

1986 ANNUAL REPORT

MADISON COUNTY DEPARTMENT OF SOCIAL SERVICES

James L. Covert  
Commissioner

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JAMES L. COVERT, COMMISSIONER

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IN REPLY  
PLEASE REFER TO:

March 19, 1987

Don R. Callahan, Chairman  
Madison County Board of Supervisors  
Wampsville, New York 13163

Dear Mr. Chairman:

Transmitted herewith is the Department of Social Services Annual Report for 1986.


By far, the greatest impact on departmental operations was the very significant increase in Child Welfare operations, particularly Child Protective Services. The dramatic increase in foster care placements is again taxing our foster care bed capability. Recruitment for foster homes continues. There is no one thing to which these increases can be attributed. Largely, I believe it represents a greater awareness on the part of the public to report known incidents. It is, however, disturbing that the seriousness of several incidents was greater than normal. This likely is an aberration rather than a trend.

On the brighter side, all the financial assistance caseloads experienced healthy reductions. This is likely due to an improved economy and our continuing efforts toward employment programs.

Financially, the reductions in ADC and HR more than off-set the increases in Child Welfare, and the department ended the year with a \$304,684 local cost surplus.

Most persons think of the "bottom line" as a financial term. In this case, I believe that the "bottom line" is the staff of this agency. It is they who have put forth the effort to achieve the results we are able to state in this report.

Sincerely,

  
James L. Covert  
Commissioner

JLC/et

TABLE OF CONTENTS

✓ DEPUTY COMMISSIONER . . . . .	1
✓ PUBLIC ASSISTANCE . . . . .	5
✓ MEDICAL ASSISTANCE . . . . .	7
✓ FOOD STAMPS . . . . .	9
✓ ADULT & FAMILY SERVICES . . . . .	10
✓ CHILD WELFARE UNIT . . . . .	13
✓ CHILD PROTECTIVE SERVICES . . . . .	16
✓ CHILD SUPPORT UNIT (IV-D) . . . . .	19
✓ FRAUD UNIT . . . . .	21
✓ MEDICAL AUDIT UNIT . . . . .	23
✓ RESOURCE DEPARTMENT . . . . .	23
✓ WELFARE MANAGEMENT SYSTEM . . . . .	26
✓ ACCOUNTING . . . . .	28

Staff

## DEPUTY COMMISSIONER

### PERSONNEL-STAFFING OVERVIEW

In 1986 a total of eighteen employees left the Social Services Department for various reasons. Five people were terminated - four due to unsatisfactory performance, and the other because of not being reachable on a Civil Service list. Eleven people resigned and two were laid off due to their positions being abolished. Seven people requested and were granted leaves of absence for various lengths of time. Five were maternity leaves, one was a medical leave and the other was for a caseworker to complete requirements towards a graduate degree.

The vacancies occurred at many levels - two Caseworkers, seven Social Welfare Examiners, four Account Clerk-Typists, a Data Entry Operator, a Senior Typist, and a Principal Social Welfare Examiner. Both Caseworker positions were refilled with new employees. Four of the Social Welfare Examiner vacancies were refilled with new employees, while the remaining Examiner vacancies were filled by promoting clerical staff people. Three of the Account Clerk-Typist vacancies were refilled with new employees, the other was filled by an examiner who had been in an Account Clerk-Typist position previously and wished to return to a similar position. The Data Entry Operator and Senior Typist vacancies were refilled with new employees. The Principal Social Welfare Examiner vacancy was filled by the Deputy Commissioner, which created a chain reaction in that the Deputy Commissioner position was then refilled by a Case Supervisor, Grade B; that position was refilled by a caseworker, and the Caseworker position was refilled by a new employee.

Nine positions were added in 1986 - a Paralegal to assist the DSS

Attorney, a Caseworker and two part-time Parent Aides in the Child Protective Unit, a Senior Caseworker in the Adult & Family Services Employment Unit, a Support Investigator in the Support Collections Unit, a Social Welfare Examiner in the Adult & Family Services Unit, a Social Welfare Examiner in the Medicaid Unit, and an Account Clerk-Typist in the Medicaid Unit. The Child Protective Caseworker was added in order to manage increased demands on caseworker staff caused by a drastic increase in the number of CPS foster care cases throughout 1986. This increase in abuse and neglect cases caused the DSS Attorney to spend a much greater percentage of his time on court proceedings in this area. Due to the increased demands on his time, the Paralegal position was added to assist him primarily with child support court cases. The Senior Caseworker position in the Adult & Family Services Unit was added to provide direct management to the increasingly more active subdivision of the unit which handles employment and training programs. The Social Welfare Examiner position was added to the Services Unit in order to help implement the long-term home health care program and monitor those cases. The addition of a Support Investigator to the Child Support Collections Unit was prompted by federal legislation which placed additional requirements on the unit resulting in an increased caseload. The Social Welfare Examiner and Account Clerk-Typist positions were added to the Medicaid Unit in order to handle a steadily increasing Medicaid caseload. The two part-time Parent Aides were added to the Child Protective Unit for the purpose of working closely with neglecting and abusing parents, teaching them parenting skills and serving as role models for them. The Parent Aides had previously been working in the CPS Unit through a federal grant. Their services proved so successful in averting foster care placements that it was decided to add

these positions to the unit when the grant expired.

