

MADISON COUNTY
DEPARTMENT OF SOCIAL SERVICES



1995

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:

April 19, 1996

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 1995 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 1995:

- 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. To accomplish this, we needed the whole agency to be in tune with this philosophy and work as a team to help better serve the actual needs of the client.

The process began in July of 1995. The statistics to date indicate that the program is a complete success in helping to keep individuals off the cash grant Public Assistance rolls. Of the average 140 individuals in to apply for Public Assistance per month, approximately 80 per month are being diverted. This diversion may include a one-time grant payment, referral to the Department of Labor representative for job interviews, the Employment Unit to assist in getting a job or in getting an old job back, Medicaid, or the Food Stamps program.

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.

- In late 1995 we established a 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. The following is a breakdown of the first batch of cases sent for collection. These figures are from the first quarterly report issued by the law firm. If this is any indication of the outcome of this new endeavor, I think it will prove to be one of our more successful projects to date.

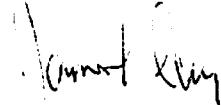
	<u>CASE STATUS</u>	<u>MONIES INVOLVED</u>
* 5 cases	Were returned/closed out due to client returning to P.A. or obtaining SSI.	\$ 1,233.40
* 30 cases	Contacted the law firm after the first demand letter to sign Confession of Judgment and either have paid off debt in full or established some form of repayment agreement with the law firm. If client fails to repay, Summons and Complaint will then be served on the individuals.	25,494.90
* 18 cases	Failed to respond to law firm's demand letter and have been served Summons and Complaint.	8,432.51
* 5 cases	Failed to respond to law firm's demand letter and are yet to be served.	2,396.35
* 10 cases	Awaiting new addresses.	4,655.69
* 26 cases	Demand letters have been sent and are waiting the ten days for response before issuing Summons and Complaints.	15,743.04
TOTAL AMOUNT		\$ 57,955.89

- The Employment unit, with its various program areas, again proved its worth in transitioning Public Assistance clients to self-sufficiency. In 1995 we expanded our programs to include a second mobile work crew station paid for by the City of Oneida. As you know, the cornerstone of Employment unit placement remains the Community Work Experience Program and Public Works Program. In 1995 an average of 27 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 52 major and 41 minor projects for various towns and municipalities during 1995.

- The Investigations Unit continued to prove itself, as our "Front-End Detection Program" realized an average denial/withdrawal rate of forty-three percent (43%) 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 28 people on various criminal charges relating to welfare fraud, with an estimated restitution value of fifty thousand five hundred seventy-one dollars and 11 cents (\$50,571.11).

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/et

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DEPUTY COMMISSIONER

In 1995 a total of six employees left the Social Services Department. Four employees resigned, one was discharged for unsatisfactory work performance, and one died. Three employees requested and were granted leaves of absence. One was a personal leave and two were medical leaves.

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

The two Caseworker vacancies were filled by hiring new employees. The Account Clerk/Typist, Data Entry Machine Operator, and Typist vacancies were also filled with new employees. The Welfare Employment Representative position was filled by promoting a Social Welfare Examiner.

There were a total of two promotions within the Department during 1995. The vacancies resulting from these promotions were filled by hiring new employees. There were a total of eight new employees hired during 1995.

Two new positions were added in 1995 - a Work Crew Leader position and a Senior Clerk position. Also, a part-time Social Welfare Examiner position was increased to a full-time position. The Work Crew Leader position was added to our Employment Unit in response to a request by the City of Oneida that a crew of Public

Assistance Work Program participants be made available to them to perform various work projects within the city. The City of Oneida agreed to pay the local portion of the cost of this position, which is responsible for supervising and assisting the work crew. The creation of this position benefits the County by allowing for the assignment of more public assistance recipients to the work program where they would in effect be "earning" their public assistance grants, and at the same time would be receiving valuable work experience and training, which would enable them to transition into the work force and off of the welfare rolls faster. The Senior Clerk position was added to the Medicaid Unit in order to give us the capability to monitor and maximize Medicare benefits for persons in nursing facilities. These increased monitoring efforts result in greater third party resource recovery of Medicare funds which reduces Medicaid expenditures. The part-time Examiner position was increased to full-time in our Medicaid Unit in an effort to respond to the ever-increasing Medicaid caseload and application rate.

In 1995 nine 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 1995 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)

1995 continued to be a year full of changes for the Economic Security Unit in Madison County. The unit received a report formulated by a committee of DSS employees on how to best move our clients from welfare to workfare. As we all know, this has been a hotly debated topic over the past year and the recommendations from this committee were instant successes. Most notable has been the addition of a Public Assistance Diversion team. The basic premise was that many people entering the Social Services offices are not sure about the programs or what they can get from them. By establishing a group of individuals that would screen the applicants before an application for assistance was filed, it was hoped that many of these unknowing individuals would choose to not apply for public assistance. After six short months, the effect of the program far exceeded any expectations. Application rates have consistently remained in the range of 125 to 175 per month. Since inception of the diversion program, actual applications have been reduced to 75 to 90 per month. The fact remains that the same number of people come to the agency, but instead of automatically receiving an application, they are questioned as to current circumstances. Based on average cost per case per month, a one-time cost savings is well over \$220,000. This savings does not include those diverted outside the agency, Medicaid savings, or continuing public assistance savings.

Aside from the diversion team, the Employment Unit was

included under the supervision of the Economic Security Unit. This has greatly improved communication, reduced misconceptions regarding what the Employment Unit can do, and has provided a real tool in conjunction with the diversion team. Individuals are referred more expeditiously to work and those not in compliance with work rules are quickly dropped from the Public Assistance roles. State DSS has added a requirement for the Home Relief population to be engaged in workfare at a percentage rate that increases quarterly. With the addition of the Employment Unit within Economic Security, our participation rates are among the highest in the state.

A further addition has been a caseworker assigned to the Economic Security Unit. This has been a real bonus for the difficult-to-place clients and those facing particularly troubling situations. Some added responsibility has been added together with the tasks he performed previously. Some of the duties include food cupboard referrals, housing inspections, utility termination referrals, and supervision of all DSS VESID cases. He has also worked closely with the diversion team to ensure a whole picture approach.

