



1996 ANNUAL REPORT

***JAMES L. CARY
COMMISSIONER***



MADISON COUNTY
DEPARTMENT OF SOCIAL SERVICES

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IN REPLY
PLEASE REFER TO:

May 19, 1997

Lawrence Carpenter, Chairman
Madison County Board of Supervisors
Wampsville, NY 13163

Dear Mr. Carpenter:

I am pleased to submit the Madison County Department of Social Services 1996 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 1996:

- In late 1994 I established a task force committee of various agency workers to address the possibility of using existing resources to create a "Front-end Diversion Process". This process would look at each individual client's actual needs and ensure that we were only addressing the actual need instead of offering a public assistance cash grant as the solution to his or her problems. The whole agency was in tune with this philosophy and worked as a team to help better serve the actual needs of the client.

The process began in July of 1995. The statistics for 1996 show that the Diversion Team interviewed 1,557 potential applicants for public assistance (cash grant). Of this number, only 733 actually filed, diverting 53% 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. Of the 733 who filed applications, 113 of these were one-time grants to meet emergency needs only and these individuals were not placed on any further public assistance. This program is highly regarded throughout New York State and has proven to be a truly successful process.

As a result of this new approach, we estimate cash savings at about \$455 per case, or a monthly savings of Public Assistance monies of \$36,400.

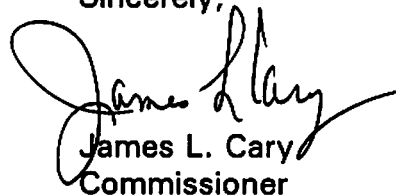
- Our contract with the law firm of Byrne, Costello & Pickard, P.C., for the collection of monies owed the agency from repayment agreements signed by clients has proven to be truly successful. Repayment agreements yielded a recoupment of \$30,532.45. 263 individuals have been referred, with 112 files closed. Collected so far in 1997 is \$8,568.68. Collection efforts are ongoing and continue to be highly successful.

- The Employment Unit, with its various program areas, again proved its worth in transitioning Public Assistance clients to self-sufficiency. As you know, the cornerstone of Employment Unit placement remains the Community Work Experience Program and Public Works Program. In 1996 an average of 32 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% 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 over 37 major and 10 minor projects for various towns and municipalities during 1996.

- The Investigations Unit continued to prove itself, as our "Front-End Detection Program" realized an average denial/withdrawal rate of forty-five percent (45%) of all Public Assistance cases validated. This effort resulted in a total public assistance/food stamps dollar savings of over one million eight hundred fifty thousand dollars (\$1,850,000). In addition, the unit arrested 62 people on various criminal charges relating to welfare fraud, with an estimated restitution value of fifty-three thousand two hundred fifty-two dollars (\$53,252.00).

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

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DEPUTY COMMISSIONER

In 1996 a total of fifteen employees left the Social Services Department. Ten employees resigned, one was discharged for unsatisfactory work performance, one was removed due to an incumbent bumping back to that position, and three employees retired. Eight employees requested and were granted leaves of absence. Three were maternity leaves and five were medical leaves.

The vacancies which resulted from people leaving the Department occurred at many levels. There were four Typist vacancies, three Caseworker vacancies, two Support Investigator vacancies, one Senior Welfare Employment Representative vacancy, one Parent Aide vacancy, one Principal Account Clerk vacancy, one Account Clerk/Typist vacancy, and one Data Entry Machine Operator vacancy.

The two Support Investigator vacancies were filled by laterally transferring a Social Welfare Examiner and promoting a Senior Clerk. The Senior Welfare Employment Representative vacancy was filled by reinstating an employee. The Account Clerk/Typist vacancy was filled by promoting a Typist. The Data Entry Machine Operator position was filled by promoting the Telephone Operator. The remaining vacancies were filled with the hiring of new employees.

There were a total of three promotions within the Department during 1996. The vacancies resulting from these promotions were filled by hiring new employees. There were a total of fifteen new

employees hired during 1996.

A Principal Account Clerk position was reclassified during 1996 to the position of Assistant Director of Administrative Services. Reclassifying this position served to provide much-needed support to the director of Administrative Services in terms of added supervision of the Accounting Unit, assistance with budget preparation, and the capacity to direct the unit in his absence. A temporary Senior Support Investigator position was added in the Child Support Unit during 1996. The purpose of this was to provide a supervisory position for the unit during the temporary absence of the Coordinator of Child Support Enforcement while she was on maternity leave. Upon her return to work, this temporary position was abolished.

In 1996 seven employees of the Department qualified for the attendance bonus of \$125 in accordance with Article 34.7 of the White Collar Bargaining Agreement.

At the end of 1996 there were a total of 117 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 UNIT
(Temporary Assistance)

1996 was a truly remarkable year for the Economic Security Unit in Madison County. Caseloads continue to drop throughout the year with a low achieved in December of 373 public assistance cases. The high point was in February, when 502 cases were receiving assistance. Much can be attributed to this decline but perhaps most important was the continued efforts of the Public Assistance Diversion Team.