A Typist position in the Adult & Family Services Unit was reclassified to Senior Clerk. In reviewing the specific duties of that position, it was determined that the title of Senior Clerk was more appropriate. This changed the position from Grade 1 to Grade 4.

Two positions were eliminated in 1986 - a Cleaner and a Data Entry Operator. The Cleaner position was eliminated due to the county opting to contract with an outside cleaning service. The Data Entry Operator position was eliminated because there was not enough work to warrant keeping it.

The combination of staff turnover and the added positions resulted in the hiring of some twenty-nine new employees throughout 1986. Of these, twenty-two remained as of December 31. These twenty-two represent approximately 25% of the current DSS workforce.

#### STAFF DEVELOPMENT

As in the past, contracted training was used to a large degree to enhance the job skills of employees. Trainers from SUNY Albany gave on-site training to Public Assistance examiners in the areas of categorical eligibility and interviewing skills. Staff from the Child Support Collection Unit attended training sessions provided by Public Management Systems covering the topics: Advanced Legal Skills, and Court and Child Support Collections (IV-D) Interface.

Three newly-hired Public Assistance examiners were sent to the Income Maintenance Training Institute operated by SUNY Albany. This training proved beneficial to the new examiners.

Six new Child Protective caseworkers were sent to the CPS Core Curriculum offered by Cornell University. Two others attended advanced

CPS training on the topics of Domestic Violence and Medical Issues. All of this training was at no cost to the county.

Child Welfare caseworkers attended the following training sessions provided by SUC Buffalo: Preventing Abuse and Maltreatment in Foster Care, Training Foster Parents of Adolescents, and the Regional Foster Parent Workshop.

Many employees at all levels attended training sessions offered by the Central New York Coalition for Local Government, including Basic Supervision, Assertiveness Training, How to Deal with the Difficult Public, How to Communicate Effectively, Conflict Management, How to Conduct a Successful Performance Appraisal Interview, and Skill Building for Secretaries.

Various staff members attended the New York Public Welfare Association conferences, the Welfare Fraud Conference, the Commissioners' Conference, and the Employment Conference.

The New York State Department of Social Services also held regional meetings for Public Assistance, Food Stamps, Medicaid, WMS, and Staff Development in order to clarify program and regulation changes. These meetings and conferences give staff the opportunity to meet representatives from State DSS and open lines of communication for further use in discussing problems and gaining information.

The staff development function continues to be one of coordination, connecting employees with available training appropriate to their needs.



## PUBLIC ASSISTANCE

The number of Public Assistance cases continued a decline in 1986 from the initial number of 654. At the end of December there were 412 Aid to Dependent Children and 147 Home Relief for a total of 559 cases. Public Assistance cases remain the most active, however, requiring an average of 1.2 transactions per case each month.

In April, State DSS issued a "Statewide Energy Assistance Policy" which required PA applicants/recipients to prove they are the tenant of record and have a fuel bill in their names before they may receive a fuel allowance. The major impact of this was on individuals in shared housing arrangements.

Staff turnover remained fairly constant in 1986. In June one of the PA supervisors was promoted from within the unit. The other PA supervisor was on a medical leave from October 27 to the end of the year. Three examiners resigned during 1986, one after just returning from a five-month maternity leave.

Consequently, a data entry operator was promoted to fill one of the vacancies and three new people were hired. Each of these people were sent to Albany for two weeks of training.

During the summer months while one examiner was on maternity leave, the position remained vacant and the work was completed by one of the HEAP examiners since summer is the slow time for that program.

The Home Energy Assistance Program (HEAP) runs from November to September. The program for 1986-87 had few changes from the previous year. The income eligibility limits increased slightly and the benefit amounts decreased slightly. Office for the Aging continued to mail applications

to the elderly population. After reviewing the applications, they forward them to this Department for payment processing.

Mail-in applications are also accepted from Food Stamp recipients, but these are handled completely by this Department. Both mail-outs are done on a staggered basis.

This was the first year appointments were required for regular HEAP applications. This was helpful in managing the large number of applicants. Including mail-ins, 749 applications were processed in November and December.

### MEDICAL ASSISTANCE

The Medical Assistance Unit began 1986 with 905 regular and 720 SSI-MA cases. These numbers continued to increase for the first half of 1986. There were just over 1,000 regular MA and 740 SSI-MA cases in May and June. After that there was a fairly steady decline in regular MA so that the year ended with 948 regular and 755 SSI-MA cases.

The difficulty of managing the increasing caseload was compounded by the large turnover in the unit. Of the seven examiners in the unit, two were newly hired in 1986, one was a transfer from another unit, and one was on a medical leave for six months. Also, a different supervisor took charge of the unit.

A vacant Data Entry Operator position was reclassified to Account Clerk-Typist. The duties of the position were to maintain the SSI-MA cases. Since these cases have automatic eligibility, it remains primarily a clerical function to make appropriate address changes, keep insurance information up to date, and complete changes required by information provided by the Social Security Administration.

Also, one examiner from the unit began pre-screening all Medicaid applicants, except nursing home cases, on a walk-in basis. Obvious denials are taken care of at that point. The cases that are possible openings are then passed on to the appropriate examiner for determination. If the client provides all requested information, another appointment is often unnecessary.