The caseload for Public Assistance continued to decrease in large part due to the diligence of the Employment Unit. Public Assistance cases ranged from a high in January 1995 of 602 cases. The low for the year was in November with 468. Food Stamp cases remained high throughout the year with a high of 1,401 cases reported in December and a low in June of 1,320. Due to the

decrease in Public Assistance cases in the past year, the Economic Security Unit was able to experiment in staffing. Two members of the unit were assigned to the Medicaid Unit to establish a Medicaid/Food Stamps Unit. One other examiner has responsibility for all Employment Unit sanctions imposed on Public Assistance or Food Stamps applicants and recipients. This greatly reduced the number of sanctions overturned at fair hearings due to "technicalities". This examiner has also been given responsibility to audit a number of cases per month for quality control errors. This will ensure that our error sanction rate will be zero. Finally, supervision of the unit was divided into functions of the staff, ensuring the most competent supervisor in an area is supervising his or her specialty.

As always, the HEAP unit is facing another difficult season of uncertain program changes as well as budgeting concerns. The end of the 1994-95 HEAP season was extended somewhat due to the unpredictably hot weather this past year and the inclusion of cooling devices in a HEAP grant.

As we move into the new Social Services building the challenges will be many. However, with the shifts made thus far, the changes will be minimized and a smooth transition will be had.

MEDICAL ASSISTANCE

Managed Care

The managed care program in Madison County continued for Medical Assistance clients on a voluntary basis in 1995. Client options were increased when MetraHealth joined the formerly-established MVP + HMO/BLUE (formerly Blue Care Plus) in August 1995. MetraHealth offers more health care choices in the western areas of the county. Both HMO/BLUE and MVP added providers and MVP added an optical option to their benefit package in September 1995. Increased enrollments are reflected as follows:

<u>Enrollments</u>	<u>12/94</u>	<u>12/95</u>
HMO/BLUE	248	480
MVP Health Plan	135	271
MetraHealth	<u>-</u>	<u>75</u>
TOTAL	383	826

The enrollments reflect 17.26% of managed care eligible clients enrolled in managed care at the end of 1995.

Medical Assistance

Medicaid-eligible individuals continue to increase throughout most of 1995, with a slight decline in December 1995.

	<u>Individuals</u>		
	<u>MA Only</u>	<u>MA/SSI</u>	<u>TOTAL</u>
January 1995	2,938	1,144	4,082
July 1995	3,041	1,185	4,226
December 1995	2,794	1,201	3,995

As reflected, an increasing number of clients are transferring from MA to MA/SSI.

Overall reductions are in part due to a closer monitoring of MA-only Home Relief applicants. This client group must meet Public Assistance guidelines, and a process was developed in mid-year requiring MA-only HR recipients to be validated by the Investigations Unit in the same manner as PA-HR applicants. This process resulted in a number of denials and application withdrawals.

MA/Food Stamps

In June a new unit was formed within the Medicaid Unit. The Medicaid/Food Stamps (MA/FS) Unit oversees cases in which clients receive only Medicaid and food stamps. The goal is to streamline processes for both the client and examiner by no longer duplicating efforts. One worker now disseminates one set of information, keeping a common case folder and applying information to each program as necessary. Also implemented within this structure was a group recertification procedure. Clients now recertify in a group setting where general information is reviewed and clients may still opt for a one-on-one traditional interview. Confidential information is not discussed in a group recertification session. This procedure has proved effective in reducing staff time conducting interviews and will be expanded to other financial program areas in 1996.

Long Term Care and Resources

Both programs were placed under the Director of Medical Assistance during 1995 and joined with other staff members to form the Medical Resources Unit (MRU). This unit addresses Medicaid-related programs other than eligibility, specifically - disability review, SSI long-term care and resource recovery. Progress was made in the area of personal care by working closely with the Department of Health in conforming to mandate requirements.

MEDICAL TRANSPORTATION FOR 1995

<u>TOTALS FOR TRAVEL VOUCHERS</u>	<u>AMOUNT</u>
January	\$ 1,821.39
February	2,382.23
March	2,651.35
April	2,375.34
May	3,094.76
June	3,307.91
July	1,439.38
August	1,906.75
September	1,839.12
October	1,904.42
November	1,779.65
December	1,964.58
TOTAL	\$ 26,466.88

<u>OFFICE FOR THE AGING PAID IN:</u>	<u># OF TRIPS</u>	<u>AMOUNT</u>	<u>FOR THE MONTH OF:</u>
January	0	0	
February	183	\$ 2,116.86	Oct., Nov., Dec.
March	0	0	
April	76	1,211.23	Jan., Feb.
May	49	1,202.08	March
June	33	677.90	April
July	68	1,586.36	May
August	46	829.10	June
September	57	1,154.28	July
October	71	1,289.30	August
November	47	897.83	September
December	56	885.98	October
TOTAL		\$ 12,051.92	

<u>TRANSPORTATION AIDES</u>	<u># OF TRIPS</u>	<u>AMOUNT SAVED</u>
January	106	\$ 4,249.25
February	64	2,582.40
March	95	3,586.60
April	80	2,951.41
May	104	3,749.40
June	116	4,101.95
July	53	1,705.60
August	62	2,740.75
September	90	2,771.75
October	117	3,013.80
November	92	2,391.85
December	54	2,074.55
TOTAL	1,033	\$ 35,929.32 Savings

DAY TREATMENT TRANSPORTATION - JANUARY TO SEPTEMBER 1995

Madison County ARC	1,781	\$ 45,910.00
Oneida County ARC	317	1,654.62

INVALID COACH - WHEELCHAIR - JANUARY TO SEPTEMBER 1995

Suburban	1,026	\$ 43,689.00
Birnie Bus	194	8,176.00
Able	138	5,538.00
Gray's	31	2,433.00
TOTAL	1,389	\$ 59,836.00

