnace repairs and replacements. As the county's weatherization agent, they are better suited to determine the heating needs of eligible households and better able to communicate those needs to local heating contractors. Stoneleigh replaced 61 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 4 families served per month), a

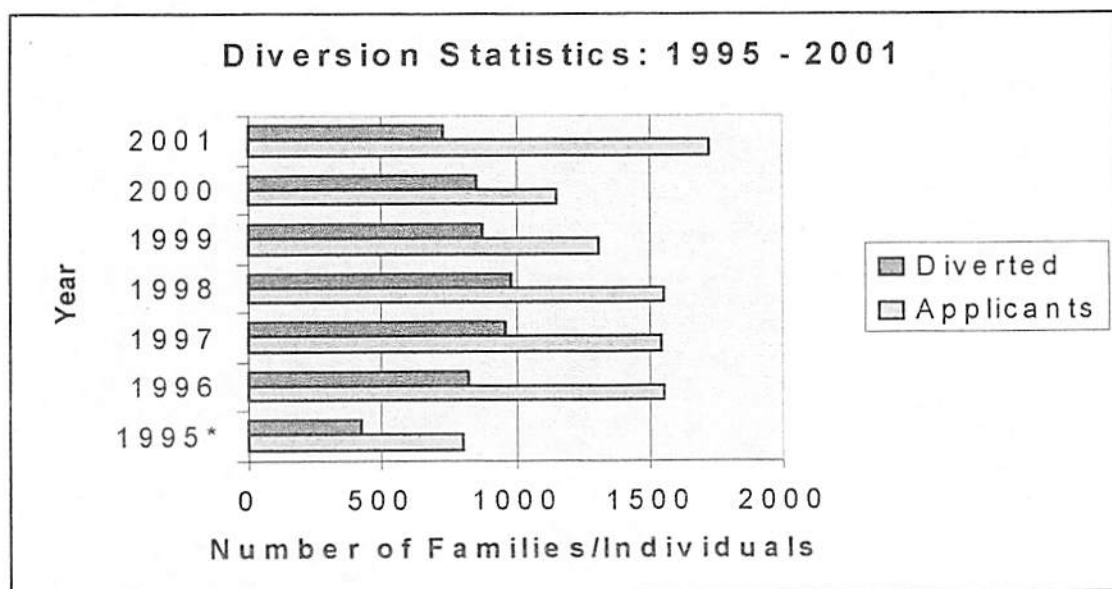
continuation of a job-readiness service (85 participants were served), and continued funding of our successful drug/alcohol assessment and case-management program (36 families per month received services).

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 (113 families accessed this grant in 2001). CAP also ran a program to offer credit counseling to families who are low income, serving 54 families. A key component of the service was the ability of the client to "earn" the repayment of public assistance payments that he/she had received in error, moving the client down the road to being "debt free." The TANF Services Plan assisted an average of 61 families per month, an impressive record for a first ever collaboration between the department and our community partners.

We saw a dramatic caseload increase in food stamps with a high of 1,462 cases in December and a low of 1,305 in March. We averaged for the year 1,363 cases, representing 2,728 residents of the county, a nearly 100-case increase from 2000.



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 52 percent, or nearly 70 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 \$31,840 per month or total savings of \$2,827,903 since we began. In 2001, we saw similar results: 1,725 persons came into the social services building to apply for public assistance with 734 diverted (43 percent) for a yearly savings of \$333,970.



MEDICAL ASSISTANCE

The major change in the Medicaid program in 2001 was the implementation of the Family Health Plus (FHP) program. Family Health Plus is targeted towards people ages 19 to 64 who do not currently have health insurance and are not Medicaid eligible. The income eligibility level is higher than Medicaid and there is no resource test.

Those who are eligible must enroll in a managed care plan to receive benefits. United Health Care is currently the only Family Health Plus plan in Madison County. Enrollments began November 1, 2001, and as of December, 44 individuals were enrolled in Family Health Plus.

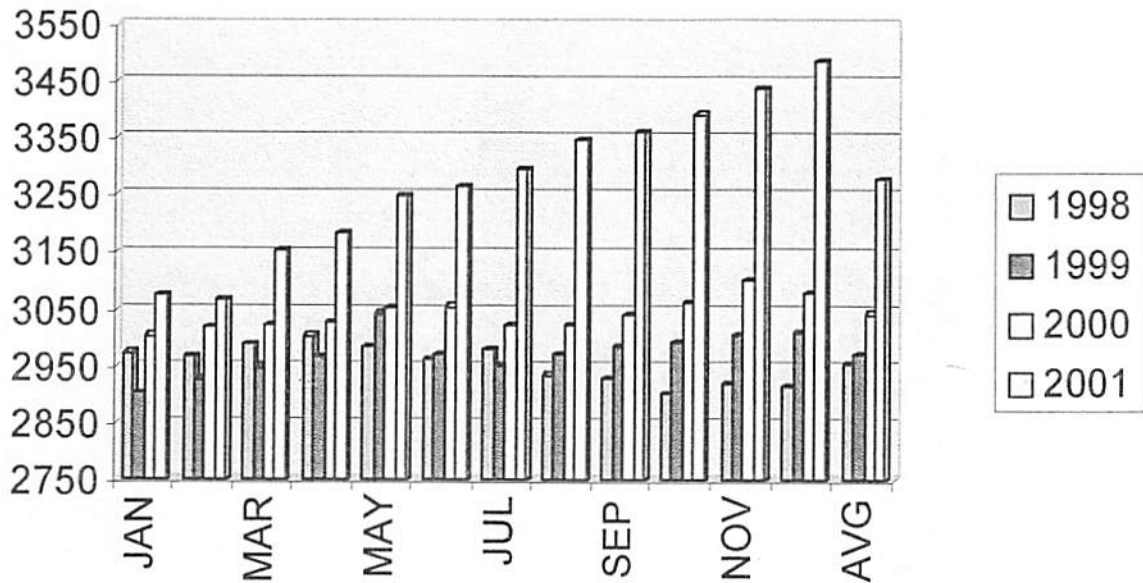
The Child Health Plus A program for Medicaid-eligible children through age 18 continued to enroll children at an average monthly rate of 40.

Medicaid Cases

| | January | December | |
|---------------------------|--------------------|--------------------|--------------------------|
| | <u>2001</u> | <u>2001</u> | <u>Difference</u> |
| Regular MA | 1853 | 2194 | 1341 |
| SSI | 1223 | 1233 | 10 |
| Family Health Plus | 0 | 44 | 44 |

**MEDICAID CASELOAD
COMPARISON
1998 - 2001**

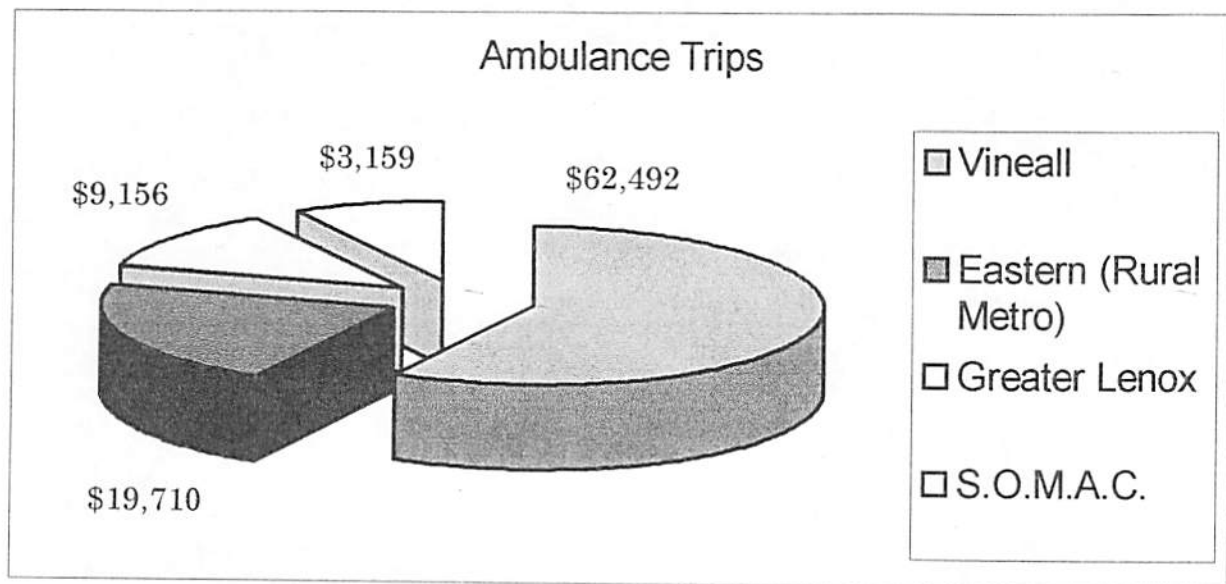
**Medicaid Caseload Comparison
(1998 - 2001)**