Both the Medicaid and Public Assistance units began preparation in October for a major change in the actual Medicaid card. Instead of recipients receiving a paper card each month, at the end of December they received a permanent plastic card. Unless the recipient is aged, blind, disabled, or

a child, he will eventually be issued a photo card.

The Medicaid providers must verify the patient's Medicaid eligibility by telephone or by using a machine similar to those used in credit card verification. This new system is called the Electronic Medicaid Eligibility Verification System (EMEVS).

With the previous system, MA cards were issued on a monthly basis and the possession of a card for a particular month guaranteed eligibility until the end of that month. With EMEVS a Medicaid case may be closed on any day.

In December, examiners changed the budgets in Medicaid cases to include the January Social Security increase and also a slight increase in the Medicaid income and resource limits.

## FOOD STAMPS

The Food Stamps Unit began 1986 with 1,135 non-Public Assistance cases. It continued through April with between 1,100 and 1,200 cases and then a steady decline lasted through summer. The low point of 984 cases was hit in September and then the normal winter increase began. At the end of December there were 1,058 cases.

The Food Stamp Job Search Program has continued to insure that food stamp recipients are actively seeking employment. Those who refuse are excluded from receiving food stamps for two months and must comply upon re-application.

A change was implemented in August which made some case computations much easier but at the same time created much confusion. State DSS received a waiver from the federal government to eliminate monthly reporting and retrospective budgeting in all cases except households of three or six people where there is earned income.

The Food Stamps supervisor was on maternity leave from April through September. She was temporarily replaced by an examiner from the unit. An attempt was made to temporarily fill the examiner position, but when the replacement was found to be unsuitable after two weeks, the position was left vacant.

Benefit increases averaging \$1 were effective October 1, and in December, budget changes were completed for those recipients that would receive the Social Security increase in January.

## ADULT AND FAMILY SERVICES

During 1986, the Adult Services Unit continued to provide services as illustrated on the Services Chart. This year figures show more clearly the shift from Adult Protective cases into foster care for adults, home management, health related and preventive services. The two factors that account for this change are early provision of other services prior to the need for adult protection and the transfer of stabilized Adult Protective cases into other service areas. This is reflecting the first full year of the Call for Information service being added to the unit's responsibilities. The result is an almost doubling of clients receiving information and referral services.

In June, the provision of in-home care programs was added to the unit's responsibility. A coordinator was hired to run both Long Term Home Health Care and Personal Care programs. The Long Term Home Health Care Program (nursing home without walls) is being provided through Madison County Public Health Nursing Department. Individuals requesting service are jointly assessed by a public health nurse and Department of Social Services coordinator as to their appropriateness for the program. The program has as its financial limit 75% of comparable institutional care. Those exceeding the limit are placed on traditional home care or are institutionalized. Advantages to the client who is eligible aside from remaining in their own homes are the waiver services which range from household tasks, day care, housing modification and home delivered meals. The program is certified for 45 individuals. By year's end, 17 people have been placed in the program. Interfacing with Long Term Home Health Care Program is the provision of personal care services provided once again

by Madison County Public Health. Joint assessment and on-going monitoring is still required but there is no cap on cost and no limit on individuals to be served.

The employment section of Services has also been very active with on-going and new activities. This year started with 179 employable public assistance recipients and reached a high of 191 in February. Then it declined steadily ending with 125. This compared with 176 at the end of 1985. Activities included are check pick-up, job search, work experience, job club and employment referrals.

In addition, in employment services for public assistance individuals, 394 food stamp clients were placed on the Food Stamp Job Search Program. The total savings was \$39,266.

Two new areas of activities were started this fall. One was a two-week BOCES Job Club Program conducted at the Department of Social Services. The other was the starting up of "working poor day care program" for income eligible individuals. After three two-week sessions of the new job club, thirty-six individuals have participated. At present, 16 families are receiving "working poor day care services".

SERVICES PROVIDEDADULT

	<u>No. Recipients</u>	<u>No. Hours</u>
EDUCATION	6	0
EMPLOYMENT	12	183
FAMILY PLANNING	0	0
FOSTER CARE - ADULTS	36	645
HEALTH RELATED	28	566
HOME MANAGEMENT	34	1,725
HOMEMAKER	6	73
HOUSEKEEPER/CHORE	1	9
HOUSING	10	157
INFORMATION & REFERRAL	2,152	1,533
PREVENTIVE - ADULT	13	654
PROTECTIVE - ADULT	7	376
TRANSPORTATION	0	0
PERSONAL CARE SERVICES	0	0
SERVICES TO VICTIMS OF DOMESTIC VIOLENCE	1	8



## CHILD WELFARE UNIT

### FOSTER CARE AND INSTITUTIONAL PLACEMENTS

The number of children in foster care increased dramatically and steadily during 1986. We started at a low of 38 children in foster care on January 1st and ended the year with 78 in foster care on December 31st. Only two months, February and September, had more discharges than admissions.

There were 106 different children placed into foster homes for a variety of reasons. Seventy-five (75) of these placements were initiated in the Child Protective Unit and thirty-one (31) were initiated in the Child Welfare Unit. During the year, several cases were transferred from the Child Protective Unit to the Child Welfare Unit as children were freed for adoption or the family's problems became less of a protective issue.