Throughout the year, the Diversion Team interviewed 1,557 potential applicants for public assistance. Of this number, only 733 actually filed applications, diverting 53% to some other form of financial assistance. Many were diverted directly into jobs, some to Medicaid or food Stamps, and still others who left the agency entirely. Of the 733 who filed applications, 113 of these were for one-time grants to meet emergency needs only and these individuals were not placed on any further public assistance. This program is highly regarded throughout the State and we have had many local Department of Social Services offices emulate our program. This is clearly a tribute to the benefits of the diversion approach and to the workers who work in this capacity.

In conjunction with the Diversion Team is the continued inclusion of the Employment Unit within the Economic Security Unit. This linkage has attributed to the dramatic decrease in the public assistance caseload over the past two years. The Employment Unit continues to use a dedicated worker to apply sanctions against

those public assistance and food stamp recipients who do not comply with work activities. During 1996, this worker also assumed responsibility for the daycare program. The position is of the highest importance due to the necessity to ensure timely actions on the sanctions and the payment of daycare bills.

The Economic Security Unit continues to have a caseworker assigned to the unit. The service worker ensures that quick response is made to those families without housing, food or heat and utility services. He was also instrumental in bringing a case review of the Home Relief clients during the past year. This review involved examining each case for employability, budgeting, and other relevant data. Throughout the review process, the services worker kept the Employment Unit and public assistance workers informed regarding any inconsistencies and new information. This review itself brought about the closing or reduction in benefits for nearly 20 cases.

The HEAP program was again experiencing growing pains during 1996. As in previous years, the funding and program rules were virtually unknown until just before the start-up date. The agency had to negotiate a fee with the Madison County Office for the Aging for the HEAP services that they perform. Previously, the money for OFA was funneled through the State Office for the Aging. As the Department started the HEAP season for 1996, we are determining HEAP for the traditional OFA population in-house. This has added an enormous additional number of cases, but we were able to add an additional HEAP worker from the reduced public assistance caseload

to accomplish this. We continued to provide an outreach service to those residents who live in the southern reaches of Madison County by outstationing workers in Morrisville.

Perhaps the Economic Security Unit's biggest accomplishment in 1996 was the starting of two projects that linked up private employers with our welfare recipients. Initially, we contacted the Wal-Mart store that was being located in the City of Oneida. We proposed that the agency provide job readiness and interview skills training to a group of recipients of public assistance. The Wal-Mart management staff was very receptive to this idea and supported our every move. We had 41 welfare recipients show up for the one-day training. From this group, 19 were hired initially, resulting in savings of \$110,491 in public assistance costs alone. Additionally, six recipients were mandated to participate and failed to show. The six were sanctioned from receiving assistance, saving an additional \$9,000. Since that initial hiring, 35 recipients have been hired from the original 41 trained with 31 continuing to be employed and remain off welfare benefits. The clients that were hired were recipients that the agency had no obligation to work with as they were determined not to be "employable". This desire to make the best for the clients was the hallmark of the Wal-Mart project. The clients hired report that not being on welfare benefits is the best choice they have made.

Based on the success of the Wal-Mart project, we made contact with the manufacturers located on the Route 20 corridor. They had already formed a loose consortium to address their own needs, one

of which was the lack of entry level employees. After meeting with the respective companies, we again held one-day training seminars on job readiness and interview skills. Seventeen clients participated in the training. Five of the participants have been employed with the expectation that as the industries increase production and the size of the plants, they will look to the Department of Social Services for personnel.

All of this has made for a very interesting first year in the new Social Services office building. I believe that the new facility has certainly helped with the implementation of new programs and procedures. The unit looks forward to the federal welfare reform and it's many challenges. Looking back at the past year and the changes made, I can confidently state that the Economic Security Unit of the Madison County Department of Social Services is in a ready position to make the most of any opportunities.

MEDICAL ASSISTANCE

Managed Care

Voluntary managed care enrollment continued to be an option for Medicaid clients during 1996. Three options were available through HMO/BBLUE, MVP and MetraHealth.

Medical Assistance

The Medicaid population increased once again during 1996, with the most growth occurring in the MA/SSI population.

Medicaid-Eligible Individuals

	<u>MA Only</u>	<u>MA/SSI</u>	<u>TOTAL</u>
January 1996	2,862	1,215	4,077
December 1996	2,880	1,290	4,170

The combined Medicaid/Food Stamps Unit which originated in 1995 was expanded in 1996 to encompass the entire Medicaid staff. Social welfare examiners are now assigned a caseload and are responsible for determining MA only or combined MA/FS eligibility as required. HEAP (energy assistance) must also be determined for this population. Chronic care workers have also been included in this process with the inclusion of food stamp eligibility for the long term home health care clientele.

With the expansion of the MA/FS unit came a revision of the application process in June of 1996 from a walk-in basis to an appointment-based system.

The unit changes have resulted in a streamlined system for both worker and client, along with unifying caseloads among

examiner staff.

MEDICAL TRANSPORTATION FOR 1996

The most significant change in Medicaid transportation was the elimination of day treatment transportation. As of July 1, 1996, this type of transportation was included in the day treatment program rate.

The use of transportation aides and utilization of the Madison Transit System once again proved to be cost-effective with approximate savings of \$37,800 and \$26,663 respectively.

