

Madison County
Department
of
Social Services

1994
Annual
Report



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 7, 1995

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 1994 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 1994:

- The Employment unit, with its various program areas, again proved its worth in transitioning Public Assistance clients to self-sufficiency. In 1994 we expanded our programs to include Independence 101 and Programs in Progress. Both programs proved to be truly successful. The cornerstone of Employment unit placement remains the Community Work Experience Program and Public Works Program. In 1994 an average of 35 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, 95% 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 40 major projects for various towns and municipalities during 1994.

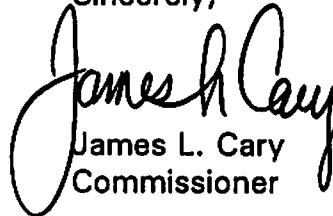
- The Investigations unit continued to prove itself, as our "Front-End Detection Program" realized an average denial/withdrawal rate of forty-five percent (45%) of all Public Assistance cases validated. This effort resulted in a total Public Assistance/Food Stamps dollar savings of over one million four hundred sixty

thousand dollars (\$1,460,000). In addition, the unit arrested 26 people on various criminal charges relating to welfare fraud, with an estimated restitution value of over thirty-four thousand dollars (\$34,000).

- In our effort to attempt to reduce children's services referrals, the Department, in concert with the Morrisville-Eaton and Oneida City School Districts, established a school-based Child and Family Counseling Program with Liberty Resources. The school-based Child and Family Counseling Program proved to be so successful that the Department was able to expand the project to eight of the County's ten school districts in 1995.

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,

A handwritten signature in black ink that reads "James L. Cary". The signature is fluid and cursive, with the first name "James" being the most prominent part.

James L. Cary
Commissioner

JLC/et

TABLE OF CONTENTS

DEPUTY COMMISSIONER	1
ECONOMIC SECURITY	4
MEDICAL ASSISTANCE	10
STAFF DEVELOPMENT	15
INVESTIGATIONS	21
CHILDREN'S SERVICES	24
CHILD PROTECTIVE SERVICES	30
ADULT & FAMILY SERVICES	33
CHILD SUPPORT ENFORCEMENT	35
EMPLOYMENT	38
RESOURCES	42
ACCOUNTING	43

DEPUTY COMMISSIONER

Personnel-Staffing Overview

In 1994 a total of 11 employees left the Social Services Department. Eight employees resigned, one retired, one was discharged for unsatisfactory work performance, and one temporary employee who was filling in for someone on medical leave was terminated upon the incumbent's return. Five employees requested and were granted leaves of absence. One was a personal leave and four were medical leaves.

The vacancies which resulted from people leaving the Department occurred at many levels. There were three Social Welfare Examiner vacancies, two Caseworker vacancies, one Typist vacancy, two Support Investigator vacancies, one Senior Account Clerk vacancy, one Account Clerk vacancy, and one Senior Clerk vacancy.

The three Social Welfare Examiner vacancies were filled by hiring new employees as were the two Caseworker vacancies. One of the Support Investigator vacancies was filled by appointing a Social Welfare Examiner to the position and the other was filled by hiring a new employee. The Senior Account Clerk vacancy was filled by appointing a Social Welfare Examiner to the position. The Senior Clerk vacancy was filled by promoting a Typist. The Typist and Account Clerk vacancies were filled by hiring new employees.

There were a total of three promotions within the Department during 1994. The vacancies resulting from the various promotions

were either backfilled through promoting other staff, or by the hiring of new employees. There were a total of fourteen new employees hired during 1994.

Three new positions were added in 1994 - one Senior Social Welfare Examiner position, one Social Welfare Examiner position, and one Senior Clerk position. The Senior Social Welfare Examiner position was added to the Medicaid Unit in an effort to address the need for more supervision of the unit. The need for added supervision within the unit is the result of increased staffing, caseloads, and programs over the last several years. A Social Welfare Examiner position was added to our Employment Unit to process day care applications. Over the last several years, our allocation of day care monies has more than doubled. As our funding has increased, so has the demand and need for the use of these monies to assist working parents in the payment for child care services. This position was added in order to be able to keep up with the day care applications. A Senior Clerk position was added to our Children's Services Unit in order to provide much-needed clerical support to casework staff in both the Child Protective and Child Welfare units, thus relieving them of the burdensome clerical work they were performing in the maintenance of their cases.

In 1994 fourteen 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 1994 there were a total of 115 positions within

the Department of Social Services, plus Sheriff's deputies provided through a contract with the Sheriff's Department to conduct fraud investigations and provide building security.

ECONOMIC SECURITY UNIT

1994 was an interesting year for the Economic Security Unit in Madison County. Several workers and supervisors were involved in a committee to address how to best move Public Assistance recipients from the welfare rolls to the work force. This topic has been hotly debated at every level of government and the Social Services Department is awaiting the recommendations of our own committee.

The open PA caseloads in Madison County have decreased over the past year in similar proportions to those caseloads across the state. In January 1994, there were a total of 759 PA cases, the highest total of the year. The year ended with 581 cases, interestingly the lowest total of the year. Of particular note is a reduction of 26% in HR cases. This was attributable to a toughening of employment-related activities and more cooperation between units. There was also an increase in EAF grants meant to be a one-time payment and prevent applicants from becoming lifetime recipients.

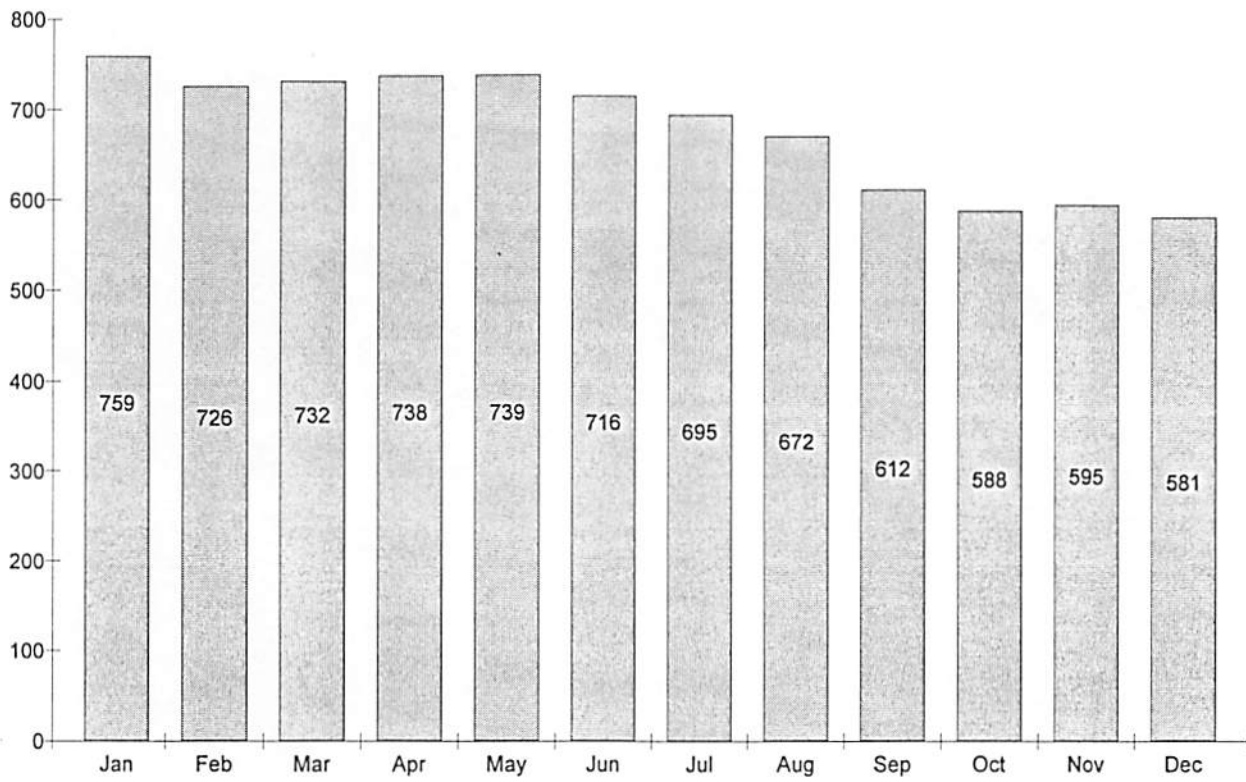
Non-Public Assistance Food Stamp caseloads continued to maintain a high level into 1994 with a high of 1,386 reached in January. Due to continued snow fall into late spring, the Food Stamp cases maintained a relatively high level until July when the year's low was 1,286 cases. Food Stamp cases then continued to increase through the year's end when 1,371 cases were reached in December.

