

1988 ANNUAL REPORT

MADISON COUNTY DEPARTMENT OF SOCIAL SERVICES

James L. Cary  
Commissioner



MADISON COUNTY  
DEPARTMENT OF SOCIAL SERVICES

PHONE  
366-2211

JAMES L. CARY, COMMISSIONER  
PO BOX 637  
WAMPSVILLE, NEW YORK 13163

IN REPLY  
PLEASE REFER TO:

May 9, 1989

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

Dear Mr. Kuiper:

I am pleased to submit this Annual Report of the 1988 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 1988.

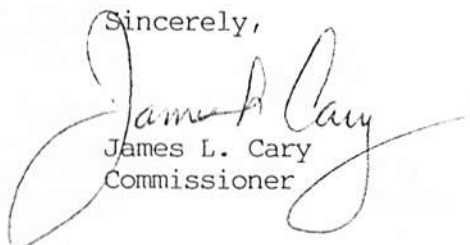
- The implementation of a validation process in our Investigations Unit. This particular procedure has enabled us to ensure that only those individuals or families that are truly in need of financial support receive it.

- The continued success of the agency's various employment-related endeavors. In particular, our contracted Job Club with BOCES and our increased participation with the local JTPA.

- The increased effort of the Department's Resource Unit. This unit had a change of staffing and a revision of procedures which have enabled it to increase its revenues by over two hundred thousand dollars in 1988.

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,



James L. Cary  
Commissioner

JLC/et

## TABLE OF CONTENTS

DEPUTY COMMISSIONER . . . . .	1
STAFF DEVELOPMENT . . . . .	4
PUBLIC ASSISTANCE . . . . .	7
MEDICAL ASSISTANCE . . . . .	9
FOOD STAMPS . . . . .	11
ADULT & FAMILY SERVICES . . . . .	12
CHILDREN'S SERVICES UNIT . . . . .	15
CHILD PROTECTIVE SERVICES . . . . .	19
CHILD SUPPORT COLLECTIONS . . . . .	21
INVESTIGATIONS . . . . .	22
MEDICAL AUDIT . . . . .	24
RESOURCES . . . . .	25
WELFARE MANAGEMENT SYSTEM . . . . .	27
ACCOUNTING . . . . .	29

## DEPUTY COMMISSIONER

### PERSONNEL-STAFFING OVERVIEW

In 1988 a total of eleven employees plus Commissioner Covert left the Social Services Department. Commissioner Covert retired, as did one of the employees. Eight employees resigned, and two employees were removed, one due to unsatisfactory work performance, and the other for failing to be reachable on a Civil Service eligible list after being appointed provisionally. Ten people requested and were granted leaves of absence for various lengths of time. Three were medical leaves, and the remaining seven were maternity leaves.

The vacancies which resulted from people leaving the Department occurred at many levels. There were four Caseworker vacancies, two Child Support Investigator vacancies, Medical Worker, Account Clerk-Typist, Senior Caseworker, Senior Social Welfare Examiner, and a Typist vacancy. Two of the Caseworker vacancies were filled by promoting a Senior Social Welfare Examiner and a Social Welfare Examiner; the other two vacancies were filled with new employees. Both Child Support Investigator vacancies were filled with new employees. The Medical Worker vacancy was filled by promoting an Account Clerk-Typist. The Senior Caseworker position was filled by promoting a Caseworker; and the Senior Social Welfare Examiner vacancy was filled by promoting a Social Welfare Examiner. The Account Clerk-Typist and Typist vacancies were filled with new employees.

The vacancies resulting from the various promotions mentioned above were either backfilled through promoting clerical and examiner staff, or by the hiring of new employees. There were a total of eight promotions within the Department in 1988, and a total of fourteen new employees hired.

Four positions were added in 1988 - a Caseworker in the Child Welfare Unit, a Clerk in the Food Stamps Unit, a Transportation Aide in the Child Welfare Unit, and a Welfare Employment Representative in the Adult & Family Services Unit.

The Caseworker position was added in order to fulfill the

requirements of the newly-established TASA (Teen-Age Services Act) program. This program is mandated by the New York State Department of Social Services, and requires local social service districts to provide case management services to parenting teens in receipt of public assistance. The Clerk position was added to perform microfilming duties, operating a newly-acquired microfilm system. This microfilm system was purchased for the purpose of filming space-consuming records, an attempt on the Department's part to help alleviate an ever-increasing space shortage in the Social Services Building. The Transportation Aide position was added to relieve caseworkers of routine transportation duties, thus freeing up more of their time to devote to case management and client visits. The Welfare Employment Representative position was added to the Employment Unit to replace a Senior Caseworker position which was moved to the Child Protective Unit to give that unit much needed supervisory support. The Welfare Employment Representative position is responsible for the direct supervision of the Employment Unit. In examining the functions, duties and responsibilities of this position, it was determined that this title was more appropriate than the Senior Caseworker position, which formerly supervised the Employment Unit. Three of these new positions were filled by the hiring of new employees. The Caseworker position was filled by promoting a Social Welfare Examiner.

Four positions were reclassified in 1988. An Account Clerk-Typist position in Medicaid was reclassified to Senior Clerk, an Account Clerk-Typist position in HEAP was reclassified to Typist, the Medical Worker position in Medical Audit was reclassified to Senior Clerk, and an Account Clerk-Typist in Medical Audit was reclassified to Clerk. These reclassifications were all the result of the 1987 job study done by the New York State Department of Civil Service which determined, upon reviewing these positions, that the duties were more in line with the position titles mentioned above. Three of these positions were earmarked, and when they became vacant they were reclassified. The Account Clerk-Typist position in Medicaid was reclassified to Senior Clerk while still filled, as this represented an upgrade for the incumbent.