There were 17 voluntary placements of children into foster care. Six (6) were a result of a parent's medical needs, two (2) were referred by the court during custody problems, two (2) were for a lack of housing, six (6) were because the parents could not cope with the children's behavioral problems and one new-born child was placed with his mother, a 15-year old PINS already in foster care. Twenty-nine (29) children came through the court system as a result of PINS and juvenile delinquent proceedings and the remaining placements involved neglect or abuse situations.

Institutional placements also increased steadily throughout the year, starting with a low of nine (9) in January and ending the year with twenty (20). There were eighteen (18) different children placed into institutional care during 1986 in spite of our efforts to maintain children in foster homes. More children are being ordered into placement because of severe

behavior and emotional problems.

The continued development of a specialized foster home with extra and more intensive casework services has been successful in diverting two boys from institutional care.

#### PREVENTIVE SERVICES

There has been a substantial increase this year in preventive referrals from the court, doctors and schools. As a result, there has been an increase in casework counseling services being provided to families in an effort to prevent the need for foster care.

The unit has also taken the case management of court-ordered foster care diversion services which are contracted out to a private agency. The county has paid for this foster care diversion program in the past entirely with local funds. The initiation of our agency as case manager will allow us to receive additional financial reimbursements from the state. Case management of this program did not take place until December and so the total effect of this arrangement will be more observable during the coming year.

#### PARENT SKILLS TRAINING

Parent skills training sessions have continued to be conducted by a community service representative from Berkshire Farms. The parent skills class has become an on-going class, meeting every other week. It is co-taught by Child Welfare personnel and is being offered primarily to the parents of the teenagers we have placed in the Berkshire facility. Its aim is to increase the parents' skills so as to speed the return of the child home and to decrease the likelihood of replacement in care. With at least one family it has increased the parents' skills to the point of diverting

younger children in the family from foster care placement.

More work will be attempted in this area in the coming year.

#### ADOPTION AND DAY CARE

An adoption group home study was conducted for a period of seven weeks starting November 3rd. Three children have been freed for adoption and one has been placed with an adoptive family during the past year. A second placement will occur shortly after the beginning of the year.

The adoption worker has also been involved in day care home certification. Currently seven homes are certified.

#### FOSTER PARENT ORIENTATION AND TRAINING AND STATUS

In 1986 training and orientation of foster parents was a high priority. Caseworkers of the Child Welfare Unit were quite involved in the foster parent training, recruitment, orientation and certification process. The services of a professional recruiter greatly aided us in the recruitment and training process and his services were successful in helping the agency meet the rising need for homes. The services of the professional recruiter were funded in part by DFY funds.

Foster parent training included workshops on communication skills, working with the natural parents, alcohol and drug abuse, the court system and how it deals with the juvenile delinquents and persons in need of supervision and working with sexually abused children. There were ten (10) evening sessions, two different day-long sessions, and a picnic get-together for the foster parents and children.

We are ending the year with 30 certified foster homes, more than double the number we started with at the beginning of 1986.

## CHILD PROTECTIVE SERVICES

During 1986 there were 414 calls received from the State Central Registry. In addition, we received 38 requests for service in situations where an SCR report was not made but a child protective investigation or other assistance was requested by an individual, agency, or the court.

The rate of indicated cases increased over 14% from 36.2% in 1985 to 50.7% in 1986, showing more accuracy in reports being made and more thorough investigations.

The number of petitions filed in Family Court on new cases increased from 50 to 79. Foster care placements increased from 41 to 75 necessitating a third foster care worker. Forty-seven of the children placed remain in care. Thirteen of these children were placed due to sexual abuse in their families and three due to physical abuse.

Several potential placements were averted due to the availability of a non-perpetrator parent or relative who was able to provide appropriate child care.

Three children were freed for adoption through surrender or termination of parental rights by court and two such petitions are pending.

The number of seriously disturbed young children continues to increase. We now have five children in therapeutic foster care and three awaiting placement. We have made increasing use of CST for crisis intervention with both foster children and those at home on supervision. We continue to have a steady increase in the number of children and parents referred to the Department of Mental Health for evaluations and therapy. The long waiting period highlights the need for more mental health therapists.

There continues to be a waiting list for parent aide services as

part-time aides cannot meet the need. The aides have continued to run a Skills for Living class and this is available to a number of clients who do not have in-home parent aide services.

The number of parents referred to Catholic Charities and Cooperative Extension for the Systematic Training for Effective Parenting Program has increased and we appreciate the cooperation of both agencies. This service is often court-ordered as part of the families' treatment plan.

Through the assistance of Rape Crisis, we have presented training sessions to several school districts regarding the teacher's role as mandated reporters in conjunction with their Better Safe Than Sorry program. We have also made independent presentations to other schools at their request and will continue to do so.

The turnover in staff, coupled with the increased workload during the past year, has created severe problems in meeting mandates. From January to December 1986 over half of the experienced staff left the unit and two of their replacements did not work out, creating further turnover.