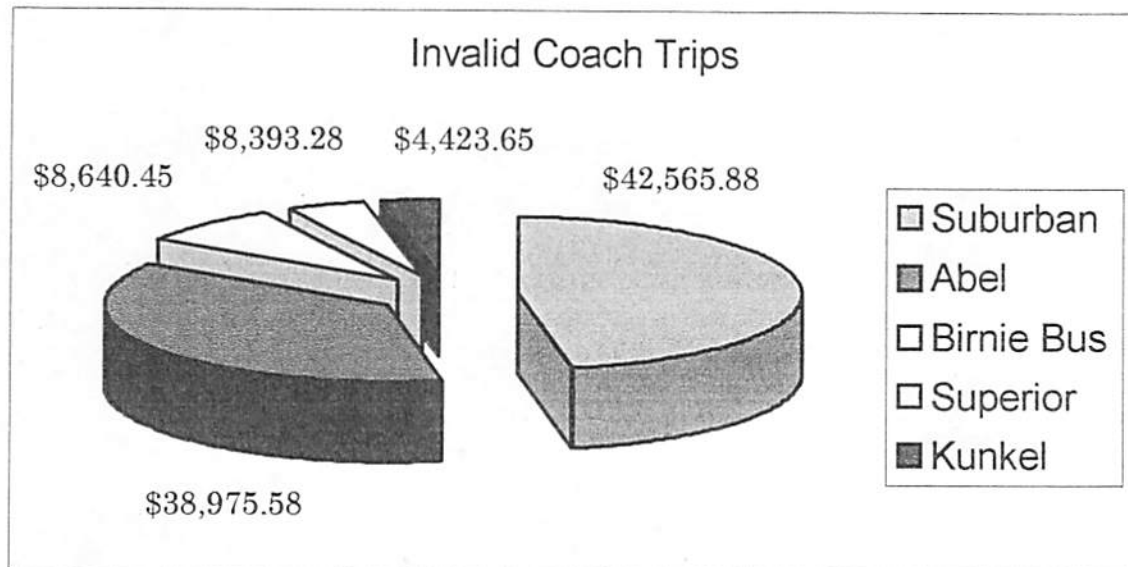
| | 1998 | 1999 | 2000 | 2001 |
|-----|------|------|------|------|
| JAN | 2973 | 2902 | 3003 | 3076 |
| FEB | 2968 | 2925 | 3020 | 3066 |
| MAR | 2989 | 2947 | 3024 | 3152 |
| APR | 3003 | 2965 | 3027 | 3184 |
| MAY | 2982 | 3042 | 3051 | 3247 |
| JUN | 2961 | 2971 | 3055 | 3263 |
| JUL | 2979 | 2950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

MEDICAL TRANSPORTATION – 2001

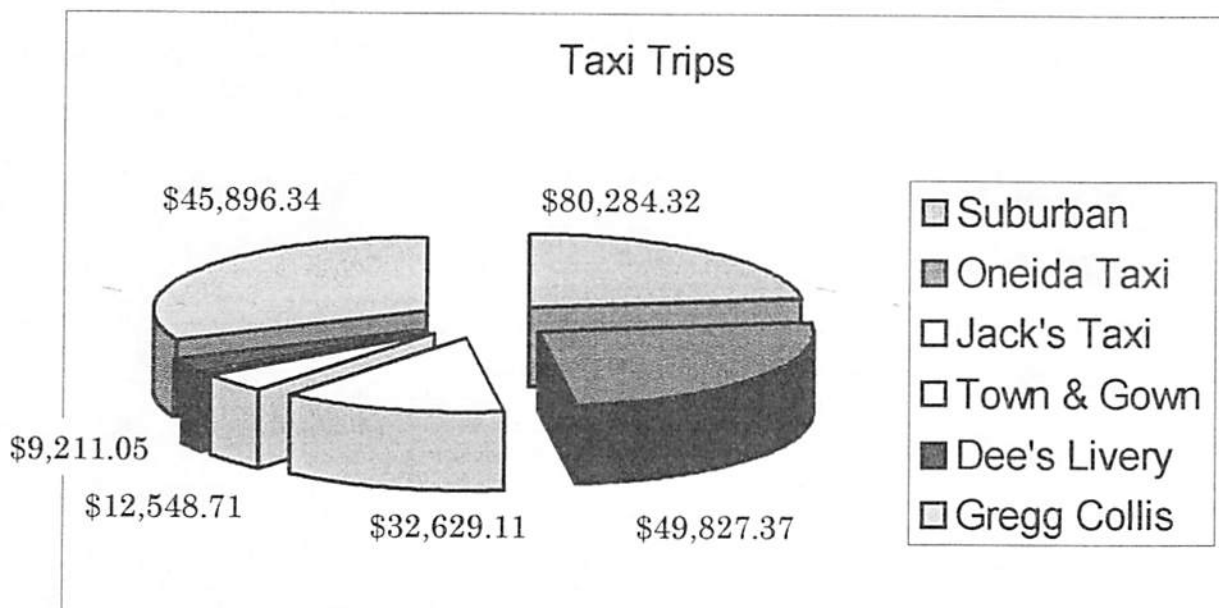
| <u>Ambulance</u> | <u># Of Trips</u> | <u>Amount</u> |
|-----------------------|-------------------|---------------|
| Vineall | 784 | \$62,492.00 |
| Eastern (Rural Metro) | 288 | 19,710.00 |
| Greater Lenox | 170 | 9,156.00 |
| S.O.M.A.C. | 113 | 3,159.00 |



| <u>Invalid Coach</u> | <u># Of Trips</u> | <u>Amount</u> |
|----------------------|-------------------|---------------|
| Suburban | 1124 | \$42,565.88 |
| Abel | 882 | 38,975.58 |
| Birnie Bus | 195 | 8,640.45 |
| Superior | 112 | 8,393.28 |
| Kunkel | 77 | 4,423.65 |

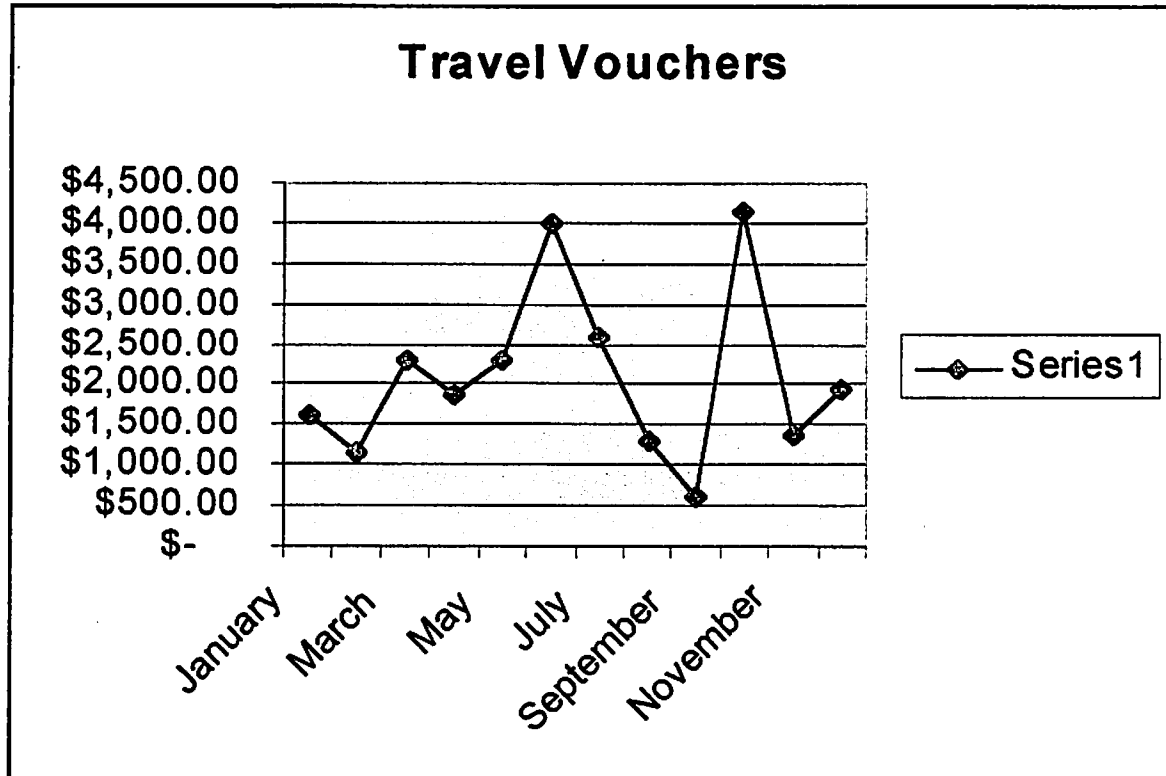


| <u>Taxi</u> | <u># Of Trips</u> | <u>Amount</u> |
|--------------|-------------------|---------------|
| Suburban | 1016 | \$80,284.32 |
| Oneida Taxi | 1109 | 49,827.37 |
| Jack's Taxi | 591 | 32,629.11 |
| Town & Gown | 191 | 12,548.71 |
| Dee's Livery | 135 | 9,211.05 |
| Greg Collis | 1407 | 45,896.34 |