Two positions were eliminated in 1988 - a Social Welfare Examiner

position in the Income Maintenance Unit, and a Social Welfare Examiner position in the Medicaid Unit. The Income Maintenance Examiner position was eliminated in the 1988 budget and the Medicaid Examiner position, which was vacant at the time, was eliminated upon the creation of the Welfare Employment Representative position in the Employment Unit.

In 1988 fourteen 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 1988 there were a total of ninety-six positions within the Department of Social Services, plus two Sheriff's deputies provided through a contract with the Sheriff's Department to conduct fraud investigations.

### STAFF DEVELOPMENT

The year 1988 was successful in the amount of training provided to the employees of the Social Services Department. Employees participated in locally-arranged training, State-imposed training, and training provided through the Central New York Coalition of Local Governments. We were also successful in engaging community specialists to provide on-site training.

In-house, intensive training was provided for three new employees in the Child Support Unit, two welfare examiners in the Medicaid Unit, and one welfare examiner in Public Assistance. One new employee was trained for the position of data entry operator and another new employee for the receptionist position. All caseworkers and welfare examiners were provided with information about TASA (Teenage Services Act) and PCAP (Prenatal Care Assistance Program), two new programs available in Madison County. The Children's Services staff received training on independent living requirements for adolescents who need to be prepared for the time when they will be "on their own". Thirteen foster parents and four caseworkers participated in STEP training for foster parents conducted by one of our caseworkers and a parent aide. STEP (Systematic Training for Effective Parenting) provides alternative methods of discipline specifically by making the child aware of the consequences of his actions.

Training on a new concept of "Presumptive Eligibility" was offered to our local hospital social workers and Public Health administrators.

A local initiative during the summer months was to provide intensive training for all welfare examiner staff on specific topics identified through our annual needs assessment. Our first such training was on "Professional Excellence" and offered the examiners ways to reduce stress when dealing both with the public and their co-workers. Our second training on alcoholism and its effects was offered on-site by the Madison County Council on Alcoholism and Substance Abuse. Our third training was provided by John Sullivan from the Utica Social Security Office. This training dealt with the qualifications for and benefits available through both Social Security and Medicare.

Madison County employees continued to participate in State-sponsored training. There is still a \$7/day fee that is withheld from our State reimbursement for each trainee who participates in State-sponsored training programs. Participation in the two-week Child Protective core curriculum provided through Cornell University is still mandated by the State for all new CPS (Child Protective Services) workers. Five CPS workers attended all or part of this training. One new welfare examiner attended the Income Maintenance Institute for two weeks in Albany and one attended the 7-day Medical Assistance Institute, also in Albany.

We were fortunate to be able to have some of Madison County's examiners participate in on-site State-sponsored training offered in Chenango County. Topics included excess income, SSI budgeting, and chronic care budgeting for Medicaid workers, and monthly reporting/retrospective budgeting and filing unit for Income Maintenance workers.

Other State-offered training included Legal Aspects of Protective Services for Adults, Basic Training for Social Services Staff, Working with Developmentally Disabled Children, Working with the Alcoholic and Substance Abusing Parent, and Preparing Adolescents for Independent Living.

Various staff members participated in several conferences such as the New York Public Welfare Association conferences, the Employment Conference, and the Staff Development Conference. The New York State Department of Social Services also held regional meetings for Public Assistance, Medical Assistance, Third Party Insurance, 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.

Many employees at all levels attended training sessions contracted through the Central New York Coalition of Local Governments. These sessions included topics on Professional Excellence for Non-Clerical



Staff, Skill Building for Secretaries, Mastering Assertiveness, Personal Confidence and Performance, and Efficient Speed Reading.

Plans for the future include providing more local training for new employees in the hope that the use of the State-sponsored institutes for eligibility workers will decrease. Included in this effort are plans to develop specific curriculums for new-worker trainings.

## PUBLIC ASSISTANCE UNIT

The Public Assistance Unit began 1988 with 428 Aid to Dependent Children (ADC) and 131 Home Relief (HR) for a total of 559 cases. A steady increase in caseload continued until the end of March when there were 567 cases, the highest number for 1988. The caseload decreased in April, May, June and July. At the end of July there were 499 cases. Small fluctuations occurred for the rest of the year, and at the end of December there were 385 ADC and 108 HR, for a total of 493 cases.

There were severe budget cuts in the Home Energy Assistance Program (HEAP) for 1988-89. The total allocation was about 33% less than the previous year. The program is running from November 15, 1988, through March 31, 1989, providing the funds are not exhausted prior to that date, whereas in previous years the program ran from November 1 through May 31 for regular benefits and through September 30 for emergency benefits.

Allocations were completely exhausted in February, 1988, for the previous HEAP year and we were forced to deny almost 300 applications due to lack of funding.

Income eligibility guidelines for this program year remained the same as last year. The benefit levels were decreased significantly with the reductions ranging from \$30 to \$305 depending on the type of fuel used. The largest reductions were for those using electric heat because the maximum benefit last year was very high (\$605). For the 88-89 program year, electric heat is in the same category as fuel oil, kerosene, and propane and the maximum benefit is \$315.

A shelter allowance increase went into effect January 1, 1988, for public assistance households. The increase brought the shelter schedule closer to the actual rents charged in the county.

No major program changes occurred this year. The emphasis continued to be placed on corrective action and error reduction. In July a system of internal auditing was implemented.

Also in July a validation procedure was implemented for Home Relief and ADC-U applications. This involves a home visit by one of the

investigators before the case is opened to verify the circumstances stated on the application. Thus they are also able to see if any resources are present that the applicant may have forgotten to claim.

This procedure is working well and may be expanded upon in the future provided the necessary staff is available.

