

1989 ANNUAL REPORT

MADISON COUNTY DEPARTMENT OF SOCIAL SERVICES

JAMES L. CARY  
COMMISSIONER



MADISON COUNTY  
DEPARTMENT OF SOCIAL SERVICES

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IN REPLY  
PLEASE REFER TO:

April 2, 1990

Robert Kuiper, Chairman  
Madison County Board of Supervisors  
Wampsville, New York 13163

Dear Mr. Chairman:

I am pleased to submit this Annual Report of the 1989 activities of the Madison County Department of Social Services. It is a detailed review of the Department's efforts on behalf of children, low-income families, single adults, and other county residents who are dependent upon this agency for financial support and social services.

I would like to note several DSS program areas that were particularly successful in 1989.

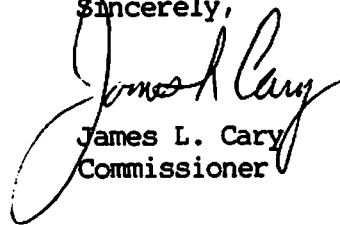
- The Validation Process in our Investigations Unit again proved to be a valuable control tool. This particular procedure has enabled us to ensure that only those individuals or families that are truly in need of financial support receive it. In 1989, the monthly average denial rate of cases validated equaled 44%, with a monthly total dollar savings of approximately \$8,190.

- The success of the agency's various employment-related endeavors continues - in particular, our contracted Job Club with BOCES and our increased participation with the local JTPA. We have reduced the number of our Home Relief employables to its lowest number ever since the inception of the Employment Unit. In addition, in 1989 we made a concentrated effort to start working with the Aid to Dependent Children (ADC) population on a voluntary basis. This, I feel, was a needed effort and to date, even though it is on a strictly voluntary basis, has been a very successful endeavor.

The Department's Child Support Collection Unit had an excellent year exceeding the state-mandated goal and surpassing \$2,000,000 in collections. This was achieved by a renewed effort by the Department of Social Services' IV-D Unit and the continued excellent cooperation of the Family Court system.

While the success of our many and varied programs is due, in great measure, 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 this productive relationship in the years ahead.

Sincerely,

A handwritten signature in cursive script, appearing to read "James L. Cary".

James L. Cary  
Commissioner

JLC/et

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## DEPUTY COMMISSIONER

### PERSONNEL-STAFFING OVERVIEW

In 1989 a total of eight employees left the Social Services Department. Seven employees resigned and one retired. Three people requested and were granted leaves of absence. All three were maternity leaves.

The vacancies which resulted from people leaving the department occurred at many levels. There were two Caseworker vacancies, a Child Support Investigator vacancy, Senior Clerk, Parent Aide, Account Clerk-Typist, Social Welfare Examiner, and a Transportation Aide vacancy. One of the Caseworker vacancies was filled by promoting a Social Welfare Examiner; the other vacancy was filled with a new employee. The Support Investigator vacancy was filled by a new employee. The Senior Clerk vacancy was filled by promoting an Account Clerk-Typist. The Parent Aide vacancy was filled with a new employee. The Account Clerk-Typist vacancy was filled by promoting a Clerk. The Social Welfare Examiner vacancy was filled by promoting a Parent Aide, and the Transportation Aide vacancy was filled by a new employee.

The vacancies resulting from the various promotions were either backfilled through promoting clerical staff, or by the hiring of new employees. There were a total of nine promotions within the department in 1989, and a total of eleven new employees hired.

Three positions were added in 1989 - a Principal Social Welfare Examiner in the Medicaid area, a Transportation Aide in the medical transportation area, and a Caseworker in the Child Protective Services unit.

The Principal Social Welfare Examiner position was added in order to provide closer administrative supervision over the medical assistance program areas, including Medicaid, medical audit, and medical transportation. The complexity of these areas is ever-increasing, and for this reason this additional administrative level position was needed. The Transportation Aide position was added in order to give the department an in-house capability to provide mandated medical transportation to Medicaid recipients to and from medical appointments.



The adding of this position has enabled our department to greatly reduce the use of the more expensive taxi cab service to transport these clients, thus reducing our medical transportation costs. The Caseworker position was added in the Child Protective Unit in order to give the unit the capability to provide adequate child protective casework services in response to the high number of child abuse reports and resulting service cases.

A temporary Typist position (nine months) was also created in the Income Maintenance Unit in order to pick up the duties of a clerical employee who was out of work for medical reasons for an extended period of time, but remained on payroll using accrued leave time.

Two positions were reclassified in 1989. An Account Clerk-Typist in HEAP was reclassified to Typist. This reclassification was the result of the 1987 job study done by the New York State Department of Civil Service which determined, upon reviewing this position, that the duties were more in line with the Typist title. Due to this study, the position was earmarked for reclassification when it became vacant. This occurred in 1989 and was refilled with a Typist. A Typist position in the Child Welfare Unit was reclassified to Senior Typist. Upon Commissioner Cary's request, the Personnel Department reviewed this position and determined that the position be reclassified. This represented an upgrade for the incumbent.

In 1989 seventeen employees of the department qualified for the attendance bonus of \$125 in accordance with Article 35.7 of the White Collar Bargaining Agreement.

At the end of 1989 there were a total of ninety-nine positions within the Department of Social Services, plus the Sheriff's deputies provided through a contract with the Sheriff's Department to conduct fraud investigations.

## STAFF DEVELOPMENT

A total of 1,713½ hours of training was provided to the Department of Social Services staff during the year 1989. We were able to offer in-house training on a wider range of topics while still participating in State-sponsored training and community-offered informational sessions.