<u>TOTALS FOR TRAVEL VOUCHERS</u>	<u>AMOUNT</u>
January	\$ 2,096.68
February	1,054.10
March	1,944.42
April	2,228.96
May	2,750.95
June	2,764.65
July	1,990.00
August	3,222.05
September	1,273.62
October	1,479.31
November	1,482.14
December	891.78
TOTAL	\$ 23,179.34

<u>OFFICE FOR THE AGING</u>	<u># OF TRIPS</u>	<u>AMOUNT</u>
<u>PAID IN:</u>		
January	56	\$ 992.20
February	29	641.90
March	32	581.25
April	31	535.60
May	36	887.25
June	48	971.70
July	51	906.10
August	54	798.50
September	48	623.45
October	42	749.88
November	39	661.43
December	50	839.70
 TOTAL		 \$ 9,188.96

<u>TRANSPORTATION AIDES</u>	<u># OF TRIPS</u>	<u>AMOUNT SAVED</u>
January	86	\$ 2,776.90
February	89	3,132.95
March	87	2,904.95
April	86	2,859.25
May	83	2,892.30
June	83	3,896.55
July	74	3,453.90
August	74	3,224.75
September	72	3,514.00
October	83	2,941.25
November	75	3,242.75
December	73	2,960.50
TOTAL	1,033	\$ 37,800.05

DAY TREATMENT TRANSPORTATION - 1996

Madison County ARC	797	\$ 25,911.96
Birnie Bus	4	36.00
TOTAL	801	\$ 25,947.96

INVALID COACH - WHEELCHAIR - 1996

Suburban	2,388	\$ 97,626.00
Able	370	13,519.00
Birnie Bus	264	12,557.00
TOTAL	3,022	\$123,702.00

AMBULANCE - 1996

Eastern	114	\$ 9,565.00
Fiore's	162	18,630.00
Vineall	624	40,394.00
Greater Lenox	185	7,562.00
TOTAL	1,085	\$ 76,151.00

TAXI - 1996

Town & Gown	793	\$ 60,489.00
Madison County ARC	2,721	51,294.00
Suburban	674	46,944.00
Oneida Taxi	539	22,434.00
Fiore's Service Car	33	1,229.00
TOTAL	4,727	\$182,390.00

MADISON TRANSIT SYSTEM - 1996

	<u>1-WAY TRIPS</u>	<u>COST OF M.T.S.</u>	<u>COST OF TAXI</u>
January	67	\$ 134	\$ 1,039.50
February	110	220	2,471.25
March	166	332	4,238.75
April	145	290	3,368.25
May	111	222	2,094.63
June	138	276	3,122.00
July	176	352	4,298.38
August	129	258	2,643.13
September	78	156	1,407.50
October/November	175	350	2,888.25
December	109	218	1,870.00
TOTAL:	1,404	\$ 2,808	\$ 29,441.64

TOTAL SAVINGS: \$ 26,633.64

STAFF DEVELOPMENT

A total of 1,680 hours of training was provided to the employees of the Madison County Department of Social Services during the year 1995. This represents a total of 482 hours of State-sponsored and 1,198 hours of locally-arranged training. The decrease in training over the past couple of years is a direct result of the reduction in staff turnover.

Locally-arranged training includes preparing newly-hired employees to do their jobs. This involves weeks of extensive training for our examiner and caseworker staff who need to learn a myriad of rules and regulations in order to perform their job functions. Clerical staff training is less program specific, but all clerical staff must be oriented to the agency and their unit's way of doing business.

In-service training is another one of Staff Development's responsibilities. There were several in-service projects in 1995. Roseann Carmody from the NYS Department of Labor offered a couple of sessions on unemployment benefits and on the employment services offered by the State Labor Department. Christine Fix of the AIDS Resource Council in Syracuse finished educating all the staff on the impact of this disease and safety precautions that can help guard against this disease.

Thirty-one employees took advantage of programs offered through the EAP committee. These programs included "Defensive Driving", "Maintaining a Positive Attitude in the Work Place", and

"Love is a Verb", a course on parenting teenagers.

Thirty-four employees took the opportunity to view "Rising to the Challenge", a video depicting the impact today's rock music may have on our children.

Computers were the focal point for much training in 1995. Some employees learned how to use the electronic mail features of our local and State networks. Examiners were provided access to the State electronic library. This feature allows access to many reference manuals. By accessing these manuals through the electronic library, the worker is provided with the most up-to-date information. As employees become more comfortable using this feature, fewer hard copies of these manuals will need to be kept in the agency.

The State also developed some computer-assisted instruction (CAI's) discs for the use in training on specific topics. The topics offered thus far include Food Stamps household composition, Food Stamps standard utility allowance and new instructions on accessing adjudicated claims information. Our employees enjoyed using this medium for gaining new skills and reviewing program policies and procedures. These are the beginning of many more CAI's to be developed at the State level. Due to the State's commitment to this type of training, they will be providing each local district with a multi-media computer station for our use in training on these CAI's.

Management staff participated in a "Selection Interviewing" training presented by Commissioner Cary, and "Unemployment and

Termination Procedures" offered through the Personnel Department.

Madison County was able to continue to send five representatives to both of the New York Public Welfare Association's summer and winter conferences. These conferences provide the appropriate setting to learn of upcoming changes in rules and regulations, and also to network with other county DSS personnel to learn of their local initiatives and best practices. This year's conference concentrated on budget changes and the impact on the local levels.

