

1982 ANNUAL REPORT

MADISON COUNTY DEPARTMENT OF SOCIAL SERVICES

James L. Covert
Commissioner



MADISON COUNTY
DEPARTMENT OF SOCIAL SERVICES

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IN REPLY
PLEASE REFER TO:

March 23, 1983

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

Dear Mr. Chairman:

Transmitted herewith is the Annual Report of the Department of Social Services. The primary features of the report are agency staff, caseloads, and funding.

Agency staffing level changed by a net increase of one Child Welfare caseworker. This addition was necessitated by the earlier removal of two caseworker positions from the budget, which proved excessive relative to increases in the Child Welfare caseload. Other position changes were as a result of phasing into the County payroll positions authorized for State-funded programs (WMS and HEAP), and from internal reorganization. The reorganizational steps taken have enabled a much-improved management system, and the capability of handling larger caseloads without corresponding increases in staff.

Caseloads in all categories increased dramatically throughout the year. Most significant was the Home Relief category, brought about by increases in unemployment and Federal changes to the Aid to Dependent Children program which "slid" some people from ADC to HR. This is even more significant considering the fifty percent reimbursement rate for HR.

These same programs were largely responsible for the agency ending the year with a fiscal deficit of approximately Two Hundred Fifty Thousand Dollars. The deficits in Home Relief and Juvenile Delinquents accounts actually exceeded that figure, but some small surpluses in other accounts resulted in the lower net figure.

Finally, I will add that agency staff continue to show an unprecedented devotion to their tasks. They have responded positively to the increased pressures of ballooning caseloads, maintained the necessary attention to the details of eligibility, and demonstrated positive attitudes and morale. These "personal" elements in our

"personnel" are an unmeasurable assist in the control and proper use of the tax dollar. I am sure you and the Board join me in commending their efforts and accomplishments.

Sincerely,


James L. Covert
Commissioner

JLC/et

1982 ANNUAL REPORT

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DEPUTY COMMISSIONER

PRINCIPAL EXAMINER

INCOME MAINTENANCE

MEDICAL ASSISTANCE

FOOD STAMPS

ADULT & FAMILY SERVICES

CHILD WELFARE

CHILD SUPPORT

FRAUD INVESTIGATIONS

MEDICAL AUDIT

RESOURCE DEPARTMENT

ACCOUNTING

DEPUTY COMMISSIONER

PERSONNEL - STAFFING OVERVIEW:

The staff turnover rate stabilized dramatically in 1982. Yet, with the ever-increasing workload, it was necessary to change the organizational structure of the agency to maintain operational efficiency.

The major organizational change occurred in the Income Maintenance Unit. This involved the division of the unit into two sections - Intake and a Recertification/Undercare section. To complete this change, it became necessary to eliminate one Social Welfare Examiner position and establish one Senior Social Welfare Examiner position to supervise the newly-created Recert/Undercare unit.

The second organizational change was the establishment of an Employment Unit. This unit, under the auspices of the Adult and Family Services Unit, consists of one Caseworker, formerly an Adult Protective position, and a Typist. The Typist position was established in the latter part of the year to offer much needed clerical support to this unit.

The final organizational change, implemented in 1982, was the contracting of investigative services from the Madison County Sheriff's Department. The contracting of this service did result in the elimination of one Social Services Investigator from the agency.

In addition to the two positions eliminated by organizational change in 1982, the agency had two positions reclassified. In August, one Senior Stenographer position was reclassified and upgraded to a Confidential Secretary position. In October, a Typist position was reclassified to a Receptionist position.

In 1982 the agency established three new positions. One was the transfer of WMS Coordinator position from a State-funded position to a

county payroll position in February of 1982. The second was the establishment of a Caseworker position in our Child Welfare Unit in July, and finally the establishment in October of an Energy Resource Worker.

The majority of staff changes in 1982 were the result of promotions and/or realignment of position duties. The actual turnover rate did stabilize for the year, with only four separations from the agency (three resignations and one lay-off). The turnover breakdown as per organization levels was as follows: 1 administration; 2 front-line examiners; and 1 clerical. We also had one transfer, that being our Social Services Investigator to the Sheriff's Department, to assume the investigative duties now contracted with the Sheriff's Department.