Application rates were similar to last year's total, predicting a stable economy. Applications were above 300 a month nine times in the past year and bottomed out at 269 applications filed in July.

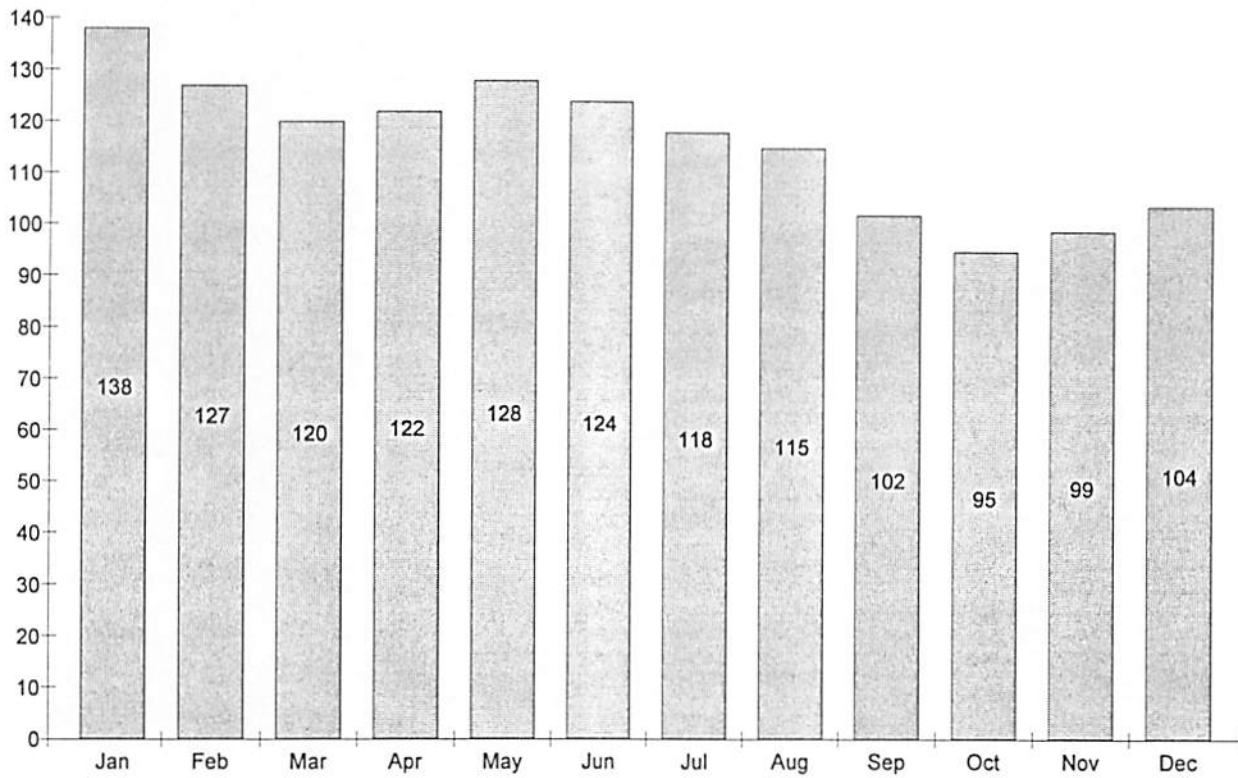
Some changes within the Economic Security Unit included the promotion of its new director, Michael Fitzgerald. Program changes included a wide sweeping change within the Food Stamp area with implementation of the Mickey Leland Hunger Relief Act. The changes include new definitions of households that must apply as a single unit, increasing the value a household may have in a vehicle and increasing deductions for child care expenses with varying rates dependent on the child's age. The HEAP program was also complicated for this season with benefits dependent on a number of variables, with the expectation that the lowest wage earners would benefit the most.

As the unit heads into 1995, there are several changes that the Economic Security staff are already preparing for. Among the most notable is the changing administration on a state level and the goals that administration has proposed.