### MEDICAL ASSISTANCE UNIT

The Medicaid Unit began the year with 965 cases. The caseload increased slowly until the high point of 982 cases was reached at the end of April. Then there was a steady decline with the low point of 860 cases being reached at the end of September. The year ended with 886 Medicaid cases and 845 MA/SSI cases.

In regard to personnel changes, a supervisor was moved from the Public Assistance Unit to fill in during the maternity leave of the acting supervisor. It was decided in September to make this a permanent change. One examiner was promoted to a caseworker position so a new employee was trained for the examiner position.

January 1, 1988, was the effective date for the usual increase in Social Security benefits and increase in Medicaid eligibility levels.

In April a program of determining "presumptive eligibility" was implemented. This program is specifically for those individuals that no longer require hospitalization but do require some type of home care which would not be covered by available insurance. A preliminary or "presumptive" determination is made within two work days and the person may receive outpatient Medicaid coverage for up to 60 days while the regular application process is completed.

As a result of the Kreiger vs. Perales court decision, Medicaid applicants may now be reimbursed for paid medical bills for the three months preceding the month of application. In order to receive this reimbursement, they must have been eligible for Medicaid at the time the bill was incurred and the provider of the medical service must have been a participant in the Medicaid program. Also, the applicant receives reimbursement at the Medicaid rate which is normally less than the private rate.

Prior to November 1, the Medical Audit Unit was responsible for making health insurance payments and reimbursing eligible recipients for insurance they paid or had withheld from their wages. Authorization for those payments was transferred to the Medicaid Unit effective November 1 for several reasons. The payments are generated by the BICS computer system so

the staff time necessary to type the checks has been eliminated. More control is now exercised to insure that the insurance is appropriately entered on the computer system. This prevents Medicaid from paying bills that are covered by the recipient's health insurance.

### FOOD STAMPS UNIT

It was a year of relative stability for the Food Stamps Unit in both staffing and caseload size. Although two employees were granted leaves due to illness or maternity, there was no staff turnover.

Regarding caseload, the year began with 1,063 cases, rose to a high of 1,097 at the end of January, and then began a slow decline until the end of June when there were 968 cases. Continual fluctuations in caseload size occurred for the rest of the year. At the end of December there were 983 cases.

The Department purchased microfilm equipment this year in order to try to reduce the amount of storage space necessary for the files that must be retained. The task of transferring all the files onto the microfilm was begun in the Food Stamps Unit. A clerk was hired for this specific purpose and had completed 190 cases as of November 15th when she was needed to help process HEAP applications.

There was a significant increase in the amount collected on food stamp claims determinations this year. This is the process whereby recipients repay amounts which they mistakenly received simply in error or by fraudulent means. This year \$17,561.95 was collected which is an increase of \$6,635 over last year's collections.

There were no major changes in the Food Stamps Program this year.

One minor change was the elimination of the monthly reporting requirement for a household of six where at least one member has earned income. Now the food stamp monthly reports are required only for mixed households that are required to complete monthly reports for Public Assistance.

Historically the monthly net and gross income limits for eligibility change in July of each year. This year the change occurred in October to coincide with the increase of the maximum food stamp allotments. The monthly income limits increased at least \$20 per month depending on household size. The allotments increased \$2-\$3 per person.

## ADULT & FAMILY SERVICES

During 1988, the Adult Services Unit provided services as illustrated in the Service Chart. Delivery of service remained stable except for some increase in information and referral.

The employment section was very active. The monthly average number of employable recipients was 80, down from last year's 122. 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. Six individuals were transitioned into full-time employment at their work site. Eight Job Club sessions were held during 1988. A total of 51 recipients participated. Of this number, 28 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 13 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 1988. All individuals attending groups were interviewed by JTPA staff for training and employment opportunities. A total of 13 recipients attended JTPA-sponsored home health aide training. All obtained some employment.

A total of 287 individuals were placed on Food Stamp Job Search. The total savings was \$28,526.

Also related to employment is the provision of day care. Sixty-one 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 36%. A total of 122 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. Sixty-one individuals were placed on the program. The average age was 78 with a range of 45-94. The average DMS-1 score was 177. These clients were maintained in the home at 45% 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.



<u>SERVICES PROVIDED</u>	<u>ADULT</u>	
	<u>No. Recipients</u>	<u>No. Hours</u>
EMPLOYMENT	14	135
FAMILY PLANNING	0	0
FOSTER CARE - ADULTS	27	554
HEALTH RELATED	20	419
HOME MANAGEMENT	47	1984
HOMEMAKER	1	1
HOUSEKEEPER/CHORE	1	2
HOUSING	2	17
INFORMATION & REFERRAL	3324	2406
PREVENTIVE - ADULT	13	622
PROTECTIVE - ADULT	7	371
INVESTIGATION PROTECTIVE	1	14
TRANSPORTATION	0	0
PERSONAL CARE SERVICES	0	0
SERVICES TO VICTIMS OF DOMESTIC VIOLENCE	1	24

6549  
25 hrs a day  
7 people - 3 hrs  
day

## CHILDREN'S SERVICES UNIT

### FOSTER CARE AND INSTITUTIONAL PLACEMENTS

The number of children in foster care remained fairly constant during 1988. We started the year with 53 children in foster care and ended the year with 52 children in foster care. There were between 50 and 59 children in foster care at any one time.

The placement of children in institutional settings has increased this past year. The number of children in this type of placement varied between 20 and 25 children at any given time.

The use of a specialized foster home for more severely disturbed boys was temporarily discontinued, which was the only foster home that would seriously consider taking teen-age boys with severe problems. Reinstatement of this concept or another similar foster care model is presently being investigated.