Some of our in-house training initiatives for 1989 included supervisory training, training on satanism, Public Assistance eligibility training for Food Stamp examiners, and making use of the Training and Development Resource Library out of Albany.

New worker trainings and orientation programs were provided to all new agency staff. Many employees were able to attend "How to Handle a Hostile Situation" as provided through our local EAP. Many of the caseworkers were able to attend some of the sessions offered by the Madison County Council on Alcoholism and Substance Abuse (MCCASA). These included such topics as "Adult Children of Alcoholics", "AIDS and Substance Abuse", and "Alcoholism - The Family Disease".

Eight employees received 31½ hours of training on Public Assistance rules and regulations to prepare them for their new responsibilities beginning 1/1/90 when the Public Assistance and Food Stamp units would be merged. A concerted effort was made by all the senior examiners, principal examiners and staff development coordinator to provide the most effective training curriculum.

During 1989, an emphasis was placed on offering in-house training programs to our supervisory staff. We were able to offer two such sessions, one on "Managerial Supervisory Skills" as presented by Commissioner Cary, and the other on the "One Minute Manager" style of management as presented with the use of a video tape.

Another important issue addressed was "Satanism and the Occult". Most of the Children's Services and Child Protective caseworkers were able to participate in a presentation prepared by Lt. Gail Abrams of the Madison County Sheriff's Department.

The Training and Development Resource Library in Albany provided

many training materials that helped to expand our in-house training programs. The use of videos and manuals loaned by the library helped provide local training in the area of Child Welfare, such as interviewing child sexual abuse victims, making child abuse assessments, and preparing cases for Court.

Due to budget cuts in 1989, the department's participation in the Central New York Coalition of Local Government's training offerings was reduced. The one training in which we were able to participate was "Occupational Safety for Human Services", which was presented as a train-the-trainer session.

Madison County Employees continued to participate in State-sponsored training. These included conferences, regional meetings and specific-topic trainings. There is still a \$7/day fee that is withheld from our State reimbursement for each trainee who participates in State-sponsored training programs. The fee has actually been increased to \$14/day at the State level, but the Federal Government is picking up half of the fee. Participation in the two-week Child Protective core curriculum provided through Cornell University is still mandated for all new CPS (Child Protective Services) workers. One caseworker attended this training during 1989.

Madison County participated as a pilot project for MAPP (Model Approach to Partnership in Parenting) which offers a new approach to foster parent recruitment. Five staff members and three foster parents attended a 10-day training program to gain insight into the program and to gain training techniques to be used when presenting the 10-meeting curriculum to prospective foster and adoptive parents.

Various staff members participated in several conferences such as Staff Development, Adolescent Pregnancy, and the New York Public Welfare Association's summer and winter conferences. The New York State Department of Social Services also held regional meetings for Public Assistance, Medical Assistance, Third Party Insurance, Welfare Management Systems, and Staff Development in order to clarify policies and procedures and to keep the districts informed of upcoming changes. These meetings and conferences give staff the opportunity to meet State



representatives and other local district personnel to form a network of communication and problem-solving.

The future in Staff Development will be a challenge. One of the challenges will be to provide the same quality and quantity of training while remaining within our reduced budget allocation. Our participation in MCCASA will be reduced due to the registration fees that are now being charged. It is hoped that we will be able to produce locally more instructional videos to be used in future trainings and for program reviews.

## INCOME MAINTENANCE

While the number of Public Assistance (PA) and Food Stamp (FS) cases remained lower than previous years, 1989 was still a very busy year for both units.

The year began with 385 Aid to Dependent Children (ADC) and 108 Home Relief (HR) for a total of 493 PA cases. There were 983 non-Public Assistance (NPA) Food Stamp cases. The highest number of Food Stamp cases was reached at the end of March with 1,004 cases while the greatest number of open PA cases was 501 which occurred in both June and July.

The year ended with 368 ADC and 117 HR for a total of 485 PA cases and 912 FS cases.

Staff turnover occurred in January and again during the last four months of the year. Most of the turnover was caused by promotions.

The first major change in operations was effective June 1st. The State Department of Social Services developed mandatory client notices to be used every time a change is made on a PA or FS case. Also the number of the NYS code or regulation which supports the change was required to be included on each letter.

Due to a change in federal regulations, all HR family cases were changed to the PG-ADC category effective August 1, 1989. This was because the new law placed a time limit on retroactive federal claiming unless the case is in the PG-ADC category. PG stands for predetermination grant. It means that there are children in the household but other conditions are not present or cannot be confirmed which would make the case ADC and eligible for federal reimbursement.

Another new federal regulation was implemented effective October 1, 1989, which placed severe restrictions on who could be included in an ADC case as an essential person. Both of these regulations were difficult to adjust to because they are so contrary to procedures the state had emphasized in the past. Both were also designed to decrease the amount of federal reimbursement available to the state and county.

The annual increase in the Food Stamp allotments occurred effective October 1st. The maximum a single individual may receive increased from \$90 to \$99. The allotment for a family of four increased from \$300 to \$330.

A total of \$14,029 was collected on Food Stamps claims for overissuance this year. This amount represents cash collections, return of food coupons, and recoupment from monthly allotments.

As stated in the beginning, this was a very busy year and a particularly busy fourth quarter. It was decided to combine the PA and FS units effective January 1, 1990. The main intention was to have less duplication of effort by the staff. Previously, if a client was denied PA but wanted FS, he or she was required to have another complete interview with a different social welfare examiner. Also, if a case was closing on PA, the recipient had to see a different examiner (and convey all the same information) to continue receiving food stamps.