1986 CHILD ABUSE AND MALTREATMENT REGISTER REFERRALS

MONTH	IND.	UNF.	TRANS.	REPEAT CALLS		SECONDARY RESPONSIB.	ADD'L. INFO.	DUPLICATE	PENDING
				IND.	UNF.				
JANUARY	11-30	9-20	2-2	3-5	1-3	0	2-5	0	0
FEBRUARY	11-22	10-17	5-10	4-7	1-2	3-5	0	0	0
MARCH	10-24	16-31	2-2	0	3-5	1-2	1-3	1-1	0
APRIL	19-44	13-35	2-4	1-1	4-12	4-7	0	2-6	0
MAY	14-26	14-32	0	4-17	0	0	0	0	0
JUNE	22-59	18-28	0	1-3	0	0	0	0	0
JULY	12-18	16-32	4-9	1-3	2-2	1-2	0	1-1	0
AUGUST	8-13	16-29	1-1	1-5	4-7	0	0	0	0
SEPTEMBER	12-25	11-14	0	2-3	4-7	1-1	0	0	0
OCTOBER	15-25	14-19	0	5-9	1-1	0	0	1-1	6-15
NOVEMBER	7-11	4-7	1-2	3-3	1-1	3-8	0	1-1	12-9
DECEMBER	2-5	2-3	0	1-1	0	4-7	1-2	1-1	22-36
TOTAL	143-302	143-267	17-30	26-57	21-40	17-32	4-10	7-11	40-60

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

IND. - Indicated cases  
UNF. - Unfounded cases

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 UNIT (IV-D)

1986 proved to be a challenging year for the IV-D staff.

We began the year adapting to the impact of the "NYS Support Enforcement Act of 1985". This mandated changes in our process with the Family Court and our enforcement actions without utilizing the court system. There were also many major changes in the laws that affect the processing of child support cases. Our lawmakers found that some language in the new laws was ineffective and administratively burdensome. This resulted in the "NYS Support Enforcement Act of 1986". Although the new act made the laws easier to interpret, we have still realized an increased responsibility to the clientele and additional duties to comply with mandated enforcement actions. These laws have also affected the Family Court in that they are now considering delegating to DSS duties for which the courts were previously responsible.

We progressed into the year with notice from the state that Madison County had the opportunity to reclaim up to \$101,000 for IV-D non-ADC program costs for the time period 1976 through 1979. This reimbursement claim was previously denied throughout the state. This was quite burdensome for the staff to assume for we had to complete a manual audit for several hundred cases. Although this created a large backlog in day to day operations, we are hopeful that the federal authorities will accept our findings and the county will realize the increased revenue from this outstanding debt.

While processing the audit, the state implemented the Child Support Management System (CSMS) in Madison County. This system was developed so that local districts were in compliance with federal mandates. This has

increased our effectiveness in the management of our caseload in several areas. We are benefiting from a quicker response time from the state and federal authorities on our requests for information. Many documents we use are now generated from the computer. This has increased the output of the unit. During the implementation of CSMS we benefited in increased reimbursement from the federal government for our costs.

In 1986 our total collections were \$1,139,118.05, an increase of approximately 18.1% or \$167,491.03. Our incentive payment has also increased approximately \$20,800. Within the above-stated figure, a total of \$218,974 were monies that reimbursed ADC expenditures. We still have the loss of over \$83,000 annually due to the mandate of the \$50 disregard. Although the authorities anticipated increased cooperation from the welfare clients resulting in increased collections, our findings show that this is not the case. It has only increased our workload and decreased the revenue for the county.



### FRAUD UNIT

The Fraud Unit logged 1,451 referrals in 1986, an increase of 306 over the 1,145 referrals in 1985.

January	105	April	111	July	124	October	129
February	107	May	100	August	131	November	100
March	146	June	134	September	139	December	125

TOTAL: 1,451

The unit negotiated \$60,146.96 in signed repayment agreements for 1986. These monies are to be repaid and/or recouped to the Department. There was a decrease in 1986 compared to \$65,904.09 that was negotiated in repayment agreements in 1985.

### REPAYMENT AGREEMENTS

<u>Month</u>	<u>Open</u>	<u>Closed</u>	<u>Confession of Judgment</u>	<u>Totals</u>
January	1,427.00	1,007.68	0	\$ 2,434.68
February	1,185.50	2,789.98	1,120.01	5,095.49
March	3,860.18	4,323.44	1,067.81	9,251.43
April	2,058.60	5,383.67	1,020.24	8,462.51
May	305.00	4,956.92	0	5,261.82
June	2,055.91	2,896.83	0	4,952.74
July	1,974.00	2,910.17	0	4,884.17
August	1,563.61	3,304.31	0	4,867.92
September	350.00	3,861.93	1,709.20	5,921.13
October	1,172.14	3,733.64	0	4,905.78
November	379.10	2,594.96	0	2,974.06
December	798.48	336.75	0	1,135.23

TOTAL: \$ 60,146.96

Criminal activities were up in 1986 compared to 1985. In 1985, the unit made 16 criminal arrests which resulted in \$16,272.74 being ordered in restitution to the Department. In 1986, the unit made 31 criminal arrests which resulted in \$25,189.88 being ordered in restitution to the Department. The arrests ranged from Class A misdemeanors to Class D felonies.

