

Madison County
Department of Social Services

2000

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:

May 7, 2001

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 2000 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.

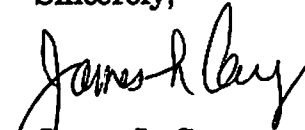
I would like to note several program areas that were particularly successful in 2000:

- The integration of the temporary assistance eligibility process and front-end diversion again proved to be a very successful merger. The statistics for 2000 show that the Eligibility-Diversion team interviewed 1172 potential applicants for public assistance (cash grant). Of this number, only 308 actually filed, thus diverting 74 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. It should be noted that nearly 114 of those diverted went directly to private sector employment. Total cost savings for the year by avoiding placing these individuals and families on assistance was approximately three hundred eighty-nine thousand, twenty-five dollars (\$389,025).
- Child Support Collection Unit total collections for 2000 was five million, two hundred sixty-seven thousand, four hundred seventy-two dollars (\$5,267,472). The Support Collection unit contributed to New York State's winning the National Child Support Enforcement Association Most Improved Program Award. Madison County showed an increase of 13.25 percent at the close of 2000.

- 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. In 2000 an average of 17 persons a month coded "employable" were participating in a "work experience." The majority of these placements were 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 2000 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 50 percent of all public assistance cases validated. This effort resulted in a total public assistance/food stamps dollar savings of over five hundred twenty-nine thousand, two hundred fifty-seven dollars (\$529,257). In addition, the unit arrested 4 people on various criminal charges relating to welfare fraud, with an estimated restitution value of four thousand, one hundred fifty-four dollars (\$4,154).

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

TABLE OF CONTENTS

DEPUTY COMMISSIONER	1
ECONOMIC SECURITY	5
MEDICAL ASSISTANCE	14
STAFF DEVELOPMENT.....	19
INVESTIGATIONS	22
CHILDREN'S SERVICES SOCIAL WORKER ...	24
CHILDREN'S SERVICES.....	27
CHILD PROTECTIVE SERVICES	33
PREVENTIVE SERVICES	36
ADULT SERVICES	37
CHILD SUPPORT ENFORCEMENT.....	40
EMPLOYMENT AND ELIGIBILITY.....	43
ACCOUNTING	48

DEPUTY COMMISSIONER

In 2000, a total of 15 employees left the Social Services Department. Eight employees resigned, one was removed due to failing to be reachable on a Civil Service Eligible List, and six retired. Six employees requested, and were granted, leaves of absence. Five were for medical leaves and one was for military leave.

The vacancies, which resulted from people's leaving the department, occurred at many levels. There was one Social Welfare Examiner vacancy, one Senior Social Welfare Examiner vacancy, one Typist vacancy, five Caseworker vacancies, a Case Supervisor vacancy, a Senior Caseworker vacancy, a Senior Account Clerk vacancy, an Attorney vacancy, a Welfare Employment Representative vacancy, an Assistant Director of Economic Security vacancy, and a Work Program Crew Leader vacancy.

The Social Welfare Examiner vacancy was filled through the transfer of an employee from another county Department of Social Services. The Senior Social Welfare Examiner vacancy was filled by promoting a Social Welfare Examiner. The Typist vacancy was not refilled. Four of the Caseworker vacancies were filled by hiring new employees and the remaining Caseworker vacancy was filled by an employee who was working in a temporary Caseworker position. The Case Supervisor vacancy was filled by promoting a Senior Caseworker. The Senior Caseworker vacancy was filled by promoting a Caseworker. The Senior Account Clerk vacancy was

reclassified to Account Clerk/Typist and refilled through the promotion of a clerical employee. The Attorney vacancy was filled by hiring a new employee. The vacant Welfare Employment Representative position was abolished and replaced with the creation of a Caseworker position that was filled by hiring a new employee. The Assistant Director of Economic Security vacancy was reclassified to a Senior Social Welfare Examiner position and filled by promoting a Social Welfare Examiner. The Work Program Crew Leader vacancy was not filled.

There were a total of nine promotions within the department during 2000. The newly-created Assistant Director of Economic Security and Director of Child Support Enforcement positions were respectively filled with the promotion of the Senior Welfare Employment Representative and the Coordinator of Child Support Enforcement. These positions were then eliminated and not refilled. The vacancy resulting from the promotion of a Social Welfare Examiner to a Senior Social Welfare Examiner was not refilled, as the position was eliminated. The vacancy resulting from the promotion of a Senior Caseworker to a Case Supervisor was filled by promoting a Caseworker. The vacancy resulting from the promotion of a Caseworker to a Senior Caseworker was filled with the hiring of a new employee. The vacancy resulting from another promotion of a Caseworker to another Senior Caseworker position was also filled with the hiring of a new employee. The vacancy resulting from the promotion of a Social Welfare

Examiner to a Senior Social Welfare Examiner was filled with the hiring of a new employee. The vacancy resulting from the promotion of a Casework Assistant to a Caseworker had not yet been refilled as of December 31, 2000. The vacancy resulting from the promotion of an Account Clerk to Account Clerk/Typist was refilled by promoting a Typist.

There were five new positions created within the department during 2000. Assistant Director of Economic Security, Director of Child Support Enforcement, a Caseworker, a Temporary Caseworker, and a Casework Assistant. The Assistant Director of Economic Security position was created to provide supervision and oversight to the Temporary Assistance Eligibility unit and Employment unit. The Director of Child Support Enforcement position was created due to the increasing complexity and responsibility of the Child Support Collection unit—the position replaced the Coordinator of Child Support Enforcement position. A Caseworker position was created to replace a Welfare Employment Representative in order to address a rising Services caseload. A temporary Caseworker position was created to fill in for a Caseworker who was out on an extended medical leave. A Casework Assistant position was created in the Children's Services unit to assist Caseworkers with time-consuming duties such as supervising visits between children and parents, providing transports to detention centers and medical and counseling appointments, etc.

Five positions were eliminated during 2000—a Senior Welfare Employment Representative, Coordinator of Child Support Enforcement, a Social Welfare Examiner, a temporary Caseworker, and a Welfare Employment Representative.

Two positions were reclassified during 2000 due to changing job duties. Assistant Director of Economic Security was reclassified to Senior Social Welfare Examiner and a Senior Account Clerk was reclassified to Account Clerk/Typist.

In 2000, five 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 2000, there were a total of 114 positions within the Department of Social Services plus three Sheriff's Deputies provided through a contract with the Sheriff's Department to conduct fraud investigations and provide building security.

ECONOMIC SECURITY

(Temporary Assistance)

The year 2000 involved the Madison County Department of Social Services Economic Security unit's improving upon the welfare reform changes enacted by New York State in 1997. Many of the state agencies that participate in the lives of welfare recipients, such as the Office of Alcohol and Substance Abuse Services (OASAS), the Department of Labor's Welfare-to-Work division, and the State Education Department, continued to improve the lives of the poor of Madison County.

The unit continues to screen for drug/alcohol abuse with all applicants for and recipients of public assistance. If a client is determined to need further evaluation, a contract with Liberty Resources, Inc., provides for onsite drug/alcohol assessments and a continuum of case-management services. The benefits of the program have proven to be threefold: (1) that clients that need drug/alcohol treatment will receive it, (2) that those clients who do not maintain sobriety will not receive public aid, and (3) that those clients who receive treatment outside Madison County will return home and receive treatment through a provider here. During the year, 308 screenings were completed, resulting in 84 being referred to a formal assessment. Thirty-four clients received case management services from Liberty Resources, resulting in those individuals/families' maintaining sobriety and becoming employed. Following is an example from Liberty Resources:

One of the more successful demonstrations of how case management works is the story of Nancy M. Nancy was referred to our program as a TANF in May 2000.