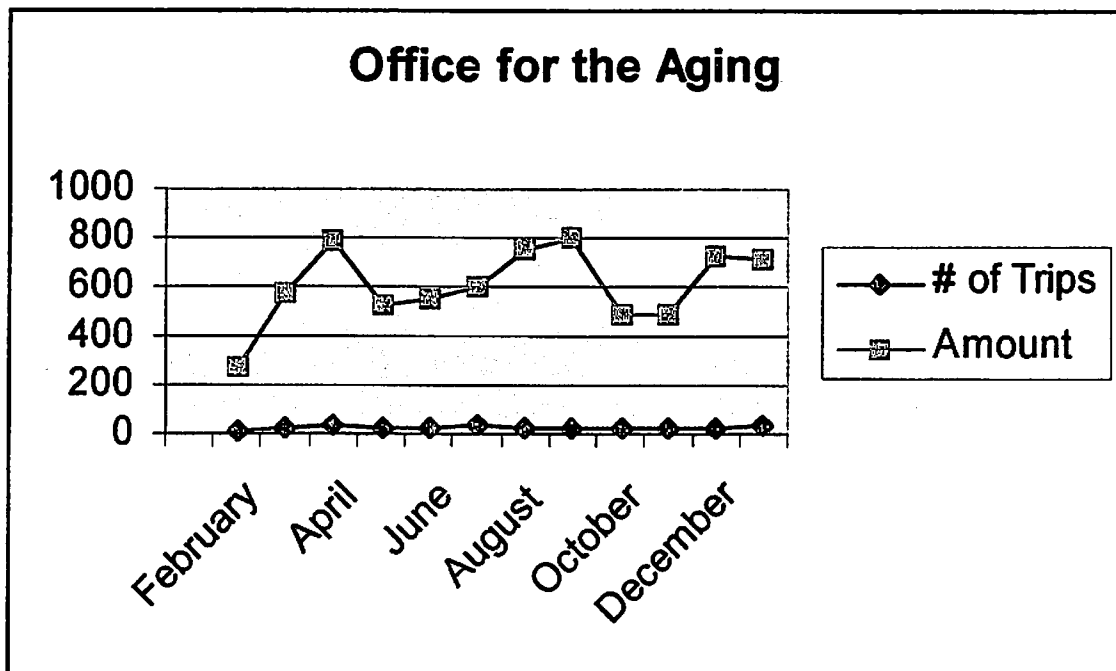
Medical Transportation

| <u>Travel Voucher Totals</u> | <u>Amount</u> |
|------------------------------|--------------------|
| January | \$ 1,629.04 |
| February | \$ 1,145.47 |
| March | \$ 2,301.31 |
| April | \$ 1,861.75 |
| May | \$ 2,307.29 |
| June | \$ 4,001.73 |
| July | \$ 2,588.01 |
| August | \$ 1,305.89 |
| September | \$ 599.56 |
| October | \$ 4,135.26 |
| November | \$ 1,364.30 |
| December | \$ 1,958.73 |
| TOTAL | \$25,198.34 |



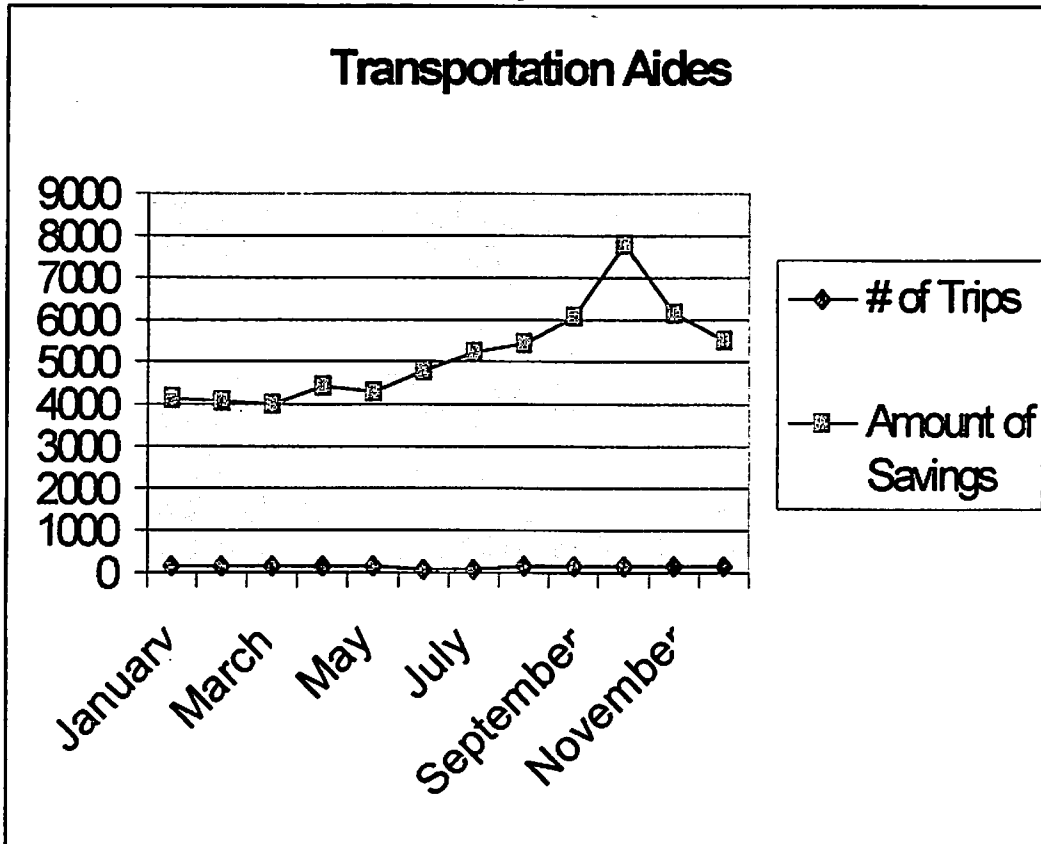
Office for the Aging

| <u>Office for the Aging</u> | <u># of Trips</u> | <u>Amount</u> |
|-----------------------------|-------------------|-------------------|
| January | 15 | \$ 273.00 |
| February | 23 | \$ 573.25 |
| March | 39 | \$ 787.25 |
| April | 25 | \$ 525.00 |
| May | 28 | \$ 546.50 |
| June | 35 | \$ 595.75 |
| July | 29 | \$ 748.50 |
| August | 30 | \$ 798.75 |
| September | 24 | \$ 489.00 |
| October | 24 | \$ 485.25 |
| November | 27 | \$ 729.75 |
| December | <u>34</u> | <u>\$ 707.00</u> |
| TOTAL | 333 | \$7,259.00 |



Transportation Aides

| <u>Transportation Aides</u> | <u># of Trips</u> | <u>Amount of Savings</u> |
|-----------------------------|-------------------|--------------------------|
| January | 121 | \$ 4,127.50 |
| February | 122 | \$ 4,101.00 |
| March | 121 | \$ 3,994.00 |
| April | 135 | \$ 4,432.75 |
| May | 128 | \$ 4,316.25 |
| June | 106 | \$ 4,784.75 |
| July | 105 | \$ 5,199.50 |
| August | 115 | \$ 5,399.75 |
| September | 115 | \$ 6,052.75 |
| October | 159 | \$ 7,813.00 |
| November | 134 | \$ 6,172.00 |
| December | 120 | \$ 5,471.50 |
| Total | 1481 | \$ 61,864.75 |



Resource Assistant

2001

| | |
|--------------------------|------------------|
| Estates | \$41,103.42 |
| Burials | 5,589.93 |
| Assignment of Proceeds | 12,720.07 |
| Accident Liens | 25,910.65 |
| Insurance Reimbursements | 14,687.99 |
| Mortgages | <u>38,787.55</u> |
| Total | \$138,799.61 |

Home Care

2001

Madison County's home care programs served 117 individuals in the year 2001. The Long Term Home Health Care Program (LTHHCP) provided 84 clients with expanded home care services. In 2001, the LTHHCP admitted 29 clients to the program. The average client's age was 73. The age range was 35 to 102. The average DMS-1 score was 168. Of these clients, 25 percent were male and 75 percent were female. Skilled care was provided at approximately 40 percent of the monthly allowable cap of \$3717. Health-related care was provided at approximately 55 percent of the allowable monthly cap of \$2509.

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 2001, the Long Term Home Health Care Program saved Medicaid expenditures approximately \$1,718,376. Home care programs continue to be a cost-effective alternative to institutionalization.

The Personal Care Program served 22 clients in the year 2001. The Care at Home Program continues to be offered in Madison County. Five children received services through this program in 2001. The Consumer Directed Personal Assistance Program has six clients enrolled.

In 2001, Madison County began a new program that allows Medicaid to pay for personal care services in an adult care facility. This program served 16 clients.

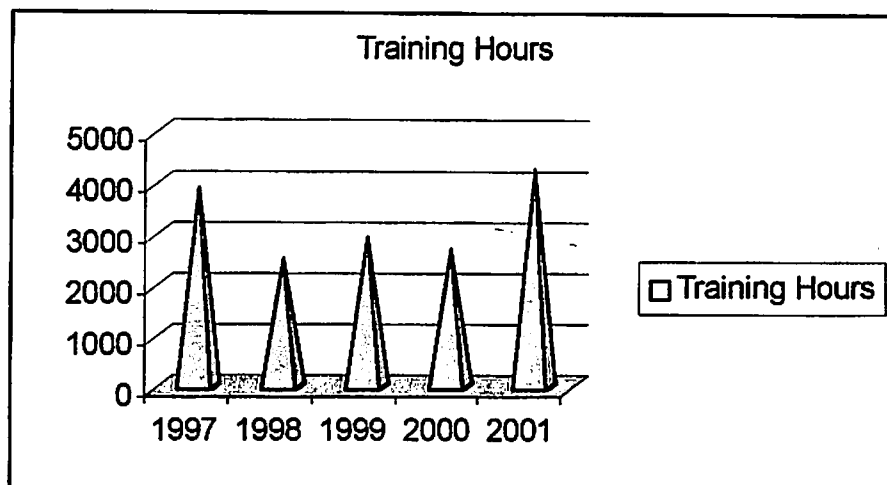
STAFF DEVELOPMENT

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 4258 hours of locally-arranged and state-provided training was completed by agency staff in the year 2001. A total of 170 different training sessions were provided to our staff that included everything from new worker orientation to college credit courses. The increase in training hours was due in part to an increase in the length of some state-sponsored courses and an increase in the number of new worker training. Also, more employees are taking advantage of the tuition reimbursement incentive offered through their contracts.