AMBULANCE - JANUARY TO SEPTEMBER 1995

Eastern	293	\$ 16,945.00
Fiore's	155	18,619.00
Vineall	399	23,715.00
TOTAL	847	\$ 59,279.00

TRANSPORTATION TOTALS 1995

	<u># of Trips</u>	<u>Total Spent/Saved</u>
Taxi	5,160	\$ 264,998.00
ARC	2,098	47,564.62
Wheelchair	1,389	59,836.00
Ambulance	847	59,279.00
Office for the Aging	686	12,051.92
Madison Transit	1,555	3,110.00/26,861.75
Transportation Aides	1,033	35,929.32 Savings

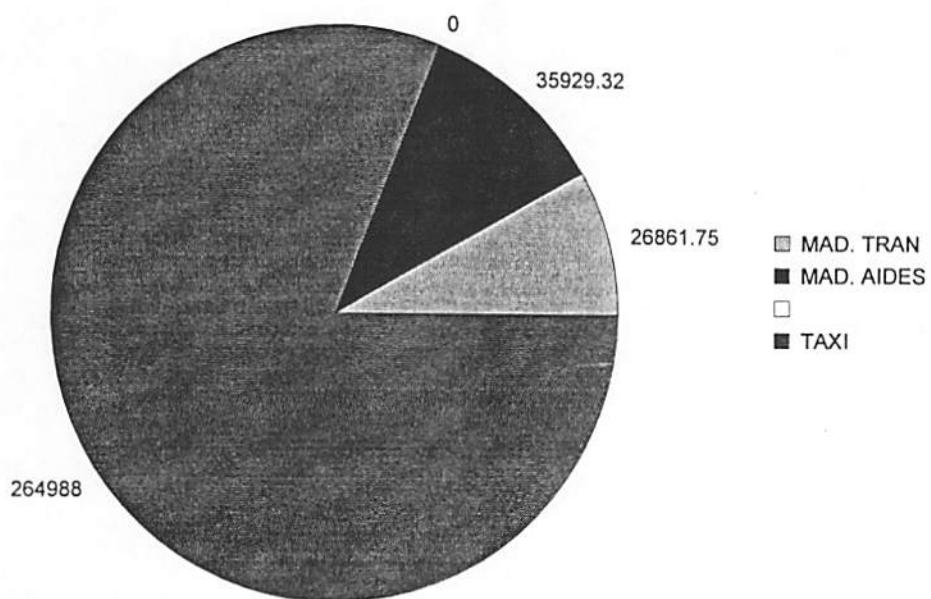
MADISON TRANSIT SYSTEM

	<u># OF TRIPS 1-WAY</u>	<u>COST OF MTS</u>	<u>COST OF TAXI</u>
JANUARY 1995	111	222.00	1636.00
FEBRUARY 1995	105	210.00	1596.00
MARCH 1995	108	216.00	1740.00
APRIL 1995	137	274.00	2390.75
MAY 1995	137	274.00	2577.75
JUNE 1995	174	348.00	3265.75
JULY 1995	171	342.00	3398.00
AUGUST 1995	161	322.00	3227.50
SEPTEMBER 1995	122	244.00	1691.00
OCTOBER 1995	128	256.00	2137.25
NOVEMBER 1995	83	166.00	1142.75
DECEMBER 1995	118	236.00	2059.00
TOTALS:	1555	3110.00	\$26,861.75

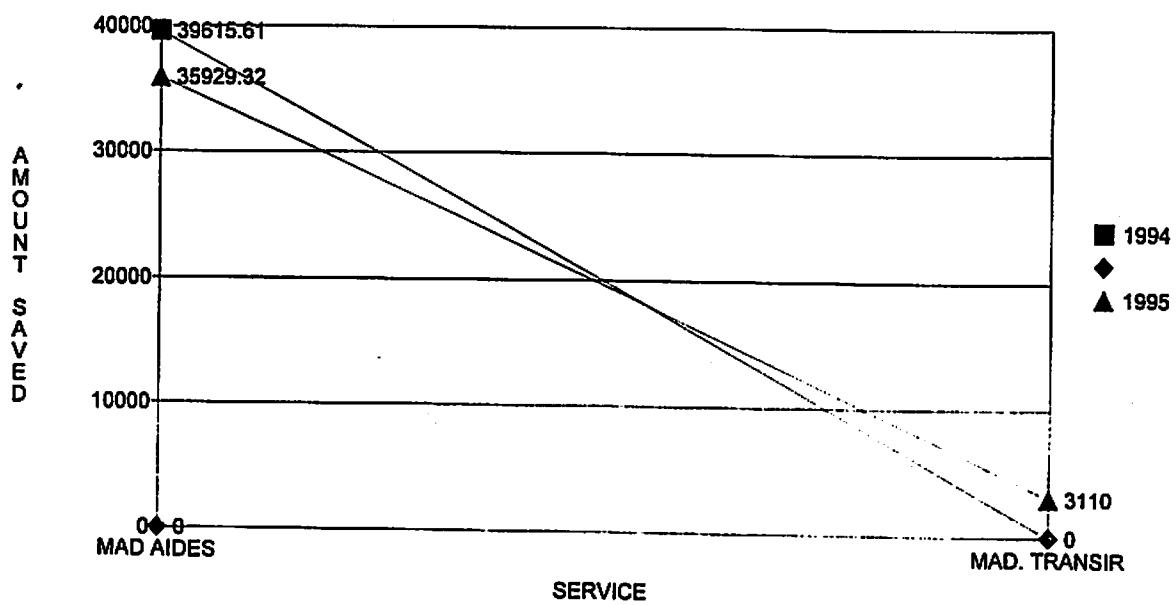
TAXI AND LIVERY SERVICE - JANUARY TO SEPTEMBER 1995

	<u>TOTAL TRIPS</u>	<u>TOTAL PAYMENT</u>
MADISON COUNTY ARC	3716	59,392.00
CANASTOTA TAXI (JAN-MAR.1995)	360	55,551.00
TOWN AND GOWN	499	38,911.00
SUBURBAN TAXI	429	102,657.00
FOIRE'S SERVICE CAR	36	1,675.00
ONEIDA TAXI (APL.-SEPT.1995)	120	6,809.00
TOTALS:	5,160	\$264,4995.00