Nancy had just separated from her husband, who she had just discovered was cheating on her. Nancy was living with her sister's family in Canastota. Her situation was complicated by drug and alcohol use. Nancy's despair reached the point where suicide was an acceptable solution for her. Fortunately, she did not succeed in that effort.

Shortly after her suicide attempt, case management was introduced into her life. It was clear that Nancy's first priority was to address her alcohol and drug use, and the case manager referred her to ADAPT.

Case management then assisted Nancy with addressing her physical limitations with a local physician and referred her for employment at a site where her physical problems would not hamper her ability to work.

Case management was also instrumental in helping Nancy to obtain her own apartment, to set her up with legal aide to continue with the divorce proceedings against her husband, and to obtain additional financial assistance from HUD.

By year's end, Nancy had established eight months of sobriety. She continues to live independently in her own apartment, to go to work everyday in spite of physical pain and, except for HUD, to rely only on herself for income.

All applicants for and recipients of public assistance are also 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 2000, 19 clients were referred to the Victims of Violence program for services.

New York State continues to pursue child paternity tests and support orders, and Madison County is no exception. The linkage between the Child Support unit and the Temporary Assistance program continued to be strengthened this past year with a continuation of cooperation between child support and public assistance workers. While Madison County was always at the forefront of paternity establishment and support orders, the units' working together will go a long way to solidify the fact that persons who receive public aid will also have to pursue child support or risk losing their benefits.

Childcare continued to be a topic for most elected officials over the past year, capturing headlines in the local newsprint several times. We continued 1999's regulation of "enrolling" providers of legally exempt (informal) childcare providers. For years, family, friends, and neighbors have been accepted caretakers of children while the parents/guardians worked. Over the past year, however, in order to provide "minimum" health and safety standards for children in this type of care, we were required to enroll each informal provider of care. Enrollment includes a list of questions that the provider must answer, ranging from the existence of fire extinguishers and smoke detectors to criminal history and medical conditions that would make the care of children difficult or dangerous. Unregulated care providers make up approximately 75 percent of the total number of hours we pay for and meet a need by providing care in the non-traditional hours. We continue to hear from the providers of this care that they will discontinue their association with the county.

This will leave many of our clients without any day care and has the possibility of resulting in a person's losing his/her job and returning to welfare. This is certainly not what any county in New York State thought would be the end result of "minimum" standards for informal providers. We are hopeful that in 2001 we will be able to contract with an area childcare agency to provide needed support to our childcare services. We ended the year with the Office of Children and Family Services audit department conducting reviews of 50 of our day care cases. We also anxiously await the results of this first ever review of this program.

In addition to the other programs we continued to operate or started this past year, we continued to provide a wide assortment of services. Highlights include: Cash Management System (CAMS) that will better enable the department to track and pursue those who leave assistance and owe money, continuation of the Automated Finger Imaging System (AFIS) where we can verify the identity of any client in the state to prevent the receipt of duplicate services, continued employment rate participation figures that exceed the required state/federal standard, a joint venture with SUNY Morrisville under the Bridge College-to-Work initiative to provide initial job-skills training with specific area employers with the guarantee of a job at completion. Additionally, we saw a number of services offered over the year to better serve the working poor of Madison County. Notable of the services were InVEST, a collaboration between SUNY Morrisville and area employers to increase employee work skills needed at those businesses; NYW-ERA, a case-management program to work with the hardest to serve, operated by Liberty

Resources; and the continued movement of a one-stop career center located in Madison County.

The Building Independence for the Long-Term (BILT) grant proved to be a huge success. The grant is intended to provide transportation on bus routes to area businesses for county residents who have no transportation of their own. The grant provides for a government/private mix of money to ensure that employees working for companies located on the Route 20 corridor and, subsequently, throughout Madison County get to work. The service averaged a ridership of 60 employees per shift for the manufacturers. In 2001, the grant will continue with an expansion into the Route 5 corridor employers.

The Home Energy Assistance Program (HEAP) saw a rapid increase in the number of households that were issued home energy assistance. Overall, the families seeking an energy grant increased by over 400 cases—nearly a 40 percent increase in one year. The fuel oil prices drove many families in for help. Additionally, the income limits were relaxed so that a family of three could earn over \$2,300 monthly (\$27,600 yearly) and be eligible. The HEAP season begins in November of each year and, if the end of 2000 is any indication of the remainder of the fuel season, we could expect to see another 40 percent increase in applications. This heating season has begun with sharp increases in natural gas prices and no reduction in fuel oil prices.

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.

The end of 2000 saw the elimination of paper food stamp coupons. As part of welfare reform, states had to implement a process to no longer issue paper coupons. New York's program, known as Electronic Benefit Transfer (EBT), was implemented in mid-December. While the jury is still out on the effectiveness of the program, the idea of no paper coupons is attractive. Many families choose to not participate in the food stamp program due, in large part, to the stigma of the food stamp coupons. The EBT process, because of the change for clients, area food centers, and the department, got off to a rocky start, but appears to have corrected itself as 2001 was underway.

The year 2000 also saw the agency apply for TANF services funding. The money is an allocation set by the state, due in part, to see caseload reductions that have occurred. The TANF Services Plan was submitted in August 2000 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 could be 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 will fund more assistance with the burgeoning foster care cases, a continuation of a job-readiness

services, and continue funding of our successful drug/alcohol assessment and case-management program.

Additionally, the TANF Services Plan will provide funding to the Community Action Program (CAP) to provide a housing stabilization program that will fund such items as first month's rent, moving expenses, and minor rehabilitation to name a few. CAP will also run a program to offer credit counseling to families who are low income. A key component of the service would be 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 Temporary Assistance unit is very excited by the possibilities offered by TANF Services and is looking forward to working with our community partners in the provision of the programs.

The caseload of open public assistance cases continued to drop throughout the year as it has over the past five years. The year started with a high caseload of 178 and dropped steadily to a low of 160 cases in July. We ended the year at 164 cases representing 314 individuals. When comparing our cases against counties of similar size and demographics, Madison County certainly proves the effectiveness in which we have worked with our cases over the last five years. Of particular note is the average number of single/childless couple cases (30) that is nearly 50 percent lower than our counterparts. This is important because the county shares the cost of these cases at 50 percent. We also saw a similar case comparison in the food stamp caseload with a high of 1,342 cases in January and a low of 1,240 in

September. We ended the year at 1,271 cases, representing 2,517 residents of the county.

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 74 percent, or nearly 75 per month, of the persons applying for public assistance diverted into some other form of help. The program has saved the county an average of \$32,419 per month or total savings of \$2,241,330 since we began. In 2000, we saw similar results: 1172 persons came into the social services building to apply for public assistance with over 864 diverted (74 percent) for a yearly savings of \$389,025. Impressive results considering that the unit operated with only three workers for the year.

The Temporary Assistance unit remains optimistic that 2001 will bring a continuation of prosperity for the citizens of Madison County. We are hopeful that the caseload of public assistance households will remain under 200 for the year, that day care assistance will remain fully federally funded and assist families in becoming self-sufficient, and that the Adult Services/Employment unit will become a viable alternative for agencies in the county to rely upon when considering the best course of action for our needy adults.

Other agencies in the state, using Madison County Department of Social Services Temporary Assistance unit as a model of efficiency, often duplicate the work being done by our department. While we could stop there, I am confident that the Temporary Assistance staff will continue to rise to the occasion and develop new programs, provide effective assistance in a timely manner, and help the citizens of the county realize their every potential.