New worker training was provided in-house to 17 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 is included in this fee.

This year, employees took advantage of 16 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.



| | | | | | |
|-----------------------|------|------|------|------|------|
| Year | 1997 | 1998 | 1999 | 2000 | 2001 |
| Training Hours | 3872 | 2510 | 2952 | 2670 | 4258 |

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 2001, we obtained an additional six state PCs and three printers. This equipment was obtained free of charge. Three of these PCs and two printers were in support of the EBT (Electronic Benefit Transfer) system. Two PCs and one printer were received to allow access to ASSET\$, a state child support system. One state PC was issued to the Commissioner's office to assure uniform access to the state's electronic mail.

During the year 2001, the following computer software and hardware items were purchased by the department:

- Seventeen CPUs to replace the Pentium 133 and lower
- Additional RAM was purchased to give each PC at least 64 MB
- NT server
- Twelve WMS emulation purchases

INVESTIGATIONS

The Special Investigations unit consists of three fulltime deputy sheriffs. The unit is responsible for the safety of the Department of Social Services' employees and clients, fraud investigations, arrests and arraignments, validations, home visits, Family Court transports, assisting Child Protective Services with investigations and removals, serving of summonses and subpoenas, conducting bank inquiries and recording the results, and various other types of research and investigations.

The unit validated 289 cases this year. As a result of these validations, 137 cases were denied, due to various reasons, resulting in a 47.5 percent denial rate for the year. Also, as a result of these investigations, over \$736,603 was saved from being paid out over the year, up from last year's \$529,257. The reasons for denials range from unreported income or resources, clients' not living at the address listed on the application, investigators' not being contacted after initial notice was left, people in their household that were not reported on their application, withdrawal of application after realizing that law enforcement was there to investigate the information that they provided to the agency, along with various other reasons.

The unit received and investigated 61 fraud complaints during the year. As a result of these investigations, 4 people were arrested on various criminal charges.

As a result of these arrests, the department is seeking restitution in the amount of \$10,000. Two additional clients agreed to make restitution on assistance they received, but were not entitled to, totaling approximately \$1,000.

The unit transported 75 juveniles to various detention facilities throughout the state as directed by Family Court and Child Protective Services. The transports involved approximately 276 hours of service.

The unit received 42 bank referrals and sent 840 clearances to various banks to determine eligibility or possible fraud on certain cases. The clearances were used to deny cases, retrieve monies owed to the department, and as evidence in criminal fraud cases.

The Special Investigations unit also assisted Child Protective Services with approximately 20 cases of abuse, neglect, endangering the welfare complaints and removal of children from homes.

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.

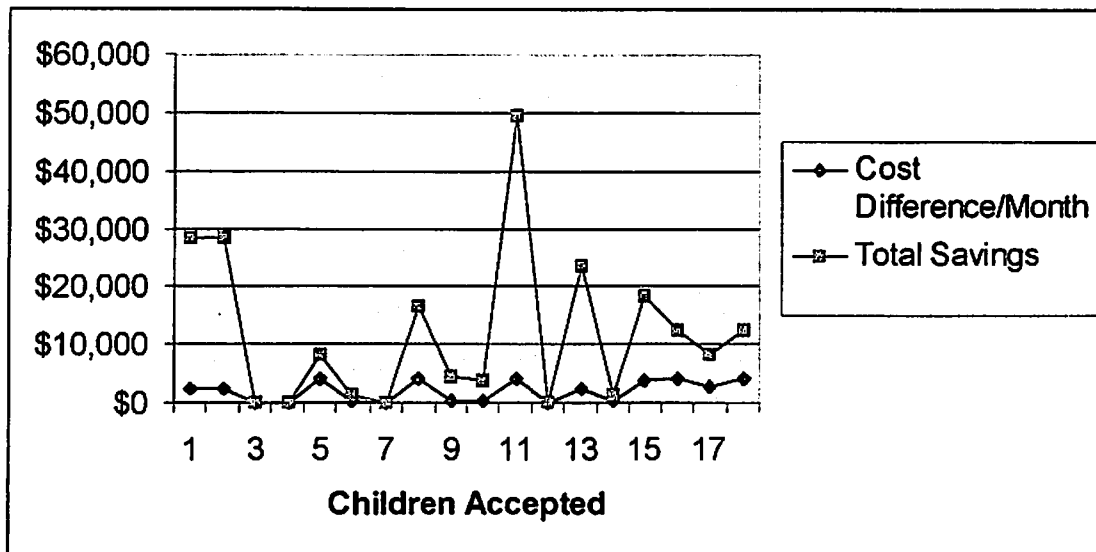
In the year 2001, this program assisted 14 families involving 18 children. These families had a variety of needs and were provided services based on individual treatment needs and plans. For most families, intensive, home based case management and family therapy services were provided on a weekly basis. As families' needs changed, services could be provided more or less often. In addition, 12 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 several 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 eight 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 \$218,192.

Individual Cases



| Date Each Child Accepted | Cost Difference/Month | Total Savings |
|--------------------------|-----------------------|------------------|
| 1/4/99 | \$2,374 | \$28,488 |
| 1/4/99 | \$2,374 | \$28,488 |
| 11/16/99 | \$0 | \$0 |
| 11/16/99 | \$0 | \$0 |
| 7/20/00 | \$4,139 | \$8,278 |
| 8/17/00 | \$447 | \$1,341 |
| 11/20/01 | \$0 | \$0 |
| 11/20/00 | \$4,139 | \$16,556 |
| 12/19/01 | \$387 | \$4,644 |
| 12/19/01 | \$327 | \$3,924 |
| 12/15/01 | \$4,139 | \$49,668 |
| 2/27/01 | \$0 | \$0 |
| 2/27/01 | \$2,374 | \$23,740 |
| 3/1/01 | \$327 | \$1,308 |
| 8/1/01 | \$3,692 | \$18,460 |
| 8/23/01 | \$4,139 | \$12,417 |
| 9/20/01 | \$2,821 | \$8,463 |
| 9/26/01 | \$4,139 | \$12,417 |
| Total | \$35,818 | \$218,192 |

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 44 certified homes, two of which were child specific. We ended the year with 48 certified homes, three 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.

Adoption Services

During 2001, two families were certified as adoptive homes for a total of 15 families currently approved to adopt. These persons, together with our new foster parents, completed the MAPP orientation. 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 who 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. Having our families certified as resource homes allows them to either foster or adopt without having to complete two separate certification processes.

The department had 18 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 2001. Of those children, six had their adoptions finalized in 2001. Eight of the remaining children are in adoptive placements awaiting finalization of the adoption process. That leaves four children freed who are not in a permanent placement. These four are all boys and they are in higher levels of care due to their needs and behaviors.

Detention Services

During 2001, 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 1354 care days for an average of 3.7 children per day in non-secure detention. 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.

Foster Care and Institution Placements

We began 2001 with a total of 126 children in placement. Eighty-six of these were in foster care. Forty were in higher levels of care. At the end of 2001, we had 98 in placement, of which 63 were in foster care and 35 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 has been an increase in the number of placements of PINS children and there is growing concern that the change in the law increasing the age to 18 years to file a PINS will cause more stress to the system. The increase of caseloads without relief in the form of financial assistance from the state to handle the mandates will create an impact that is unclear at this time, but will most likely be negative.

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 17 group sessions during 2001 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 2001, 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 118 transports and 103 supervised visits. He also assisted with 11 transports to detention facilities, assisted on 28 home visits and 10 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 2001, 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 grew to three fulltime therapists during 2001, which has reduced the waiting list greatly and has better enabled them to serve the needs of our families.

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,

CHILD PROTECTIVE SERVICES

During 2001, there were 1025 reports received from the Child Protective Register, an increase of 156 from 2000. The year 2000 was up 145 from the previous year.

The rate of indicated reports was 35.5 percent compared to 34.9 percent in 2000, 45.5 percent in 1999, 29.1 percent in 1998, and 33.6 percent in 1997.

There were 68 petitions filed in Family Court. Of these, 50 were neglect, 4 abuse/neglect, 8 neglect violations, 4 amended neglect, 1 neglect modification, and 1 violation of an order of protection.

Forty-three children were placed in foster care by this unit – down considerably from the 66 children that were placed in 2000.