ADMINISTRATIVE:

The establishment and/or revision of procedures for various agency operations are necessary for the agency to function in an efficient and effective manner. Also, we have undertaken the task of establishing written position duties for various units in the agency. During 1982, we revised and/or established the following procedures and position duties:

- 1) Procedures for Taking Child Support Petition - Child Support Collections Unit
- 2) Violation Procedures - Child Support Collections Unit
- 3) Case Processing Procedures for Rosenberg Cases - Income Maintenance procedures for handling cases pertaining to the Rosenberg Court decision
- 4) 1982 HEAP Application Procedure - Energy Resource Unit
- 5) Establishment of New Employee Hand-out - New Employee Orientation Material
- 6) Establishment of duties for Typist position in the Medical Assistance Unit

- 7) Establishment of duties for new Receptionist position
- 8) Establishment of position duties and responsibilities for all the positions in the Support Collections Unit.

STAFF DEVELOPMENT:

The primary system training activities for 1982 were the ASCU system (Automated Support Collection Unit). The agency went live on the system March 29, 1982, and as revisions or procedures changed, additional systems training was needed.

Additional agency systems training was received on MMIS Provider Subsystem, Child Care Review Service, Utilization Review and, for providers, on direct billing procedures to the State with Medicaid Management Information System.

State-contracted training for 1982 was conducted by SUNY at Albany, SUNY at Buffalo, Cornell, John Jay and Maxwell University College. In addition, locally-conducted training through the Local Government Service Institute was provided to agency personnel.

The agency was aided this year in its staff development endeavors by the adding of a Staff Development Coordinator at the Regional Office in Syracuse. This has provided us with a liaison person to State DSS and has helped us locally by providing us with a regional training calendar and with help in securing for the agency additional audio-visual equipment to be utilized for on-site training. The State Coordinator has also been instrumental in convincing State and contracted trainers of the importance of the delivery of on-site training, or at least regionally-based training.

PRINCIPAL EXAMINER

This was the first full year for this position which supervises the administration of the Public Assistance, Medicaid, and Food Stamps programs. This has hopefully contributed to a better management and working relationship between the units.

Weekly meetings have been set up between the Principal Examiner and each of the Senior Examiners so new regulations and directives can be discussed and implemented and any problems can be resolved.

The decision was made in July to split the Public Assistance Unit into two sections: eligibility and recertification/undercare. One of the reasons for this was because it had become impossible for the one Senior Examiner to effectively review the number of cases that were being done. Also, it seemed more practical to separate the functions so that the Examiners' area of concentration would be limited and therefore more precise.

Food Stamp regulations state that a certification site must be maintained within thirty miles of each county resident. For this reason, a Food Stamp Examiner travels to DeRuyter twice each month and to Brookfield twice each month. The activity at these sites has steadily decreased. Also, the Examiners have expressed concern over their safety since, at times, they are the only ones in the building. For these reasons, a letter was sent to New York State Department of Social Services in November requesting that we be allowed to withdraw from these two sites and operate one site in Morrisville. As yet, no answer has been received.

The "Rosenberg" Court decision mandated more interaction between the PA and MA units by requiring that a Medicaid determination must be made on

all PA closings and denials.

All three program areas have seen an increase in application rate and an increase in caseloads. New procedures, such as group recertification for Food Stamp recipients, are being tried in an effort to handle the increased workload without an increase in staff.

Since no decrease in the application rate is foreseen, ideas such as this will be expanded upon in 1983.

INCOME MAINTENANCE

The Public Assistance Unit began 1982 with 528 Aid to Dependent Children and 162 Home Relief, for a total of 690 cases. At the end of the year, it had increased to 545 ADC and 204 HR, for a total of 749 cases. As predicted last year, the heaviest impact was in the HR category with the 25.9% increase. This is due to the changes in Federal regulations which excluded some individuals and families from the Federal (ADC) category and also an increase in the application rate from HR singles and couples without children who are no longer able to support themselves due to lack of jobs.

Changes were constantly being done the first few months of the year. Because of the new regulations many lawsuits were brought against the State, which resulted in restraining orders which required the examiners to do frequent budget changes.

The workload proved to be too cumbersome for one senior examiner so on August 1 the Income Maintenance Unit split into two sections. The eligibility section consisted of a pre-screener, two examiners, and a senior examiner. The recertification/undercare section consisted of four examiners and a senior examiner. The two account clerk-typists continued to do work for both sections. The eligibility section does application interviews and determines whether the application is accepted or denied. Once it is accepted and the paperwork is completed, all further actions on the case are done by the recertification/undercare section.