CRIMINAL ACTION

	# of Cases	PA	PA Food Stamps	NPA Food Stamps	MA	Total
Arrests	31	14,926.84	2,501.00	7,389.00	373.04	\$ 25,189.88

### MEDICAL AUDIT UNIT

The Medical Audit Unit is staffed with two persons: a Medical Worker, supervising, and an Account Clerk-Typist. The Account Clerk-Typist's position changed incumbents once during the year.

The only changes in duties for the year were the addition of the Child/Teen Health Program, commonly known as CHAP, and the deletion of the Third Party Health Insurance Program (although this unit still remains heavily involved in TPHI activities).

This was our first full year with the on-line/prior approval system which, so far, is used for only transportation. Because of billing problems with MMIS, special training sessions were held with the help of our field representative from CSC (fiscal agent). Individual help was also given by this unit. At this time, we have managed to overcome any serious problems, and the system is working well.

The fiscal agent for MMIS, McAuto Systems Group, was bought out by Computer Sciences Corporation. The only effect of this was a change in management. We had encountered with McAuto some lack of cooperation and rudeness with the providers. With CSC, our Albany MMIS unit has handled any problems and continually scrutinizes activities and complaints. Many of the problems have been totally resolved.

Rapport between the provider community and DSS remains good. We've had an abundance of help from pharmacists and doctors in delivering medical care and in performing tasks such as determining disabilities.

## RESOURCE DEPARTMENT

In 1986, as well as being responsible for resource clearances, estates, fraud and non-fraud repayment accounts, mortgages, and other assets held by the Department of Social Services, the Resource Department also became responsible for the Third Party Health Insurance Program.

During the year the Resource Department handled 245 resource clearances from Public Assistance, Food Stamps and Medicaid. There were an additional 27 second mortgages taken on Public Assistance cases and 10 second mortgages satisfied. There were approximately 100 estate letters mailed with 53 payments received.

The third party health insurance responsibilities involve receiving referrals from Medicaid, Public Assistance and the Support Unit, verifying insurance coverage and entering it on the MMIS system. The state TPR unit also sends several reports which are done locally. There are two annual reports. One randomly checks 50 cases for missed health insurance; the other checks cases with active insurance and includes an extensive questionnaire regarding TPR procedure and responsibility within the local district.

There are several reports sent to the local districts from the state that require verification, changes made and information added. These reports include automatically updating Medicare for SSI recipients, automatic 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. We also receive Medicare warning reports and are responsible for following up to be sure eligible people on assistance turning 65 apply for Medicare.

The state TPR unit is also doing automatic recoveries in relation to Medicare, health insurance, and pursuing accident settlements. In relation to these, if cooperation isn't given by the client to the state or hospital, the local district becomes involved in pursuing the recovery.

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

Total Money to go through Department

Assignment of Proceeds:	\$ 40,459.51
Estates:	73,399.55
Accident Liens:	7,414.96
Satisfied Mortgages:	17,125.53
Fraud Repayments:	4,683.60
Non-Fraud Repayments:	13,210.16

## WELFARE MANAGEMENT SYSTEM

WMS (Welfare Management System) remained mostly stable during the year 1986. Very few enhancements were created that affected the local functioning of the Social Services caseloads. The two largest enhancements were the creation of a budget history screen and the addition of child protective-only cases on CCRS (Child Care Review System).

### CCRS FOR PROTECTIVE-ONLY CASES

In March of 1986, Social Services Law required that demographic and assessment information, including service plan and court-related activities, be included on CCRS for children who are named in indicated reports of child abuse or maltreatment and receiving services as a result of being named in such reports. Up until this time, only children who were receiving preventive or foster care services had to be included on CCRS.

By permitting the collection of basic service information on all child welfare cases, New York State Department of Social Services can increase their research and analysis capabilities. This will enable them to identify trends in the provision of services to child welfare cases and enhance its ability to provide technical assistance to the local districts.

### BUDGET HISTORY SCREEN

In May 1986, a budget history screen was created which would show up to two of the last-stored public assistance and food stamp budgets for any one case. This budget history screen records such data as the restricted amounts for utilities and shelter, the monthly and semi-monthly cash grants,

the effective dates of these grants, and the effective dates and amounts of the food stamp benefits.

The budget history screen was developed to alleviate the problem of authorizing only one benefit amount at a time. Previously, the worker would have to do three separate authorizations in order to allow for upcoming changes in a household's circumstances. Now it is possible to do all three of these changes on one authorization.

In September of 1986, stricter edits were put on the authorization of payments to insure that the payment amounts for checks and food stamp benefits, and the effective dates of these authorizations, matched the amounts and dates on the budget screen.

A big year for changes is upcoming in 1987 with the implementation of BICS (Benefit Issuance Control System) which is an automated accounting system for use in the local district.