2001 CHILD ABUSE AND MALTREATMENT REGISTER REFERRALS

| MONTH | IND. | UNF. | TRANS. | SUBSEQUENT | | SUPPORTIVE | ADD'L | DUPLICATE | PENDING |
|-----------|-----------|-----------|---------|------------|----------|------------|-------|-----------|-----------|
| | | | | IND. | UNF. | RESPONSIB. | INFO. | | |
| JANUARY | 19 - 34 | 31 - 51 | 1 | 7 - 16 | 5 - 9 | 5 - 10 | 1 | 2 - 2 | 19 - 31 |
| FEBRUARY | 13 - 24 | 27 - 44 | 1 - 1 | 6 - 10 | 4 - 7 | 5 - 6 | 1 | 0 | 9 - 11 |
| MARCH | 9 - 15 | 37 - 62 | 0 | 3 - 6 | 9 - 11 | 15 - 26 | 1 | 0 | 13 - 22 |
| APRIL | 20 - 39 | 30 - 46 | 0 | 8 - 16 | 6 - 13 | 6 - 7 | 2 | 0 | 11 - 23 |
| MAY | 13 - 22 | 35 - 67 | 4 - 5 | 3 - 11 | 9 - 13 | 6 - 8 | 3 | 1 - 1 | 15 - 32 |
| JUNE | 13 - 29 | 25 - 40 | 1 - 1 | 6 - 12 | 4 - 9 | 6 - 8 | 3 | 0 | 9 - 17 |
| JULY | 18 - 36 | 28 - 50 | 2 - 6 | 7 - 12 | 7 - 16 | 14 - 24 | 2 | 1 - 1 | 11 - 24 |
| AUGUST | 15 - 29 | 30 - 44 | 6 - 7 | 13 - 37 | 11 - 24 | 13 - 29 | 2 | 0 | 22 - 34 |
| SEPTEMBER | 13 - 22 | 30 - 52 | 0 | 2 - 2 | 6 - 13 | 6 - 7 | 2 | 1 - 1 | 23 - 38 |
| OCTOBER | 13 - 20 | 24 - 34 | 2 - 2 | 9 - 13 | 8 - 17 | 18 - 37 | 1 | 2 - 4 | 28 - 48 |
| NOVEMBER | 3 - 7 | 15 - 25 | 1 - 1 | 6 - 20 | 6 - 14 | 9 - 16 | 1 | 1 - 1 | 33 - 57 |
| DECEMBER | 0 - 0 | 7 - 13 | 2 - 3 | 0 | 1 - 2 | 8 - 17 | 3 | 0 | 57 - 122 |
| TOTAL | 149 - 277 | 319 - 528 | 20 - 26 | 70 - 155 | 76 - 148 | 110 - 195 | 22 | 8 - 10 | 250 - 459 |

First number in each column - Families

IND. - Indicated

Second number in each column - Children

UNF. - Unfounded

TRANS. - Transferred out of county

SUPPORTIVE RESPONSIB. - Supportive responsibility. Part of the family resides in our county.

Investigative responsibility rests with the county where the child reside

PARENT AIDES

During 2001, a total of 49 families received Parent Aide services. Ten of these families also participated in visitation with their children while the Parent Aides supervised them. Of the 49 families mentioned above, 27 continue to receive in-home parenting assistance from our two fulltime Parent Aides. Five 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 Aide facilitated three different types of STEP parenting programs to a total of 98 parents in 2001. Of these 98 attendees, 69 people successfully attained completion of the program and acquired the knowledge offered. The Parent Aide sent 249 letters of invitation to parents for the parenting classes. Fifty-two people attended the three early childhood programs offered, which are geared for parents with children aged zero to five. Forty-one people participated in the two school-age STEP classes offered, which are meant for parents of children aged five

to twelve. Five people participated in the one STEP program that is formulated specifically for parents of teenaged children.

ADULT SERVICES/EMPLOYMENT

This was the first full year of the newly reorganized Adult and Family Services/Employment unit. Protective referrals dropped from 65 in 2000 to 63 for the past year; however, the severity of these cases appeared to increase in 2001 with Protective Services for Adults (PSA) Caseworkers initiating such formal procedures as guardianship, STIPSO and compulsory representative payee, as well as, those informal procedures that allowed us to remove adults from a dangerous environment. Such removals included the cooperative efforts of the following: Madison County Sheriff, Madison County Public Health Nursing, the Environmental Division of the Public Health Department, Town Codes Enforcement Officers, Oneida City Police Department, several medical doctors, proprietary care home administrators, and families.

A Casework Assistant position was added to our staff as our unit assumed the job duties of managing the department's representative payee cases. For several years, the majority of these cases in Madison County had been administered by Case Management Services from Utica. As a result of their demise and the assignment of these cases to our unit, the number of cases increased from 5 to over 25. The Casework Assistant also performed Employment Services duties, such as Mobile Work Crew assignment and data input into the computerized employment subsystem.

One Adult and Family Services Caseworker continued to perform the duties for the drug/alcohol component for Income Maintenance as well as Medicaid.

Mandatory screening of applicants rose from 308 in 2000 to 370 in 2001, an increase of 20 percent. This Caseworker monitored the progress of Family Assistance and Safety Net recipients with the objective of assisting our clientele in reaching an employment goal of self-sufficiency while maintaining sobriety.

Another Adult and Family Services responsibility is to perform part of the food stamp employment and training component by scheduling, interviewing and planning compulsory work activities for non-ABAWD food stamp recipients. Of the 216 individuals issued benefits last year, only 53 complied with program requirements.

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 work in conjunction with the Adult and Family Services staff to achieve this goal. Our Welfare Employment Representative met with a total of 108 individuals who sought benefits and were made employable last year. These applicants were assessed for their employability and consequently, a self-sufficiency plan was developed that served as a contract between agency and client with a specific employment goal. "Job ready" clients are referred to our Mobile Work Crew to engage in work activities while those who lack job-seeking skills are referred to education/training programs. Three individuals have been involved in vocational programs and six students continue attending high school or fulltime GED while being monitored by the Welfare Employment Representative. Individuals who

submit medical documentation that they are disabled have their progress monitored towards medical recovery or, if permanently disabled, accessing Social Security or Workman's Compensation benefits. There was an average of 29 individuals in this category in 2001 and 10 of them closed their cases as a result of being awarded monetary benefits.

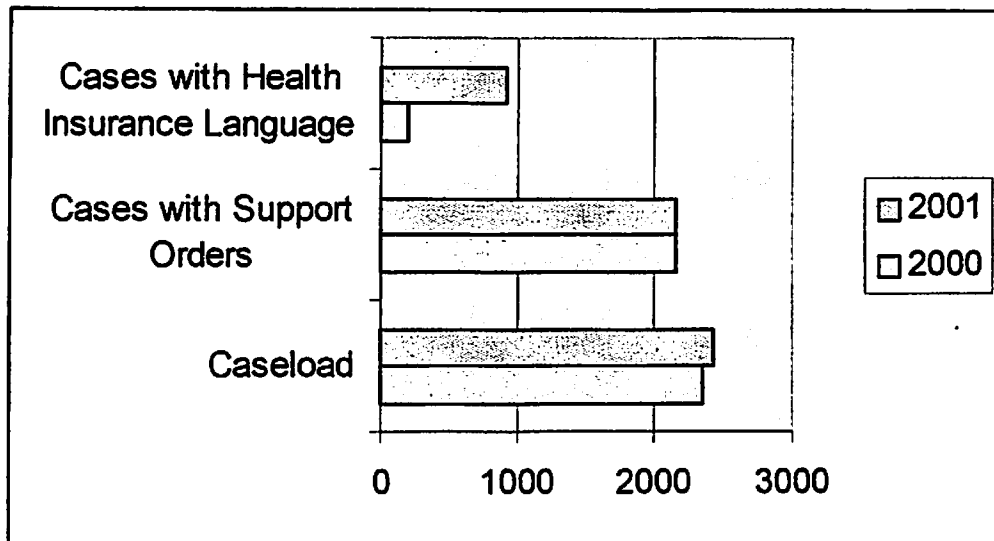
The New York State Department of Labor Services Representative continues to work closely with our staff to divert individuals from the application process towards an alternative plan of job placement or possibly accessing unemployment insurance benefits. This worker saw 343 individuals and referred 340 of them to job openings. Of that total, 156 were food stamp and 92 were safety net applicants. A case file was constructed on each referral and a 30-day follow-up is conducted after the referred person is employed.

This past year, the Mobile Work Crew provided 2627 hours of work activities, which nearly doubled the 1365 hours from the previous year. The benefit of this component is twofold. First, individuals apply and refine their work skills under the close supervision of an experienced Work Crew Supervisor. Secondly, the completed projects benefit our community as they have worked for not-for-profit agencies and our local town governments. In 2001, the Work Crew completed eight major projects involving over three days work and over 40 "minor" projects that are defined as two days of work or under. The labor provided for these projects results in a significant cost savings for Madison County taxpayers.