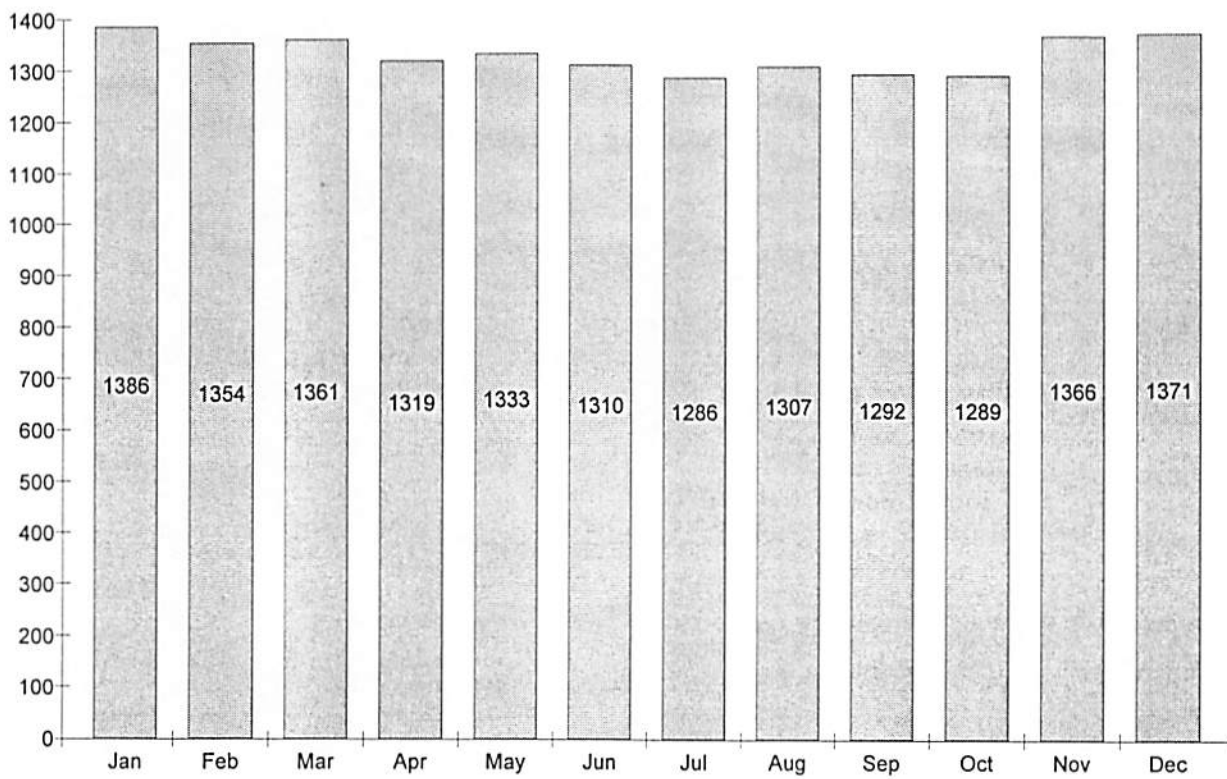
Public Assistance Cases



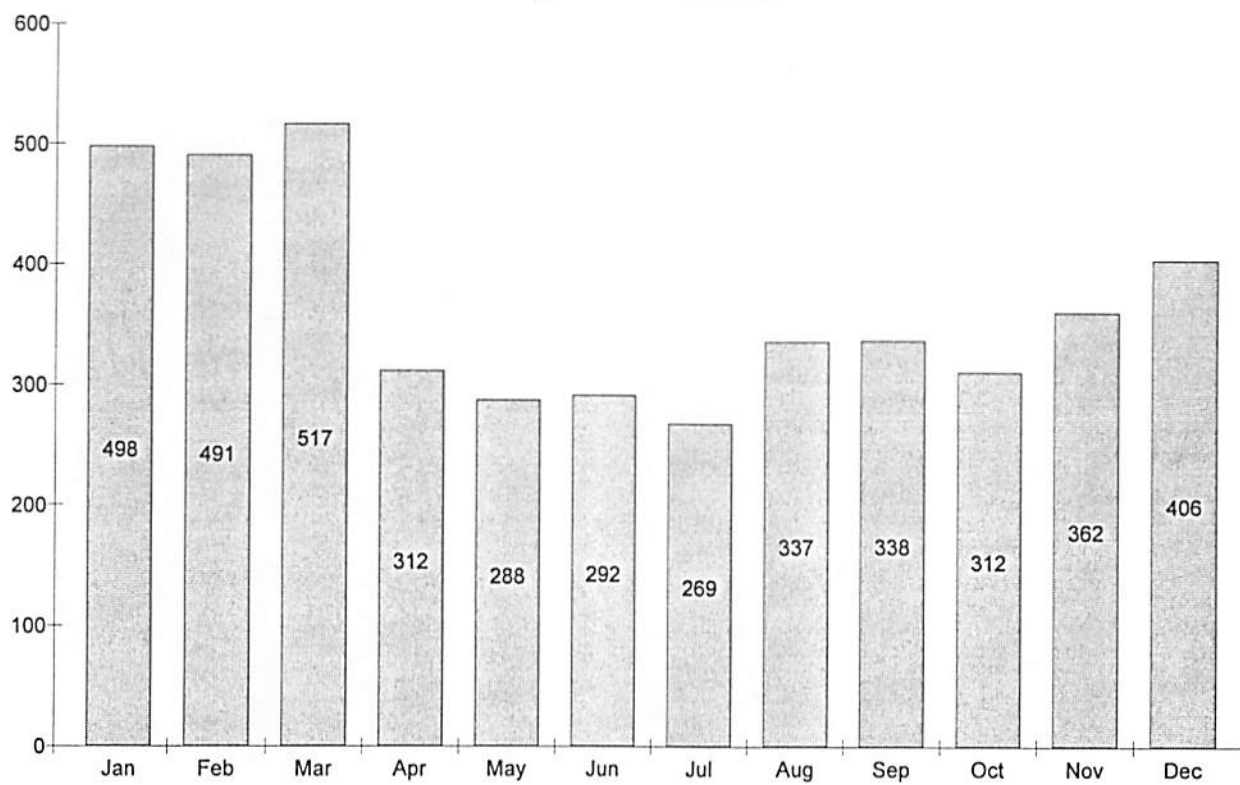
Home Relief Cases



Food Stamp Cases



Applications for Assistance



MEDICAL ASSISTANCE

Managed Care

Madison County's initial year in Managed Care proved to be a positive learning experience for staff and clients alike. Staff members have found it rewarding to be able to focus on a program that is beneficial to their clientele while being a cost containment mechanism for the agency. A lot of time and energy was spent in outreach activities, and informational sessions were conducted for staff members of other human service agencies within the county. These encounters resulted in an outcome that was two-fold. Agencies were given concise and direct information regarding Managed Care in Madison County, which they will now be able to relate to their clients, and the partnerships between agencies was strengthened.

<u>Enrollments</u>	<u>12/93</u>	<u>12/94</u>
Blue Care Plus	20	248
MVP Health Plan	<u>0</u>	<u>135</u>
TOTAL	20	383

1994 ended with Madison County being well on its way to reaching our initial enrollment goals. Medicaid Managed Care is definitely the health care wave of the future. With the effort and cooperation shown in the past year, implementation will continue to be a successful avenue in the complex world of health care.

Medical Assistance

An annual increase in income and resource levels has contributed to increasing caseloads yet again. The numbers represent a 9% increase.

	<u>1/94</u>	<u>12/94</u>
Individuals	2534	2710

"MEDICAIDZATION" - the term used for shifting programs under Medicaid to capture federal dollars - continues.

CMCM - Comprehensive Medicaid Case Management

HCBS - Home and Community Based Waivered Services

EIP - Early Intervention Program for Pre-school Children

ICM - Intensive Case Management

All are current Medicaid funded programs with origins in OMRDD/OMH, and DOH agencies.

Transportation

The transportation highlight of 1994 was the Madison Transit System. Clients living on or near the bus route are required to access the bus for medical transportation needs. Beginning in August 1994 DSS was able to divert clients away from high-cost door-to-door taxi service. Cost savings were realized both through diversion and a voucher system where DSS was able to pre-purchase tickets for distribution to appropriate clientele.

Madison Transit Tickets Purchased Aug. 1994 - December 1994

August	31
September	40
October	70
November	81
December	94

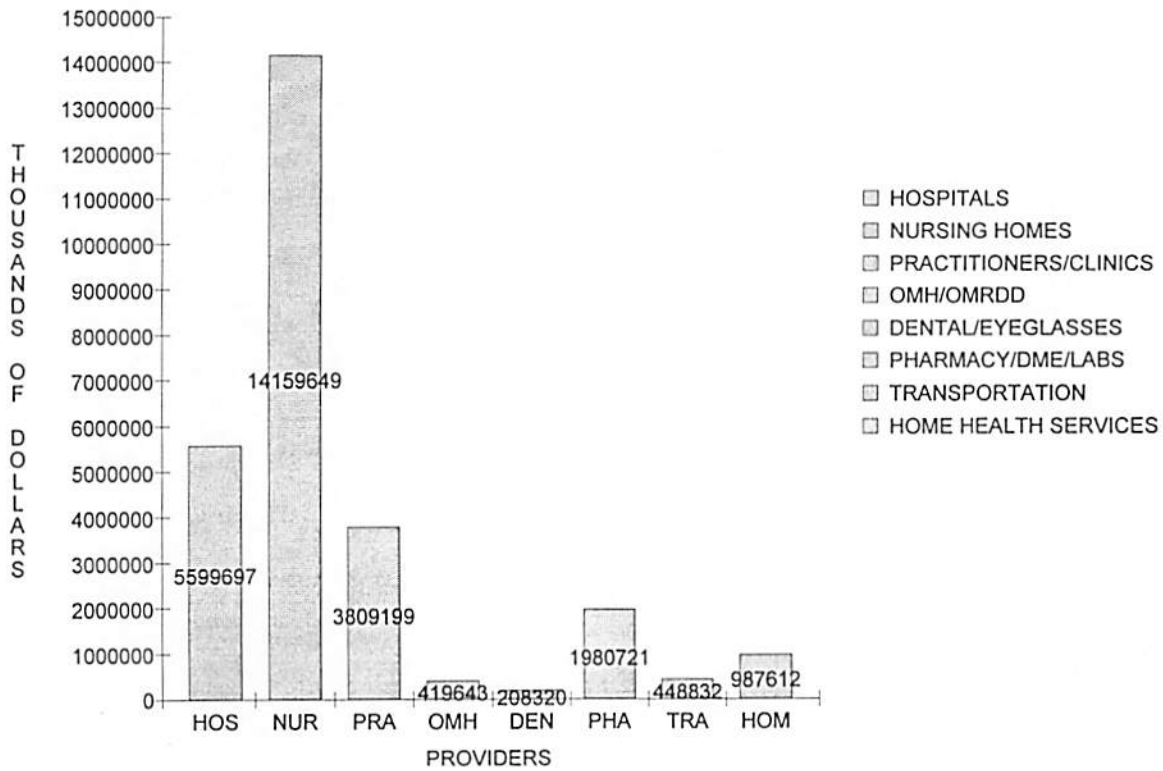
Expenditures reflect a decrease in travel vouchers (mileage reimbursements to clients), Office for the Aging, and taxi. Increases are shown through ARC, Wheelchair, and Ambulance transports.