MEDICAID

The Medicaid caseload for yearend 2000 totaled 3,099 cases, which is an increase of 96 cases over 1999. The unit averaged 125 new applications per month for the year.

Our estimated local cost expenditure for MMIS for the year 2000 will be approximately \$7,012,661. This is an increase of 8 percent over last year's local cost expenditure of \$6,397,447. The highest cost categories for year 2000 were skilled nursing facilities, waived services, hospitals, and drugs.

Our concern in Medicaid for 2001 has to be the state's mandated Child Health Plus and Family Health Plus programs. We have had limited experience with either program as Child Health Plus was implemented late in the year 2000 and Family Health Plus is scheduled to be implemented in 2001. To date, from a startup date in October 2000, Child Health Plus has resulted in 52 applications filed for 107 children. Again, we will have to take a wait-and-see approach with each of the new mandated programs.

Medical Transportation 2000

Travel Vouchers

January	\$ 2,365.30
February	1,794.87
March	2,024.21
April	1,779.29
May	1,632.97
June	4,192.85
July	900.50
August	1,591.02
September	669.58
October	1,862.81
November	2,427.40
December	<u>1,254.95</u>
	\$22,495.75

<u>Office for the Aging</u>	<u># of Trips</u>	<u>Amount</u>
January	45	\$ 937.50
February	30	614.50
March	39	1,110.75
April	28	769.30
May	44	1,213.00
June	26	757.25
July	40	1,169.00
August	48	1,120.00
September	28	682.75
October	37	1,122.25
November	27	649.25
December	<u>26</u>	<u>618.50</u>
	418	\$10,764.10

<u>Transportation Aides</u>	<u># of Trips</u>	<u>Amount Saved</u>
January	108	\$4,225.74
February	121	4,335.00
March	151	5,572.75
April	116	4,610.00
May	157	5,582.00
June	149	4,938.75
July	122	4,404.75
August	127	4,351.25
September	117	4,016.00
October	101	3,663.25
November	113	3,884.00
December	<u>102</u>	<u>3,154.25</u>
	1,484	\$52,737.99

<u>Invalid Coach</u>	<u># of Trips</u>	<u>Cost</u>
Suburban Transportation	996	\$36,910
Abel Medical	655	27,208
Birnie Bus Service	217	8,774
Kunkel Limo	97	7,282
Speedy Medical	67	5,470
TLC	11	1,010

<u>Ambulance</u>	<u># of Trips</u>	<u>Cost</u>
Vineall Ambulance	776	\$61,536
Eastern Ambulance	234	17,042
Greater Lenox Ambulance	207	9,153
So. Madison County Volunteer Ambulance	111	4,353
Fiore Ambulance	42	4,021
Kunkel Ambulance	43	2,829

<u>Taxi-Livery</u>	<u># of Trips</u>	<u>Cost</u>
Suburban Transportation	844	\$65,764
Town & Gown	611	62,285
Oneida Taxi	968	36,714
Jack's Taxi	473	25,742
Dee's Livery	110	8,101
Speedy Medical	95	5,063
Fiore's	68	2,274
Madison County ARC	69	1,697

<u>Day Treatment</u>	<u># of Trips</u>	<u>Cost</u>
Gregory Collis	447	\$20,063

RESOURCES 2000

Estates	\$ 65,210.15
Assignment of Proceeds	86,340.06
Discharge of Mortgages	8,286.66
Burial Reimbursement	6,558.20
Excess Resources	12,380.67
Accident Liens	<u>13,689.34</u>
Total	\$192,465.08

Home Care 2000

Madison County's home care programs served 111 individuals in the year 2000. The Long Term Home Health Care Program (LTHHCP) provided 90 clients with expanded home care services. In 2000, the LTHHCP admitted 23 clients to the program. Six clients were admitted to the program directly from residential health care facilities. The average client's age was 73.5. The age range was 40 to 101. The average DMS-1 score was 167. Of these clients, 21 percent were male and 79 percent were female. Skilled care was provided at approximately 42 percent of the monthly allowable cap of \$3596. Health-related care was provided at approximately 50 percent of the allowable monthly cap of \$2429.

The Long Term Home Health Care Program clients qualify for placement in a residential health care facility (RHCF), since they are cared for at home. The Medicaid costs for this care are at a fraction of the cost of care in a nursing home. In the year 2000, the Long Term Home Health Care Program saved Medicaid expenditures of \$1,551,996. Home care programs continue to be a cost-effective alternative to institutionalization.

The Personal Care Program served 21 clients in the year 2000. The Care at Home Program operates as it has in the previous year—in the year 2000, the Care at Home I and II Programs serviced four clients. The Consumer Directed Personal Assistance Program has two clients enrolled.

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 2,670 hours of locally-arranged and state-provided training was completed by agency staff in the year 2000. Nearly 195 different trainings were provided to staff that included everything from new worker orientation to college credit courses.

New worker training was provided in house to 13 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. Newly-hired Examiners, Caseworkers, and Child Support Investigators 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.

Twenty-two employees took advantage of EAP-sponsored workshops held at DSS. These topics included "Humor in the Workplace" and Defensive Driving." Another 21 Caseworkers attended a Caseworker safety class arranged in conjunction with the Personnel Department. Fourteen Caseworkers were able to attend the state's UCR training, which was offered

here onsite. This course reviewed the necessary language and requirements for writing a Uniform Case Record (UCR) plan.

Two major initiatives were undertaken in 2000 as a joint-training effort between the state and our local district. The first involved basic computer training necessary when the state provided the district with 15 Electronic Eligibility Determination Support System (EEDSS) computers. These computers were placed in all Medicaid Examiners' work areas. Even though the EEDSS application software has not been received yet, the workers did need basic training on how to use a PC, along with specific instruction on using Microsoft Word. This training was provided in Syracuse at IKON through a contract with the state. The training provided an excellent foundation for using a PC. More training will be needed once the EEDSS software package is installed.

The other joint initiative involved the new Electronic Benefit Transfer (EBT) process. This involved the educating of all agency staff and our customer on the new way clients are to access their food and cash benefits. This new procedure involves using the customer's identification card like a debit card at grocery stores and ATM machines.

This year, employees took advantage of the 27 teleconferences broadcast over the SUNY SAT system. These interactive programs included topics in such areas as adult services, legal issues in child welfare, management, child support and medical issues. Having these teleconferences

available onsite 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. We often videotape these programs and then make the tapes available to be viewed by additional staff members. Employees from our local Public Health and Mental Health Departments have been able to view their programs using our satellite system.

The year ahead will see the need for more computer training as the state provides more PCs to use in determining the eligibility for more and more programs. Also, supervisory training will be highlighted as more line workers are promoted to the position of supervisor.

SPECIAL INVESTIGATIONS

The Special Investigations unit consists of three full-time 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 226 cases this year. As a result of these validations, 114 cases were denied, due to various reasons, resulting in a 50 percent denial rate for the year. Also, as a result of these investigations, over \$529,257 was saved from being paid out over the year. 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 58 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 \$4,154. Two additional clients agreed to make restitution on assistance they received, but were not entitled to, totaling \$388. One of these clients signed a Disqualification Consent Agreement resulting in additional savings of \$2,670 for the year.

The unit served 81 summonses totaling \$27,539 for collections. This money is owed to the department for various overpayments that have occurred. The unit also served 41 subpoenas for various Family Court issues.

The unit transported 38 juveniles to various detention facilities throughout the state as directed by Family Court and Child Protective Services. The transports involved approximately 169.5 hours of service.

The unit received 75 bank referrals and sent 1575 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. One client was arrested for harassing a Caseworker and preventing her from leaving a residence.