This year, State-sponsored training took on a new look. Many training sessions were telecast into regional areas by the use of a satellite dish. These teleconferences included such topics as "Statewide Services Payment System", "Establishing Paternity", "Pride in Work", "Staying Balanced During Times of Change", and budget briefings. For all teleconferences broadcast, a video is prepared at the State level and sent on to the local districts. Each district can then edit and show the video to selected staff, thereby increasing the audience for each teleconference.

Budget cuts were felt locally when the graduate courses offered through SUNY Albany and arranged by the NYS Department of Social Services were eliminated for the fall semester. This delayed the schooling for four of our employees pursuing their master degrees.

The State has continued to provide regional training on

selected topics at the regional training center in Syracuse. This continues to be beneficial at the local level, eliminating the necessity for overnight travel.

The year ahead will provide even more opportunities for our employees to participate in training. A satellite dish has been installed at our building, so we can offer more employees the opportunity to view the teleconferences first-hand. The State will be producing these teleconferences at the rate of two per month. More training curriculums will be produced on computer discs. This medium will offer all employees an opportunity for refresher training on select topics. It will be a lively year ahead for Staff Development!

SPECIAL INVESTIGATIONS UNIT

The Special Investigations Unit consists of three full-time deputies, one account clerk/typist, and part-time deputies to cover building security two days per week.

The unit is responsible for the safety of its employees and clients, validations, repayment agreements, fraud investigations, arrests and transports pertaining to Family Court and the Department of Social Services, personal service of summons' and subpoenas, research of overpayment for collections, and various other types of research and investigation.

The unit validated 605 cases this year. As a result of the validation investigations, 270 of these cases were denied due to various reasons, resulting in a 45% denial rate. Also as a result of these validations, \$1,500,848.00 was saved from being paid out over the year. The reasons for denials range from unreported income and/or resources, clients not living at addresses reported, people living in the household that were not reported on applications, clients failing to contact our office after initial notice was left, withdrawal of applications after realizing a deputy was there to investigate their applications, along with other types of reasons.

The unit arrested 62 people on various criminal charges:

- 3 counts of grand larceny 3rd degree - Class D felony;
- 10 counts of grand larceny 4th degree - Class E felony;
- 19 counts of offering a false instrument for filing 1st degree Class E felony;
- 28 counts of petit larceny - Class A misdemeanor;
- 1 count criminal use of public benefit card 2nd degree (Class A misdemeanor;
- 1 juvenile PINS arrest.

As a result of these arrests, the Department is seeking restitution in the amount of \$53,252.00. Once the client is convicted of the fraud and the cases are settled in Court, the judge can then impose a 6-month, 12-month, 18-month, 5-year or lifetime sanction on the individual convicted of the fraud. The sanction would include public assistance and food stamps benefits. The amount of time for the sanction would depend on the amount of the fraud and the number of offenses committed. In 1996 we received 28 convictions with a monetary amount of \$38,348.00 to be repaid to the Department. As a result of these convictions, the Department had further savings of \$25,494.00 (Public Assistance = \$12,474 and Food Stamps = \$13,020) due to the imposed sanctions.

The unit is responsible for obtaining repayments on any overpayments that have occurred, either client error, agency error or emergency aid. A Total of 373 repayment agreements were signed, resulting in the clients agreeing to repay the Department a total of \$219,741.00. The unit researched over 150 cases, and of those, 118 cases were turned over to collections in further attempts to recover departmental monies. The unit served 109 summons' totaling \$55,074.00 for collections.

The unit has also personally served 57 court subpoenas.

The unit transported 22 juveniles to various locations across the state per court orders involving Child Protective Services and Child Welfare Services.

The unit's Account Clerk/Typist is now responsible for receiving all monies coming into the Department. She issues

receipts, researches and logs case numbers to determine to which accounts the monies should be deposited.

The unit is now sending bank clearances on certain clients. We received 92 referral, totalling 1,656 clearances that were sent out and logged back. As a result of the clearances, cases can be denied or monies retrieved that is owed to the Department.

CHILDREN'S SERVICES UNIT

Foster Care & Institution Placements

We began 1996 with a total of 43 children in placement. Twenty-seven of these were in foster care. Sixteen were in higher levels of care. At the end of 1996 we had 57 in placement, of which 26 were in foster care and 31 were in higher levels of care. The increase in higher levels of care is due to the increased need of teenagers for structured settings and on campus schools. These children have been evaluated to assess their needs and have been ordered to placement by the courts. In an attempt to keep our institution placements down, we are using an increased number of therapeutic foster care beds. We contract with several facilities to provide this service. These homes offer more structure and receive a higher level of supportive services than we can provide in a traditional foster home. While the cost is higher than traditional foster care, it is considerably lower than institution care, as well as being able to use public school which does not require our department to pay tuition costs.

New York Division for Youth placements have increased somewhat this year. We began the year with four children in placement. The high for the year was seven and we ended the year with six. As of July 1996 we can no longer place children who are adjudicated persons in need of supervision with DFY. In the future we will only place JD's. However, we have also seen an increase in children charged with juvenile offenses, which is reflected in the

DFY increase.