The use of transportation aides continues to be cost-effective with an annual savings of \$39,615.61.

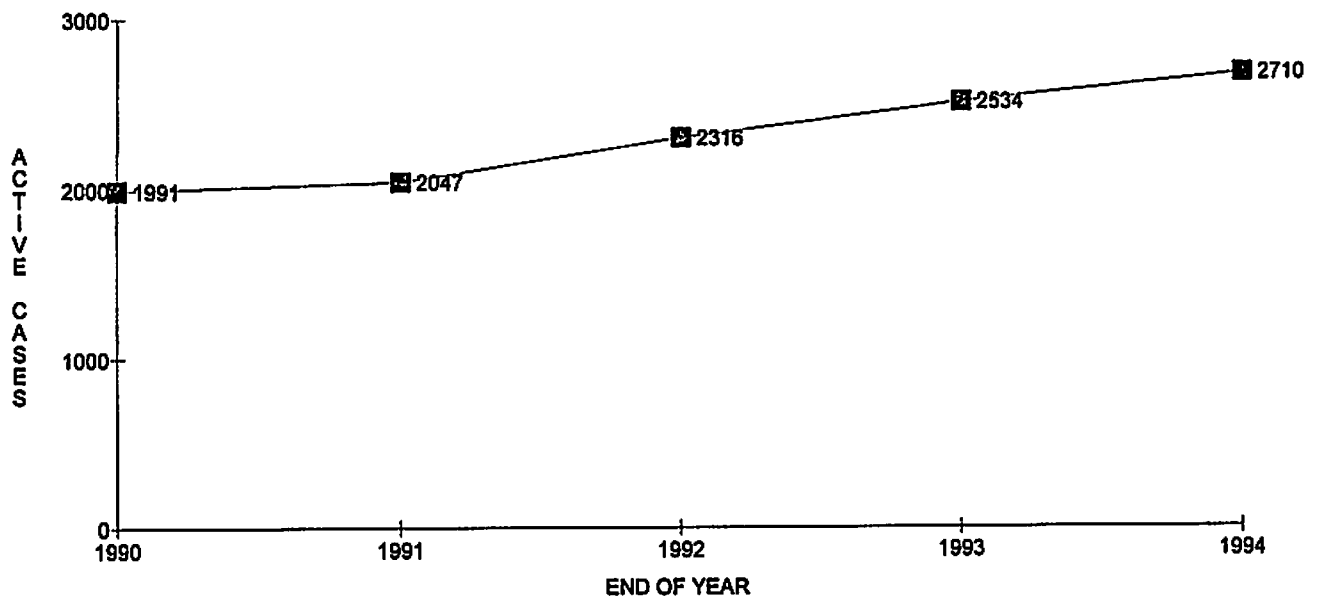
TRANSPORTATION FOR 1993 & 1994

	<u>1993</u>	<u>1994</u>
TRANSPORTATION AIDES (SAVINGS)	\$38,789.02	\$39,615.61
TRAVEL VOUCHERS	\$63,543.01	\$17,409.07
OFA	\$18,488.26	\$15,301.77
ARC	\$88,184.04	\$145,460.85
TAXI	\$221,109.36	\$156,520.21
WHEELCHAIR	\$63,053.00	\$80,903.12
AMBULANCE	\$68,260.20	\$83,362.57

MEDICAID EXPENDITURES 1994



MEDICAID CASELOAD GROWTH



STAFF DEVELOPMENT

Staff Development saw a change in the amount of training offered to the employees of the Madison County Department of Social Services in 1994. The number of hours of locally-offered training decreased, while the amount of State-sponsored training increased. This shift was due in large part to a reduction in the turnover rate and a change in the new welfare examiner training format.

A total of 1,651 hours of locally-arranged training was provided to the DSS staff in 1994. Many of these hours were spent training newly-hired employees to do their jobs. All new employees spend at least their first two weeks in orientation and training provided by Staff Development and supervisory staff. Newly-hired welfare examiner, caseworkers, and support investigators supplement this training with additional State training.

Eighty-three employees took advantage of programs offered through the EAP committee. These programs included self-esteem in the work place, re-energizing yourself, defensive driving, and fire safety.

In-service training is another one of Staff Development's responsibilities. In 1994, we undertook several in-service projects. Acquainting all employees with the JOBS First initiative as it was unfolding on the State scene and introducing its impact on the way we do business was accomplished over a couple of weeks. John Sullivan of the Utica Social Security office came on-site to explain the eligibility requirements for Social Security, SSI, and

Medicaid. This benefitted the employees both on a professional level and a personal one, too. Christine Fix of the AIDS Resource Council in Syracuse provided two on-sites imparting basic information about this virus. All staff were required to attend one of these sessions. Another on-site involved the relaying of the new Medicaid transportation procedures that were impacted with the advent of the Madison Transit System. John Mossbach from the Madison Transit Company provided transportation schedules, while the Director of Medical Assistance relayed the impact this system has on providing transportation to our clients.

Our local foster parent training took on a new look. Instead of offering numerous evening sessions throughout the year, one Saturday in March was selected for a mini-conference where our foster parents could receive the bulk of their training requirements all in one day. This conference was held at St. Paul's Church in Oneida. Workshops covered such topics as resolving conflicts, managing behaviors, juvenile drug users, the future of foster care and children of alcoholics. Presenters were drawn from a variety of sources including State staff, local agency staff, and community agency staff. This format proved very successful with 46 foster parents and eight caseworkers attending.

Madison County DSS was able to continue to send representatives to the New York Public Welfare Association's summer and winter conferences. Four employees attended the summer conference and five attended the winter conference. 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.

Thirteen employees took advantage of the tuition assistance program available through their CSEA contract. Some individuals took courses toward an associate's or master's degree, while others took courses for their personal or professional growth. Four employees furthered their education by attending the graduate courses offered through SUNY Albany and funded through the New York State Department of Social Services.

A total of 991.5 hours of State-sponsored training was provided to Madison County DSS employees. This represents an increase of 84.5 hours over that received in 1993. This increase was due in part to the use of the Public Assistance and Medicaid Institute training offered by the State for newly-hired examiners. These institutes offer 9-10 days of intensive training at a site in Albany. All lodging and meals are provided by the State. Four employees attended the Public Assistance training and two employees attended the Medicaid institute. As with most State-sponsored training, there is a training fee charged of \$14/day.

Caseworkers receive their initial training under contract with one of several colleges including Cornell University and SUC Buffalo. Child Protective and Adult Protective caseworkers are mandated to attend the State-sponsored training prior to assuming their own caseloads.

A new initiative on the State level is the use of

teleconferences. This training format is beneficial in that everyone hears the same information and travel costs are minimal due to the many available sites. Afterwards a video tape of the conference is produced and sent to each local district. These tapes are great for on-site training and for a review of the material offered. This year's teleconferences included such topics as "Marketing JOBS First", "The Tuberculosis Epidemic", "Front End Detection", and "Working in a Safe Environment".

Another State training initiative that benefits the local districts is the availability of regional training centers. The syracuse training center boasts two computer labs, one with personal computers and the other with WMS (Welfare Management System) computers. This regional training site has enabled our employees to attend more training, since the necessity for overnight stays is eliminated.

The year ahead will focus on making more use of the personal computers. In order to do this, more employees will need to know how to use these computers. This will be accomplished through a local needs assessment, exploring what training sessions the State has to offer, and determining what training can be offered by county staff.