The concept of using specialized foster homes would still be a valuable asset to the agency's foster care program. We are currently looking into alternatives to the former program. The use of agency operated foster homes has been investigated and other concepts such as cluster foster homes will be explored in the near future.

The search for foster homes willing to deal with the problems of teen-agers, especially teen-age boys, continues to be a struggle both for Madison County and across the state. Madison County continues to receive numerous requests from other counties hoping to borrow foster care beds.

Children continue to be ordered into care because of severe behavior and emotional problems. The Madison County Mental Health Department is the primary resource for counseling services in the county. Some of the most serious cases have been able to receive services, but the vast majority of children needing mental health counseling are placed on a lengthy waiting list after an intake evaluation. Several youths were transferred to higher levels of care (the Division for Youth or institutional care) because they could not be maintained in foster care while waiting for months on end to receive mental health services.

### PREVENTIVE SERVICES

During 1988 there were 172 referrals for service to the Children's Services Unit. This was a 23% increase over last year and in addition to the many referrals received in the Child Protective Unit. The referrals for preventive services from families, the court and other agencies continue to show an increase in the seriousness of the presenting problems and the necessity of casework counseling services in an effort to prevent the need for foster care.

The Children's Services Unit has completed its second year of providing case management to court-ordered foster care diversion services which are contracted out to a private agency. We have also been able to refer some 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. Thirty-one children have received diversion services in 1988. Only four of these children have been placed in foster care.

### PARENT SKILLS TRAINING

The grant obtained from the State which enabled the provision of parent skills training to a number of parents who had children in foster care has expired. The Department decided to pick up the cost of running this group. This parent group deals with the problems of multi-problem families and has helped to decrease the time their children spend in foster care. Most of the parents who are actively participating in this group are the parents of teen-agers and young adolescents.

The group is led by a private contractor and co-taught by Children's Services personnel. The parents who are active in this group have made great personal strides which will help them cope with their children's behaviors. Work in this area will continue during the coming year.

### ADOPTION SERVICES

During 1988 there were no new applications received for the

certification of prospective parents to hard-to-place children and although there were several requests for certification as prospective parents to healthy infants, only one infant surrender was received by the Department during the year. This is the first infant surrender to the agency in several years.

The Department currently has eight children in its charge who have been freed for adoption. Four of these children are in adoptive homes and their adoption into new families should occur within the next six months. The four remaining children have severe emotional or physical problems and finding appropriate adoptive placements for them will take some time.

#### DAY CARE SERVICES

There were four day care homes certified at the end of 1988. The Department has enlisted the help of Madison County's Day Care Council to help recruit day care providers. The Council's efforts give promise of more certified day care homes by the end of this coming year.

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

An additional caseworker was added to the Children's Services Unit this year. Up to half of her time is spent in the provision of services to pregnant and parenting teens as case manager to help them work toward the goal of self-sufficiency. The provision of TASA services has been slow in being accepted by the teens but is gradually getting off the ground.

The addition of this worker has not only added to the provision of services to pregnant and parenting teens, but has also helped with the provision of services to the increasing number of preventive cases and helped to alleviate the problem created when half a caseworker position was lost to case management of court diversion cases.

#### INDEPENDENT LIVING SERVICES

State regulations now mandate the provision of independent living

services to certain children in foster care and as after care services. In order to address this new mandate and the needs of our teen-agers in foster care a RAP group was formed. Ten teen-agers in foster care have attended this group to learn interpersonal skills, cooking, budgeting, shopping, job hunting and other topics of interest to them in preparing to live independently someday. This group was led by a private contractor and Children's Services personnel.

#### FOSTER PARENT ORIENTATION AND STATUS

Foster parent training, orientation and recruitment has remained a priority during this past year. Caseworkers in the Children's Services Unit continue to be quite involved in the foster parent training, recruitment, orientation and certification process.

The foster parents were offered parent training in S.T.E.P. (Systematic Training for Effective Parenting) in one of two 10-week sessions. Foster parent training also included workshops on the development of children, emotionally disturbed children, and abused and neglected children.

We are ending the year with 32 certified foster homes. Certification of new foster homes has been able to balance the loss of certified homes. However, the number of homes willing to take teen-agers has decreased.

Next year we are planning to provide more extensive orientation to foster parents to help them feel more comfortable with older children and the many problems our children of all ages face.

### CHILD PROTECTIVE SERVICES

During 1988 there were 583 calls received from the Child Abuse Register, an increase of nearly 30% over 1987. In addition, we received 37 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 cases decreased from 40% to 34.3%.

There were 91 petitions filed in Family Court. This included 39 neglect, 12 abuse, 20 extensions, 6 violations, 3 termination of parental rights, 2 surrenders, 2 PINS, 1 J.D., 2 reviews, 1 modification and 3 addenda to existing petitions.

Foster care placements numbered 67 including 21 voluntary placements, several of which were later converted to neglect. Thirty-one of the children placed in foster care remained in care at the end of the year. Of those discharged, 26 returned to the same caretaker and 10 were discharged to other relatives. Three children were freed for adoption.

Placements at Hillside Children's Center for therapeutic foster care now number three. We continue to encounter more severely emotionally disturbed young children, many of whom are in need of residential treatment.

The Madison County Mental Health Department continues to be one of our primary service providers. We continue to refer many parents to Catholic Charities and Cooperative Extension for STEP classes. In addition, the hours our two parent aides work have been increased slightly to enable them to increase the number of classes they teach and the scope of the classes.

Staff turnover in 1988 was greatly reduced from the 1987 level. The transfer of a Senior Caseworker position to this unit has been very helpful in providing better supervision and support for the caseworkers, which in turn provides for better service to clients.