With the merging of the units, the same examiner will process the PA and FS case. Tremendous planning and training efforts went into this endeavor from September through December. The regulations differ greatly for the two program areas. One afternoon each week was devoted to training from the end of October to mid-December. Although not all the staff agreed with the merge, they worked very hard to learn the new program area and still accomplish their normal duties. Supervisors and the Staff Development Coordinator created and presented the training which required a great deal of thought and preparation.

The merge also required a physical move for the Food Stamp staff. They were moved from the bottom floor of the agency upstairs so all the Income Maintenance personnel could be together.

The preparation for this change necessitated the interruption of the internal audit group which had been in operation since the summer of 1988. However, in January through August the auditing of ADC and a sample of Food Stamp cases was done. This is consistent with the continuing effort to identify common errors and eliminate them at the source.

The regular component of the HEAP program for 1988-89 ended March 31st and the emergency component ended September 30th. This year there were sufficient funds to last through the intended closing dates.

The program year for 1989-90 began November 15th and will run through March for regular HEAP and September for emergencies just as before.

Income guidelines remained the same but the benefit levels increased slightly. Benefits range from \$120 to \$340 depending on income and type of fuel used for heating.

### MEDICAL ASSISTANCE UNIT

In 1989 the Medical Assistance Unit was once again faced with many new and revised regulations.

New or revised Medical Assistance regulations for 1989 included:

- Eligibility expansion for federally-non-participating parents living with their child(ren) and who have income and/or resources above the Public Assistance standard: This expansion resulted in a marked increase of MA-eligible clientele.

- Medicare Buy-In: Under this program, Medicaid now pays for Medicare coinsurance and deductibles for certain Medicare beneficiaries with income at or below the federal poverty level and resources at or below twice the SSI standard.

- Treatment of income and resources for institutionalized spouses/individuals and legally responsible relatives: This provision requires very complex and detailed budgetary methods to insure a community spouse has access to a larger portion of an institutionalized person's income and resources. The community spouse's monthly income may now be up to \$1,500 while the resource level is raised to \$60,000. Previously the community spouse was able to retain a maximum \$479 per month plus \$3,250 in resources. This legislation results in lower client financial responsibility to the institution which in turn means greater Medicaid payment.

- Transfer of resource provisions under the Medical Assistance program: Transfer of resources which occurs on or after October 1, 1989, will be reviewed to determine if the resources were disposed of for less than fair market value within or after the 30-month period immediately before institutionalization or before the date of application for Medical Assistance while institutionalized, whichever is later. The period of ineligibility is 30 months from the month of transfer, or for a number of months equal to the uncompensated value of the resources divided by the average cost for a private patient for nursing home care.

- Expanded eligibility and presumptive for certain pregnant women: The Prenatal Care Assistance Program was established in 1987 to encourage women to participate in early prenatal care. At that time the program was funded by grants of state monies and administrated locally by the Department of Health. Effective 1/1/90 the financial responsibilities will fall under the Medical Assistance Program while counseling services remain under the auspices of the Department of Health. Training began in October, 1989, and transition of current PCAP clients to the Medical Assistance Program began in December. The full impact will not be felt until mid-1990.

- The Medicaid Utilization Threshold Initiative (MUTI): This program was designed to limit the number of times a client could use his or her Medicaid card to obtain medical services or supplies and was scheduled to go into effect 10/1/89. On 11/14/89 we were notified that a court injunction had been issued placing MUTI on indefinite postponement.

Caseload statistics reflected the implementation of the above-mentioned regulations. January began with 879 cases, leveling off in mid-year with 890 and hitting a high for the year in December with 916.



## ADULT & FAMILY SERVICES

During 1989, the Adult & Family Services Unit provided services as illustrated in the Service Chart. Delivery of service remained stable except for some increase in health-related and preventive service.

The employment section was very active. The monthly average number of employable recipients was 48, down from last year's 80. This is largely attributed to increased assignment and close monitoring of all individuals on employment activities. Activities in which recipients participate are supervised job search, work experience, Job Club, career exploration groups, training and educational programs. There were a total of 51 work sites available throughout the county with an average of 45 recipients assigned monthly. Eight individuals were transitioned into full-time employment at their work site. Eight Job Club sessions were held during 1989. A total of 49 recipients participated. Of this number, 22 individuals obtained employment. To attempt to reach those individuals not yet considered employable, two career orientation groups were conducted in the fall. This group is designed to assist individuals plan for future self-support by solving barriers to employment. A total of 10 individuals attended. All participants had educational or employment plans by the end of the sessions. Two individuals had obtained employment. The department plans to continue working with this population in the coming year.

Coordination with JTPA through their outstationed worker continued in 1989. All individuals attending groups were interviewed by JTPA staff for training and employment opportunities. A total of 17 recipients attended JTPA-sponsored home health/personal care aide and day care worker training. Five individuals obtained employment.

A total of 288 individuals were placed on Food Stamp Job Search. The total savings was \$29,131.

Also related to employment is the provision of day care. Sixty-five families were provided day care through the income eligible programs. Services are available to eligible families throughout the county.

Another area active in the unit was in-home care programs. The programs experienced an increase of 27%. A total of 197 individuals

received services under the Long Term Home Health Care and Personal Care programs. The Long Term Home Health Care with its waived services continued to provide an alternative to institutionalization. Seventy-seven individuals were placed on the program. The average age was 76 with a range of 46-95. The average DMS-1 score was 168. These clients were maintained in the home at 43% of the cost of placement. With more individuals in need of care wishing to remain at home and the cost of institutional placement increasing, it is felt this program continues to be an effective approach to the problem.