Adoption Services

During 1996, nine families were approved as prospective parents for hard to place children for a total of 16 families currently approved. These persons, in conjunction with the 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. Two families have returned to seek a second adoption.

The Department had six children in its charge who had been freed for adoption and twelve children from other counties placed with Madison County adoptive/searching families. Twelve adoptions were finalized in 1996. It is not anticipated that the remaining two children freed for adoption will be placed. Thus they have a permanency planning goal of discharge to independent living. Placements were made with two families which disrupted. Two children were returned to their home county and one was returned to Madison County. There have been no infants surrendered in several years, but with the increasing incidence of HIV and drug addiction of parents, we may see some surrenders in the future. 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.

Parent Skills Training

The Department has continued to contract with a private contractor to facilitate a parent skills training group. This parent group deals with the problems of multi-problem families and continues to decrease the time their children spend in foster care. Additionally, the group has assisted in preventing placement of children who have not been placed. Many of the parents who are actively participating in this group are parents of teenagers and young adolescents.

During 1996, 30 families were serviced by the parent group. These families included 59 children. Eleven children were prevented from being placed and 26 were returned home earlier than anticipated. In addition, five young adults who were discharged within the last year participated in the group and have not returned to our system or to the criminal justice system.

The group has been led by David Blaisdell and co-taught by Children's Services personnel. The parents who are active in this group continue to make great strides which will continue throughout the coming year. The group continues to allow children to participate with their parents in the group. Teenagers who are currently in placement, those who have been discharged, and those

youngsters who have not come into placement attend regularly. This has been a major factor in their successful transition from placement to home as well as a major factor in preventing placement altogether for some of the young people.

TASA (Teenage Services Act)

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

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 fourteen. There were ten group sessions during 1996. 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 nine new referrals in 1996, and 23 individuals were served.

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 51 certified homes, six of which were child specific. We ended the year with 43 certified homes, eight 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 have four homes that may be used for emergency placement after hours and for placements of up to 60 days while evaluations are completed by the Madison County Mental Health Department. The position of foster home finder/recruiter has been helpful in this area. It is anticipated that this position will continue to enhance and improve our foster home program.

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.

Preventive Services

During 1996, the number of children served who were not in placement increased significantly. We started out the year with 202 children and ended the year with 271.

During 1996 JD/PINS cap savings was used to help fund a school-based prevention program through Liberty Resources, Inc. They provided services in four school districts in the County. Some of this funding was also used for intensive case management services through Liberty Resources. This program served eighteen families during 1996.

We continue to purchase services from the Madison County Department of Mental Health. This program provides diagnostic evaluation and on-going mental health services to children and

families. This program has decreased the need for in-patient and residence evaluations.

CHILD PROTECTIVE SERVICES

During 1996 there were 677 reports received from the Child Protective Register, an decrease of six from 1995. In addition, we received 19 requests for service where the SCR was not called but an investigation or other assistance was requested by Family Court, law enforcement, or another agency. The majority of these requests were to assist law enforcement agencies in sex abuse investigations regarding children. The rate of indicated reports was 35.9% compared to 36% in 1995, 40% in 1994, 35% in 1993 and 42.5% in 1992.

There were 73 petitions filed in Family Court. This included 51 neglect, 3 neglect extensions, 2 neglect modifications, 9 neglect amendments, 1 neglect transfer, 1 neglect violation, 5 abuse petitions and 1 Bill of Particulars.

Foster care placements numbered 14, down from 23 in 1995 and 34 in 1994. Seven of the children placed remained in care at the end of the year. Two of the children discharged returned to the parent from whom they were removed and four were discharged to another relative and one to her own responsibility.

STEP classes to teach parenting skills were held throughout the year. There were three evening classes of regular STEP. Three day classes of Early Childhood and one day class of STEP TEEN plus an additional evening STEP TEEN class. Eighty individuals began the classes and 59 received certificates. This is an increase in attendance of about 33% from 1995.

The parent aides have also provided some supervision of visits between parents and their children.

1996 CHILD ABUSE AND MALTREATMENT REGISTER REFERRALS

MONTH	IND.	UNF.	TRANS.	SUBSEQUENT IND. UNF.	SUPPORTIVE RESPONSIB.	ADD'L INFO.	DUPLICATE	PENDING
JANUARY	12-24	33-56	0	0 4-6	7-9	1	2-6	0
FEBRUARY	15-29	30-61	0	2-6 5-9	3-4	0	1-1	0
MARCH	17-32	40-65	0	2-7 6-16	5-6	0	1-1	0
APRIL	18-33	34-53	0	3-7 5-12	4-7	0	1-1	0
MAY	11-19	25-33	1-1	6-13 4-7	2-4	0	0	0
JUNE	11-15	29-42	1-1	8-18 3-3	9-11	0	0	0
JULY	13-26	25-43	0	2-2 4-5	1-2	1	0	0
AUGUST	12-20	17-39	1-1	3-4 3-9	9-12	1	0	0
SEPTEMBER	16-23	23-44	0	1-3 5-8	6-6	0	0	0
OCTOBER	23-39	32-56	1-1	4-7 6-13	8-14	0	0	0
NOVEMBER	11-18	12-21	1-1	5-14 2-3	8-14	0	0	15-23
DECEMBER	1-1	4-5	0	1-3	0	0	0	39-61
28 TOTAL	160-279	304-518	5-5	37-84 47-132	62-89	3	5-9	54-84

First Number in each column - Families

Second number in each column - Children

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.