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 Worker and is registered as a Certified Social Worker with the State Education Department.

In the year 2000, 17 families, involving 23 children, were assisted by this program. 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. Eight children were maintained at home rather than in residential placement and five 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 \$192,900.

CHILDREN'S SERVICES

FOSTER PARENT ORIENTATION AND STATUS

We have continued to use MAPP (Model Approach to Partnership in Parenting) orientation for certification of prospective foster parents. We began the year with 40 certified homes, 2 of which were child specific. We ended the year with 44 certified homes, 5 of which were child specific. We have found that our MAPP-trained parents appear to be better prepared as foster parents than in the past and appear to be better able to manage difficult problems.

We no longer have homes specifically designed for emergency placements. All of our foster parents are willing to assist us whenever necessary and convenient for their own families. We continued to attempt evaluations while children were in foster care; however, the courts continued to order residential evaluations. The Liberty Resources counselors have been able to do some of the evaluations prior to the decision to place children, especially prior to placement in higher levels of care.

The position of foster home finder/recruiter continues to be very important to the foster care program. It has become increasingly difficult to recruit good homes and, therefore, necessary to keep our current families happy. This is reflected in the decrease in certified homes. Fostering a troubled child is a very difficult job for which we pay only room and board. Many of our families are two-income households with children of their own. It is a very special and dedicated family who can take our children into their families and provide the care and attention they need. As we are now certifying all our families as resource families, this position has become even more important.

With three certified MAPP trainers, we have continued to be able to spread out the training responsibilities and provide better service to our prospective foster and adoptive parents.

ADOPTION SERVICES

During 2000, two families were approved as prospective parents for hard-to-place children and two families closed as adoptive homes for a total of 13 families currently approved. These persons, in conjunction with foster parents, completed the MAPP/GPS program (Model Approach to Partnership in Parenting/Group Preparation and Selection). The basis for combining adoptive and foster parent certification has to do with the fact that most of the older, hard to place children who are freed for adoption have come through the foster care system; thus, many of the issues that need to be dealt with are the same. In addition, with the coming of our statewide computer system, we are now certifying our families as resource families for foster/adoptive placement. Children placed for adoption are paid through the foster care program for a minimum of six months before an adoption can be finalized. Being certified as resource families eliminates the need to do two completely separate certification processes with the myriad of additional paperwork required.

The department had 17 children in its charge that had been freed for adoption and no children from other counties placed with Madison County adoptive/searching families. Five adoptions were finalized in 2000, all of which were Madison County children. Of the remaining 12 children freed for adoption,

one is 20 and was discharged to independent living when he finished high school in June. We continue to search for homes for four boys, all of whom are junior high and high school boys. Because of the ongoing emotional and behavioral problems, this is proving to be very difficult. The other seven children are currently in adoptive placement and it is anticipated these placements will be finalized in 2001. There have been no infants surrendered to Madison County in several years. Although many parents would be interested in an infant if one became available, the parents currently approved for adoption express a broad range of ages they would consider. All families are encouraged to actively review the blue books of waiting children regularly because it is their best means of locating a child or children who will fit their family.

TASA (TEENAGE SERVICE ACT)

Madison County continues our arrangement with Liberty Resources, Inc., to provide TASA services as a referral agency with the approval of the New York State Department of Social Services.

DETENTION SERVICES

One April 1, 2000, the Department of Social Services entered into a contract with Elmcrest Children's Center to provide three non-secure detention beds for our children. During 2000, we utilized 808 care days for an average of 2.21 children per day in non-secure detention. We have been very pleased so far with the services that Elmcrest has been able to provide through this program.

The facility is located in their former group home in Tully, New York, and has meant less time that Social Services staff has had to spend locating a detention bed when needed and less travel time to and from the facility.

Another benefit has been a streamlining of the process for admissions of children to the Elmcrest residential program. Referrals to their program are much simpler for a child in their detention facility. In addition, Elmcrest staff will move a child to their Syracuse campus for an admission, thereby saving Social Services staff from having to participate in that process when appropriate.

Overall, it appears that this contract has been a cost-saving measure for the agency.

FOSTER CARE AND INSTITUTION PLACEMENTS

We began 2000 with a total of 115 children in placement. Sixty-four of these were in foster care. Fifty-one were in higher levels of care. At the end of 2000, we had 117 in placement, of which 78 were in foster care and 37 were in higher levels of care. We continue to increase placements of children outside their homes. This is due to several factors. We continue to have an increase in protective placements including sibling groups. Our foster homes continue to be strained to capacity and beyond. The level of disturbance in some of the young children has required us to find higher levels of care for more abused and neglected children than previously.

In an attempt to keep our institution placements down, we are using an increased number of therapeutic foster care beds. These homes offer more structure and receive a higher level of services than we can provide in a traditional foster

home. While the cost is higher than traditional foster care, it is considerably lower than institutional care, as well as allowing us to use public school, which does not require our department to pay tuition costs. In order to keep sibling groups together in one home, we have also had to access therapeutic foster care, as our own homes are not able to accept large sibling groups.

With the merger of the New York State Department of Social Services and the New York Division for Youth into one large agency, the state continues to maintain facilities for those youngsters who are adjudicated JDs. Our placements in these facilities have increased somewhat this year. Since July 1996, the state allows only JDs to be placed in their facilities, which accounts for the decrease.

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. There were 17 group sessions during 2000. During these sessions, children learn interpersonal skills, cooking, budgeting, shopping, job hunting and other skills of interest to them in preparing to live independently in the future. There were 9 new referrals and 14 individuals were served. We are attempting to find ways to serve all of the teenagers, but we anticipate that the numbers of eligible teens will continue to increase, making it impossible to serve them all as the program currently exists. All of these young people will be moving to independence sooner than they should, whether they return home first or go directly out on their own.

The knowledge gained during these groups is critical to their eventual success or failure.

CASEWORK ASSISTANT

This past year, a new position was created to assist Caseworkers. The Casework Assistant handles such duties as transporting children and families, supervising visitation, and assisting with home visits. The assistant also assists the Sheriff's Department with transports to detention facilities, serving as a third party reviewer for planning conferences, and completes miscellaneous other tasks.

From August 21 to November 30, 2000, the Casework Assistant conducted 246 transports and 80 supervised visits. This individual also assisted with four transports to detention facilities and 10 home visits, and acted as a third-party reviewer six times.

The Caseworkers have found this Casework Assistant position to be invaluable. Having a Casework Assistant has allowed Caseworkers more time to work with the families they serve to achieve permanency and safety to the children involved.

CHILD PROTECTIVE SERVICES

During 2000, there were 869 reports received from the Child Protective Register, an increase of 145 from 1999. In addition, there were 7 requests for service where no hot line report was made. These were requests to assist in interviewing children with the police or for other states where children were either visiting or residing in Madison County at the time.

The rate of indicated reports was 34.9 percent compared to 45.5 percent in 1999, 29.1 percent in 1998, 33.6 percent in 1997, and 36 percent in 1996.

There were 96 petitions filed in Family Court. This included 65 neglect, 4 abuse, 8 neglect/abuse, 7 neglect violations, 5 amended neglect, 2 permanency plan reviews, 4 approval of a voluntary and 1 bill of particulars.

Sixty-six children were placed in foster care by the Child Protective unit. Of these children, 5 of these children were discharged to a parent or other relative and subsequently replaced in foster care. Twelve children were discharged to the home from which they were removed. Twelve children were discharged to another parent or relative.