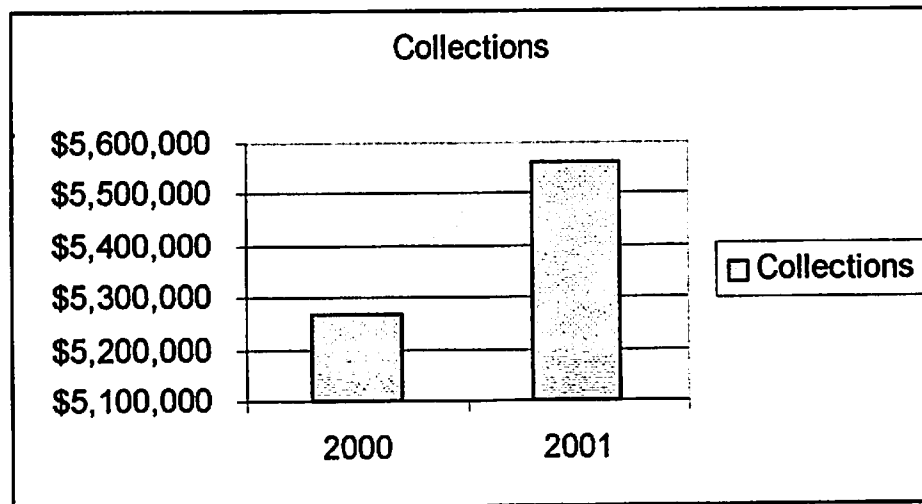
CHILD SUPPORT ENFORCEMENT

For the year 2001, one of the most noticeable changes in the caseload for the IV-D unit has been the 57 percent increase in the number of Medicaid-only cases. The number of cases rose from 192 in 2000 to 301 in 2001. As a result of this increase, the incentive to insure that all responsible parents provide health insurance to their dependent relatives, if available at a reasonable cost from their employers, became high priority.

During the year of 2001, the Child Support unit worked aggressively at raising the percentage of child support cases with active orders to include health care coverage responsibility language. The unit has raised the number of cases with orders that include the medical insurance language from 198 cases to 916. This reflects an increase from 9 to 42 percent of our cases now having medical insurance language in the court case.



| Year | Caseload | Cases with Support Orders | Cases with Health Insurance Language |
|------|----------|---------------------------|--------------------------------------|
| 2000 | 2345 | 2157 | 198 |
| 2001 | 2422 | 2165 | 916 |



| Collections | |
|-------------|-------------|
| 2000 | \$5,267,472 |
| 2001 | \$5,560,005 |

LEGAL

Changes within the Legal Department

The Legal Department was extremely busy during the year 2001 handling all current affairs while adjusting to significant changes. Staff turnover resulted in a new staff Attorney joining this department in April 2001, a new Secretary joining the department in November 2001, and the appointment of a new Supervising Attorney. All these changes occurred while the department was managing all current caseloads. Collection was moved to the Accounting Department in conjunction with an outside collection agency, and all CCRS legal court order tracking was assumed by the Legal Department.

In addition to these changes, the department has continued to provide legal counsel as necessary to all departments 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 Secretary.

Children and Family Services

The Legal Department currently has approximately 155 open legal cases, which include abuse and neglect cases, along with PINS (Persons in Need of Supervision) and JD (Juvenile Delinquent) supervision. To that end, the Legal Department filed over 55 new neglect and abuse cases in 2001 and handled four terminations of parental rights cases.

This department 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 and trial preparation. To that end, the Legal Department prepared for over 75 trials and did go to fact finding in a number of these cases. All totaled, in 2001, this office made approximately 475 court appearances on a myriad of issues addressing the health and welfare of Madison County children.

Support Collection

The other main area of legal support is in the area of establishing and enforcing Support Orders. In 2001, the Legal Department Attorneys and Paralegal together made approximately 1036 court appearances on matters of support. This number includes 519 initial appearances with 223 fact findings and 20 referrals to the Family Court Judges on Department of Social Services support cases, and 161 initial appearances with 66 fact findings and 47 referrals to the Family Court Judges in private cases. Additionally, this office prepared and submitted approximately 223 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, referrals to the Family Court Judges, requests for warrants and incarceration when necessary, and registration and enforcement of foreign orders.

Other Areas

This office also provides legal counsel for all other departments within the agency as necessary. As one is made aware by looking at a brief overview of the numbers, the Legal Department is always busy working with the various departments to assist in achieving the overall agency goals. Not a day has gone by when a new legal issue has not been presented to the Legal Department for analysis and answers. The year 2002 has already started with a host of new petitions and appearances on every front. We look forward to achieving many new successes in the coming year and feel well equipped within our office and staff to achieve these goals.

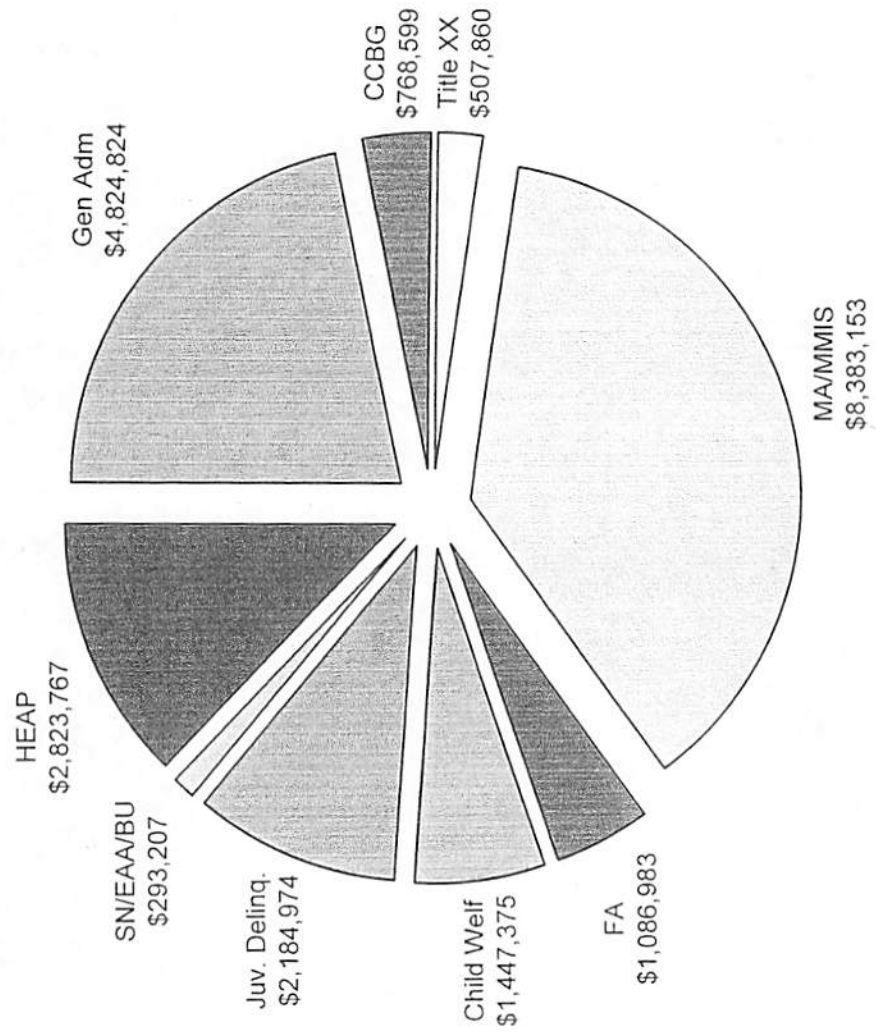
| |
|------------------------------|
| FISCAL SUMMARY - 2001 |
|------------------------------|

| | <u>Expenditures</u> | <u>Credits</u> |
|------------------------|---------------------|---------------------|
| Gen Adm | \$4,824,824 | \$4,458,115 |
| Child Care Block Grant | \$768,599 | \$760,295 |
| Title XX | \$507,860 | \$288,202 |
| Medical Assist | \$298,540 | \$512,098 |
| MMIS | \$8,084,613 | \$1,496,075 |
| TANF/Family Assistance | \$1,086,983 | \$709,100 |
| Child Welfare | \$1,447,375 | \$1,010,139 |
| Juv. Delinq. | \$2,184,974 | \$951,544 |
| Safety Net | \$221,558 | \$159,228 |
| HEAP | \$2,823,767 | \$2,822,714 |
| EAA | \$3,999 | \$2,446 |
| Burials | \$67,651 | \$19,560 |
| Title IV-D | \$0 | \$51,731.00 |
| Total | \$22,320,742 | \$13,241,246 |

| | |
|-----------------------|--------------------|
| NET LOCAL COST | \$9,079,496 |
|-----------------------|--------------------|

| | <u>2000</u> | <u>2001</u> | <u>Increase/ (Decrease)</u> |
|-----------------------|---------------------|---------------------|---------------------------------|
| Gross Cost | \$18,750,517 | \$22,320,742 | \$3,570,225 |
| Net Local Cost | \$8,798,403 | \$9,079,496 | \$281,093 |

2001 EXPENDITURES BY CATEGORY



| |
|-----------------------|
| Net Local Cost - 2001 |
|-----------------------|

| | <u>Budgeted</u> | <u>Actual</u> | <u>Surplus/ (Deficit)</u> |
|------------------------|---------------------|--------------------|-------------------------------|
| Gen Adm | \$1,428,679 | \$366,709 | \$1,061,970 |
| Child Care Block Grant | \$15,000 | \$8,304 | \$6,696 |
| Title XX | \$334,973 | \$219,658 | \$115,315 |
| Medical Assist | (\$9,459) | (\$213,558) | \$204,099 |
| MMIS | \$6,589,000 | \$6,588,538 | \$462 |
| TANF/Family Assistance | \$492,312 | \$377,884 | \$114,428 |
| Child Welfare | \$437,235 | \$437,235 | (\$0) |
| Juv. Delinq. | \$1,254,760 | \$1,233,430 | \$21,330 |
| Safety Net/Burials | \$136,000 | \$62,330 | \$73,670 |
| HEAP | \$0 | \$1,053 | (\$1,053) |
| EAA | \$5,000 | \$1,553 | \$3,447 |
| Burials | \$52,850 | \$48,091 | \$4,759 |
| Title IV-D | (\$55,646) | (\$51,731) | (\$3,915) |
| Total | \$10,680,704 | \$9,079,496 | \$1,601,208 |