SERVICES PROVIDED BY THE ADULT & FAMILY SERVICES UNIT

	<u>ADULT</u>	
	<u>NO. RECIPIENTS</u>	<u>NO. HOURS</u>
EMPLOYMENT	18	230
FAMILY PLANNING	0	0
FOSTER CARE - ADULTS	21	361
HEALTH-RELATED	31	629
HOME MANAGEMENT	51	2,390
HOMEMAKER	0	0
HOUSEKEEPER/CHORE	0	0
HOUSING	2	54
INFORMATION & REFERRAL	2,969	1,871
PREVENTIVE - ADULT	22	767
PROTECTIVE - ADULT	6	348
INVESTIGATION PROTECTIVE	1	7
TRANSPORTATION	0	0
PERSONAL CARE SERVICES	0	0
SERVICES TO VICTIMS OF DOMESTIC VIOLENCE	0	0

## CHILDREN'S SERVICES UNIT

### FOSTER CARE AND INSTITUTIONAL PLACEMENTS

The number of children placed in various levels of care increased drastically in 1989. We started the year with 65 children in care. Of greater concern is that the placement of children in institutional settings rose by 36% in 1989. We started the year with 25 children in care at levels higher than foster care and ended the year with 33 children in this type of care.

Madison County youth placed with the Division for Youth has gradually declined this past year. We started the year with 12 children placed with DFY and ended the year with 9 children in their care. The number of placements with DFY in 1989 ranged from a high of 14 in April to a low of 8 in November.

The gradual decline in youth placed with the Division for Youth may in part be responsible for the increased number of children placed in institutional care by the department. Other reasons for an increase in the placement of children in institutional settings included the increasing lack of foster families willing and able to deal with the emotional problems of children now needing out-of-home services and the growing number of children with severe emotional problems that are coming into care.

The department has contracted with the House of Good Shepherd in Utica to provide a lower-costing intermediate level of care to Madison County children. This project is in the development stages. Children should be entering this intermediate level of care in the early part of 1990.

### PREVENTIVE SERVICES

During 1989 there were 274 referrals for service to the Children's Services Unit. This was a 62% increase over last year and in addition to the many referrals received in the Child Protective Services Unit.

The Children's Services Unit has completed its third year of providing case management to court-ordered foster care diversion services

which are contracted out to Madison County Catholic Charities. We have also been able to refer a few cases to this agency for more intensive after-care services in an effort to divert a return to foster care. 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 financial reimbursements from the State. Forty-three children have received diversion services in 1989, with only 7 of these children having to be placed in foster care.

A new program has been started to identify families in need of preventive services. A worker has been stationed at Morrisville School as an outreach project. This worker is meeting with school personnel regarding service needs of that district's families. It is hoped that by working closely with the school, families can be helped and referred to appropriate agencies and services before matters become a crisis and out-of-home placement is needed.

#### 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 help decrease the time their children spend in foster care. Many of the parents who are actively participating in this group are the parents of teenagers and young adolescents.

The group has been led by a private contractor, David Blaisdell, and co-taught by Children's Services personnel. The parents who are active in this group continue to make great personal strides which will help them cope with their children's behavior. Work in this area will continue during the coming year.

#### ADOPTION SERVICES

During 1989 five persons were certified as prospective parents to hard-to-place children. These persons were trained and certified in conjunction with the training and certification of foster parents. The basis for combining adoption 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 and many of the issues that need to be dealt with are the same.

The department currently has nine children in its charge who have been freed for adoption. Five of these children are in adoptive homes and their adoption into new families should occur within the next six months. One child has just recently been freed and should be placed in an adoptive home very quickly, and the three remaining children have severe emotional or physical problems and finding appropriate adoptive placement for them will take some time.

There were also several inquiries and requests for certification as prospective parents to healthy infants. Due to the number of families already certified for placement of this type of child and the fact that there have been no surrenders of young infants to the agency this year, and only one surrender in the past several years, the agency has temporarily discontinued accepting this type of application.

#### DAY CARE SERVICES

There were four certified day care homes at the beginning of 1989. During the latter part of 1988 and the beginning of 1989 the department enlisted the help of Madison County's Day Care Council to help recruit day care providers. With the efforts of the Day Care Council along with a renewed emphasis on seeking day care providers by the department, we ended the year with nine certified homes.

#### TASA SERVICES (TEEN-AGE SERVICES ACT)

The provision of TASA services to pregnant and parenting teens continues to be slow in being accepted by the teens it is meant to serve. The worker who acts as case manager to help these teens work toward the goal of self-sufficiency spends up to half of her time in this service area.

#### INDEPENDENT LIVING SERVICES

The department decided that the best way to provide these mandated services to certain children in foster care was through group work to learn interpersonal skills, cooking, budgeting, shopping, job hunting, and other



topics of interest to them in preparing to live independently someday. In 1988 this group was led by a private contractor. In 1989 the private contractor retired and the group was then led by one of our parent aides. With the resignation of that parent aide, the department set up another contract, this time with Programs and Domiciles, to run the independent living group. There are currently ten youth in the group.

#### FOSTER PARENT ORIENTATION AND STATUS

Foster parent pre-service training changed drastically in 1989 from years of the recent past. In addition to combining adoption training and certification with the foster parent, the prospective foster parents were given ten weeks of intensive training to better prepare them for the problems of children coming into foster care and to help them make an informed decision about becoming foster families.

We started the year with 32 certified foster homes and ended the year with 35 certified foster homes. Despite the stricter requirements for pre-service training we have more than been able to offset the normal retirement of families willing to provide foster family care. The number of homes willing to take teenagers continues to be marginal.