IND. - Indicated

UNF. - Unfounded

ADULT & FAMILY SERVICES

During 1996 the Adult & Family Services Unit provided services as illustrated in the Services Chart.

After a realignment of staff, the unit consists of a case supervisor and a caseworker. They are responsible for PSA intake and investigation and the provision of on-going services for approximately ten cases.

1996

SERVICES PROVIDED

ADULTS

NO. RECIPIENTS NO. HOURS

EMPLOYMENT	2	8
FAMILY PLANNING	0	0
FOSTER CARE - ADULTS	2	16
HEALTH-RELATED	1	13
HOME MANAGEMENT	27	1,168
HOMEMAKER	0	0
HOUSEKEEPER/CHORE	0	0
HOUSING	0	0
INFORMATION & REFERRAL	271	212
PREVENTIVE - ADULT	4	35
PROTECTIVE - ADULT	2	148
TRANSPORTATION	0	0
PERSONAL CARE SERVICES	0	0
SERVICES TO VICTIMS OF DOMESTIC VIOLENCE	0	0

CHILD SUPPORT ENFORCEMENT UNIT

The Child Support Enforcement Unit has collected a total of \$3,669,677.00 for the year 1996.

The caseload for 1996 ended with a total of 3,628 cases.

The implementation of the suspension of drivers' licenses, professional, occupational, and business licenses began in 1996. This has proven to be a successful tool. Due to this process the unit has had much more contact and cooperation from respondents resulting in more collections.

Also, the implementation of the new hire reporting requirements has been very successful. In addition to the success this year, there is proposed legislation for 1997 requiring new hire information to be reported on a quarterly basis and penalties on employers for noncompliance.

A process that is to begin in 1997 is the referral of absent parents whose delinquency/arrearage exceeds four months of child support to the Department of Taxation and Finance, to allow them to commence collection action, and they will be authorized to continue such collection action until the arrears are paid in full. This action may include any of the following:

- a) Filing a lien against any real or personal property, which becomes a matter of public record and may adversely affect the respondent's credit rating;
- b) Seizure and sale of real and personal property; and
- c) Any other action the Department of Taxation and Finance

deems necessary to collect the debt.

The Child Support Enforcement Unit is anticipating many new and helpful changes in 1997.

EMPLOYMENT UNIT

The DSS Employment Unit again posted a banner year in 1996. In both Temporary Assistance and Food Stamps, the caseloads were down and entries to employment, as a percentage of all cases, were up.

The main function of this unit is to transition applicants and recipients off assistance programs and into employment. In 1996, 117 persons receiving temporary assistance reported to this agency that they obtained employment after some contact with the Employment Unit (EU). Most were, at one time, full-time participants in EU activities.

A cooperative program between the Department of Labor (DOL) and this agency involves the stationing of a DOL representative in the DSS building .8 of the time. Over the years this has been and remains a very effective arrangement. Of the 591 individuals served in 1996, a total of 425 referrals were made to job openings.

The federal Food Stamps Program, administered on the local level, showed a major drop in cases in Madison County in 1996. One of the reasons for this is that food stamp recipients are now required to participate in all EU activities to remain eligible. Also in 1996, the food stamp population that chose not to participate had their cases discontinued (sanctions) for a total savings of \$13,553.

For those persons who are required to participate with the Employment Unit, the activities are broken down into several

categories. By far the most effective program has been our mobile work crews. In 1996 a total of 383 persons were assigned to work on the crews. This is an average of 32 a month. It is estimated that the major and minor projects completed around Madison County, at prevailing labor rates, saved the requesting agencies approximately \$75,991.68 in labor costs alone. This in itself would mean the crews are pulling their own weight. Add to this the fact that the crews also statistically lead in the areas of referrals for sanctions and entries to employment and you can see just how valuable the mobile work crews are.

Aside from the crews, employable Temporary Assistance clients are also required to participate in the job development activity called Programs for Progress conducted by the Madison-Oneida BOCES. These classes are held at the Oneida Learning Center and an average of 14+ clients a month were enrolled through 1996. As a direct result of jobs being developed from this program, there were 47 entries to employment last year. Of these 47, there was a verifiable 30-day retention rate of over 95%.

Additionally, clients who are custodial parents, still in their teens and who do not have a high school diploma/GED must be attending classes full-time to get their GED or diploma. Last year the EU monitored an average of 11 students a month in high school, GED or other education or training programs.

While employment is our first objective in the EU, some clients choose not to participate as assigned. When this happens, these persons face sanctions with specific time durations attached.

In 1996, the EU sanctioned a total of 128 individuals receiving combined temporary assistance and food stamps and removed benefits from these able-bodied adults for a total of 12,000 days. With an average daily public assistance benefit of approximately \$12.00, this means EU sanctions saved the taxpayers \$144,000 last year.