Systems

What a year for the computer systems at DSS in 1994! Not only did we double the number of personal computers, but the State also provided us with seven additional WMS (Welfare Management System)

terminals.

Thanks in large part to a Managed Care grant, Madison County DSS was able to purchase an additional 12 PC terminals and eight printers throughout 1994. These additional terminals allow for more efficient word processing, better reporting, and time-saving data retrieval. It is the intention to have at least one PC available for each unit. The purchase of a laptop computer has proven beneficial for completing computer projects away from the desk or office.

Another boon in our PC system was the networking of our PC's, both locally and with the State. The State network allows for communications with other State staff. It also has available a library of manuals and communications that offers easy access to the most current rules and regulations. Our local network allows for communication between different departments and also within our agency. The local network allows programs to be used on more than one terminal at a time.

In September, the State-owned WMS hardware was swapped out. DEC (Digital Equipment Corporation) replaced the existing ICL (International Computers Limited) equipment, which had been in place for ten years. The new equipment is smaller, but functions similar to the previous hardware. One area of concern with the new equipment is that the terminals are slower in transmitting data. The next step in this exchange process is to swap out the BICS (Benefit Issuance Control System) hardware for newer equipment. This phase has been put on hold until more equipment can be

produced.

The client notice system (CNS) is a WMS enhancement that was introduced to Madison County in October. This system prints certain client notices at a site in Albany, thus freeing the worker from producing and mailing these notices. At this time, CNS produces closing notices for Food Stamps and Medicaid, and Food Stamps denial notices. Another feature of this system is the production of Food Stamps recertification appointment letters. By locally entering the date and time of the appointment, along with the worker's code, and the client's name and case number, the State will mass produce and mail these notices to the client.

In the year ahead, we hope to see the State producing more types of client notices. Locally we will be developing more PC programs to help in the accounting of and reporting on the myriad of services offered by the Department of Social Services.

SPECIAL INVESTIGATIONS UNIT

In 1994, the unit received another full-time deputy sheriff. The unit now 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.

The unit validated 887 cases. As a result of the validation investigations, 399 of these cases were denied due to various reasons, resulting in a 45% denial rate. Also as a result of these validations, \$1,460,167 was saved from being paid out over the year. These savings were figured by calculating the number of months a client stayed off the system (after being denied) times their monthly grant. (This figure does not include any medical payments that may have been paid out if the cases had opened, causing even further savings.) The reasons for denials range from unreported income and/or resources, clients not living at addresses given, 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 26 people on various criminal charges:

4 counts of grand larceny 3rd degree - Class D felony;
13 counts of grand larceny 4th degree - Class E felony;

18 counts of offering a false instrument for filing 1st degree
Class E felony;
1 count of forgery 2nd degree - Class D felony;
9 counts of petit larceny - Class A misdemeanor.

As a result of these arrests, the Department is seeking restitution in the amount of \$34,191, 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, we can then impose a 6-month disqualification period for public assistance and food stamps for the person found guilty of fraud, which results in further savings. If the client's case is closed at the time of receiving the Court disposition, the disqualification period will hold and start when the client reappears at any time in the future. There is one active warrant at this time with a grand larceny 4th charge of \$1,574.

The unit is responsible for obtaining repayment agreements on any overpayments that have occurred whether they are client error, agency error, or emergency aid. A total of 138 repayment agreements were signed, resulting in the clients agreeing to repay the Department a total of \$87,432.

MONTHLY INVESTIGATION UNIT STATISTICS FOR 1994

JAN FEB MAR APR MAY JUN JUL AUG SEP OCT NOV DEC Y-T-D

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>>>>---VALIDATIONS:---<<<< /=====
    ADC CASES | 52 | 34 | 41 | 36 | 29 | 43 | 27 | 50 | 38 | 35 | 35 | 37 | 457
    ADC CASES DENIED | 19 | 13 | 20 | 9 | 10 | 18 | 16 | 22 | 9 | 16 | 6 | 17 | 175
    ADC-U CASES | 5 | 2 | 9 | 3 | 7 | 1 | 3 | 3 | 1 | 1 | 3 | 6 | 44
    ADC-U CASES DENIED | 1 | 1 | 7 | 0 | 5 | 0 | 2 | 3 | 1 | 1 | 0 | 3 | 24
    HR CASES | 51 | 31 | 38 | 27 | 28 | 27 | 35 | 30 | 23 | 35 | 30 | 31 | 386
    HR CASES DENIED | 21 | 16 | 17 | 15 | 14 | 19 | 18 | 21 | 12 | 15 | 14 | 18 | 200
    FS CASES | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0
    FS DENIED | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0
    *****
    TOTAL CASES | 108 | 67 | 88 | 66 | 64 | 71 | 65 | 83 | 62 | 71 | 68 | 74 | 887
    TOTAL DENIALS | 41 | 30 | 44 | 24 | 29 | 37 | 36 | 46 | 22 | 32 | 20 | 38 | 399
    X DENIAL RATE | 38% | 45% | 50% | 36% | 45% | 52% | 55% | 55% | 35% | 45% | 29% | 51% | 45%
>>>>---DENIAL REASONS---<<<< /=====
    EXCESS RESOURCES/INCOME | 11 | 10 | 8 | 5 | 6 | 6 | 14 | 16 | 6 | 10 | 7 | 8 | 107
    NOT AT ADDRESS GIVEN | 4 | 7 | 7 | 2 | 4 | 5 | 4 | 7 | 2 | 6 | 1 | 2 | 51
    FAILED TO CONTACT OUR UNIT | 3 | 4 | 6 | 5 | 4 | 7 | 3 | 9 | 4 | 6 | 4 | 6 | 61
    NO SHOW FOR APPOINTMENT | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0
    WITHDREW AFTER VALIDATION | 13 | 8 | 12 | 8 | 2 | 15 | 5 | 9 | 6 | 6 | 4 | 10 | 98
    OTHER | 7 | 1 | 11 | 4 | 13 | 4 | 10 | 5 | 4 | 4 | 4 | 12 | 79
    *****
>>>>---SAVINGS---<<<< /=====
    P.A. SAVINGS | 118748 | 113620 | 121090 | 9960 | 114078 | 116113 | 117990 | 121168 | 110124 | 115946 | 8155 | 112037 | 179,029
    F.S. SAVINGS | 8507 | 6185 | 9874 | 4188 | 6755 | 7241 | 9238 | 9429 | 4721 | 7997 | 3382 | 5277 | 82,794
    M.A. SAVINGS | 110778 | 7828 | 12076 | 6060 | 111070 | 114307 | 113842 | 117365 | 8620 | 112143 | 8334 | 114450 | 136,873
    *****
    TOTAL SAVINGS | 138033 | 127633 | 143040 | 120208 | 131903 | 137661 | 141070 | 147962 | 123465 | 136086 | 119871 | 131764 | 398,696
=====
>>>---GRANT REDUCTIONS---<<< /=====
    ADC - CASES | 5 | 5 | 4 | 3 | 1 | 0 | 0 | 2 | 0 | 2 | 2 | 1 | 25
    ADC - SAVINGS | 560 | 560 | 448 | 336 | 132 | 0 | 0 | 264 | 0 | 264 | 264 | 132 | 2,960
    HR - CASES | 4 | 1 | 2 | 1 | 1 | 0 | 0 | 1 | 0 | 0 | 1 | 3 | 14
    HR - SAVINGS | 276 | 69 | 138 | 69 | 86 | 0 | 0 | 86 | 0 | 0 | 86 | 258 | 1,068
    *****
    TOTAL CASES | 9 | 6 | 6 | 4 | 2 | 0 | 0 | 3 | 0 | 2 | 3 | 4 | 39
    TOTAL SAVINGS | 836 | 629 | 586 | 405 | 218 | 0 | 0 | 350 | 0 | 264 | 350 | 390 | 4,028
=====
>>>>---ABSENT PARENT---<<<< /=====
    ABSENT PARENT REFERRALS | 42 | 48 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 90
=====
>>---FS DISQ. CONSENT AGREE.---<< /=====
    NUMBER CASES | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0
    AMOUNT INVOLVED | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0
=====
>>>---REPAYMENT AGREE.---<<< /=====
    NUMBER OPEN | 7 | 2 | 5 | 4 | 2 | 3 | 1 | 3 | 4 | 5 | 0 | 0 | 36
    AMOUNT OPEN | 5714 | 1026 | 2945 | 1627 | 3186 | 2238 | 508 | 3893 | 3836 | 8034 | 0 | 0 | 33,007
    NUMBER CLOSED | 8 | 8 | 6 | 5 | 15 | 7 | 10 | 7 | 13 | 16 | 3 | 4 | 102
    AMOUNT CLOSED | 3123 | 2151 | 1377 | 1879 | 113366 | 7486 | 4905 | 3478 | 4856 | 7066 | 1705 | 3033 | 54,425
    *****
    TOTAL AMOUNT | 8837 | 3177 | 4322 | 3506 | 116552 | 9724 | 5413 | 7371 | 8692 | 115100 | 1705 | 3033 | 87,432
=====
>>>>---FRAUD ARRESTS---<<<< /=====
    NUMBER ARRESTS | 0 | 0 | 0 | 0 | 12 | 2 | 3 | 0 | 6 | 1 | 2 | 0 | 26
    AMOUNT INVOLVED | 0 | 0 | 0 | 0 | 121820 | 294 | 4225 | 0 | 6036 | 1236 | 580 | 0 | 34,191
=====
>>>>---CONVICTIONS---<<<< /=====
    NUMBER RECEIVED | 0 | 2 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 4
    AMOUNT INVOLVED | 0 | 7280 | 0 | 1257 | 0 | 2468 | 0 | 0 | 0 | 0 | 0 | 0 | 11,005
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CHILDREN'S SERVICES UNIT