## CHILD PROTECTIVE SERVICES

During 1989 there were 594 calls received from the Child Abuse Register, a slight increase over 1988. In addition, we received 22 requests for service in situations where an SCR report was not made but an investigation or other assistance was requested by the court, another agency, or an individual.

The rate of indicated reports increased from 34.3% to 39%.

There were 77 petitions filed in Family Court. This included 28 neglect, 7 abuse, 18 extensions, 3 violations, 2 terminations of parental rights, 9 approvals of voluntary placement, 4 modifications of placement, 2 amendments, and 4 applications to restore cases to the court calendar.

Foster care placements numbered 57 including 9 voluntary placements, some of which were later converted to neglect. Thirty-four of the children placed in foster care remained at the end of the year. Of those discharged from the total child protective foster care caseload, 24 returned to the same parent, 17 were discharged to other relatives/caretakers, 1 was freed for adoption, 1 was discharged to another agency, and 3 were discharged to their own responsibility.

Placement at Hillside Children's Center for therapeutic foster care now number 4 and 1 child was placed in a residential treatment facility.

The Madison County Mental Health Department is one of our primary services and new procedures for consultations will hopefully improve services to clients. STEP classes this past year have been provided primarily by our parent aides and Cooperative Extension.

With the addition of a full-time parent aide in 1990, we plan to provide more parenting classes and to expand on the material presented.

Staff turnover in 1989 was minimal. One new caseworker position was added and filled from within the agency. One caseworker retired and that position was filled from outside the agency. The additional position has made it possible to transfer service cases from investigators to service workers earlier in the case. It also has made it easier for workers to change job duties within the unit.

1989 CHILD ABUSE AND MALTREATMENT REGISTER REFERRALS

MONTH	IND.	UNF.	TRANS.	REPEAT IND.	CALLS UNF.	SECONDARY RESPONSIB.	ADD'L INFO.	DUPLICATE	PENDING
JANUARY	11-32	11-19	3-4	2-3	4-4	3-5	2-3	0	0
FEBRUARY	17-25	18-33	4-5	4-6	3-4	4-7	0	2-2	0
MARCH	12-22	26-39	2-2	4-11	6-10	4-7	0	0	0
APRIL	11-23	24-38	1-3	5-5	2-2	2-3	0	0	0
MAY	16-24	23-30	2-2	1-2	6-11	1-1	0	2-3	0
JUNE	15-18	21-27	3-6	3-5	4-8	2-2	0	1-1	0
JULY	15-24	20-38	3-7	3-6	6-11	2-3	0	0	0
AUGUST	9-11	22-44	4-6	9-12	4-6	6-15	1-1	3-5	0
SEPTEMBER	8-11	31-60	5-8	2-3	6-11	2-4	0	0	0
OCTOBER	6-10	8-12	5-6	4-9	3-7	4-4	0	1-3	24-45
NOVEMBER	2-4	3-5	6-14	1-3	2-2	2-3	1-1	1-2	33-64
DECEMBER	2-8	1-1	0	0	0	0	0	2-3	35-69
TOTAL	124-212	208-346	38-63	38-65	46-76	32-54	4-5	12-19	92-178

1st number in each column - families  
2nd number in each column - children

IND. - Indicated  
UNF. - Unfounded

TRANS. - Transferred out of county

SECONDARY RESPONSIB. - Secondary responsibility. Part of the family resides in our county.  
(Primary responsibility rests with the county where the child resides.)

### CHILD SUPPORT COLLECTION UNIT

In 1989, total collections exceeded two million dollars. Even with a 9% decrease in caseload and staff turnover, our collections remained high as shown in the following statistics.

We ended the year with 2,154 cases - 867 ADC and 1,287 CSS (private) cases. The decrease is attributed to the reduction in Public Assistance ADC cases, and an increase in the number of case closings.

Collections totalled \$2,113,619. This is a 14% increase over 1988. Of these monies, there was an 88% increase in foster care reimbursement and a 150% increase in Medicaid reimbursement. This is attributed to the implementation of new procedures with the Medicaid Unit at the end of 1988.

The State Legislature passed the Child Support Standards Act which went into effect September 15, 1989. This legislation requires the usage of a mandated formula to determine the child support obligations. As this new law contains provisions for a minimum obligation for low income individuals, it is our concern that it may result in a reduction in our ADC collections. This would raise many concerns among local districts, as New York State still mandates that each district meet a goal (dollar amount of collections) as set by the State. Failure to meet this goal could result in a loss of reimbursement and a penalty.

### SPECIAL INVESTIGATIONS

The Special Investigations Unit deals with overpayments, fraud arrests, security, validations, and other types of investigations where a police officer is needed. These investigative services are provided through a contract with the Madison County Sheriff's Department.

#### REPAYMENT AGREEMENTS

Month	#	Open	#	Closed	Total
January	5	1,908	14	3,158	\$ 5,066
February	4	2,098	12	3,869	5,967
March	4	3,251	7	1,933	5,184
April	5	3,353	9	1,795	5,148
May	4	1,817	4	1,228	3,045
June	1	1,986	12	2,988	4,974
July	4	2,348	10	1,618	3,966
August	5	3,687	8	2,393	6,080
September	3	1,299	7	2,405	3,704
October	3	1,427	7	1,243	2,670
November	0	0	5	1,050	1,050
December	0	0	2	475	475

GRAND TOTAL: \$ 47,329

#### FRAUD ARRESTS

Eight people were arrested for fraud in 1989. The charges consisted of:

5 counts of petit larceny (Class A misdemeanor)

3 counts of grand larceny 4th degree (Class E felony)

4 counts of offering a false instrument for filing 1st degree (Class E felony).