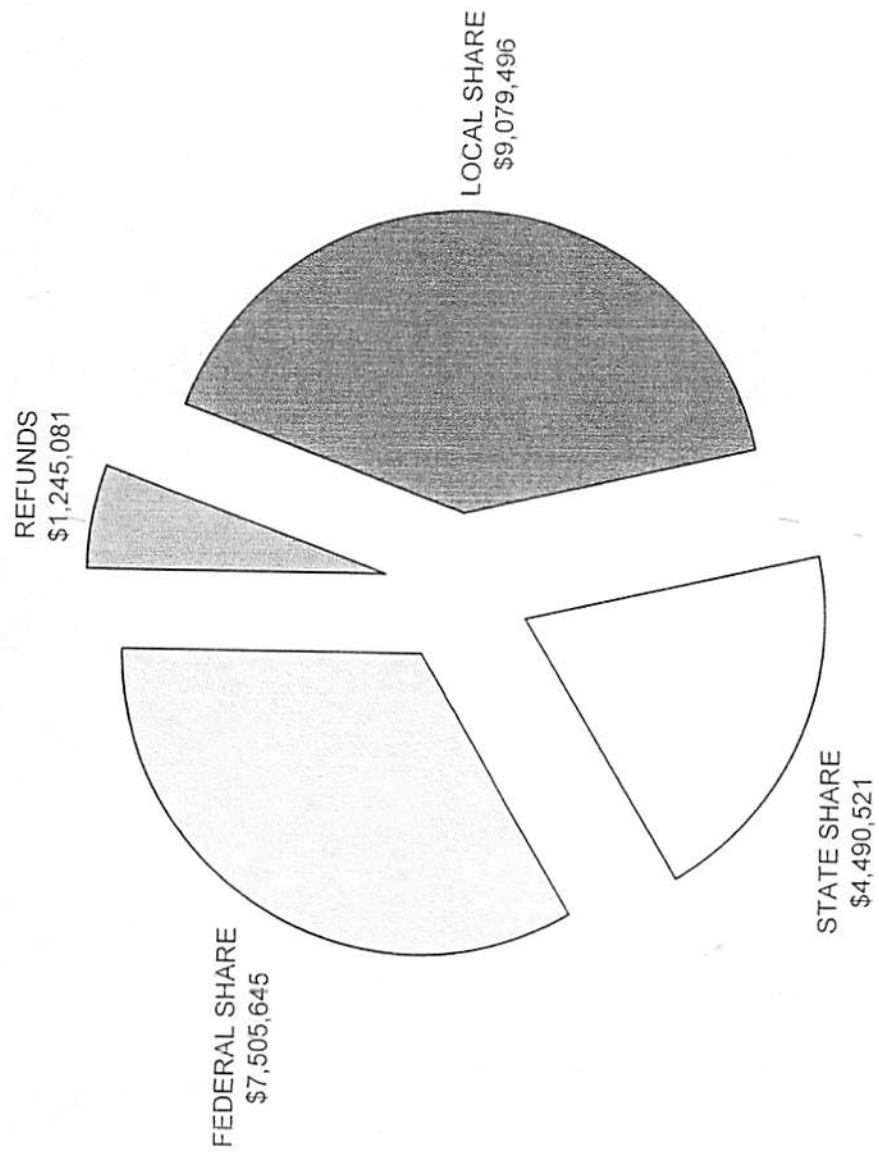
| |
|--|
| Actual Cost - 2000 vs Actual Cost - 2001 |
|--|

| | <u>Actual - 2000</u> | <u>Actual - 2001</u> | <u>Difference</u> |
|-------------------|----------------------|----------------------|--------------------|
| Gen Adm | \$4,331,808 | \$4,824,824 | \$493,016 |
| Day Care | \$777,880 | \$768,599 | (\$9,281) |
| Title XX | \$369,102 | \$507,860 | \$138,758 |
| Medical Assist | \$217,104 | \$298,540 | \$81,436 |
| MMIS | \$7,139,855 | \$8,084,613 | \$944,758 |
| Family Assistance | \$1,034,945 | \$1,086,983 | \$52,038 |
| Child Welfare | \$1,316,534 | \$1,447,375 | \$130,841 |
| Juv. Delinq. | \$2,024,650 | \$2,184,974 | \$160,324 |
| JOBS | \$0 | \$0 | \$0 |
| Safety Net | \$227,423 | \$221,558 | (\$5,865) |
| HEAP | \$1,239,817 | \$2,823,767 | \$1,583,950 |
| EAA | \$7,789 | \$3,999 | (\$3,790) |
| Burials | \$63,610 | \$67,651 | \$4,041 |
| Title IV-D | <u>(\$54,547)</u> | <u>(\$51,731)</u> | \$2,816 |
| Total | \$18,695,970 | \$22,269,011 | \$3,573,041 |