The increase in reports was about 20 percent and that is a major concern. With the number of investigators, it is not possible to comply with mandated timeframes for completing investigations and getting the necessary paperwork done. With the lengthy training time now required for Caseworkers, even if all the positions are filled, we are operating for long

periods of time with workers who can not be assigned reports. This shows up in the number of reports that are pending past the 60-day timeframe for determinations.

There are many months when workers are being assigned more than the suggested 10 reports per month. As always, or primary concern is safety and efforts are directed to making home visits and assessing safety in a timely manner.

2000 CHILD ABUSE AND MALTREATMENT REGISTER REFERRALS

MONTH	IND.	UNF.	TRANS.	SUBSEQUENT		SUPPORTIVE RESPONSIB.	ADD'L INFO.	DUPLICATE	PENDING
				IND.	UNF.				
JANUARY	17 - 33	30 - 46	1 - 1	12 - 19	1 - 1	7 - 16	0	3 - 3	0
FEBRUARY	14 - 28	42 - 69	1 - 1	4 - 9	12 - 19	7 - 10	0	1 - 1	0
MARCH	16 - 24	40 - 60	2 - 5	5 - 11	6 - 10	8 - 15	2	0	0
APRIL	15 - 23	35 - 53	0	2 - 4	7 - 10	6 - 7	0	1 - 1	0
MAY	21 - 28	29 - 41	0	5 - 5	2 - 2	10 - 17	1	1 - 1	0
JUNE	15 - 30	35 - 72	1 - 1	8 - 20	11 - 16	11 - 13	4	1 - 1	0
JULY	15 - 21	23 - 51	1 - 2	1 - 2	4 - 6	8 - 19	1	1 - 1	7 - 13
AUGUST	10 - 25	21 - 28	1 - 3	3 - 7	2 - 2	7 - 9	2	1 - 1	13 - 20
SEPTEMBER	14 - 27	19 - 34	0	2 - 5	6 - 9	10 - 18	3	1 - 1	16 - 40
OCTOBER	8 - 9	19 - 37	2 - 2	4 - 13	4 - 9	8 - 19	2	2 - 8	37 - 58
NOVEMBER	5 - 6	14 - 23	0	0	2 - 4	7 - 8	1	1 - 1	45 - 91
DECEMBER	2 - 4	6 - 11	1 - 2	0	1 - 1	4 - 6	2	2 - 2	46 - 72
TOTAL	152 - 258	313 - 525	10 - 17	46 - 96	58 - 89	93 - 157	18	15 - 21	164 - 294

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 resides.

PREVENTIVE SERVICES

During 2000, we saw a continuing increase in the number of children receiving preventive services. We began the year with 352 children in families being served and ended the year with 387 children receiving services.

We have made use of our in-house counseling service provided through Liberty Resources, which added an intern to their staff. This continues our attempt to expedite the process for our many families and children needing evaluation and treatment.

We continue to participate in the Partners in Prevention program, which is also administered through Liberty Resources and is jointly funded by the Mental Health Department, this department, and the six participating school districts.

Also, the Family Reunification program, staffed by a Liberty Resources' 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 1097. The Placement Diversion Program had 25 children and their families receiving services through this year with three more in the pre-admission intake process and a waiting list of three. According to their statistics, they have so far prevented 4410 possible care days for substantial savings to the county.

ADULT SERVICES

The Adult and Family Services unit continued to undergo significant change for the second consecutive year. The change was manifested in two areas – those of staffing and intake reporting. Retirement took a Senior Caseworker and Caseworker who shared over 60 years of cumulative Adult Services experience. The halftime Caseworker was made fulltime by transferring some duties from the Employment unit. One new Caseworker was hired in late November and one transferred from the Children and Family Services unit. By December, a new unit was in place staffed with Caseworkers who brought a diversity of Children and Family Services, Employment, and Adult and Family Services experiences. At the close of 2000, the unit melded the Adult and Family Services unit together with the remainder of the Employment unit to form a unified, cohesive unit. The Adult Services/Employment unit will be able to positively impact the lives of adults in Madison County by providing a comprehensive array of services and referral information to the unemployed, underemployed, and disabled population.

Throughout the year, the unit continued to maintain compliance with mandatory reporting requirements. Our New York State counterpart completed an informal review and recommended an action plan that focused on processing referrals and refining the Protective Services for Adults (PSA) intake procedure. An understanding was reached and improvements were implemented whereby recording PSA assessments became a routine. This resulted in 64 PSA assessments this year, which surpassed the 1999 total four times.

Of the 64 PSA assessments, 13 were coded "in need of protective services" and three of those were determined to be "life threatening." The remaining 51 "non-protective" assessments were resolved by referral to an appropriate agency or the situation was resolved onsite. Health providers contributed 31 referrals, with Madison County Public Health Department sending 13 of these. Other service providers composed the next highest referral source with 13 referrals being issued from the following groups: Madison County ARC, Madison County Office for the Aging, the Veterans Administration and units from our own Department of Social Services. The remaining 20 referrals were divided among Madison County law enforcement agencies; family, friends or neighbors of the referred; mental health providers; and self-referrals.

Significant characteristics indicate that these referrals were predominantly elderly adults living alone who have encountered severe challenges to living independently and safely. Such referrals are often resolved by creating a coordinated plan of care and utilizing those resources currently available in our community. An exception to the above was the rise in reported allegations of abuse to the mentally retarded/developmentally disabled adults. The only referral that required a more intrusive approach than those care plans described above was the removal of a mentally retarded adult to a safe domicile. It is not entirely clear why the rate of reported incidents for this population increased; however, one may surmise that with the increase of supportive programs, more adults will live

independently and encounter challenging situations that expose them to potential abuse.

Our unit provides services to 12 active cases. In addition to the above protective/preventive services, the Adult and Family Services unit provides support services for the Income Maintenance unit in the form of security deposit inspections, monitoring drug/alcohol clientele, assisting applicants/recipients with accessing housing, monitoring disabled recipients in the application process for SSI/SSD, and a variety of other duties as assigned by the Director of Economic Security.

In accordance with Public Service Commission Law, the unit is designated to contact Madison County residents who are notified that their utilities are in jeopardy of being disconnected. The unit caseworkers informed 176 residents of available resources that will allow for continuity of utility services.

The significant changes that affected the Adult and Family Services unit have resulted in an experienced and dedicated team who will continue in 2001 to work cooperatively with other individuals, families and agencies for the benefit of Madison County residents.

CHILD SUPPORT ENFORCEMENT

As the year 2000 closed, the Madison County Child Support unit was able to look back with pride. We accomplished a lot over the past year. One highlight included our contribution to New York State's winning the National Child Support Enforcement Association Most Improved Program Award. This award recognized the New York State Child Support Program for significant improvements in the areas of collections (Madison County's collections showing a 13.24 percent increase at the close of 2000), percent of cases with paternity established (Madison County's having a 3 percent increase), and the percent of cases with support orders established (Madison County increased 2 percent). The Madison County Child Support unit received a certificate of recognition for our contribution to increasing the statewide collections by 14 percent over last year's collections.

The following excerpt is taken from Governor Pataki's January 3, 2001, State of the State Address:

"Roughly one-third of the people who've left New York's welfare rolls have done so in large part because an absent parent now pays child support. Five years ago, we were collecting about \$610 million a year in child support. Because we changed the law, we expect that number to reach \$1.2 billion this year, which will be the second consecutive year of record collections."

A provision that was put into action aggressively in 2000 and dramatically affected the workload of the Child Support unit came from the Personal Responsibility and Work Opportunity Reconciliation Act of 1996 (PRWORA), also known as the Welfare Reform Act, which was signed into law on August 22, 1996.