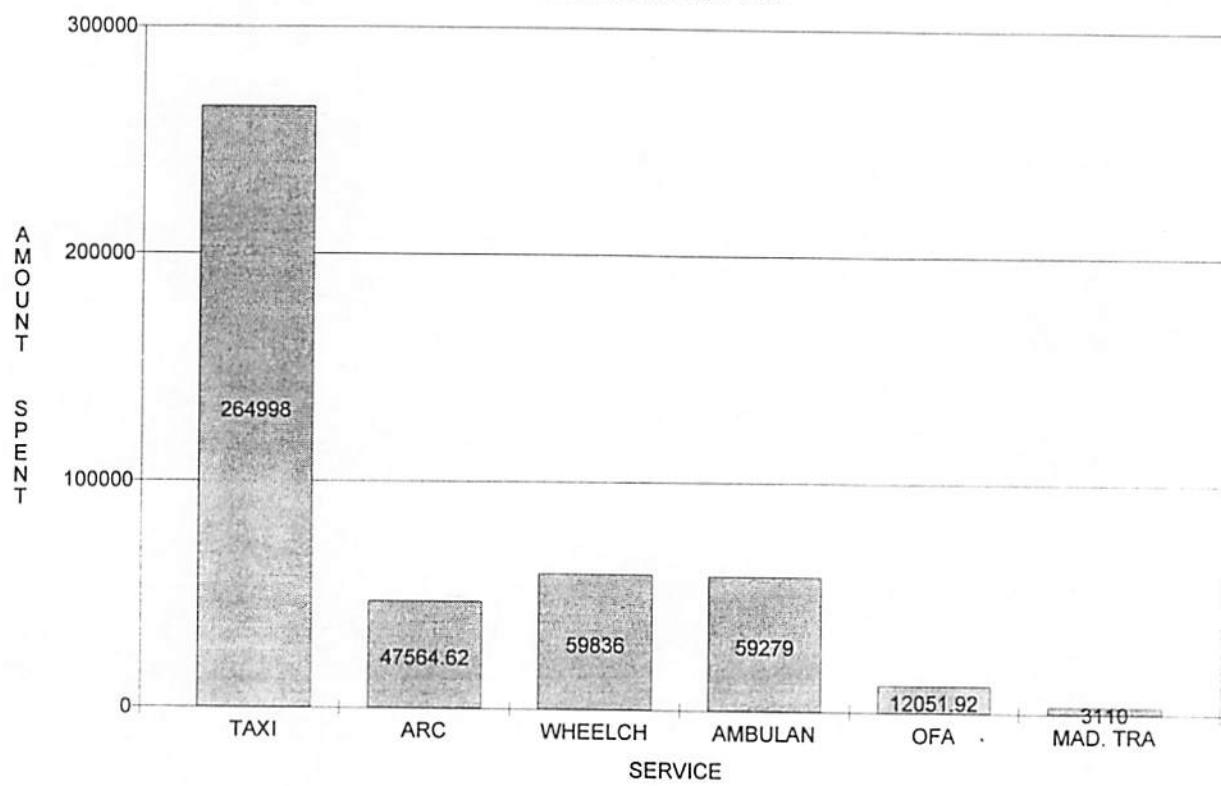
SAVINGS COMPARE TO TAXI SPENT



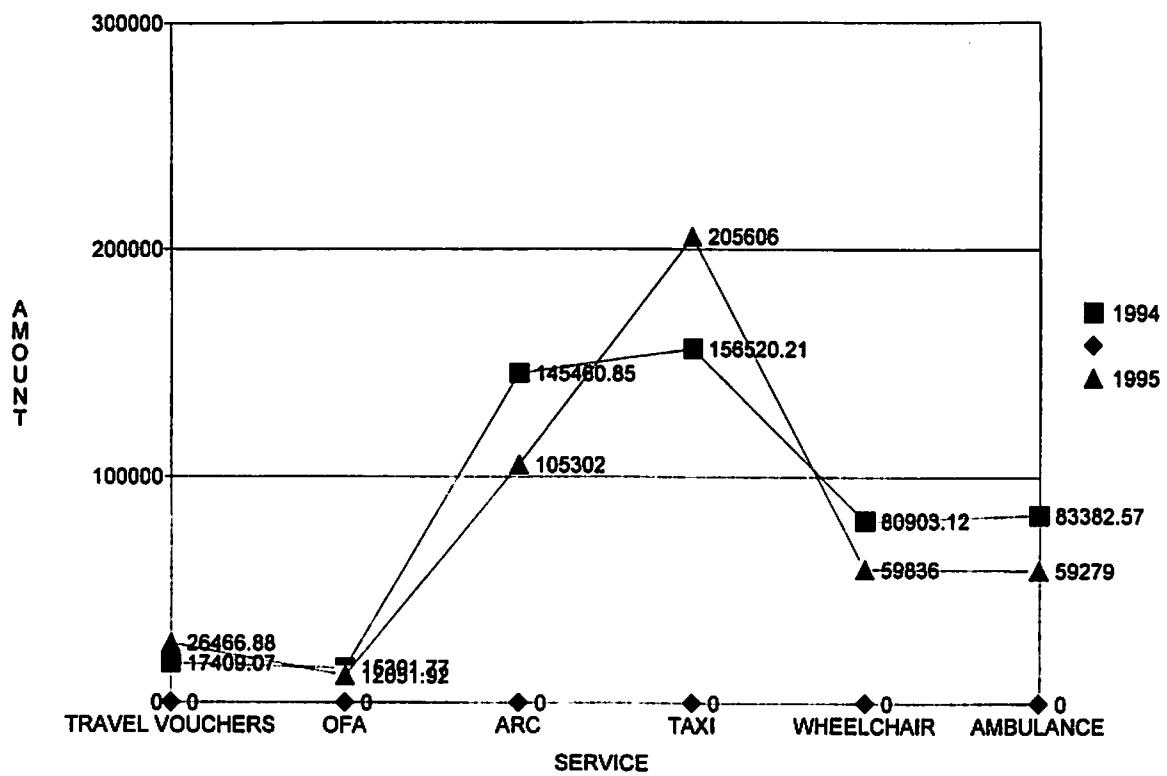
SAVINGS FOR AIDES AND TRANSIT



TRANSPORTATION 1995



COMPARE 1994 TO 1995 SPENDITURES



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 716 cases this year. As a result of the validation investigations, 309 of these cases were denied due to various reasons, resulting in a 43% denial rate. Also as a result of these validations, \$1,850,026.00 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 28 people on various criminal charges:

5 counts of grand larceny 3rd degree - Class E felony;
10 counts of grand larceny 4th degree - Class E felony;
17 counts of offering a false instrument for filing 1st degree Class E felony;
13 counts of petit larceny - Class A misdemeanor.