Foster Care & Institution Placements

1994 began with a total of 102 children in placement. Sixty-two of these children were in foster care. Forty were in higher levels of care. At the end of 1994, we had 110 in placement, of which 68 were in foster care and 42 were in higher levels of care. Due to a change in federal reimbursement, we are currently receiving federal reimbursement for all but seven children in higher levels of care and eight children in foster care.

New York State Division for Youth placements have gone from a high of 14 in February 1994 to six children for the last five months of 1994. This is a major reduction in DFY placement.

The continued need for institutional placements is due in part to more difficult children being referred to the Department of Social Services by the Court for placement in higher levels of care. 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 1994, five families were certified as prospective parents for hard to place children for a total of 15 families currently certified. These persons were trained and certified in conjunction with foster parents in the MAPP/GPS program (Model

Approach to Partnership in Parenting/Group Preparation and Selection). One family has returned to seek a second adoption. 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.

The Department had 14 children in its charge who had been freed for adoption. During 1994, 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 mental and physical involvement. Finalization of these adoptions should occur in mid-1995, since five of the six have been delayed by a court appeal. Of the remaining three children, it is anticipated that they will not be placed due to age and emotional problems. These three have a goal of independent living. We have had no infants surrendered in several years and don't anticipate any in the foreseeable future. Parents wanting certification for infant adoption will be processed and placed on a waiting list.

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 1994, 26 families were serviced by the parent group. These families included 53 children. Fourteen children were prevented from being placed and nine were returned home earlier than anticipated. In addition, four 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 52 certified homes, three of which were relative homes for specific children. We ended the year with 45 certified homes, six of which were relative homes. 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 PACT. 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.

Due to staff overload, we had two caseworkers attend MAPP

certification training this past year. With three certified MAPP trainers, we have been able to spread out the training responsibilities and provide better service to our prospective foster and adoptive parents.

Preventive Services

During 1994, the number of children served who were not in placement decreased slightly. We started out the year with 303 children and ended the year with 281. Some of this decrease was due to the addition of our school based prevention program. This program was funded through savings on the JD/PINS cap and allowed services to be provided prior to any other involvement with our Children's Division and therefore, some of those children have not received direct services from DSS. This program served 131 families for long and short term information and referral.

We have also added a contract with Liberty Resources for intensive case management services through the savings from the foster care cap, and for school-based preventive services through savings under the JD/PINS cap. From January 1994 through December 1994, 13 children have received ICM services. Of these children, two have been placed in Madison County foster care homes, and one child was returned to foster care in the State of Michigan. School-based preventive services were provided in the Oneida and Morrisville-Eaton school districts during 1994. The intent of this program is to provide services to at-risk children and families at an early stage in an effort to stabilize situations and avert the

need for foster care placement. The program was so successful that plans have been made to expand into six additional school districts during 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. Forty-three children have received diversion services in 1994. During the year, 26 were terminated, 16 cases completed the program successfully, and 10 were placed with the Department of Social Services for placement.

CHILD PROTECTIVE SERVICES

During 1994 there were 606 reports received from the Child Protective Register, a small decrease from 1993. In addition, we received 16 requests for service where the SCR was not called but an investigation or other assistance was requested by Family Court, another agency such as law enforcement, or an individual. Of the reports received, 40% were indicated compared to 35% in 1993, 42.5% in 1992, 36% in 1991 and 28% in 1990.

There were 103 petitions filed in Family Court. This included 37 neglect, 8 abuse, 9 approval of voluntary placement, 33 extensions, 4 terminations of parental rights, 3 violations, 1 PINS, 4 amendments, 2 modifications, and 2 bill of particulars.

Foster care placements numbered 34. Twenty-six of these children remained in care at the end of the year. Of the total number of children discharged from the CPS foster care caseload, 22 returned to the same parent from whom they were removed. Eight were freed for adoption, 1 was returned to the parents for placement with OMRD, and 4 were discharged to other caretakers/relatives.

There are currently 6 children in residential treatment and none 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. Seventy-five people started classes and 52 received certificates of participation. A basic skills class meets every other week all year. Seven of those who did not finish the classes already had certificates and were attending as a refresher.

The parent aides continue to spend a fair amount of time supervising visits between parents and children. Some of these are CPS clients and frequently there are families referred by Family Court for this service.

1994 CHILD ABUSE AND MALTREATMENT REGISTER REFERRALS

MONTH	IND.	UNF.	TRANS.	REPEAT CALLS IND. UNF.	SUPPORTIVE RESPONSIB.	ADD'L INFO.	DUPLICATE	PENDING
JANUARY	12-18	22-32	0	3-5 0	1-1	0	0	0
FEBRUARY	12-18	32-44	3-7	6-12 0	1-1	0	0	0
MARCH	14-25	31-46	2-3	2-2 1-1	3-7	0	1-3	0
APRIL	19-32	19-29	2-4	4-7 5-9	2-2	2	0	0
MAY	9-13	28-50	0	9-15 2-3	3-4	1	1-3	0
JUNE	18-29	24-44	1-2	5-7 4-10	0	0	0	0
JULY	13-24	20-33	3-6	1-1 6-9	4-14	1	0	0
AUGUST	12-24	26-47	3-4	1-1 1-3	3-5	0	1-1	0
SEPTEMBER	8-14	21-40	4-9	4-6 5-11	4-8	1	1-2	0
OCTOBER	20-41	17-23	2-3	9-25 9-15	3-5	1	0	0
NOVEMBER	16-25	18-30	2-3	7-12 6-12	3-3	0	0	0
DECEMBER	1-1	4-6	1-4	2-5 2-7	3-6	0	0	33-64
TOTAL	154-264	262-424	23-45	53-98 41-80	30-56	6	4-9	33-64

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 1994 the Adult & Family Services Unit provided services as illustrated in the Services Chart. Delivery of service has remained relatively stable.