1988 CHILD ABUSE AND MALTREATMENT REGISTER REFERRALS

MONTH	IND.	UNF.	TRANS.	REPEAT IND.	CALLS UNF.	SECONDARY RESPONSIB.	ADD'L. INFO.	DUPLICATE	PENDING
January	11-18	12-25	2-2	3-5	3-7	3-3	0	1-1	0
February	12-18	25-41	2-2	0	4-6	1-2	0	1-7	0
March	14-19	17-24	3-6	3-5	6-7	3-4	0	3-3	0
April	13-19	29-41	3-3	1-2	5-9	1-2	1-1	2-3	0
May	13-28	27-63	3-6	4-9	7-20	4-6	0	1-1	0
June	10-14	22-40	2-2	5-7	8-11	7-12	1-1	1-3	0
July	8-10	24-44	5-8	7-16	6-15	8-31	0	2-3	0
August	8-16	22-39	5-8	3-7	5-9	9-10	2-2	3-5	0
September	8-17	20-38	2-6	2-3	1-1	5-6	0	2-3	0
October	7-13	14-23	4-6	1-1	3-5	4-6	0	1-2	14-27
November	6-7	4-6	3-6	0	0	0	0	2-3	27-44
December	0	3-5	3-4	1-1	1-1	2-2	0	0	27-42
TOTAL	110-179	219-389	37-59	30-56	49-91	47-84	4-4	19-34	68-113

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 COLLECTIONS UNIT

Although the unit experienced a high turnover rate in staff, the productivity level remained high with excellent results. Collections totalled over \$1,849,000. This represents an increase of 23% over 1987. Of these monies, the collections to reimburse DSS for expenditures increased 25%.

Caseload statistics show a steady increase of 15% during the year. The caseload now totals 2,368. Of this figure, there are 943 ADC cases and 1,425 CSS (private) cases. Private cases (services offered to the public) rose 21%.

During the year, one of the changes implemented was the creation of the Interstate Central Registry Unit at the State level. This was created by Federal mandate to provide control of all USDL cases coming into New York State. The unit processes the cases into our computer system and forwards them to the appropriate Family Court.

During the last quarter of 1988, procedures were updated with the Medicaid unit to obtain repayment of medical expenditures from absent parents. Through cooperative efforts, this process has the potential to recapture monies spent on Medicaid benefits.

The State Office of Child Support Enforcement has continued its efforts to take over the collection and distribution of support monies. Again in 1988 it was defeated. Their efforts are continuing and, if implemented, would not only have a detrimental effect on our clientele, but the local districts would realize a loss in revenue from the State and Federal authorities and an increase in expenditures. The latest proposal not only reduced the duties of the local districts, but left some responsibility and accountability ours and mandated we retain the current staff level.



### INVESTIGATIONS

The unit logged 1,414 referrals in 1988, up 64 compared to 1,350 referrals in 1987.

January - 104	April - 102	July - 90	October - 105
February - 123	May - 145	August - 152	November - 117
March - 119	June - 148	September - 119	December - 90

TOTAL: 1,414

### REPAYMENT AGREEMENTS

The unit negotiated \$63,392.21 in signed repayment agreements for 1988. These monies are to be repaid and/or recouped to the Department. There was an increase in repayment agreements in 1988 (189 for \$63,392.21) compared to 1987 (156 for \$44,116.41).

MONTH	OPEN	CLOSED	TOTAL
January	4 for \$ 1,695.49	11 for \$ 2,256.41	\$ 3,951.90
February	2 for 1,238.15	6 for 1,339.46	2,577.61
March	3 for 1,258.14	16 for 5,230.14	6,488.28
April	3 for 1,929.00	12 for 4,099.55	6,028.55
May	1 for 492.00	18 for 4,181.11	4,673.11
June	10 for 5,019.59	10 for 2,309.65	7,329.24
July	4 for 1,483.55	13 for 2,706.65	4,190.20
August	6 for 2,496.97	11 for 5,281.06	7,778.00
September	4 for 4,267.02	12 for 2,345.26	6,612.28
October	8 for 4,156.91	7 for 1,358.46	5,515.37
November	4 for 1,950.02	15 for 3,012.55	4,962.57
December	1 for 315.00	8 for 2,970.07	3,285.07
	50 for \$26,301.84	139 for \$37,090.37	189 for \$63,392.21

### CRIMINAL ACTIVITIES

In 1988 the unit made 28 criminal arrests. (Currently there are three active warrants.)\*

# of Arrests	PA	PA-FS	NPA-FS	PA-MA	MA-ONLY	TOTAL
28	\$25,689.80	\$6,601	\$4,714	\$6,776.42	\$3,513.62	\$47,294.84
						5,219.00
					TOTAL	\$52,513.84

The arrests and disqualification consent agreements resulted in \$52,513.84 being ordered in restitution and/or recoupment to the Department.

\*NOTE: The 3 active warrant cases involve forgeries and no monetary value is involved.

### CRIMES CHARGED AGAINST CLIENTS

- 2 Counts of Criminal Possession of a Forged Instrument  
2nd Degree (D Felony)
- 4 Counts of Forgery 2nd Degree (D Felony)
- 23 Counts of Offering a False Instrument for Filing 1st Degree  
(E Felony)
- 11 Counts of Petit Larceny (Any cases involving less than \$1,000)  
(a Misdemeanor)
- 10 Counts of Grand Larceny (Any cases involving more than \$1,000)  
4th Degree (E Felony)
- 3 Counts of Grand Larceny (Any cases involving more than \$3,000)  
3rd Degree (D Felony)

### VALIDATIONS

This procedure was started in July, 1988. At this time, we are validating all ADC-U and HR cases.