As a result of these arrests, the Department is seeking restitution in the amount of \$50,571.11, along with restitution for the investigators' hours spent on each case. Most of the cases are still pending in Criminal Court and we are awaiting final dispositions. Once the cases are settled in Court, the judge can then impose a 6-month, 12-month, 18-month or 5-year sanction on the individual convicted of the fraud. The sanction would include public assistance and food stamps. The amount of time for the sanction would depend on the amount of the fraud and the number of offenses committed.

The unit is responsible for obtaining repayments on any over-payments that have occurred, either client error, agency error or emergency aid. A Total of 368 repayment agreements were signed, resulting in the clients agreeing to repay the Department a total of \$199,672.00. The unit researched over 200 cases, and of those, 109 cases totalling \$69,569.00 were turned over to collections in further attempts to recover departmental monies.

The unit transported 24 people to various locations across the state per court orders involving child protective services and child welfare services.

The unit has also started personal service of subpoenas, summons' and conciliation notifications pertaining to the department. The unit served 29 subpoenas, 20 summons', and 15 conciliation notices for the department.

CHILDREN'S SERVICES UNIT

Foster Care & Institution Placements

1995 began with a total of 110 children in placement. Sixty-eight of these children were in foster care. Forty-two were in higher levels of care. At the end of 1995, we had 43 in placement, of which 27 were in foster care and 16 were in higher levels of care. This is a major reduction in placement in 1995.

New York State Division for Youth placements have gone from a high of six in February 1995 to three children for the last five months of 1995. This is a major reduction in DFY placement.

Although there continues to be a need for institutional placements for more difficult children being referred to the Department of Social Services by the Court for placement in higher levels of care, there has been a major reduction in these placements as well. For the majority of these children, psychiatric and psychological evaluations are obtained to determine the need for service and the level of placement which is more appropriate. In addition, the lack of foster parents willing and able to foster children and teenagers with severe problems remains a factor.

Adoption Services

During 1995, six families were certified as prospective parents for hard to place children for a total of 19 families currently certified. 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. Three families have returned to seek a second adoption.

The Department had 13 children in its charge who had been freed for adoption and three children from other counties placed with Madison County adoptive families. During 1995, four children were adopted by their foster parents. Six additional placements were made, five with Madison County adoptive/searching families. The sixth placement was out of state for a child with severe emotional disturbance. Five adoptions were finalized in 1995; the remainder should occur in mid-1996. It is not anticipated that the one remaining child freed for adoption will be placed. Thus, he has a goal of independent living. There have been no infants surrendered in several years, but with the increasing incidence of HIV and drug addiction of parents, it may be possible. Although many parents would be interested in an infant if it became available, the parents currently approved for adoption express a broad range of ages they would consider. All waiting 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 in 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 1995, 30 families were serviced by the parent group. These families included 63 children. Thirty-eight children were prevented from being placed and 14 were returned home earlier than anticipated. In addition, 14 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. These sessions are held once each month on a Saturday. 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 are currently 16 children participating.

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 1995, the number of children served who were not in placement decreased significantly. We started out the year with 276 children and ended the year with 219.

During the first half of 1995, we continued to fund a school-based prevention program through Liberty Resources, Inc. This program had expanded to cover eight school districts. Due to the new Block Grant funding process, this contract was canceled on June 30, 1995.

During 1995, the Liberty Resources, Inc., Intensive Case Management Services was funded through JD/PINS cap savings. Eighteen families were served in 1995.

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.

The Children's Services Unit continues to provide case management to court-ordered foster care diversion cases which are

contracted out to Madison County Catholic Charities. Case management of these contracted services has necessitated the use of approximately one-half of a caseworker position, but continues to provide the agency with substantial reimbursements from the state. This contract was canceled on August 31, 1995 due to Block Grant funding. The program served between 20 and 24 cases at any one time.

CHILD PROTECTIVE SERVICES

During 1995 there were 683 reports received from the Child Protective Register, an increase of 77 over 1994. In addition, we received 18 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. Of the reports received, 36% were indicated compared to 40% in 1994, 35% in 1993, and 42.5% in 1992.

There were 106 petitions filed in Family Court. This included 40 neglect, 29 neglect extensions, 6 neglect modifications, 2 neglect amendments, 2 neglect transfers, 5 neglect violations, 2 neglect terminations, 7 abuse, 1 abuse amendment, 2 voluntaries, 2 voluntary extensions, 2 PINS, 1 PINS extension, 1 PINS amendment, 1 PINS termination, and 2 terminations of parental rights, and 2 Bills of Particulars.

Foster care placements numbered 23, down from 34 in 1994. Eleven of the children placed remained in care at the end of the year. Of the total number of children discharged from the CPS foster care caseload, 27 returned to the same parent from whom they were removed. Five were discharged to another relative and two were discharged to their own responsibility.

There are currently 5 children in residential treatment and three in therapeutic foster care.

STEP classes to enhance parenting skills continue to be provided by the parent aides with some caseworker assistance.

There were 2 early childhood classes, 2 STEP Teen classes, and 3 regular STEP classes. Three of the STEP classes were evening classes to accommodate employed parents. Of the 60 parents who started classes, 40 received certificates of participation and five received certificates of attendance only. The basic skills class was discontinued part-way through the year due to a lack of attendance at least in part to a lack of transportation.