Another area active in the unit was in-home care programs. A total of 136 individuals received services under the Long Term Home Health Care and Personal Care Programs. Totals were 87 under Long Term Home Health Care and 49 under Personal Care.

Twenty-eight new individuals were placed on the Long Term Home Health Care Program. Nineteen new individuals were placed on the Personal Care Program.

The average age was 75 with a range of 25-99. The average DMS-1 score was 161. Clients were maintained at 46% of the cost of placement.

These two programs continue to provide a cost effective alternative to institutionalization.

The Care at Home Program has served three families this year. This program provides an alternative to institutionalization for families with severely disabled children. The budgeted annual Medicaid cost to serve these three cases was \$192,600.

SERVICES PROVIDED**ADULTS**

	<u>NO. RECIPIENTS</u>	<u>NO. HOURS</u>
EMPLOYMENT	51	235
FAMILY PLANNING	0	0
FOSTER CARE - ADULTS	9	242
HEALTH RELATED	10	254
HOME MANAGEMENT	36	2075
HOMEMAKER	0	0
HOUSEKEEPER/CHORE	0	0
HOUSING	0	0
INFORMATION & REFERRAL	1425	1322
PREVENTIVE - ADULT	6	307
PROTECTIVE - ADULT	1	19
INVESTIGATION PROTECTIVE	3	48
TRANSPORTATION	0	0
PERSONAL CARE SERVICES	0	0
SERVICES TO VICTIMS OF DOMESTIC VIOLENCE	0	0

CHILD SUPPORT ENFORCEMENT UNIT

During the year of 1994, the Support Collection Enforcement Unit had a turnover of two child support investigators. The two new investigators began working in May and June respectively.

The Child Support Unit collected a total of \$3,291,914 in 1994. Below is a breakdown and short explanation of the process of collection:

\$ 94,136.00	Federal Tax Offset
17,301.00	State Tax Offset
140,852.00	UIB
1,690,849.00	Wage Withholding
<u>1,348,777.00</u>	Other Sources
\$ 3,291,915.00	Total Support Collected in 1994

The tax refund offset is the process by which a respondent's Federal or State income tax refund is directed to the New York State Office of Child Support Enforcement Unit to satisfy a delinquent account. The refund is then directed to the local county.

The UIB process is an automatic process by which a respondent who applies for unemployment benefits from New York State Department of Labor, and meets the default criteria, will have support payments deducted from his or her UIB checks automatically.

On November 1, 1990, immediate income execution went into effect in New York State. Any Court order that comes through after October 31, 1990, has an immediate income execution on the respondent's wages unless there is an agreement in the Court order.

December 1, 1994: Implementation of Central Collection in

Madison County. In 1990, legislation was passed to amend Social Services Law, Section 111-H, to authorize the State Department of Social Services to furnish centralized collection and disbursement services for, and on behalf of, each Social Services district. The legislation also authorized the State Department of Social Services to provide the Support Collection Unit (SCU) by contract with a fiscal agent.

On January 6, 1994, the State entered into an agreement with Lockheed Information Management Services Company (IMS) to perform central collection and disbursement services for, and on behalf of, all 58 Social Services districts Statewide.

The implementation of central collection and disbursement functions for Madison Count SCU was December 1, 1994. The unit identified many specific problems that other counties were experiencing and addressed them beforehand in anticipation of avoiding similar problems. The additional time and manpower that was consumed in this advanced preparation has proved to be infinite. While there still remains to be several problem areas that Madison County, as well as many other counties, is combating, the State is now aware and working to resolve them. In closure, Madison County has dealt with this extensive transition with a minute percentage of difficulty.

For 1995, a sample of the legislation proposals are as follows:

- 1) License restrictions/suspensions on delinquent respondents; and

2) Reporting of retainer agreements and the placing of liens on lawsuit settlements.

The caseload for 1994 totaled 3,528 cases: 1,243 DSS cases; 2,285 non-DSS cases. An approximate total of 850 petitions were filed in the Family Court Clerk's office by the investigators. The Child Support Unit scheduled 98 parties to have blood drawn in order to establish paternity, and secure a child and/or medical support order. The paralegal and DSS attorney are vital elements to the success of child support enforcement due to their diligence in Court.

EMPLOYMENT UNIT

Building on the successes begun in 1993, the Employment Unit had a banner year in 1994. This was coupled with significant contributions from both the Food Stamp Employment and Training Coordinator and the New York State Department of Labor representative, both of whom are stationed part-time in the Employment Unit.

The Food Stamp Employment and Training Program, which entails the Food Stamp Supervised Job Search, called in 405 recipients of food stamps. Of these, 201 were enrolled in the job search. From the 201, 84 participants failed to maintain the minimum requirements to remain eligible and had their cases closed. These savings amounted to \$22,348.00.

The Department of Labor had a total of 729 client contacts during 1994. These contacts resulted in 313 referrals to job openings. Of these, 64 persons were offered and accepted jobs. While not all these positions ended the need for public assistance benefits, it did make a considerable contribution to our mutual goal of unsubsidized employment for all.

1994 saw the inception of the Adult Basic Education program conducted for DSS clients by the Utica School of Commerce (Canastota campus). The three groups of students, who qualified by testing at below 7th grade levels in reading and math, produced many entries to employment and, for a select few, the opportunity to pursue education/training in specific vocational fields.

Independence 101, a program of psychological counseling and support for long-term recipients, was also begun in 1994. Run by Jeffrey Ferris, an area counselor, the group is designed to foster a sense of confidence and create an awareness of abilities in clients who show no outward and obvious barriers to employment but are not working. This activity continues to be conducted in 1995 with about 30 clients having participated in the three sessions from March 1994-February 1995.

One option that the Employment Unit offers qualified clients is the opportunity to continue their education or training. For most this means high school, GED, vocational instruction or post secondary education (2-year maximum). For 1994 an average of 58 clients per month have been monitored through the Employment Unit. This figure, though, has been steadily declining to the point where our monthly average for the last quarter of 1994 was 30 enrollments. While the agency has many more persons requesting education/training programs, there has been a concerted effort on the Unit's part to focus our attention (and limited resources) on those clients who, after in-depth assessment, are the most qualified and most likely to succeed. Those who do not qualify for educational approval are channelled into activities which have more immediate employment goals.

The Job Club remains a mainstay of Employment Unit referrals. Run ten times a year at the Oneida Learning Center (BOCES), this 4-week activity stresses job-seeking skills and strategies for entry level employment. For the year, 49 persons attended and the

entries to employment for those participating far exceeded the state mandate for continued Education for Gainful Employment IV (EDGE) IV funding. EDGE IV is the major fiscal resource for Job Club.

Another program conducted at the Oneida Learning Center (BOCES), which was new in 1994, is Programs for Progress. A multifaceted approach, this activity includes job skills, life skills, computer basics, literacy and (most importantly) job development and placement. Persons attending spend either one or two full days a week working with a variety of counselors and instructors who direct all assignments and requirements into employment entries. Results have been very positive for DSS clients getting and keeping employment. The flexible schedule allows clients the opportunity to not only have the positive experience in "programs", but also allows for placement in other activities as well.

The cornerstone of Employment Unit placements remains the Community Work Experience Program (CWEP) and Public Work Project (PWP). Identical in content, CWEP and PWP are differentiated only by the client's case type and the amount of time a client is assigned to participate. In 1994 an average of 35 persons a month were participating in a "work experience". The majority of these placements were on the Madison County Mobile Work Crew.

The mobile crew, in its first full year of service, continued to be the agency's most effective program for moving persons off public assistance. Of all employable clients referred for "the crew", 95% either transitioned off public assistance after finding

work or were sanctioned of public assistance for failure to comply with the activity. While all the activities to which the Employment Unit assigns are successful, the mobile work crew's performance far outstrips all other programs.

In conclusion, the bottom line with Employment Unit activities is simple: provide the opportunity for those who can work to prepare for and eventually access gainful employment. In 1994 our combined efforts toward this end produced 192 entries to employment for DSS clients.