MONTH	# OF REFERRALS	OPEN	DENY	APPROXIMATE SAVINGS		TOTAL	% DENIAL RATE
				FS	PA		
July	35	20	15	\$1,975	\$5,298	\$ 7,273	42%
August	22	10	12	2,297	5,312	7,609	54%
September	44	31	13	2,061	5,450	7,511	29%
October	30	11	19	1,695	5,562	7,257	63%
November	22	11	11	1,399	3,912	5,311	50%
December	28	16	12	1,858	4,654	<u>6,512</u>	<u>42%</u>
TOTAL ESTIMATED SAVINGS						\$41,473	46.67% (Average)

### SANCTIONS/DISQUALIFICATIONS

Savings due to sanctions and/or disqualifications from criminal convictions of fraud on food stamp cases for 1988 = \$4,309.

DISQUALIFICATION CONSENT AGREEMENTS: 1 at 6 months = \$ 522  
(Involves 4 months in 1988) 1 at 12 months = 856

GRAND TOTAL = \$ 5,687

## MEDICAL AUDIT UNIT

We had several changes in the Medical Audit Unit in 1988.

We started participating in PCAP (Prenatal Care Assistance Program). PCAP is for pregnant women who do not have insurance that covers health care during pregnancy. They do not have to be Medicaid eligible, but they do have to fall within the income guidelines.

During 1988 we enrolled a new taxi company based out of Chittenango to serve the local areas. We feel they have lowered our transportation costs. We also have the use of our transportation aide, which has helped cut costs. In 1989 we will be getting another aide geared specifically toward medical transports.

We have continued with updating letters to clients wanting CHAP exams for children. Approximately 70 physicals are done monthly.

We were notified of the office of Dr. Devi closing. This leaves us with only one obstetrician in Oneida. We received a call from an internist in Ohio who will be coming to our area and who is interested in becoming enrolled in the Medicaid program.

We have continued to maintain good relations between the hospitals, physicians, and pharmacists. This is important in that it has allowed us to get services for clients whose cases are opening but are not on the system as yet.

The initiating of the BICS system means that our Department is no longer involved with paying or reimbursing insurance premiums.

During the last quarter of 1988 we revised our medical transportation procedures. The intent of the revision was to better control the cost factor related to the transporting of Medicaid clients. The procedure was a joint effort with the Income Maintenance Unit and became effective 9/3/87.

For the year 1988, the Department serviced 3,926 clients, averaging out to 327 trips per month.

## RESOURCE DEPARTMENT

In 1988 the Resource Department was responsible for the Third Party Insurance Program, resource clearances, estates, fraud and non-fraud payments, accident liens, mortgages and other assets held by the Department of Social Services.

The Resource Assistant receives third party health insurance referrals from Public Assistance, Medicaid, and the Support Unit. This insurance is verified and entered onto the MMIS system. Two annual reports are sent from the State Third Party Resources Unit. The State selects 50 cases for missed health insurance. The Resource Assistant checks these cases for any insurance that might have been missed by the examiner. After this report is sent to Albany, the State sends someone from their TPR Unit to audit five of these 50 cases.

The second report checks cases with active insurance and includes an extensive questionnaire regarding TPR procedures and responsibility within the agency.

Starting in 1988 the State sent to the local TPR worker a random sample of DSS-3281 forms. These forms are copied and returned to Albany where they are reviewed for timeliness and accuracy. This is done on a quarterly basis.

The Resource Department is responsible for Blue Cross/Blue Shield updates which require the local district to check for family members and add to MMIS because the State report only adds the policy holder. This Department also receives Medicare Warning reports and is responsible for following up to be sure eligible people on assistance turning 65 apply for Medicare.

Also, the State sends to the local district referrals on clients who have been hospitalized because of an accident and there is reason to believe that a third party insurance would be responsible for the medical bills. The Resource Assistant investigates and reports back to the State.

The following is a breakdown of monies received by the Resource Assistant:

TOTAL MONEY TO GO THROUGH DSS

Excess Resources -----	\$ 13,151.10
Mortgages -----	16,788.04
Estates -----	90,836.37
Accident Liens -----	14,658.75
Assignment of Proceeds -----	121,035.07
Fraud Repayments -----	7,533.94
Non-Fraud Repayments -----	29,158.43
Miscellaneous -----	<u>19,140.55</u>

TOTAL \$312,292.25

This represents a \$217,130.03 increase over last year's total of recoveries of \$95,162.22.

## WELFARE MANAGEMENT SYSTEM (WMS)

Our State-programmed computer system, WMS, saw very few enhancements that benefited the local levels during 1988. Some of the changes in WMS resulted from new programs available for Medicaid and Services clients.

### Improvements in Data Migration

Each year the WMS files are reviewed in order to remove all but a "skeleton" record on any non-services cases that have been closed or denied for two or more years. This is a two-step process that, when first undertaken, resulted in the delay of processing cases if one of the case numbers needed to be reused was scheduled for migration. In 1988 a change in the process resulted in the cases being migrated in a couple of weeks instead of months. The local district is now able to release any case numbers for use locally in an overnight process rather than having to depend on the State to release the numbers.

### Resource File Integration

The RFI (Resource File Integration) system was enhanced to include not only matches of our applicants/recipients with WRS (Wage Reporting System) data, but also matches with UIB (Unemployment Insurance Benefits). Non-services eligibility workers are made aware of any involvement their clients have had with the New York State Department of Labor in the previous three calendar quarters, prior to the client receiving assistance. Undercare caseloads are also compared on a periodic basis for any changes in a client's circumstances that the worker may not have been aware of.

### HEAP Vendor

An enhancement that was beneficial to HEAP workers was the printing of the HEAP vendor ID and account number on the front of the authorization. Previously the worker would have to do inquiry to ensure that the vendor ID and account number were entered correctly.