# DEPARTMENT OF SOCIAL SERVICES

## FISCAL

### GENERAL ADMINISTRATION

#### Disbursements:

Personal Services	\$1,208,235	
Equipment	22,762	
Contractual	358,487	
Outstanding Encumbrances	0	
Employee Benefits	<u>359,807</u>	\$1,949,291

#### Credits:

State Reimbursement	\$ 553,146	
Federal Reimbursement	1,005,044	
Refunds	<u>3,384</u>	\$1,561,574

#### NET LOCAL COST

\$ 387,717

	<u>1985</u>	<u>1986</u>	<u>Increase</u>	<u>Decrease</u>
Gross Cost	\$1,787,662	\$1,949,291	\$161,629	
Net Local Cost	\$ 241,704	\$ 387,717	\$146,013	



OLD AGE, BLIND, DISABLED  
(SSI)

Disbursements:

None

Credits:

None

NET LOCAL COST

-0-

	<u>1985</u>	<u>1986</u>	<u>Increase</u>	<u>Decrease</u>
Average Caseload	695	743	48	
Average no. Persons	731	788	57	
Gross Cost	-0-	-0-		
Net Local Cost	-0-	-0-		

AID TO DEPENDENT CHILDREN

Disbursements:

Cash Grants	\$1,760,004	
Vendor Payments	<u>439,924</u>	\$2,199,928

Credits:

State Reimbursement	\$ 547,320	
Federal Reimbursement	1,047,615	
Refunds & Repayments	<u>165,190</u>	\$1,760,125

NET LOCAL COST		\$ 439,803
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	<u>1985</u>	<u>1986</u>	<u>Increase</u>	<u>Decrease</u>
Average Caseload	542	488		54
Average no. Persons	1,575	1,427		148
Gross Cost	\$2,238,481	\$2,199,928		38,553
Net Local Cost	\$ 264,594	\$ 439,803	\$175,209	
Average Cost per Case	\$ 4,130	\$ 4,508	\$ 378	
Average Cost per Person	\$ 1,421	\$ 1,542	\$ 121	

# HOME RELIEF

## Disbursements:

Cash Grants	\$407,466	
Vendor Payments	<u>126,738</u>	\$534,204

## Credits:

State Reimbursement	\$252,007	
Federal Reimbursement	456	
Refunds & Repayments	<u>55,059</u>	\$307,522

NET LOCAL COST		\$226,682
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	<u>1985</u>	<u>1986</u>	<u>Increase</u>	<u>Decrease</u>
Average Caseload	173	147		26
Average no. Persons	317	252		65
Gross Cost.	\$548,507	\$534,204		\$14,303
Net Local Cost	\$303,959	\$226,682		\$77,277
Average Cost per Case	\$ 3,171	\$ 3,634	\$463	
Average Cost per Person	\$ 1,730	\$ 2,120	\$390	

MEDICAL ASSISTANCE & MMIS

<u>Disbursements:</u>	<u>Gross MMIS</u>	<u>Local Share MMIS</u>	<u>Local MA</u>
Nursing Home Care	\$ 6,215,697	\$ 678,499	
Hospital Care	2,681,419	712,169	
Physicians' Services	550,371	143,096	\$ 113
Pharmacy & Drugs	555,376	144,398	3,209
Dentists	95,286	24,774	296
Optical & Prosthetic Appliances	158,641	41,247	
Clinics	320,052	83,214	
Home Health Aides	235,443	61,215	4,940
Home Nursing	220,157	57,241	
Other Practitioners	35,332	9,186	
Child Care Per Diem	23,590	6,133	
Rehabilitation Services	13,509	3,512	
Sick Room Supplies	35,107	9,128	
Lab & Xray	76,686	19,940	
Abortions	2,634	685	
Therapists	2,145	558	
Transportation	116,266	30,229	
Health Insurance Premiums			60,540
Other	<u>3,786</u>	<u>984</u>	
	\$11,341,497	\$2,026,208	\$69,098
Total Cost			\$11,410,595
Total Paid from Local Funds			\$ 2,095,306

Credits:

State Reimbursement	\$ 16,766	
Federal Reimbursement	2,647	
Refunds & Repayments	<u>120,697</u>	\$ 140,110

**NET LOCAL COST** \$ 1,955,196

	<u>1985</u>	<u>1986</u>	<u>Increase</u>	<u>Decrease</u>
Average Caseload (MA Only)	904	969	65	
Average no. Persons (MA Only)	1,536	1,667	131	
Gross Combined Cost	\$10,252,914	\$11,410,595	\$1,157,681	
Local Funds Expended	\$ 2,022,865	\$ 2,095,306	\$ 72,441	
Net Local Cost	\$ 1,821,349	\$ 1,955,196	\$ 133,847	

**MA Only + PA + SSI:**

Average Caseload	2,316	2,347	31
Average no. Persons	4,133	4,134	1
Average Cost per Case	\$4,427	\$4,862	\$435
Average Cost per Person	\$2,481	\$2,760	\$279

PURCHASE OF SERVICES

Disbursements:

\$79,768

Credits:

State Reimbursement  
Federal Reimbursement  
Refunds & Repayments

\$63,384  
16,181  
0

\$79,565

NET LOCAL COST

\$ 203

	<u>1985</u>	<u>1986</u>	<u>Increase</u>	<u>Decrease</u>
Gross Cost	\$71,873	\$79,768	\$7,895	
Net Local Cost	\$-4,622	\$ 203	\$4,825	

CHILD WELFARE

(Foster Care)

Disbursements:

Boarding Homes	\$178,899	
Institutions	<u>257,798</u>	\$436,697

Credits:

State Reimbursement	\$156,669	
Federal Reimbursement	122,767	
Refunds & Repayments	<u>9,155</u>	\$288,591