Stolen were the following amounts in each category:

Public Assistance	P.A. Food Stamps	N.P.A. Food Stamps	Total
\$ 11,110.67	\$ 2,219.00	\$ 683.00	\$14,012.67

In 1989, the District Attorney's office attempted an "amnesty program". This program gave people a chance to "turn themselves in" rather than be arrested for fraud on criminal charges. Anyone who turned himself or herself in would not be prosecuted criminally, but would have to pay the money back to the agency in an agreed upon amount monthly. Seven people took advantage of the program, and the following amounts show how much money was recovered in each category:

<u>Public Assistance</u>	<u>P.A. Food Stamps</u>	<u>N.P.A. Food Stamps</u>	<u>Total</u>
\$ 3,216.60	\$ 429.00	\$ 1,369	\$5,014.60

This program was offered for one month only - September, 1989.

#### DISQUALIFICATION CONSENT AGREEMENTS

Four people signed disqualification consent agreements. This is for the Food Stamps program. These people committed an intentional program violation and are therefore responsible to repay the agency any overpayment as well as be disqualified from the Food Stamp program for a period of six months. (1st offense is six months disqualification; 2nd offense is 12 months disqualification.)

Savings due to the disqualifications are approximately \$1,416 for 1989.

Food stamp disqualifications due to criminal arrests and convictions received in 1989 are 10 people total. Approximate savings: \$2,948. When a person is found guilty of fraud involving food stamps, a disqualification period is imposed. A judge can set the time period. However, if no time period is set by the court, an automatic 6-month disqualification is set for the first offense, 12 months for the second offense, and lifetime for the third offense.

#### VALIDATIONS

Validations are completed on a sampling of prospective cases prior to their opening on public assistance. This process entails an investigator verifying all the information given by an individual at the time of application. The program to date has been extremely successful and plans are to expand this process in 1990.



	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEP	OCT	NOV	DEC*
ADC Cases	0	0	0	0	0	0	2	17	9	7	11	10
ADC Denied	0	0	0	0	0	0	0	9	1	1	2	3
ADC-U Cases	0	2	2	2	3	3	7	12	2	6	2	4
Cases Denied	0	1	1	0	0	2	5	8	0	1	1	1
HR Cases	40	20	28	19	30	17	19	28	27	22	17	32
Cases Denied	24	9	13	10	15	4	5	12	17	14	7	15
Total Cases	40	22	30	21	33	20	28	57	38	35	30	46
Denials	24	10	14	10	15	6	10	29	18	16	10	19
Denial Rate	60%	45%	47%	48%	45%	30%	36%	51%	47%	45%	33%	41%

\*The month of December still has 5 cases pending opening or denial.

#### DENIAL REASONS

Resources/ Income	4	1	0	0	2	0	4	4	0	1	1	4
Not at Given Address	2	0	0	3	2	1	3	7	2	3	3	3
Failed to Contact Unit	2	0	3	0	0	0	1	4	3	0	1	2
No Show for Appointment	6	4	0	4	1	0	0	6	1	1	0	4
Withdrew after Validation	6	5	8	1	1	3	2	8	4	4	3	2
Other	4	0	3	2	9	2	0	0	8	7	2	4

#### APPROXIMATE SAVINGS

PA Savings	9532	3782	5544	3164	5868	2515	3980	11767	5648	6382	3854	7398
FS Savings	4043	1271	2289	996	2058	924	1477	5898	2010	2674	1761	3450

TOTAL: 13575 5053 7833 4160 7926 3439 5457 17665 7658 9056 5615 10848

YEARLY TOTAL: \$ 98,285

	<u>JAN</u>	<u>FEB</u>	<u>MAR</u>	<u>APR</u>	<u>MAY</u>	<u>JUNE</u>	<u>JULY</u>	<u>AUG</u>	<u>SEPT</u>	<u>OCT</u>	<u>NOV</u>	<u>DEC</u>
Absent Parent Referrals	75	47	82	79	89	72	47	56	73	70	66	62

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<u>1099's</u>												
Referrals	1	0	0	0	9	2	4	3	3	4	16	1
Reports O.K.	1	0	0	0	9	2	2	3	1	0	12	1
Pending	0	0	0	0	0	0	2	0	2	4	4	0

### MEDICAL AUDIT UNIT

1989 brought a major change in the Medical Audit Unit. Upon review of expenditures for transporting Medicaid clients by taxi, the decision was made to hire a transportation aide specifically for those trips. The transportation aide is used primarily for long-distance, high-cost trips. The transportation aide was hired in February and the estimated savings from 3/89-12/89 has been approximately \$12,000. As a result, the total trips scheduled through outside companies totalled 3,154 for the year, down 772 rides from 1988.

The need for more Medicaid providers within the county continues to be a problem, especially since many of the out-of-county providers are now refusing to serve Madison County clients.

## RESOURCE DEPARTMENT

The Resource Department has the responsibility of assessing and collecting monies due the agency from mortgages, accident liens, estates, fraud and non-fraud repayments, and third party health insurance claims.

The Resource Department also conducts resource clearances, which are reports sent to area banks to detect unreported accounts. Requests for resource clearances are received from social welfare examiners and the Investigations Unit. In 1989, 134 resource clearances were completed.