The parent aides continue to spend some time supervising visits between parents and their children. We continue to get an occasional request from court to provide this service to families who are not CPS clients.

1995 CHILD ABUSE AND MALTREATMENT REGISTER REFERRALS

MONTH	IND.	UNF.	TRANS.	SUBSEQUENT IND. UNF.		SUPPORTIVE RESPONSIB.	ADD'L INFO.	DUPLICATE	PENDING
JANUARY	16-32	20-35	6-7	2-2	4-6	6-7	1-1	2-2	0
FEBRUARY	15-19	18-27	0	5-15	12-17	3-4	0	0	0
MARCH	14-19	35-50	2-2	6-10	6-9	6-17	0	0	0
APRIL	13-21	25-42	0	3-7	6-13	5-6	0	3-6	0
MAY	17-32	18-31	0	9-12	7-16	3-7	0	0	0
JUNE	10-16	32-49	1-1	7-9	4-8	1-2	0	2-2	0
JULY	11-20	28-54	0	2-6	7-8	4-4	0	0	0
AUGUST	8-12	29-48	0	9-24	7-19	9-22	0	3-3	0
SEPTEMBER	13-16	27 37	0	7-7	3-7	4-7	0	0	0
OCTOBER	15-19	27-49	0	8-14	7-15	9-12	0	1-1	0
NOVEMBER	7-11	25-37	3-6	4-7	12-21	6-8	2-4	0	0
DECEMBER	4-7	9-16	0	3-6	1-2	5-10	0	0	19-36
TOTAL	143-224	293-475	12-16	65-119	76-141	61-106	3-5	11-14	19-36

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 on our county.

Investigative responsibility rests with the county where the child resides.

ADULT & FAMILY SERVICES

During 1995 the Adult & Family Services Unit provided services as illustrated in the Services Chart. Delivery of service has remained relatively stable.

In July there was a realignment of staff. The caseworker who carried the Long Term and Personal Care Programs was assigned to the Medicaid Unit. The caseworker who was responsible for PSA (Protective Services for Adults) intake, VESID (Vocational Employment Services for Individuals with Disabilities) cases and worker of the day was assigned to Income Maintenance. All functions other than PSA intake went with the workers to new units.

The remaining staff of a supervisor, senior caseworker and two caseworkers took on responsible for PSA intake. However, at the same time, Case Management Associates of Utica Services became available. This allowed for the transfer of all but fourteen cases. A further alignment of staff was necessary resulting in the supervisor and one caseworker being assigned to Child Preventive Services. The remaining senior caseworker and caseworker form the new PSA Unit.

<u>SERVICES PROVIDED</u>	<u>ADULTS</u>	
	<u>NO. RECIPIENTS</u>	<u>NO. HOURS</u>
EMPLOYMENT	63	387
FAMILY PLANNING	0	0
FOSTER CARE - ADULTS	10	308
HEALTH RELATED	4	46
HOME MANAGEMENT	37	2637
HOMEMAKER	0	0
HOUSEKEEPER/CHORE	0	0
HOUSING	0	0
INFORMATION & REFERRAL	1271	1161
PREVENTIVE - ADULT	6	385
PROTECTIVE - ADULT	0	0
INVESTIGATION PROTECTIVE	0	0
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 \$3,461,995.00 for the year 1995. This figure is comprised of \$670,407 DSS money and \$2,791,588 non-DSS money.

The caseload for 1995 ended with 1,204 DSS cases and 2,283 non-DSS cases, which is a total of 3,487 cases.

The Child Support Enforcement Unit (CSEU) scheduled 133 blood test draws to assist in establishing paternity and child/medical support.

The unit is comprised of a coordinator, three account clerk/typists, and four child support investigators which handle the major functions of child support in Madison County, and those functions are:

1. Intake;
2. Location;
3. Paternity establishment;
4. Support establishment;
5. Support collection and distribution;
6. Support enforcement;
7. Court-related enforcement action;
8. Review and adjustment;
9. Interstate and international child support cases.

In 1996 the local Child Support Enforcement Unit anticipates implementation of the statewide automated process by which cases meeting the driver license suspension criteria will be automatically identified by the computer system utilized by the unit. Notices have been system-generated to all respondents in New York State with their monthly billing statements advising the respondents to pay their arrears immediately to the Child Support

Enforcement Unit to avoid suspension of their drivers' licenses. Please note that not only does the law permit the CSEU to suspend drivers' licenses to enforce the respondent's legal obligation to pay child support, but also includes respondents' professional, occupational, and business licenses.

Also in the process of implementation is legislation which requires all New York State employers to provide information on newly-hired employees to the local child support computer system. This effort is done with the help of the New York State Department of Taxation and Finance, and the New York State Office of Child Support Enforcement. This will be of tremendous help to the local CSEU due to the fact that wage information received at this time on the computer tends to contain outdated information.

EMPLOYMENT UNIT

Once again the Madison County Department of Social Services' Employment Unit had a record-setting year. Previous marks were eclipsed in all program areas including Food Stamps, employment activities, number of cases closed and entries to employment.

During 1995, the Food Stamp Employment and Training component workload was moved from an independent contractor and distributed among existing staff within the Employment Unit. This move meant a quicker response for client activity enrollment and sanctions (loss of benefits) when they occurred. This accounts for the impressive savings of \$42,393.00 as a result of Food Stamp clients obtaining jobs or having their cases sanctioned for non-compliance.

The Department of Labor's efforts at DSS have been so successful (ranked Number 1 among DOL staff out-stationed at other NYS Departments of Social Services) that additional time in this agency was granted through a cooperative effort of both state and local DSS and DOL. Currently, the DOL staff person is on site .8 time. In 1995 a total of 678 persons were served. Of these, 168 were new applicants and recipients of Temporary Assistance. There were a total of 359 persons referred to actual job openings and 64 of them gained employment.