NET LOCAL COST		\$148,106
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	<u>1985</u>	<u>1986</u>	<u>Increase</u>	<u>Decrease</u>
Average Caseload	44	75	31	
Gross Cost	\$269,957	\$436,697	\$166,740	
Net Local Cost	\$ 88,452	\$148,106	\$ 59,654	
Average Cost per Case	\$ 6,135	\$ 5,823		\$312

BURIALS

Disbursements:

Cash Payments to Funeral Directors	\$35,032
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Credits:

State Reimbursement	\$3,747	
Refunds & Repayments	<u>255</u>	\$ 4,002

NET LOCAL COST	\$31,030
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	<u>1985</u>	<u>1986</u>	<u>Increase</u>	<u>Decrease</u>
Number of Burials	27	25		2
Gross Cost	\$29,803	\$35,032	\$5,229	
Net Local Cost	\$26,456	\$31,030	\$4,574	
Average Cost per Burial	\$ 1,104	\$ 1,401	\$ 297	

# JUVENILE DELINQUENTS

## Disbursements:

Boarding Homes	\$ 30,173	
NYS Division for Youth	220,151	
Homebound Detention Program	34,148	
Other Institutions	<u>196,267</u>	\$480,739

## Credits:

State Reimbursement	\$143,933	
Refunds & Repayments	<u>23,951</u>	\$167,884

NET LOCAL COST		\$312,855
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	<u>1985</u>	<u>1986</u>	<u>Increase</u>	<u>Decrease</u>
Average Caseload	18	19	1	
Gross Cost	\$735,048	\$480,739		\$254,309
Net Local Cost	\$606,294	\$312,855		\$293,439
Average Cost per Case	\$ 40,836	\$ 25,302		\$ 15,534



EMERGENCY AID TO ADULTS

Disbursements: \$4,077

Credits:

State Reimbursement \$2,040

NET LOCAL COST \$2,037

	<u>1985</u>	<u>1986</u>	<u>Increase</u>	<u>Decrease</u>
Gross Cost	\$142	\$4,077	\$3,935	
Net Local Cost	\$ 71	\$2,037	\$1,966	

ENERGY ASSISTANCE PROGRAM

Disbursements:

\$748,360

Credits:

Federal Reimbursement  
Refunds & Repayments

\$745,282  
1,523

\$746,805

NET LOCAL COST

\$ 1,555

	<u>1985</u>	<u>1986</u>	<u>Increase</u>	<u>Decrease</u>
Gross Cost	\$1,017,007	\$729,139		\$287,868
Net Local Cost	\$ -1,141	\$ 1,555	\$2,696	

TITLE IV-D PROGRAM

Disbursements:

None

Credits:

Incentives

\$59,674

NET LOCAL REVENUE

\$59,674

	<u>1985</u>	<u>1986</u>	<u>Increase</u>	<u>Decrease</u>
Net Local Revenue	\$30,896	\$59,674	\$28,778	

# FISCAL SUMMARY

## Disbursements:

General Administration	\$1,949,291	
Assistance to Aged, Blind, and Disabled	0	
Aid to Dependent Children	2,199,928	
Home Relief	534,204	
Medical Assistance & MMIS	2,095,306	
Purchase of Services	79,768	
Child Welfare (Foster Care)	436,697	
Burials	35,032	
Juvenile Delinquents	480,739	
Emergency Aid to Adults	4,077	
Energy Assistance Program	748,360	
Title IV-D Program	<u>0</u>	\$8,563,402

## Credits:

General Administration	\$1,561,574	
Assistance to Aged, Blind, and Disabled	0	
Aid to Dependent Children	1,760,125	
Home Relief	307,522	
Medical Assistance & MMIS	140,110	
Purchase of Services	79,565	
Child Welfare (Foster Care)	288,591	
Burials	4,002	
Juvenile Delinquents	167,884	
Emergency Aid to Adults	2,040	
Energy Assistance Program	746,805	
Title IV-D Program	<u>59,674</u>	\$5,117,892

NET LOCAL COST \$3,445,510 .

	<u>1985</u>	<u>1986</u>	<u>Increase</u>	<u>Decrease</u>
Combined Gross Costs	\$16,951,394	\$17,878,691	\$927,297	
Gross Local Funds	\$ 8,721,345	\$ 8,563,402		\$157,943
Net Local Cost	\$ 3,316,220	\$ 3,445,510	\$ 129,290	

**DEPARTMENT OF SOCIAL SERVICES**  
**Net Local Cost**  
**Budget vs. Actual**

	Budget	Actual	Surplus (Deficit)
General Administration	\$ 409,959	\$ 387,717	\$ 22,242
Aid to Dependent Children	581,600	439,803	141,797
Home Relief	352,800	226,682	126,118
Medical Assistance & MMIS	1,917,110	1,955,196	(38,086)
Purchase of Services	17,875	203	17,672
Child Welfare (Foster Care)	155,500	148,106	7,394
Burials	36,250	31,030	5,220
Juvenile Delinquents	311,500	312,855	(1,355)
Emergency Aid to Adults	5,000	2,037	2,963
Energy Assistance Program	0	1,555	(1,555)
Title IV-D Program	(37,400)	(59,674)	22,274
<b>TOTAL</b>	<u>\$3,750,194</u>	<u>\$3,445,510</u>	<u>\$304,684</u>