The provision required states to enter into agreements with financial institutions conducting business within their state for the purpose of conducting a quarterly data match. This data match is intended to identify accounts belonging to parents who owe past-due child support. When a match is identified, state child support programs may issue liens or levies on the accounts of that delinquent obligor to collect the past-due child support.

The PRWORA provides new enforcement remedies for child support. Along with the above information exchange, the PRWORA requires the financial institutions to provide a quarterly data match system of name, record, address, social security number or other taxpayer identification number for each non-custodial parent who maintains an account at such institution and owes past-due child support. The asset types maintained at each of these institutions are all property-execution eligible. The types of asset accounts on which the county may issue a lien or levy include demand deposit accounts, checking accounts, savings accounts, time deposit accounts, money market mutual fund accounts, and compound accounts (stocks, bonds, mutual funds, and cash balances).

The financial institutions that must participate with the FIDM include banks, savings and loans, federal and state credit unions, benefit associations, insurance companies, safe deposit companies, money market mutual funds, and similar institutions. There are over 600 banks and savings and loans in New York State alone. The states match with Manufacturers and Traders Trust Company (M & T) resulted in nearly 11,000 match records involving over 6,000 respondents. The total on deposit at the time of the match was approximately \$1.7 million.

Also in the enactment of PRWORA there was a strong message for the enforcement of child support requirements of non-custodial parents. There remains an opportunity to improve child support collections through the employment of the non-custodial parent. Counties statewide are struggling to take the challenge of devising an effective strategy to serve the non-custodial parent. Enforcement alone is not effective for many low-income non-custodial parents with limited education and work experience who face many of the same employment barriers as the custodial parent on welfare. The counties are trying to provide employment – related services to these groups of parents. At this time, these services are not widespread. Programs are needed that not only assist non-custodial parents to prepare for and locate stable employment, but also facilitate their efforts to pay child support and become more involved with their families. In Madison County, the Child Support unit and Temporary Assistance unit are coordinating their efforts towards this challenging but definitely obtainable goal.

The year 2000 ended with the following collections:

\$ 519,973	
<u>4,747,499</u>	
\$5,267,472	Over \$5 million collected on 3382 cases!

EMPLOYMENT AND ELIGIBILITY

The Madison County Employment and Eligibility units continued to meet the challenges inherent in placing individuals who may lack education, training, experience and those traits that are essential in obtaining self-sufficiency. The Temporary Assistance employment programs that enable adults to overcome these barriers to employment are designed according to the needs of our consumer. These programs are either training/education or work experience/on-the-job training.

The primary programs that address the training/education component utilizing a classroom setting preparatory to job placement are Job Club/Job Development and the Welfare-to-Work Block Grant. The Job Club and Job Development programs served an average of six consumers each month who studied resume writing, developed interviewing skills and refined those other skills necessary to entering employment. These classes were conducted by Programs for Progress, which will conclude its sixth year in June 2001.

Madison County Office of Employment and Training continues to administer the Welfare-to-Work block grant and has successfully done so since the spring of 1999. The consumers assigned to this program are evaluated for their job readiness and then assigned to a cooperative agency based on the consumer's skills, abilities and preparedness to re-enter the workforce. Participants are then placed in supervised employment settings, thus initiating the transition-to-work process. This program serves consumers who exhibit multiple barriers to employment and

are the most difficult to serve. This office works with an average of 14 DSS consumers each month and has successfully managed to close their public assistance cases.

Once employment has been secured, the consumer usually encounters a new set of problems that potentially undermine his/her placement. Our department has a fulltime job retention coordinator who works closely with the consumer, BOCES, and the Employment and Training Office to provide critical support to solve these problems. This retention specialist also assists individuals who independently secure employment. During 2000, an average of 16 individuals was assisted by our specialist each month. This is a remarkable as well as revealing statistic since these individuals have achieved economic independence, yet appear eager to continue to accept guidance rather than sever their ties to our social system.

The Madison County Mobile work Crew continues to achieve success of a dual nature. Since its inception in 1993, this program has helped several hundred individuals gain the skill and confidence necessary to re-enter the workforce; however, as participants were in the process of achieving this personal goal for themselves, they finished numerous community projects that either had been left unfinished or that never left the planning stages. As the individual benefited, so too did our neighborhoods. During 2000, an average of 17 consumers receiving both temporary assistance and food stamps was assigned to the Mobile Work Crew each month.

There has been a gradual merging of the Employment, Eligibility, and Adult Services units over the last few years, which was due, in part, to sharing a number of broad goals. In fact, the end of 2000 saw the Adult and Family Services supervisor assume the duties of the Employment unit. This merger combined a number of skilled staff whose objective was to help our agency change public assistance to truly temporary assistance. This objective meant implementing creative solutions where, in the past, we routinely accepted applications. This procedure, known as "front door diversion," has been utilized to help consumers develop options rather than developing reliance upon temporary assistance. In 2000 alone, nearly 1200 potential recipients entered the agency and expressed a desire to apply for cash assistance. Of this number, only 308 actually applied for cash assistance. The remainder of this group chose not to apply or they accepted constructive alternatives presented by members of the above units.

This remarkable percentage was accomplished in several ways. First, consumers initially met with the fulltime Department of Labor Services representative stationed in the DSS building. During 2000, a total of 139 consumers were referred for actual job openings. Of those, a total of 59 consumers entered employment as a direct result of the referral. Other consumers have been directly referred to employment without a DOL referral. In all, 114 temporary assistance consumers entered employment last year as a result of placement from the DSS office through referrals by staff.

Second, an increasing number of our consumers are being identified as drug and /or alcohol abusers. These individuals possess a minimal change of securing and retaining employment without treatment. Our Adult Services caseworkers met with an average of 34 persons each month whose screening indicated that they have a substance abuse problem.

Third, our Adult Services Caseworker assists those consumers in applying for financial aid programs for the disabled who submit documentation to support their claim. The number of consumers who have multiple barriers to employment that cannot be corrected appears to have increased each year. The Caseworker monitors each applicant as he/she progresses through social Security Disability and Supplemental Security Income process. In 2000, an average of 25 people each was required to work with DSS to pursue these benefits.

Finally, many consumers were apprised of other options that were not available through DSS that would meet their needs. A team approach to the variety of problems that meet this unit on a daily basis has proved beneficial for our consumers, especially those who are in crisis.

Despite the great number and variety of options that are available to our consumers, still some do not choose to participate. It remains the responsibility of this agency to assure that benefits are discontinued in these cases. Last year, DSS enacted a total of 196 food stamp and public assistance sanctions for a total of 12,450 days of forfeited benefits.

There continues to be room for improvement in services offered to reduce or eliminate the need for public assistance. In 2000, DSS renewed its arrangement with Madison County Transit to provide transportation for over 60 newly-employed clients. This program was developed in cooperation with major area employers. The Building Independence for the Long Term (BILT) program meant that in most cases, the employable client could now be connected with work, transportation, and day care in less than one day.

For the future, it is envisioned that the continued teamwork of Employment and Adult Services will be deepened with the expressed goal of decreasing the need for assistance while providing the lifelong alternatives of self-sufficiency.