Since January 1994 the day care coordinator has been under the direct supervision of the Employment Unit. In 1995 a total of 105 families with 150 children received services for all or part of the year. These services are available to all Temporary Assistance clients who are required to participate in JOBS (Job

Opportunities and Basic Skills) activities and many non-Temporary Assistance families that qualify by meeting income guidelines.

Of the four main activities into which clients are placed, the only one with a classroom approach to job development is Programs for Progress run by BOCES at the Oneida Learning Center. Depending on a client's needs, applicants and recipients of Temporary Assistance are required to be attending classes either one or two days a week. All classes are aimed at sharpening literacy and job-seeking skills. Clients are also given referrals to actual job openings that the staff job developer generates. The entries to employment that happened as a result of PFP in 1995 surpassed the state minimum for EDGE funding (which financially supports much of this activity) by 450%. The average monthly referral of clients for this program by DSS was 26 in 1995.

The second of the main activities is the supervised job search. This is the first, and in most cases the only, activity that applicants can be assigned to before they receive Temporary Assistance benefits. Every employable client is enrolled in the job search.

The third component is educational programs. For 1995 there was an average of 18 employable recipients of Temporary Assistance each month in education/training. This figure reflects those who participated in voluntary education and training programs and those who are mandatory teen parents without a high school diploma or a GED. During the final six months of 1995, though, the average enrollment was just 10 per month. These figures compare favorably, considering the

change in emphasis from the state that clients be enrolled in work experience instead of educational activities, with last year's figures. In 1994 the agency averaged 58 clients per month and the last quarter averaged 30 enrollments.

Our final major activity, and the unit's most visible and effective, is work experience. The New York State program of Workfare put added emphasis on jobs above all else to move clients off Temporary Assistance. Madison County was far ahead of this initiative by having established its first mobile work crew in 1993. Based on the successes of the mobile work crew, a second one was added in 1995. This crew is a cooperative effort with the City of Oneida and works solely on City of Oneida property.

Between the two crews there has been a phenomenal reduction in employable Temporary Assistance clients. For example, in January 1995 there were a total of 183 checks picked up by employable clients. By December 1995 this number had dropped to just 68. Since June 1993, the mobile work crew's inception date, the crew has a 98+ % rate of moving clients off assistance either by sanction or employment. While all activities contribute effectively, the crew has been by far the most effective.

While we are very proud of the crews' successes with our clients, there is a large secondary benefit as well. In 1995 the crews completed a total of 52 major and 41 minor projects around Madison County and the City of Oneida.

All activities are designed to return our employable clients to self-sufficiency. In 1995 the total number of clients entering employment was 192. This figure is

exactly the same as 1994. But, considering the much smaller client base from which we worked, the percentage of population that got jobs far exceeds last year.

Even though every effort is made and every expense compensated in an effort to return the client to work, not all clients are motivated to utilize our activities. When clients fail to comply, a sanction must be imposed on their Temporary Assistance and Food Stamps cases. In 1995 a total of 209 sanctions were levied and a total of 11,965 days of Temporary Assistance were withheld.

RESOURCE ASSISTANT
1995 ANNUAL REPORT

ESTATES - - - - -	\$ 52,580.69
MORTGAGES - - - - -	10,788.52
ASSIGNMENT OF PROCEEDS - - - - -	69,345.66
ACCIDENT LIENS - - - - -	12,200.00
RETROACTIVE SSI - - - - -	83,749.80
MISCELLANEOUS - - - - -	31,860.44
FRAUD REPAYMENTS - - - - -	29,180.02
NON-FRAUD REPAYMENTS - - - - -	15,978.51
FOSTER CARE - SOC. SEC & SSI FOR PINS- - - - -	55,948.80
FOSTER CARE - SOC. SEC. & SSI FOR JDs - - - - -	18,210.48
<hr/>	
TOTAL	\$379,842.92

ESTATE LETTERS - 76
BURIAL APPLICATIONS - 35
BANK CLEARANCES - 149
MORTGAGES - 21
ASSIGNMENT OF PROCEEDS - 3

DEPARTMENT OF SOCIAL SERVICES

FISCAL

General Administration - 1995

Disbursements:

Personal Services	\$2,472,977
Equipment	\$45,915
Contractual	\$409,560
Employee Benefits	\$682,904
Total	\$3,611,356

Credits:

Refunds	\$18,413
State Aid	\$1,541,723
Federal Aid	\$1,649,734
Total	\$3,209,870

NET LOCAL COST	\$401,486
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	1994	1995	Increase/ (Decrease)
Gross Cost	\$3,220,459	\$3,611,356	\$390,897
Net Local Cost	\$837,699	\$401,487	(\$436,212)

Purchase of Service - 1995

Disbursements:

Purchase of Serv.	\$22,843
Day Care NPA	\$54,128
CC - Ct Diversion	\$63,008
CCBG	\$103,275
Nonresid V of DV	\$66,096
Public POS-MH	\$68,035
At Risk Day Care	\$44,754
School Base Prev	\$277,322
Total	\$699,461

Credits:

Refunds	\$27,983
State Aid	\$229,266
Federal Aid	\$200,666
Total	\$457,915

NET LOCAL COST	\$241,546
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	1994	1995	Increase/ (Decrease)
Gross Cost	\$395,906	\$699,461	\$303,555
Net Local Cost	\$31,910	\$241,546	\$209,636

Medical Assistance & MMIS (Local Share) - 1995

• **Disbursements:** \$5,614,247

	MA	MMIS
Credits:		
Refunds	\$258,101	\$244,359
State Aid	(\$251,892)	\$650,807
Federal Aid	\$512,789	
Total	\$518,998	\$895,166
		\$1,414,164

NET LOCAL COST \$4,200,083

	1994	1995	Increase/ (Decrease)
Net Local Cost	\$4,338,678	\$4,200,083	(\$138,595)

Aid To Dependent Children - 1995

Disbursements:	\$4,287,477		
Credits:			
Refunds	\$424,799		
State Aid	\$962,596		
Federal Aid	\$2,832,476		
Total	\$4,219,871		
NET LOCAL COST	\$67,606		
		Increase/ (Decrease)	
	1994	1995	
Gross Cost	\$4,051,067	\$4,287,477	\$236,410
Net Local Cost	\$878,678	\$67,606	(\$811,072)