With the advent of the Personal Responsibility Act (commonly referred to as "welfare reform") just around the corner, the Employment Unit looks forward to the challenges that await. Many of the changes this will entail will pass through the Employment Unit. With the anticipated revisions on the local level and highly successful existing structures, it is virtually assured that Madison County's Employment Unit will remain one of New York State's leaders.

ANNUAL REPORT

1996

ESTATES - - - - -	-\$ 54,525.98
BURIALS - - - - -	1,924.88
SATISFACTION OF MORTGAGES- - - - -	16,328.26
ACCIDENT LIENS- - - - -	--115,591.65
INSURANCE REIMBURSEMENTS- - - - -	9,939.91
EXCESS RESOURCES - - - - -	2,258.59
ASSIGNMENT OF PROCEEDS - - - - -	1,506.65
FRAUD REPAYMENTS - - - - -	29,450.19
NON-FRAUD REPAYMENTS - - - - -	20,242.97
MISCELLANEOUS - - - - -	98,978.69
FOSTER CARE - - - - -	<u>137,165.88</u>
TOTAL	\$487,913.95

DEPARTMENT OF SOCIAL SERVICES

FISCAL

General Administration - 1996

Disbursements:

Personal Services	\$2,551,579
Equipment	\$205,838
Contractual	\$494,934
Employee Benefits	\$710,279
TOTAL	\$3,962,631

Credits:

Refunds	\$9,281
Interfund-Equip (CAP)	\$105,588
State Aid	\$975,224
State Aid - Equip (CAP)	\$28,619
State Aid - O&M & Int	\$44,832
Federal Aid	\$1,699,277
Federal Aid - Equip (CAP)	\$75,609
Federal Aid - O&M & Int	\$163,096
TOTAL	\$3,101,527

NET LOCAL COST **\$861,104**

	<u>1995</u>	<u>1996</u>	<u>Increase / (Decrease)</u>
Gross Cost	\$3,611,356	\$3,962,631	\$351,275
Net Local Cost	\$401,487	\$861,104	\$459,617

Purchase of Service - 1996

Disbursements:

Purchase of Serv.	\$25,307
Day Care NPA	\$20,717
CC - Ct Diversion	
CCBG	\$67,926
Nonresid V of DV	\$66,095
Public POS-MH	\$65,748
At Risk Day Care	\$139,071
School Base Prev	
Total	\$384,863

Credits:

Refunds	\$0
State Aid	\$151,726
Federal Aid	\$216,811
Total	\$368,536

NET LOCAL COST	\$16,327
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	<u>1995</u>	<u>1996</u>	<u>Increase / (Decrease)</u>
Gross Cost	\$699,461	\$384,863	(\$314,598)
Net Local Cost	\$241,546	\$16,327	(\$225,219)

Medical Assistance & MMIS (Local Share) - 1996

	<u>MA</u>	<u>MMIS</u>	<u>TOTAL</u>
Disbursements:	\$161,237	\$5,199,333	\$5,360,570
<u>Credits:</u>			
Refunds	\$402,164	\$313,148	\$715,312
State Aid	(\$253,633)	\$601,480	\$347,847
Federal Aid	\$247,391	\$0	\$247,391
Total	\$395,922	\$914,628	\$1,310,550
Net Local Cost	(\$234,685)	\$4,284,705	\$4,050,020

	<u>1995</u>	<u>1996</u>	<u>Increase / (Decrease)</u>
Net Local Cost	\$4,200,083	\$4,284,705	\$84,622

Aid to Dependent Children - 1996

Disbursements:

ADC	\$2,461,282
EAF-Foster Care	\$215,031
EAF-Services	\$69,059
Total	\$2,745,373

Credits:

Refunds	\$358,474
State Aid	\$550,851
Federal Aid	\$1,140,712
Total	\$2,050,037

Net Local Cost	\$695,335
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	<u>1995</u>	<u>1996</u>	<u>Increase/ (Decrease)</u>
Gross Cost	\$4,287,477	\$2,745,373	(\$1,542,104)
Net Local Cost	\$67,606	\$695,335	\$627,729

Child Welfare - 1996

Disbursements: \$864,072

Credits:

Refunds \$64,390

State Aid \$334,845

Federal Aid \$330,174

Total \$729,409

Net Local Cost \$134,664

	<u>1995</u>	<u>1996</u>	<u>Increase/ (Decrease)</u>
Gross Cost	\$1,351,685	\$864,072	(\$487,613)
Net Local Cost	\$769,178	\$134,664	(\$634,514)

Juvenile Delinquents - 1996

Disbursements:

JD/PINS	\$1,462,696
JD/PINS CAP SVG	\$65,706
TOTAL	\$1,528,402

Credits:

Refunds	\$72,776
State Aid	\$485,512
State Aid - JD CAP	\$47,950
Total	\$606,238

Net Local Cost	\$922,164
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	<u>1995</u>	<u>1996</u>	<u>Increase/ (Decrease)</u>
Gross Cost	\$621,645	\$1,528,402	\$906,757
Net Local Cost	\$504,729	\$922,164	\$417,435

JOBS - 1996

Disbursements: **\$3,714**

Credits:

Refunds **\$0**

State Aid **\$930**

Federal Aid **\$1,859**

Total **\$2,789**

Net Local Cost **\$925**

	<u>1995</u>	<u>1996</u>	<u>Increase/ (Decrease)</u>
Gross Cost	\$18,275	\$3,714	(\$14,561)
Net Local Cost	\$4,620	\$925	(\$3,695)

Home Relief - 1996

Disbursements: \$315,249

Credits:

Refunds \$135,340

State Aid \$88,928

Total \$224,268

NET LOCAL COST \$90,981

	<u>1995</u>	<u>1996</u>	<u>Increase/ (Decrease)</u>
Gross Cost	\$422,034	\$315,249	(\$106,785)
Net Local Cost	\$255,029	\$90,981	(\$164,048)

HEAP - 1996

Disbursements: \$758,604

Credits:

Refunds \$5,877

Federal Aid \$752,727

Total \$758,604

Net Local Cost \$0

	<u>1995</u>	<u>1996</u>	Increase/ <u>(Decrease)</u>
Gross Cost	\$687,238	\$758,604	\$71,366
Net Local Cost	\$100	\$0	(\$100)

Emergency Aid to Adults - 1996

Disbursements: **\$1,929**

Credits:

Refunds **\$25**

State Aid **\$1,418**

Total **\$1,443**

NET LOCAL COST **\$486**

	<u>1995</u>	<u>1996</u>	<u>Increase/ (Decrease)</u>
Gross Cost	\$969	\$1,929	\$960
Net Local Cost	\$247	\$486	\$239

Burials - 1996

Disbursements: \$55,531

Credits:

Refunds \$2,273

State Aid \$16,572

Total \$18,845

NET LOCAL COST \$36,686

	<u>1995</u>	<u>1996</u>	<u>Increase/ (Decrease)</u>
Gross Cost	\$41,340	\$55,531	\$14,191
Net Local Cost	\$28,503	\$36,686	\$8,183

Title IV-D Program - 1996

Disbursements: \$0

Credits:

Incentives \$78,500

NET LOCAL COST (\$78,500)

	<u>1995</u>	<u>1996</u>	<u>Increase/ (Decrease)</u>
Net Local Cost	-81462	-78500	2962

Budgeted vs Actual Cost - 1996

	<u>Budgeted</u>	<u>Actual</u>	<u>Surplus/ _ (Deficit)</u>
Gen Adm	\$4,119,139	\$3,962,631	\$156,508
Title XX	\$461,179	\$384,863	\$76,316
Medical Assist	\$185,000	\$161,237	\$23,763
MMIS	\$5,645,204	\$5,199,333	\$445,872
ADC	\$4,047,056	\$2,745,373	\$1,301,683
Child Welfare	\$1,181,494	\$864,072	\$317,422
Juv. Delinq.	\$1,529,452	\$1,528,402	\$1,050
JOBS	\$40,000	\$3,714	\$36,286
Home Relief	\$440,000	\$315,249	\$124,751
HEAP	\$759,250	\$758,604	\$646
EAA	\$2,000	\$1,929	\$71
Burials	\$59,964	\$55,531	\$4,433
Title IV-D	<u>\$0</u>	<u>\$0</u>	<u>\$0</u>
Total	\$18,469,738	\$15,980,938	\$2,488,800

Net Local Cost - 1996

	<u>Budgeted</u>	<u>Actual</u>	<u>Surplus/ (Deficit)</u>
Gen Adm	\$1,156,766	\$861,104	\$295,662
Title XX	\$97,457	\$16,327	\$81,130
Medical Assist	\$82,362	(\$234,685)	\$317,047
MMIS	\$4,784,698	\$4,284,704	\$499,994
ADC	\$781,208	\$695,335	\$85,873
Child Welfare	\$266,874	\$134,664	\$132,210
Juv. Delinq.	\$902,568	\$922,164	(\$19,596)
JOBS	\$10,400	\$925	\$9,475
Home Relief	\$191,000	\$90,981	\$100,019
HEAP	\$0	\$0	(\$0)
EAA	\$1,000	\$486	\$514
Burials	\$42,864	\$36,686	\$6,178
Title IV-D	<u>(\$74,000)</u>	<u>(\$78,500)</u>	<u>\$4,500</u>
Total	\$8,243,197	\$6,730,193	\$1,513,004

FISCAL SUMMARY - 1996

	<u>Expenditures</u>	<u>Credits</u>
Gen Adm	\$3,962,631	\$3,101,527
Title XX	\$384,863	\$368,536
Medical Assist	\$161,237	\$395,922
MMIS	\$5,199,333	\$914,628
ADC	\$2,745,373	\$2,050,037
Child Welfare	\$864,072	\$729,409
Juv. Delinq.	\$1,528,402	\$606,238
JOBS	\$3,714	\$2,789
Home Relief	\$315,249	\$224,268
HEAP	\$758,604	\$758,604
EAA	\$1,929	\$1,443
Burials	\$55,531	\$18,845
Title IV-D	\$0	\$78,500
Total	\$15,980,938	\$9,250,746
 NET LOCAL COST		 \$6,730,193

	<u>1995</u>	<u>1996</u>	<u>Increase/ (Decrease)</u>
Gross Cost	\$17,355,729	\$15,980,938	(\$1,374,791)
Net Local Cost	\$6,303,643	\$6,730,193	\$426,550