The following is a breakdown of monies received by the Resource Department in 1989:

Excess resources	\$ 21,152.48
Accident liens	15,546.46
Satisfaction of mortgages	4,018.47
Estates	157,372.89
Fraud repayments	19,327.24
Non-fraud repayments	18,634.09
Retroactive SSI	13,303.76
Medical Assistance recoveries	19,696.08
RX reimbursement	1,126.12
ADC reimbursement (retirement)	3,439.95
Foster care reimbursement	2,841.27
Miscellaneous	<u>28,484.21</u>
TOTAL 1989	\$304,943.02

In the fall of 1989 a decision was made to consolidate the burial application procedure. Effective 10/1/89 a revised application was devised and all functions from application to approval are now handled through the Resource Department. This change has resulted in a more efficient and concise procedure. Burial applications from 10/1/89-12/31/89 totalled 13.

DEPARTMENT OF SOCIAL SERVICES

FISCAL

GENERAL ADMINISTRATION

Disbursements:

Personal Services	\$1,590,915	
Equipment	17,953	
Contractual	365,102	
Employee Benefits	<u>307,772</u>	\$2,281,742

Credits:

State Reimbursement	\$ 834,038	
Federal Reimbursement	1,206,422	
Refunds	<u>4,119</u>	\$2,044,579

NET LOCAL COST		\$ 237,163
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	<u>1988</u>	<u>1989</u>	<u>Increase</u>	<u>Decrease</u>
Gross Cost	\$2,253,046	\$2,281,742	\$ 28,696	
Net Local Cost	\$ 387,273	\$ 237,163		\$150,110

OLD AGE, BLIND, DISABLED

(SSI)

Disbursements:

None

Credits:

None

NET LOCAL COST

-0-

	<u>1988</u>	<u>1989</u>	<u>Increase</u>	<u>Decrease</u>
Average Caseload	812	840	28	
Gross Cost	-0-	-0-		
Net Local Cost	-0-	-0-		

AID TO DEPENDENT CHILDREN

Disbursements:

Cash Grants	\$1,675,187	
Vendor Payments	<u>583,235</u>	\$2,258,422

Credits:

State Reimbursement	\$ 531,403	
Federal Reimbursement	965,299	
Refunds	<u>323,237</u>	\$1,819,939

NET LOCAL COST		\$ 438,483
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	<u>1988</u>	<u>1989</u>	<u>Increase</u>	<u>Decrease</u>
Average Caseload	404	404	--	--
Gross Cost	\$2,330,590	\$2,258,422		\$72,168
Net Local Cost	\$ 480,043	\$ 438,483		\$41,560
Average Cost Per Case	\$ 5,769	\$ 5,590		\$ 179

HOME RELIEF

Disbursements:

Cash Grants	\$288,652	
Vendor Payments	<u>107,902</u>	\$396,554

Credits:

State Reimbursement	\$195,331	
Federal Reimbursement	-468	
Refunds	<u>33,492</u>	\$228,355

NET LOCAL COST		\$168,199
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	<u>1988</u>	<u>1989</u>	<u>Increase</u>	<u>Decrease</u>
Average Caseload	121	93		28
Gross Cost	\$489,803	\$396,554		\$93,249
Net Local Cost	\$199,899	\$168,199		\$31,700
Average Cost Per Case	\$ 4,048	\$ 4,264	\$216	



MEDICAL ASSISTANCE & MMIS

<u>Disbursements:</u>	<u>Gross MMIS</u>	<u>Local Share MMIS</u>	<u>Local MA</u>
Nursing Home Care	\$ 7,242,723	\$ 963,945	\$ 948
Hospital Care	2,708,164	649,959	
Physicians' Services	393,454	94,429	955
Pharmacy & Drugs	785,270	188,465	5,525
Dentists	96,161	23,079	47
Optical	12,804	3,073	
Clinics	428,283	102,788	30
Home Health Aides	647,541	155,410	
Home Nursing	385,844	92,603	
Personal Care			27
Other Practitioners	61,721	14,813	8
Child Care Per Diem	59,839	14,361	
Rehabilitation Services	24,702	5,928	
Sick Room Supplies	145,446	34,907	
Lab & X-Ray	73,616	17,668	301
Abortions	3,916	940	
Therapists	2,156	517	
Transportation	160,637	38,553	197
Health Insurance Premiums			60,316
Medicare Buy-In			61,385
Hospice Services	7,589	1,821	
Waived Services	29,094	6,983	
DME & Appliances	35,174	8,442	
Total Cost	\$13,304,152	\$2,418,684	\$ 129,739
Total Paid from Local Funds			\$2,548,423

Credits:

State Reimbursement	\$ 103,618	\$ -113,987
Federal Reimbursement		-17,419
Refunds		243,183
	<u>\$ 103,618</u>	<u>\$ 111,777</u>

NET LOCAL COST

\$2,333,028

	<u>1988</u>	<u>1989</u>	<u>Increase</u>	<u>Decrease</u>
Average Caseload (MA Only)	920	890		30
Gross Combined Cost	\$12,628,463	\$13,433,891	\$805,428	
Local Funds Expended	\$ 2,310,060	\$ 2,548,423	\$238,363	
Net Local Cost	\$ 2,019,270	\$ 2,333,028	\$313,758	
MA Only + PA + SSI :				
Average Caseload	2,257	2,221		36
Average Cost Per Case	\$ 5,295	\$ 6,049	\$ 754	

PURCHASE OF SERVICES

Disbursements:

Title XX	\$13,100	
Day Care NPA Underemployed	75,670	
Catholic Charities	<u>75,934</u>	\$164,704

Credits:

State Reimbursement	\$71,876	
Federal Reimbursement	59,095	
Refunds	<u>2,719</u>	\$133,690

NET LOCAL COST		\$ 31,014
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	<u>1988</u>	<u>1989</u>	<u>Increase</u>	<u>Decrease</u>
Gross Cost	\$128,366	\$164,704	\$36,338	
Net Local Cost	\$ 9,608	\$ 31,014	\$21,406	