### New Codes

With the advent of the new independent living regulations, new purchase of service codes were introduced to allow for these special

need payments. The Medicaid program also introduced new codes to cover the proper reimbursement rates for their presumptive eligibility program.

#### BICS

BICS (Benefit Issuance Control System), which was implemented locally in 1987, is running smoothly. The biggest problem at this time is keeping the line printer running properly. Any maintenance problems are usually resolved the same day.

At this time the coming year sees little in the way of any major changes to the WMS system. Efforts will continue to increase the efficiency of the existing systems and to comply with State and Federal regulation changes.

DEPARTMENT OF SOCIAL SERVICES

FISCAL

GENERAL ADMINISTRATION

Disbursements:

Personal Services	\$1,468,523	
Equipment	41,016	
Contractual	338,085	
Outstanding Encumbrances	<u>405,422</u>	\$2,253,046
Employee Benefits		

Credits:

State Reimbursement	\$ 696,640	
Federal Reimbursement	1,160,318	
Refunds	<u>8,815</u>	\$1,865,773

NET LOCAL COST		\$ 387,273
----------------	--	------------

	<u>1987</u>	<u>1988</u>	<u>Increase</u>	<u>Decrease</u>
Gross Cost	\$2,112,901	\$2,253,046	\$140,145	
Net Local Cost	\$ 131,078	\$ 387,273	\$256,195	



OLD AGE, BLIND, DISABLED  
(SSI)

Disbursements:

None

Credits:

None

NET LOCAL COST

-0-

	<u>1987</u>	<u>1988</u>	<u>Increase</u>	<u>Decrease</u>
Average Caseload	772	812	40	
Gross Cost	-0-	-0-		
Net Local Cost	-0-	-0-		

AID TO DEPENDENT CHILDREN

Disbursements:

Cash Grants	\$1,771,819	
Vendor Payments	<u>558,771</u>	\$2,330,590

Credits:

State Reimbursement	\$ 530,668	
Federal Reimbursement	1,020,455	
Refunds	<u>299,424</u>	\$1,850,547

NET LOCAL COST		\$ 480,043
----------------	--	------------

	<u>1987</u>	<u>1988</u>	<u>Increase</u>	<u>Decrease</u>
Average Caseload	420	404		16
Gross Cost	\$2,012,337	\$2,330,590	\$318,253	
Net Local Cost	\$ 333,399	\$ 480,043	\$146,644	
Average Cost per Case	\$ 4,791	\$ 5,769	\$ 978	

HOME RELIEF

Disbursements:

Cash Grants	\$367,005	
Vendor Payments	<u>122,798</u>	\$489,803

Credits:

State Reimbursement	\$236,844	
Federal Reimbursement	1,247	
Refunds	<u>51,813</u>	\$289,904

NET LOCAL COST		\$199,899
----------------	--	-----------

	<u>1987</u>	<u>1988</u>	<u>Increase</u>	<u>Decrease</u>
Average Caseload	138	121		17
Gross Cost	\$477,195	\$489,803	\$12,608	
Net Local Cost	\$182,336	\$199,899	\$17,563	
Average Cost per Case	\$ 3,458	\$ 4,048	\$ 590	

MEDICAL ASSISTANCE & MMIS

<u>Disbursements:</u>	<u>Gross MMIS</u>	<u>Local Share MMIS</u>	<u>Local MA</u>
Nursing Home Care	\$ 6,795,947	\$ 747,552	
Hospital Care	2,864,253	730,840	\$ 464
Physicians' Services	450,706	115,002	943
Pharmacy & Drugs	684,845	174,744	985
Dentists	86,745	22,134	
Optical	14,485	3,696	
Clinics	388,816	99,210	
Home Health Aides	363,830	92,834	
Home Nursing	246,215	62,824	
Other Practitioners	101,625	25,931	
Child Care Per Diem	45,014	11,486	
Rehabilitation Services	16,401	4,185	
Sick Room Supplies	114,999	29,343	
Lab & Xray	99,686	25,436	29
Abortions	3,200	817	
Therapists	1,861	475	
Transportation	182,440	46,551	1,487
Health Insurance Premiums			94,337
Hospice Services	24,227	6,182	
Waived Services	18,685	4,768	
DME & Appliances	24,747	6,314	1,491
Total Cost	\$12,528,727	\$2,210,324	\$99,736
Total Paid from Local Funds			\$2,310,060

Credits:

State Reimbursement	(\$ 48,575)		
Federal Reimbursement	70,715		
Refunds	<u>268,650</u>		\$ 290,790

NET LOCAL COST \$2,019,270

	<u>1987</u>	<u>1988</u>	<u>Increase</u>	<u>Decrease</u>
Average Caseload (MA Only)	975	920		55
Gross Combined Cost	\$12,200,769	\$12,628,463	\$427,694	
Local Funds Expended	\$ 2,116,060	\$ 2,310,060	\$194,000	
Net Local Cost	\$ 1,961,649	\$ 2,019,270	\$ 57,621	
MA Only + PA + SSI:				
Average Caseload	2,304	2,257		47
Average Cost per Case	\$5,295	\$5,595	\$300	

PURCHASE OF SERVICES

Disbursements:

Title XX	\$ 4,425	
Day Care NPA Underemployed	55,265	
Catholic Charities	<u>68,676</u>	\$128,366

Credits:

State Reimbursement	\$63,932	
Federal Reimbursement	54,826	
Refunds	<u>-0-</u>	\$118,758

NET LOCAL COST		\$ 9,608
----------------	--	----------

	<u>1987</u>	<u>1988</u>	<u>Increase</u>	<u>Decrease</u>
Gross Cost	\$89,648	\$128,366	\$38,718	
Net Local Cost	\$12,287	\$ 9,608		\$2,679