This system has worked very well. However, the increase in applications made it necessary to move one examiner from the recert/undercare

section to the eligibility section on December 20. This made it possible to see the applicants in a timely manner but put an increased strain on the undercare section.

There were 1,598 Public Assistance applications taken in 1982, which is a 25.8% increase over the 1,270 applications taken in 1981. The prediction for 1983 is a continuation of this upward spiral.

MEDICAL ASSISTANCE

During 1982 there were 1,618 Medical Assistance applications registered, which includes 136 for persons newly found eligible or reinstated for Supplemental Security Income (SSI) benefits. This total reflects a 12.6% increase over the year 1981. Of the 1,562 applications processed, 1,008 were accepted and 554 denied. The number of open cases and number of individuals covered increased as indicated below:

	<u>NON-SSI MA</u>		<u>SSI MA</u>	
	<u>Cases</u>	<u>Individuals</u>	<u>Cases</u>	<u>Individuals</u>
December 1981	655	1,060	562	597
December 1982	743	1,250	577	610
Increase:	88 (13%)	190 (18%)		

The total number of Medicaid patients in nursing homes also increased over 1981 from 250 to 259. There were 193 persons receiving care in skilled nursing facilities and 66 persons in health related facilities at the end of this year.

Changes brought about in the Public Assistance eligibility process by the Omnibus Bill and certain court decisions have had an impact on the application rate for Medical Assistance. No closing or denial of Public Assistance for households in the ADC (Aid to Dependent Children) or other federal category or Home Relief households with children can now be processed without first having a separate Medical Assistance eligibility determination made. Local districts were, however, relieved of the responsibility for determining Medical Assistance eligibility for SSI recipients effective August 1. New York State Department of Social Services contracted with the Department of Health and Human Services for determining Medicaid eligibility along with the SSI eligibility determination. Local districts are once

again authorizing Medicaid for SSI recipients according to the simplified procedures in use under the original contract prior to its termination which resulted from court decisions in the Ethel Caldwell case. The current contractual agreement now requires that all Medicaid determinations for aged, blind and disabled individuals not in receipt of SSI (or ineligible for SSI) be made using the same or comparable budget methodology as is used by the Social Security Administration in determining eligibility for the SSI program. Training was conducted for local staff on the new budgeting methods by State DSS personnel, and appropriate adjustments were made to the WMS computer programs to facilitate computation of the additional budget types now required.

In July the income exemption standards were increased for households of up to five members to help offset the effects of inflation and prevent loss of benefits to those receiving increased Social Security benefits.

There is now in effect a statute dealing with transfers of assets. The statute permits denial of Medical Assistance to applicants who have transferred non-exempt resources within 24 months prior to the date of application. Such transfers shall be presumed to have been made for the purpose of qualifying for Medical Assistance unless the applicant can provide evidence that the transfer was exclusively for some other valid purpose.

One of the examiner positions in the Medical Assistance unit experienced turnover twice during 1982 which required the training of two new examiners. The efficiency of the unit was aided and enhanced by the addition of a full time clerical assistant in May. Staff currently assigned to the Medical Assistance unit includes one senior examiner as supervisor, six examiners and one clerical assistant.

FOOD STAMPS UNIT

The Food Stamps Program is a Federally-funded program under the direction of the United States Department of Agriculture. Low income families, as well as public assistance recipients, may be eligible to participate in the program. The goal of this program is to improve and maintain good nutrition by increasing the buying power of those eligible.

The Madison County Food Stamp Unit consists of five examiners, two account clerk-typists, and one senior examiner. We continue to maintain satellite offices four hours every week alternating between DeRuyter and Brookfield, and to keep the central office open during the 12-1 P.M. lunch hour.

Although the Food Stamp program nationally has a reputation as a "giveaway" program, in Madison County only 8% of the population* participated in 1982, receiving an average of \$36 each in coupons per month. In December 1982, 1,727 PA and NPA households (approximately 5,079 persons) received \$196,985 in food stamps. This is a slight increase from the same period in 1981.

Due to the generally poor economy, unexpected lay-offs and business closings, many of the new applicants were entitled to emergency ("expedited") service, which required that a food stamp authorization card be issued within three working days. In addition, two "mass changes" (complete reviews and adjustments of the entire caseload) were required and performed in 1982. These changes reflected increased utility and fuel costs, and the cost of living increase in Social Security, SSI, and some veterans' checks.