DEPARTMENT OF SOCIAL SERVICES

FISCAL

General Administration - 2000

Disbursements:

Personal Services	\$2,838,855
Equipment	\$7,502
Contractual	\$771,902
Employee Benefits	\$713,549
TOTAL	\$4,331,808

Credits:

Refunds	\$9,221
State Aid	\$726,110
State Aid - O&M & Int	\$81,370
Federal Aid	\$2,323,812
Federal Aid - O&M & Int	\$235,721
TOTAL	\$3,376,234

NET LOCAL COST	\$955,574
-----------------------	------------------

	<u>1999</u>	<u>2000</u>	<u>Increase / (Decrease)</u>
Gross Cost	\$4,128,552	\$4,331,808	\$203,256
Net Local Cost	\$665,659	\$955,574	\$289,915

Child Care Block Grant Expense - 2000
--

Disbursements: \$777,880

Credits:

Refunds \$764
 State Aid \$768,674
Total \$769,438

NET LOCAL COST \$8,442

	<u>1999</u>	<u>2000</u>	<u>Increase/ (Decrease)</u>
Gross Cost	\$794,561	\$777,880	(\$16,681)
Net Local Cost	(\$9,148)	\$8,442	\$17,590

Number of Children			
Mth of Payment	1999	2000	Inc/(Dec)
Jan	266	352	86
Feb	303	296	-7
Mar	279	276	-3
Apr	295	295	0
May	299	292	-7
Jun	297	281	-16
Jul	319	296	-23
Aug	350	308	-42
Sep	326	299	-27
Oct	335	286	-49
Nov	318	324	6
Dec	305	275	-30
Average/Month	308	298	-9

Purchase of Service - 2000

Disbursements:

Purchase of Serv.	\$24,464
Nonresid V of DV	\$76,965
Public POS-MH	\$86,680
Family Unification Proj	\$180,993
Total	\$369,102

Credits:

Refunds	\$188
State Aid	\$0
Federal Aid	\$214,458
Total	\$214,646

NET LOCAL COST	\$154,456
-----------------------	------------------

	<u>1999</u>	<u>2000</u>	Increase / (Decrease)
Gross Cost	\$308,361	\$369,102	\$60,741
Net Local Cost	\$122,707	\$154,456	\$31,749

*Child Care Block Grant was moved from A6070.44 (1998) to A6055.41077 (1999).

Medical Assistance & MMIS (Local Share) - 2000

	MA	MMIS	TOTAL
Disbursements:	\$217,104	\$7,139,855	\$7,356,959
Credits:			
Refunds	\$508,244	\$0	\$508,244
State Aid	(\$107,401)	\$1,133,408	\$1,026,007
Federal Aid	(\$121,648)	\$0	(\$121,648)
Total	\$279,195	\$1,133,408	\$1,412,603
Net Local Cost	(\$62,091)	\$6,006,447	\$5,944,356
	<u>1999</u>	<u>2000</u>	<u>Increase / (Decrease)</u>
Net Local Cost	\$4,972,201	\$6,006,447	\$1,034,246

TYPE OF SERVICE	<u>1999</u>	<u>2000</u>	<u>Increase/ (Decrease)</u>
HOSPITALS (IN & OUTPATIENT)	\$ 5,878,851	\$ 6,009,747	\$ 130,896
SNF (SNF & ICF)	\$ 14,647,643	\$ 15,292,039	\$ 644,396
CLINICS	\$ 2,257,773	\$ 1,918,929	\$ (338,844)
HOSPICE SERVICES	\$ 82,351	\$ 102,687	\$ 20,336
PHYSICIANS	\$ 1,057,169	\$ 1,094,570	\$ 37,401
DENTAL	\$ 136,010	\$ 142,381	\$ 6,371
OTHER PRACTITIONERS	\$ 1,001,828	\$ 1,087,586	\$ 85,758
CHILD IN MED PER DIEM	\$ 175,406	\$ 204,647	\$ 29,241
PERSONAL CARE	\$ 259,155	\$ 229,745	\$ (29,410)
HOME HEALTH AID	\$ 310,878	\$ 503,573	\$ 192,695
HOME NURSING	\$ 341,203	\$ 464,226	\$ 123,023
ASSISTED LVG PROG	\$ 80,491	\$ 58,384	\$ (22,107)
WAIVED SERVICES	\$ 6,951,793	\$ 6,275,564	\$ (676,229)
REHAB SERVICES	\$ 12,729	\$ 5,634	\$ (7,095)
THERAPIST	\$ 113	\$ 1,291	\$ 1,178
REHAB OPTIONAL SERVICES	\$ 2,122,312	\$ 2,065,498	\$ (56,814)
DRUGS	\$ 3,876,931	\$ 4,707,039	\$ 830,108
SICK ROOM SUPPLIES	\$ 240,637	\$ 222,684	\$ (17,953)
EYEGLASSES	\$ 16,971	\$ 18,328	\$ 1,357
DME AND APPLIANCES	\$ 264,509	\$ 230,397	\$ (34,112)
HMO SERVICES	\$ 1,440	\$ 1,541	\$ 101
CASEMANAGEMENT	\$ 318,048	\$ 760,036	\$ 441,988
PREPAID MH PLAN	\$ -	\$ -	\$ -
TRANSPORTATION	\$ 390,678	\$ 433,161	\$ 42,483
LAB & X-RAY	\$ 187,234	\$ 187,345	\$ 111
OTHER	\$ 21	\$ 876	\$ 855
TOTAL	\$ 40,612,177	\$ 42,017,908	\$ 1,405,731

Aid to Dependent Children - 2000

Disbursements:

ADC/EAF	\$746,948
EAF-Foster Care	\$222,827
EAF-Services	\$65,170
Total	\$1,034,945

Credits:

Refunds	\$256,994
State Aid	\$222,396
Federal Aid	\$427,834
Total	\$907,224

Net Local Cost **\$127,721**

	<u>1999</u>	<u>2000</u>	<u>Increase/ (Decrease)</u>
Gross Cost	\$1,241,047	\$1,034,945	(\$206,102)
Net Local Cost	\$355,292	\$127,721	(\$227,571)

ADC	CASE	LOAD	EAF-FC	CARE	DAYS	EAF	CASE	COUNT
	1999	2000		1999	2000		1999	2000
Jan	153	136		372	645		17	14
Feb	149	140		396	564		18	12
Mar	153	139		295	488		10	12
Apr	147	128		378	466		13	13
May	151	130		393	418		18	16
Jun	150	120		434	551		15	20
Jul	144	120		451	579		26	12
Aug	136	128		496	681		16	16
Sep	141	126		479	574		15	17
Oct	136	129		405	552		20	17
Nov	134	126		522	820		15	14
Dec	130	121		805	927		19	4
Avg	144	129		452	605		17	14

Gross Cost/Case	\$ 450	\$ 426					\$ 531	\$ 513
Gross Cost/Day				\$ 30	\$ 29			

Child Welfare - 2000

Disbursements: \$1,316,534

Credits:

Refunds \$48,728
 State Aid \$458,137
 Federal Aid \$456,345
Total \$963,210

Net Local Cost \$353,324

	<u>1999</u>	<u>2000</u>	<u>Increase/ (Decrease)</u>
Gross Cost	\$1,325,890	\$1,316,534	(\$9,356)
Net Local Cost	\$349,993	\$353,324	\$3,331

Care Days Analysis

Mth of Payment	1999	2000	Inc/(Dec)
Jan	2480	2805	325
Feb	2558	2995	437
Mar	2505	2683	178
Apr*	2592	3465	873
May	2466	2819	353
Jun	2518	2959	441
Jul	2448	2848	400
Aug	2555	2816	261
Sep	2536	2774	238
Oct	2427	2611	184
Nov	2719	2537	-182
Dec	2638	2656	18
Total	30442	33968	3526
Avg/Month	2537	2831	294

Juvenile Delinquents - 2000

Disbursements:

JD/PINS	\$2,024,650
TOTAL	\$2,024,650

Credits:

Refunds	\$72,161
State Aid	\$773,362
Total	\$845,523

Net Local Cost	\$1,179,127
-----------------------	--------------------

	<u>1999</u>	<u>2000</u>	Increase/ (Decrease)
Gross Cost	\$1,952,169	\$2,024,650	\$72,481
Net Local Cost	\$1,018,624	\$1,179,127	\$160,503

Care Day Analysis

Mth of Payment	99 DFY/SCH K	00 SCH K	99 DFY-14	00 DFY-14	99 SEC DET	00 SEC DET	99 TRAIN SCH	00 TRAIN SCH
Jan	1112	834	26	88	0	0	0	0
Feb	1163	820	28	94	0	0	474	756
Mar	998	721	67	72	0	61	0	0
Apr	1103	846	62	158	22	0	0	0
May	1142	879	71	120	0	6	0	0
Jun	1209	937	104	98	0	0	0	771
Jul	1186	970	26	52	0	0	0	0
Aug	973	970	43	76	0	0	526	733
Sep	804	1086	13	48	0	0	465	0
Oct	732	1078	13	40	0	0	0	0
Nov	792	1104	19	42	0	22	489	501
Dec	885	1013	50	63	0	17	0	0
Total	12099	11258	522	951	22	106	1954	2761
Avg/Month	1008	1037	44	79	2	9	163	230

JOBS - 2000

Disbursements: \$0

Credits:

Refunds \$0

State Aid \$0

Federal Aid \$0

Total \$0

Net Local Cost \$0

	<u>1999</u>	<u>2000</u>	<u>Increase/ (Decrease)</u>
Gross Cost	\$3,009	\$0	(\$3,009)
Net Local Cost	\$159	\$0	(\$159)

Safety Net - 2000

Disbursements: \$227,423

Credits:

Refunds	\$67,919
State Aid	\$91,064
Federal Aid	\$1,747
Total	\$160,730

NET LOCAL COST \$66,693

	<u>1999</u>	<u>2000</u>	Increase/ (Decrease)
Gross Cost	\$195,267	\$227,423	\$32,156
Net Local Cost	\$53,524	\$66,693	\$13,169

CASELOAD AVERAGE

Month	1999	2000
Jan	43	36
Feb	41	33
Mar	40	34
Apr	38	34
May	40	36
Jun	36	42
Jul	34	36
Aug	32	37
Sep	29	32
Oct	32	41
Nov	28	39
Dec	38	37
Avg	36	36

HEAP - 2000

Disbursements: \$1,239,817

Credits:

Refunds \$9,962

Federal Aid \$1,228,220

Total \$1,238,182

Net Local Cost \$1,635

	<u>1999</u>	<u>2000</u>	Increase/ (Decrease)
Gross Cost	\$692,541	\$1,239,817	\$547,276
Net Local Cost	\$1,330	\$1,635	\$305

Emergency Aid to Adults - 2000

Disbursements: \$7,789

Credits:

Refunds \$600

State Aid \$3,774

Total \$4,374

NET LOCAL COST \$3,415

	<u>1999</u>	<u>2000</u>	Increase/ (Decrease)
Gross Cost	\$2,264	\$7,789	\$5,525
Net Local Cost	\$863	\$3,415	\$2,552

Burials - 2000

Disbursements: \$63,610

Credits:

Refunds \$5,402

State Aid \$0

Total \$5,402

NET LOCAL COST \$58,208

	<u>1999</u>	<u>2000</u>	<u>Increase/ (Decrease)</u>
Gross Cost	\$77,797	\$63,610	(\$14,187)
Net Local Cost	\$62,279	\$58,208	(\$4,071)

Effective with the July 1999 claims Burial revenue was incorporated as part of the A3640 revenue account.

Burials Paid By Month		
	1999	2000
Jan	0	2
Feb	4	1
Mar	2	0
Apr	8	3
May	3	6
Jun	6	0
Jul	0	4
Aug	4	0
Sep	3	6
Oct	3	0
Nov	3	3
Dec	9	3
Total	45	28
Net Cost/Burial	\$1,579	\$1,905

Title IV-D Program - 2000

Disbursements: \$0

Credits:

Incentives \$54,547

NET LOCAL COST (\$54,547)

	<u>1999</u>	<u>2000</u>	Increase/ (Decrease)
Net Local Cost	(\$56,111)	(\$54,547)	\$1,564

Budgeted vs Actual Cost - 2000

	<u>Budgeted</u>	<u>Actual</u>	<u>Surplus/ _ (Deficit)</u>
Gen Adm	\$4,514,402	\$4,331,808	\$182,594
Day Care	\$905,379	\$777,880	\$127,499
Title XX	\$406,477	\$369,102	\$37,375
Medical Assist	\$218,000	\$217,104	\$896
MMIS	\$7,139,855	\$7,139,855	\$0
Family Assistance	\$1,725,645	\$1,034,945	\$690,700
Child Welfare	\$1,688,000	\$1,316,534	\$371,466
Juv. Delinq.	\$2,207,500	\$2,024,650	\$182,850
JOBS	\$0	\$0	\$0
Safety Net/Burials	\$324,000	\$227,423	\$96,577
HEAP	\$1,239,817	\$1,239,817	\$0
EAA	\$7,804	\$7,789	\$15
Burials	\$71,150	\$63,610	\$7,540
Title IV-D	(\$55,646)	(\$54,547)	(\$1,099)
Total	\$20,392,383	\$18,695,970	\$1,696,413

Net Local Cost - 2000

	<u>Budgeted</u>	<u>Actual</u>	<u>Surplus/ (Deficit)</u>
Gen Adm	\$1,736,967	\$955,574	\$781,393
Child Care Block Grant	\$0	\$8,442	(\$8,442)
Title XX	\$179,800	\$154,456	\$25,344
Medical Assist	(\$17,050)	(\$62,091)	\$45,041
MMIS	\$6,006,855	\$6,006,447	\$408
ADC	\$356,174	\$127,721	\$228,453
Child Welfare	\$666,487	\$353,324	\$313,163
Juv. Delinq.	\$1,490,463	\$1,179,127	\$311,336
JOBS	\$12,938	\$0	\$12,938
Safety Net/Burials	\$132,000	\$79,138	\$52,862
HEAP	\$0	\$1,635	(\$1,635)
EAA	\$3,500	\$3,415	\$85
Burials	\$51,950	\$45,763	\$6,187
Title IV-D	(\$55,646)	(\$54,547)	(\$1,099)
Total	\$10,564,438	\$8,798,403	\$1,766,035

*Burial state aid revenue credited to Department A6140.

FISCAL SUMMARY - 2000

	<u>Expenditures</u>	<u>Credits</u>
Gen Adm	\$4,331,808	\$3,376,234
Child Care Block Grant	\$777,880	\$769,438
Title XX	\$369,102	\$214,646
Medical Assist	\$217,104	\$279,195
MMIS	\$7,139,855	\$1,133,408
ADC	\$1,034,945	\$907,224
Child Welfare	\$1,316,534	\$963,210
Juv. Delinq.	\$2,024,650	\$845,523
JOBS	\$0	\$0
Home Relief	\$227,423	\$148,285
HEAP	\$1,239,817	\$1,238,182
EAA	\$7,789	\$4,374
Burials	\$63,610	\$17,847
Title IV-D	\$0	\$54,547.00
Total	\$18,750,517	\$9,952,113
 NET LOCAL COST		 \$8,798,403

	<u>1999</u>	<u>2000</u>	<u>Increase/ (Decrease)</u>
Gross Cost	\$17,118,907	\$18,750,517	\$1,631,610
Net Local Cost	\$7,400,401	\$8,798,403	\$1,398,002