CHILD WELFARE

(Foster Care)

Disbursements:

Boarding Homes	\$276,775	
Institutions	<u>495,845</u>	\$772,620

Credits:

State Reimbursement	\$280,636	
Federal Reimbursement	171,698	
Refunds	<u>33,956</u>	\$486,290

NET LOCAL COST			\$286,330
----------------	--	--	-----------

	<u>1987</u>	<u>1988</u>	<u>Increase</u>	<u>Decrease</u>
Average Caseload	85	77		8
Gross Cost	\$585,989	\$772,620	\$186,631	
Net Local Cost	\$174,480	\$286,330	\$111,850	
Average Cost per Case	\$ 6,894	\$ 10,034	\$ 3,140	

BURIALS

Disbursement:

Cash Payments to Funeral Directors				\$47,167
------------------------------------	--	--	--	----------

Credits:

State Reimbursement	\$14,962			
Refunds	<u>255</u>			\$15,217

NET LOCAL COST				\$31,950
----------------	--	--	--	----------

	<u>1987</u>	<u>1988</u>	<u>Increase</u>	<u>Decrease</u>
Number of Burials	19	31	12	
Gross Cost	\$23,074	\$47,167	\$24,093	
Net Local Cost	\$12,752	\$31,950	\$19,198	
Average Cost per Burial	\$ 1,214	\$ 1,031		\$183

JUVENILE DELINQUENTS

Disbursement:

Boarding Homes	\$ 60,908	
NYS Division for Youth	212,559	
Other Institutions	<u>349,492</u>	\$622,959

Credits:

State Reimbursement	\$232,085	
Refunds	<u>9,647</u>	\$241,732

NET LOCAL COST		\$381,227
----------------	--	-----------

	<u>1987</u>	<u>1988</u>	<u>Increase</u>	<u>Decrease</u>
Average Caseload	14	12		2
Gross Cost	\$546,026	\$622,959	\$76,933	
Net Local Cost	\$419,522	\$381,227		\$38,295
Average Cost per Case	\$ 39,002	\$ 51,913	\$12,911	



EMERGENCY AID TO ADULTS

Disbursements: \$1,348

Credits:

State Reimbursement \$ 410

NET LOCAL COST \$ 938

	<u>1987</u>	<u>1988</u>	<u>Increase</u>	<u>Decrease</u>
Gross Cost	\$1,509	\$1,348		\$161
Net Local Cost	\$ 754	\$ 410		\$344

ENERGY ASSISTANCE PROGRAM

Disbursements: \$695,431

Credits:

Federal Reimbursement	\$693,709	
Refunds	<u>1,650</u>	\$695,359

NET LOCAL COST \$ 72

	<u>1987</u>	<u>1988</u>	<u>Increase</u>	<u>Decrease</u>
Gross Cost	\$850,594	\$695,431		\$155,163
Net Local Cost	\$ 598	\$ 72		\$ 526

TITLE IV-D PROGRAM

Disbursements:

None

Credits:

Incentives

\$54,596

NET LOCAL REVENUE

\$54,596

	<u>1987</u>	<u>1988</u>	<u>Increase</u>	<u>Decrease</u>
Net Local Revenue	\$45,713	\$54,596	\$8,883	

### FISCAL SUMMARY

#### Disbursements:

General Administration	\$2,253,046	
Assistance to Aged, Blind, and Disabled	-0-	
Aid to Dependent Children	2,330,590	
Home Relief	489,803	
Medical Assistance & MMIS	2,310,060	
Purchase of Services	128,366	
Child Welfare (Foster Care)	772,620	
Burials	47,167	
Juvenile Delinquents	622,959	
Emergency Aid to Adults	1,348	
Energy Assistance Program	695,431	
Title IV-D Program	-0-	\$9,651,390

#### Credits:

General Administration	\$1,865,773	
Assistance to Aged, Blind, and Disabled	-0-	
Aid to Dependent Children	1,850,547	
Home Relief	289,904	
Medical Assistance & MMIS	290,790	
Purchase of Services	118,758	
Child Welfare (Foster Care)	486,290	
Burials	15,217	
Juvenile Delinquents	241,732	
Emergency Aid to Adults	410	
Energy Assistance Program	695,359	
Title IV-D Program	54,596	\$5,909,376

#### NET LOCAL COST

	<u>1987</u>	<u>1988</u>	<u>Increase</u>	<u>Decrease</u>
Combined Gross Costs	\$18,900,042	\$19,969,793	\$1,069,751	
Gross Local Funds	\$ 8,815,333	\$ 9,651,390	\$ 836,057	
Net Local Cost	\$ 3,183,142	\$ 3,742,014	\$ 558,872	

DEPARTMENT OF SOCIAL SERVICES  
Net Local Cost  
Budget vs. Actual

	Budget	Actual	Surplus or (Deficit)
General Administration	\$ 502,917	\$ 387,273	\$115,644
Aid to Dependent Children	528,500	480,043	48,457
Home Relief	220,000	199,899	20,101
Medical Assistance & MMIS	1,955,000	2,019,270	(64,270)
Purchase of Services	11,250	9,608	1,642
Child Welfare (Foster Care)	210,200	286,330	(76,130)
Burials	35,550	31,950	3,600
Juvenile Delinquents	445,700	381,227	64,473
Emergency Aid to Adults	2,500	938	1,562
Energy Assistance Program	-0-	72	(72)
Title IV-D Program	(52,000)	(54,596)	2,596
	<u>\$3,859,617</u>	<u>\$3,742,014</u>	<u>\$117,603</u>