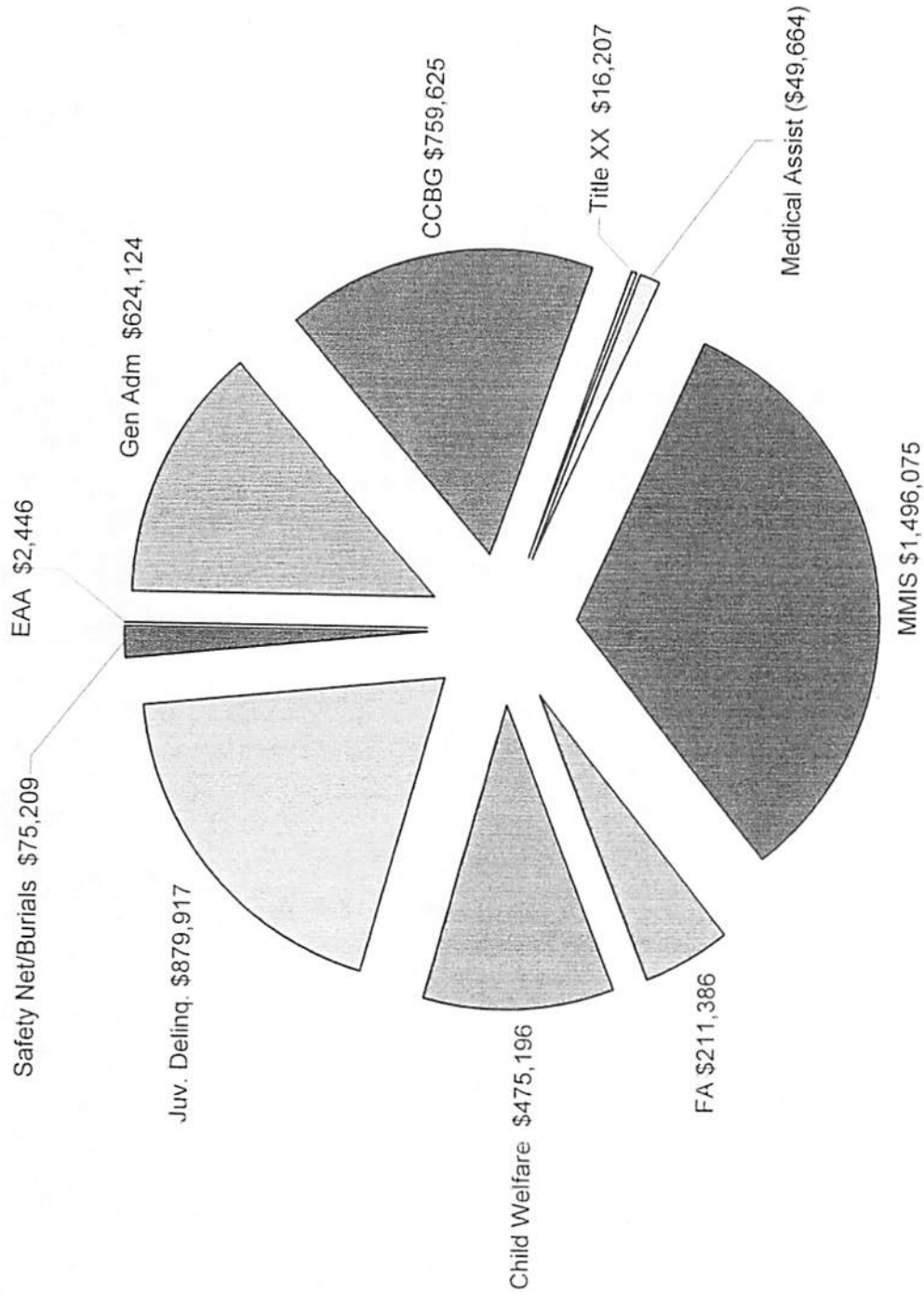
2001 REIMBURSEMENT BREAKDOWN

| | <u>FEDERL SHARE</u> | <u>STATE SHARE</u> | <u>REFUNDS</u> | <u>LOCAL SHARE</u> | <u>TOTAL COST</u> |
|--------------------|---------------------|--------------------|-----------------|--------------------|-------------------|
| Gen Adm | \$3,822,508 | \$624,124 | \$11,483 | \$366,709 | \$4,824,824 |
| CCBG | \$0 | \$759,625 | \$670 | \$8,304 | \$768,599 |
| Title XX | \$271,913 | \$16,207 | \$82 | \$219,658 | \$507,860 |
| Medical Assist | (\$94,843) | (\$49,664) | \$656,605 | (\$213,558) | \$298,540 |
| MMIS | \$0 | \$1,496,075 | \$0 | \$6,588,538 | \$8,084,613 |
| FA | \$235,293 | \$211,386 | \$262,421 | \$377,884 | \$1,086,984 |
| Child Welfare | \$486,489 | \$475,196 | \$48,454 | \$437,235 | \$1,447,374 |
| Juv. Delinq. | \$0 | \$879,917 | \$71,627 | \$1,233,430 | \$2,184,974 |
| Safety Net/Burials | \$502 | \$75,209 | \$96,800 | \$116,698 | \$289,209 |
| HEAP | \$2,783,783 | \$0 | \$38,931 | \$1,053 | \$2,823,767 |
| EAA | \$0 | \$2,446 | \$0 | \$1,553 | \$3,999 |
| Burials | \$0 | \$0 | \$6,277 | (\$6,277) | \$0 |
| Title IV-D | <u>\$0</u> | <u>\$0</u> | <u>\$51,731</u> | (\$51,731) | \$0 |
| Total | \$7,505,645 | \$4,490,521 | \$1,245,081 | \$9,079,496 | \$22,320,743 |

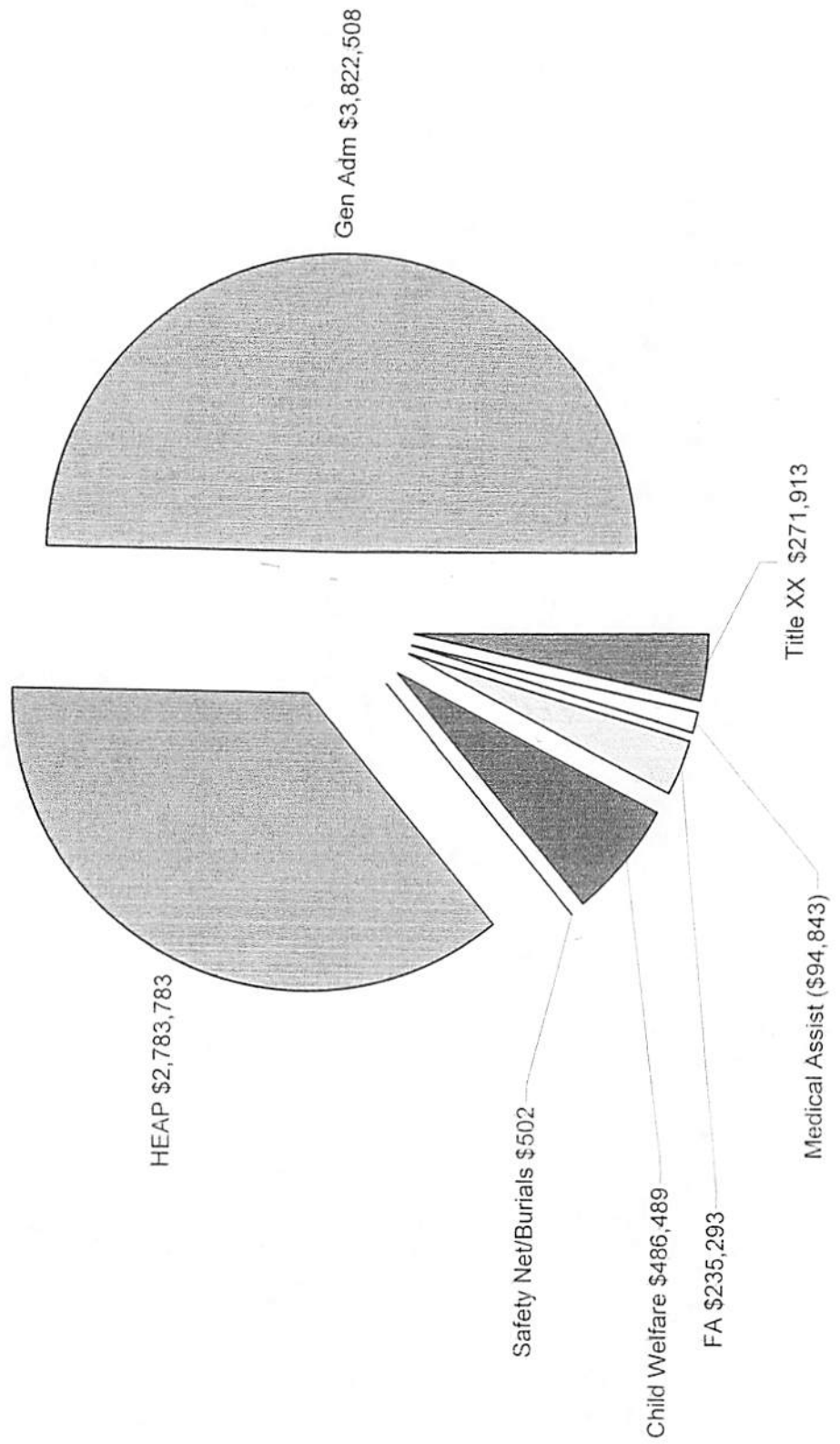
2001 REIMBURSEMENT BREAKDOWN



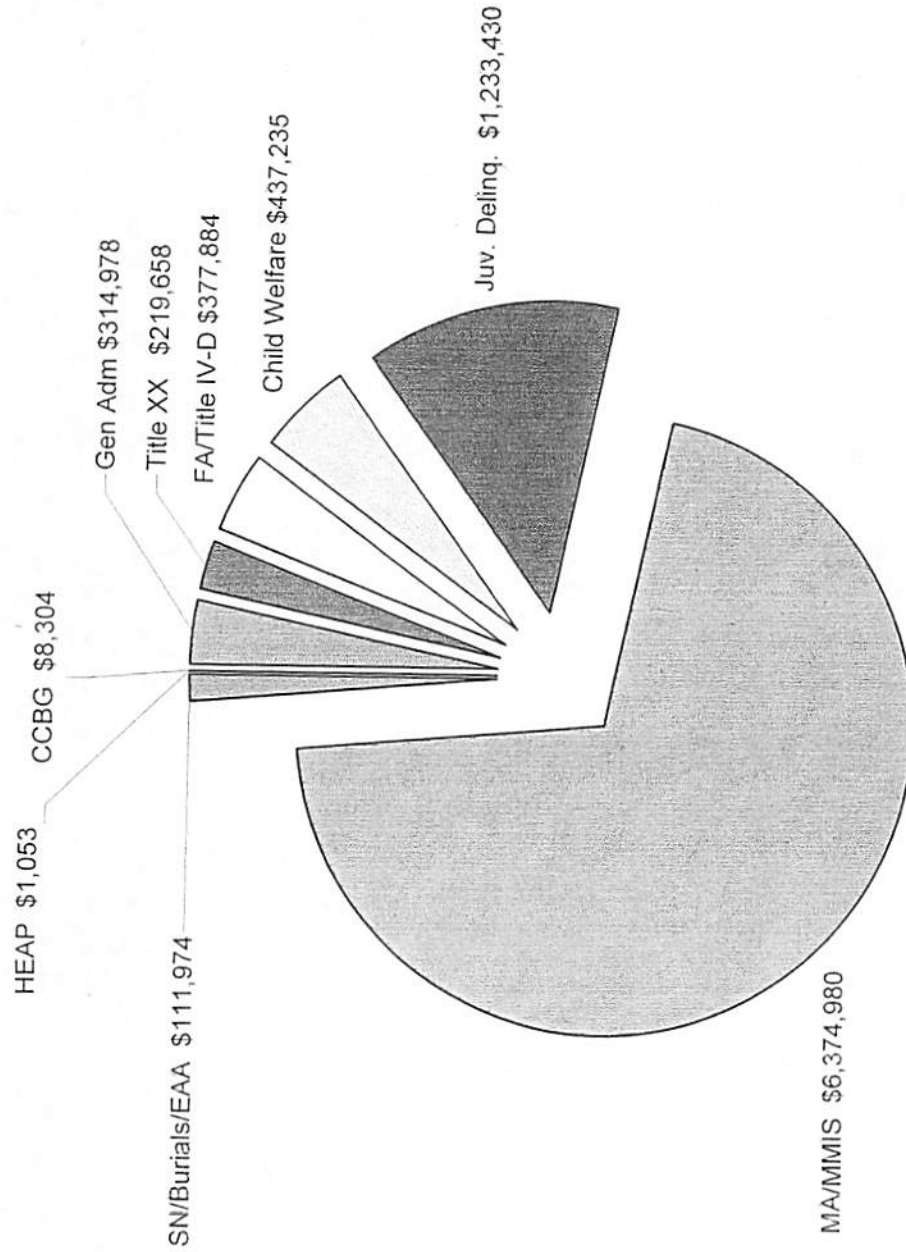
2001 STATE SHARE CATEGORY ANALYSIS



2001 FEDERAL SHARE CATEGORY ANALYSIS



2001 LOCAL SHARE ANALYSIS



2001 REFUND CATEGORY ANALYSIS