Additionally, those who can be preparing for work and aren't risk forfeiting their rights to collect public assistance. In 1994 the Employment Unit sanctioned (suspended benefits to) clients a total of 139 times. These instances resulted in clients losing eligibility for a total of 5,200 days.

RESOURCE ASSISTANT
1994 ANNUAL REPORT

ESTATES -----	\$ 56,499.38
MORTGAGES -----	\$ 19,124.60
ASSIGNMENT OF PROCEEDS -----	\$ 99,576.61
ACCIDENT LIENS -----	\$ 26,277.38
EXCESS RESOURCES-----	\$ 7,971.55
RETROACTIVE SSI-----	\$ 47,858.31
MISCELLANEOUS-----	\$ 14,209.92
FRAUD REPAYMENTS-----	\$ 13,401.78
REPAYMENTS-----	\$ 9,742.22
FOSTER CARE- SOC.SEC. & SSI FOR PINS-----	\$ 136,849.28
FOSTER CARE - SOC SEC & SSI FOR JOs-----	\$ 47,097.04
	<hr/>
	478,608.54

ESTATE LETTERS - 79
BURIAL APPLICATIONS - 44
BANK CLEARANCES - 131
MORTGAGES - 28
ASSIGNMENT OF PROCEEDS - 4

DEPARTMENT OF SOCIAL SERVICES

FISCAL

General Administration

Disbursements:			
Personal Services	2179058		
Equipment	40036		
Contractual	385686		
Employee Benefits	615679		
Total			3220459
Credits:			
State Reimb.	1132572		
Federal Reimb.	1243101		
Refunds	7087		
Total			2382760
NET LOCAL COST			837699
	1993	1994	Increase (Decrease)
Gross Cost	3073482	3220459	146977
Net Local Cost	752794	837699	84905

Purchase of Service - 1994

Disbursements:

Purchase of Serv.	24103	
Day Care NPA	16662	
CC-Ct Diversion	92908	
CCBG	58644	
Nonres. V of DV	66096	
Public POS-MH	66289	
At Risk Day Care	71204	
Total		395906

Credits:

State Reimb.	20244	
Federal Reimb.	343752	
Refunds	0	
Total		363996

NET LOCAL COST		31910
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	1993	1994	Increase/ (Decrease)
Gross Cost	485822	395906	-89916
Net Local Cost	53217	31910	-21307

Medical Assistance & MMIS (Local Share) - 1994

Disbursements: 5136520

	MA	MMIS	
Credits:			
State Reimb.	-197072	466442	
Federal Reimb.	217187	0	
Refunds	311285	0	
Total	331400	466442	797842
NET LOCAL COST			4338678

	1993	1994	Increase/ (Decrease)
Net Local Cost	3989197	4338678	349481

Aid to Dependent Children - 1994

Disbursements:

Cash Grant	2206046		
Other Vendor	1235467		
EAF-FC	124150		
EAF-JD/PINS	452058		
EAF SER (CC&PACT)	33346		
Total			4051067

Credits:

State Reimb.	899104		
Federal Reimb.	1858228		
Refunds	415057		
Total			3172389

NET LOCAL COST			878678
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	1993	1994	Increase/ (Decrease)
Gross Cost	3794886	4051067	256181
Net Local Cost	894876	878678	-16198

Child Welfare - 1994

Disbursements:	1625728
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Credits:		
State Reimb.	562931	
Federal Reimb.	382211	
Refunds	132998	
Total		1078140

NET LOCAL COST	547588
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	1993	1994	Increase/ (Decrease)
Gross Cost	1669155	1625728	-43427
Net Local Cost	611744	547588	-64156

Juvenile Delinquents - 1994

Disbursements:			1119996
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Credits:

State Reimb.	471280		
Federal Reimb.	0		
Refunds	47127		
Total			518407

NET LOCAL COST			601589
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	1993	1994	Increase/ (Decrease)
Gross Cost	1259710	1119996	-139714
Net Local Cost	734821	601589	-133232

JOBS - 1994

Disbursements: 62074

Credits:

State Reimb. 16397

Federal Reimb. 30121

Refunds 0

Total 46518

NET LOCAL COST 15556

	1993	1994	Increase/ (Decrease)
Gross Cost	83242	62074	-21168
Net Local Cost	22639	15556	-7083

Home Relief - 1994

Disbursements:

Cash Grant	292137	
Other Vendor	198722	
Total		490859

Credits:

State Reimb.	209359	
Federal Reimb.	0	
Refunds	71000	
Total		280359

NET LOCAL COST			210500
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	1993	1994	Increase/ (Decrease)
Gross Cost	564456	490859	-73597
Local Cost	238073	210500	-27573

HEAP - 1994

Disbursements:		
Cash Grants	29585	
Contractual Costs	2000	
Other Vendors	712493	
Total		744078

Credits:		
Federal Reimb.	737467	
Refunds	2753	
Total		740220

NET LOCAL COST			3858
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	1993	1994	Increase/ (Decrease)
Gross Cost	601108	744078	142970
Net Local Cost	2017	3858	1841

Emergency Aid to Adults - 1994

Disbursements:			1281
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Credits:

State Reimb.	816		
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Refunds	0		
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Total			816
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NET LOCAL COST			465
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	1993	1994	Increase/ (Decrease)
Gross Cost	1393	1281	-112
Net Local Cost	558	465	-93

Burials -1994

Disbursements: 55448

Credits:

State Reimb.

15976

Refunds

29

Total

16005

NET LOCAL COST

39443

	1993	1994	Increase/ (Decrease)
Gross Cost	65390	55448	-9942
Net Local Cost	45232	39443	-5789
# of Burials	41	35	-6

Title IV-D Program - 1994

Disbursements: 0

Credits:		
Incentives	78656	
Total		78656

NET LOCAL COST -78656

	1993	1994	Increase/ (Decrease)
Net Local Cost	-77465	-78656	-1191

Budgeted vs Actual Costs - 1994

	Budgeted	Actual	Surplus/ (Deficit)
Gen Adm	3355605	3220459	135146
Title XX	566431	395906	170525
Medical Assist.	163994	163272	722
MMIS	4973500	4973248	252
ADC	4096656	4051067	45589
Child Welfare	1654131	1625728	28403
Juv. Delinq.	1762481	1119996	642485
JOBS	62075	62074	1
Home Relief	601552	490859	110693
HEAP	745000	744078	922
EAA	3000	1281	1719
Burials	56592	55448	1144
Title IV-D	0	0	0
Total	18041017	16903416	1137601

Net Local Cost - 1994

	Budgeted Amount	Actual Amount	Surplus/ (Deficit)
Gen Adm	902511	837699	64812
Title XX	0	31910	-31910
Medical Assist.	-64806	-168128	103322
MMIS	4718412	4506806	211606
ADC	1023478	878678	144800
Child Welfare	555540	547588	7952
Juv. Delinq.	1170031	601589	568442
JOBS	15618	15556	62
Home Relief	270164	210500	59664
HEAP	0	3858	-3858
EAA	3000	465	2535
Burials	37692	39443	-1751
Title IV-D	-74000	-78656	4656
Total:	8557640	7427308	1130332

Fiscal Summary for 1994

	Expenditures	Credits
General Administration	3220459	2382760
Title XX	395906	363996
Medical Assistance	163272	331400
MMIS (LS)	4973248	466442
Aid to Dependent Children	4051067	3172389
Child Welfare	1625728	1078140
Juvenile Delinquents	1119996	518407
JOBS	62074	46518
Home Relief	490859	280359
HEAP	744078	740220
Emergency Aid to Adults	1281	816
Burials	55448	16005
Title IV-D	0	78656
Total	16903416	9476108

NET LOCAL COST	7427308
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	1993	1994	Increase/ (Decrease)
Gross Cost	16131631	16903416	771785
Net Local Cost	7267703	7427308	159605