Child Welfare - 1995

Disbursements:		\$1,351,685	
Credits:			
Refunds	\$55,949		
State Aid	\$91,788		
Federal Aid	\$434,771		
Total		\$582,508	
NET LOCAL COST		\$769,177	
		Increase/ (Decrease)	
	1994	1995	
Gross Cost	\$1,625,728	\$1,351,685	(\$274,043)
Net Local Cost	\$547,588	\$769,178	\$221,590

Juvenile Delinquents - 1995

Disbursements:		\$621,645	
Credits:			
Refunds	\$18,210		
State Aid	\$98,706		
Total		\$116,916	
NET LOCAL COST		\$504,729	
		Increase/ (Decrease)	
	1994	1995	
Gross Cost	\$1,119,996	\$621,645	(\$498,351)
Net Local Cost	\$601,589	\$504,729	(\$96,860)

JOBS - 1995

Disbursements:		\$18,275	
Credits:			
Refunds	\$0		
State Aid	\$4,632		
Federal Aid	\$9,023		
Total		\$13,655	
NET LOCAL COST		\$4,620	
		Increase/ (Decrease)	
	1994	1995	
Gross Cost	\$62,074	\$18,275	(\$43,799)
Net Local Cost	\$15,556	\$4,620	(\$10,936)

Home Relief - 1995

Disbursements:		\$422,034	
Credits:			
Refunds	\$87,296		
State Aid	\$167,733		
Total		\$255,029	
NET LOCAL COST		\$167,005	
		Increase/ (Decrease)	
	1994	1995	
Gross Cost	\$490,859	\$422,034	(\$68,825)
Net Local Cost	\$210,500	\$255,029	\$44,529

HEAP - 1995

• Disbursements:		\$687,238	
Credits:			
Refunds	\$6,311		
Federal Aid	\$680,827		
Total		\$687,138	
NET LOCAL COST		\$100	
		Increase/ (Decrease)	
	1994	1995	
Gross Cost	\$744,078	\$687,238	(\$56,840)
Net Local Cost	\$3,858	\$100	(\$3,758)

Emergency Aid To Adults - 1995

Disbursements: \$969

Credits:	
Refunds	\$0
State Aid	\$722
Total	\$722

NET LOCAL COST \$247

	1994	1995	Increase/ (Decrease)
Gross Cost	\$1,281	\$969	(\$312)
Net Local Cost	\$465	\$247	(\$218)

Burials - 1995

Disbursements:		\$41,340
Credits:		
Refunds	\$200	
State Aid	\$12,637	
Total		\$12,837
NET LOCAL COST		\$28,503
		Increase/ (Decrease)
1994	1995	
Gross Cost	\$55,448	(\$14,108)
Net Local Cost	\$39,443	(\$10,940)

Title IV-D Program - 1995

Disbursements:	\$0	
Credits:		
Incentives	\$81,462	
NET LOCAL COST	(\$81,462)	
		Increase/ (Decrease)
1994	1995	
Net Local Cost	(\$78,656)	(\$81,462)
		(\$2,806)

Budgeted vs Actual Cost - 1995

	Budgeted	Actual	Surplus/ (Deficit)
Gen Adm	\$3,711,759	\$3,611,357	\$100,402
Title XX	\$1,195,991	\$699,461	\$496,530
Medical Assist.	\$162,556	\$143,337	\$19,219
MMIS	\$5,470,910	\$5,470,911	(\$1)
ADC	\$4,293,040	\$4,287,477	\$5,563
Child Welfare	\$1,804,018	\$1,351,685	\$452,333
Juv. Delinq.	\$1,185,864	\$621,645	\$564,219
JOBS	\$78,000	\$18,275	\$59,725
Home Relief	\$531,291	\$422,034	\$109,257
HEAP	\$690,000	\$687,238	\$2,762
EAA	\$2,000	\$969	\$1,031
Burials	\$59,660	\$41,340	\$18,320
Title IV-D	\$0	\$0	\$0
Total	\$19,185,089	\$17,355,729	\$1,829,360

Net Local Cost - 1995

	Budgeted	Actual	Surplus/ (Deficit)
Gen Adm	\$1,261,480	\$401,487	\$859,993
Title XX	\$176,715	\$241,546	(\$64,831)
Medical Assist	(\$314,460)	(\$375,661)	\$61,201
MMIS	\$4,575,743	\$4,575,745	(\$2)
ADC	\$1,234,823	\$67,606	\$1,167,217
Child Welfare	\$705,794	\$769,178	(\$63,384)
Juv. Delinq.	\$664,823	\$504,729	\$160,094
JOBS	\$21,216	\$4,620	\$16,596
Home Relief	\$221,152	\$167,005	\$54,147
HEAP	\$0	\$100	(\$100)
EAA	\$1,000	\$247	\$753
Burials	\$42,560	\$28,503	\$14,057
Title IV-D	(\$74,000)	(\$81,462)	\$7,462
Total	\$8,516,846	\$6,303,643	\$2,213,203

Fiscal Summary For 1995

	Expenditures	Credits
Gen Adm	\$3,611,357	\$3,209,870
Title XX	\$699,461	\$457,915
Medical Assist.	\$143,337	\$518,998
MMIS	\$5,470,911	\$895,166
ADC	\$4,287,477	\$4,219,871
Child Welfare	\$1,351,685	\$582,507
Juv. Delinq.	\$621,645	\$116,916
JOBS	\$18,275	\$13,655
Home Relief	\$422,034	\$255,029
HEAP	\$687,238	\$687,138
EAA	\$969	\$722
Burials	\$41,340	\$12,837
Title IV-D	\$0	\$81,462
Total	\$17,355,729	\$11,052,086
NET LOCAL COST		\$6,303,643

	1994	1995	Increase/ (Decrease)
Gross Cost	\$16,903,416	\$17,355,729	\$452,313
Net Local Cost	\$7,427,308	\$6,303,643	(\$1,123,665)