CHILD WELFARE

(Foster Care)

Disbursements:

Boarding Homes	\$336,917	
Institutions	693,611	
Independent Living	<u>19,527</u>	\$1,050,055

Credits:

State Reimbursement	\$369,988	
Federal Reimbursement	213,086	
Refunds	<u>37,200</u>	\$ 620,274

NET LOCAL COST		\$ 429,781
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	<u>1988</u>	<u>1989</u>	<u>Increase</u>	<u>Decrease</u>
Average Caseload	77	87	10	
Gross Cost	\$772,620	\$1,050,055	\$277,435	
Net Local Cost	\$286,330	\$ 429,781	\$143,451	
Average Cost per Case	\$ 10,034	\$ 12,070	\$ 2,036	

BURIALS

Disbursements:

Cash Payments to Funeral Directors	\$46,029	\$46,029
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Credits:

State Reimbursement	\$15,385	
Refunds	<u>80</u>	\$15,465

NET LOCAL COST		\$30,564
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	<u>1988</u>	<u>1989</u>	<u>Increase</u>	<u>Decrease</u>
Number of Burials	31	29		2
Gross Cost	\$47,167	\$46,029		\$1,138
Net Local Cost	\$31,950	\$30,564		\$1,386
Average Cost Per Burial	\$ 1,521	\$ 1,587	\$66	

JUVENILE DELINQUENTS

Disbursements:

Boarding Homes	\$ 29,033	
NYS Division for Youth	207,284	
Other Institutions	<u>501,351</u>	\$737,668

Credits:

State Reimbursement	\$237,074	
Refunds	<u>13,027</u>	\$250,101

NET LOCAL COST		\$487,567
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	<u>1988</u>	<u>1989</u>	<u>Increase</u>	<u>Decrease</u>
Average Caseload	12	11		1
Gross Cost	\$622,959	\$737,668	\$114,709	
Net Local Cost	\$381,227	\$487,567	\$106,340	
Average Cost Per Case	\$ 51,913	\$ 67,061	\$ 15,148	

EMERGENCY AID TO ADULTS

Disbursements: \$42

Credits:

State Reimbursement \$21

NET LOCAL COST \$21

	<u>1988</u>	<u>1989</u>	<u>Increase</u>	<u>Decrease</u>
Gross Cost	\$1,348	\$42		\$1,306
Net Local Cost	\$ 938	\$21		\$ 917

ENERGY ASSISTANCE PROGRAM

Disbursements: \$436,458

Credits:

Federal Reimbursement	\$435,324	
Refunds	<u>1,125</u>	\$436,449

NET LOCAL COST \$ 9

	<u>1988</u>	<u>1989</u>	<u>Increase</u>	<u>Decrease</u>
Gross Cost	\$695,431	\$436,458		\$258,973
Net Local Cost	\$ 72	\$ 9		\$ 63

TITLE IV-D PROGRAM

Disbursements:

None

Credits:

Incentives \$65,184

NET LOCAL REVENUE \$65,184

	<u>1988</u>	<u>1989</u>	<u>Increase</u>	<u>Decrease</u>
Net Local Revenue	\$54,596	\$65,184	\$10,588	



DEPARTMENT OF SOCIAL SERVICES  
Net Local Cost  
Budget vs. Actual

	Budget	Actual	Surplus or (Deficit)
General Administration	\$ 559,614	\$ 237,163	\$322,451
Aid to Dependent Children	525,510	438,483	87,027
Home Relief	234,950	168,199	66,751
Medical Assistance & MMIS	2,147,750	2,333,028	(185,278)
Purchase of Services	12,520	31,014	(18,494)
Child Welfare (Foster Care)	281,530	429,781	(148,251)
Burials	42,700	30,564	12,136
Juvenile Delinquents	390,337	487,567	(97,230)
Emergency Aid to Adults	2,500	21	2,479
Energy Assistance Program	-0-	9	(9)
Title IV-D Program	(48,670)	(65,184)	16,514
	<u>\$4,148,741</u>	<u>\$4,090,645</u>	<u>\$ 58,096</u>

# FISCAL SUMMARY

## Disbursements:

General Administration	\$2,281,742	
Assistance to Aged, Blind, and Disabled	-0-	
Aid to Dependent Children	2,258,422	
Home Relief	396,554	
Medical Assistance & MMIS	2,548,423	
Purchase of Services	164,704	
Child Welfare (Foster Care)	1,050,055	
Burials	46,029	
Juvenile Delinquents	737,668	
Emergency Aid to Adults	42	
Energy Assistance Program	436,458	
Title IV-D Program	-0-	\$9,920,097

## Credits:

General Administration	\$2,044,579	
Assistance to Aged, Blind, and Disabled	-0-	
Aid to Dependent Children	1,819,939	
Home Relief	228,355	
Medical Assistance & MMIS	215,395	
Purchase of Services	133,690	
Child Welfare (Foster Care)	620,274	
Burials	15,465	
Juvenile Delinquents	250,101	
Emergency Aid to Adults	21	
Energy Assistance Program	436,449	
Title IV-D Program	65,184	\$5,829,452

NET LOCAL COST \$4,090,645

	<u>1988</u>	<u>1989</u>	<u>Increase</u>	<u>Decrease</u>
Combined Gross Costs	\$19,969,793	\$21,043,928	\$1,074,135	
Gross Local Funds	\$ 9,651,390	\$ 9,920,097	\$ 268,707	
Net Local Cost	\$ 3,742,014	\$ 4,090,645	\$ 348,631	