Also, two audits of the Food Stamp Program in Madison County were conducted during the year. The USDA Audit of Authorization Control, and

*65,150 per 1980 census - Madison County Planning Department.

the New York State Department of Social Services Management Evaluation Audit found only a few minor deficiencies in our local system, all of which were corrected. Madison County received a letter of commendation from the Director of the Food Stamp Bureau in August 1982 concerning our substantial compliance with regulations.

The use of the Welfare Management computer system, wage reporting system, and CINTRAK income verification system have reduced accidental and intentional fraud food stamp overpayments. Cooperation with the Fraud Unit and local courts has resulted in several convictions and recoveries in food stamp fraud cases. New Federal regulations passed in 1982 and effective in stages throughout 1983 are aimed at eliminating fraudulent overpayments. Changes in budgeting procedures will more accurately reflect a household's financial situation.

FOOD STAMPS UNIT

1982

<u>Month</u>	<u>Households (Cases) PA & NPA</u>	<u>Individuals PA & NPA</u>	<u>Amount in \$ PA & NPA</u>
December 1982	1727	5079	\$ 196,985
November 1982	1667	4902	189,005
October 1982	1652	4801	185,711
September 1982	1636	4746	169,387
August 1982	1652	4821	173,589
July 1982	1645	4923	177,843
June 1982	1647	4913	177,165
May 1982	1647	4995	173,045
April 1982	1688	5121	176,994
March 1982	1686	5156	174,906
February 1982	1611	4797	165,120
January 1982	1602	4802	166,067

All figures taken from monthly Food Stamp Audit Listings.

ADULT & FAMILY SERVICES

During 1982, the Service Unit has experienced some changes in the Title XX program along with the addition of an Employment Section and HEAP Section.

In the general delivery of Title XX services, there has been an increase in the area of Adult Protection. The annual total reflects an increase of 121% in work time spent in this area. The on-going release from State psychiatric and development centers and increase in the elderly population result in continued growth in Adult Protective services. Financial management, in-home service, and placement activities are the largest portion of the service to the adult protective client.

A service area which decreased 50% was Services to Victims of Domestic Violence. This may be attributed to the activities of a County Task Force. However, it is still felt that for those requesting help in this area, the unit makes available important resources both in service and finances.

Two other related areas which had significant increases were education and employment. These increases are related to the emphasis being placed on returning people to the work force. Beyond Title XX service time spent in these areas, the unit has a new Employment Section. This section is composed of one caseworker and a part-time clerk. The unit is responsible for all work experience and employment programs. This included the establishing of Community Work Experience Program (CWEP) to handle ADC employable recipients. The agency's CWEP plan was approved by the State in August and began in September. The program requires the development of an individual employability plan for each employable ADC client and the client's

participation in the work program. Out of the total 327 employable people (ADC and HR) receiving assistance, 55 are presently on work sites.

The Section's caseworker serves as the agency's liaison to the Employment Office and CETA Program. This year, in a joint effort with CETA, four job-seeking skills classes were run for public assistance recipients. These classes occurred April, August, and two in November. A total of 58 people attended. This resulted in 16 becoming employed and 7 people returning to school.

In October, the Employment Section established individual monthly tracking of clients actively involved with the employment program. This tracking made available monthly savings figures of both ADC and HR cases as a result of employment, sanctions or other action. The total savings from October through December was \$22,303.

The HEAP program was the second new section attached to the Services Unit this year. Two Energy Resource Aides and one Data Entry Operator processed 2,000 HEAP applications during the 1981-1982 program. This section also provided services to individuals who because of age or disability are unable to arrange adequately for their fuel and utilities need.

*Please see attached chart for breakdown of Title XX services.

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Services Division

<u>SERVICES PROVIDED</u>	<u>ADULT</u>	
	No. Recip.	No. Hours
EDUCATION	19	102
EMPLOYMENT	41	414
FAMILY PLANNING	0	0
FOSTER CARE - ADULTS	1	18
HEALTH RELATED	43	301
HOME MANAGEMENT	4	88
HOMEMAKER	5	37
HOUSEKEEPER/CHORE	3	104
HOUSING	7	133
INFORMATION AND REFERRAL	1,659	1,349
PREVENTIVE - ADULT	5	39
PROTECTIVE - ADULTS	91	2,803
TRANSPORTATION	5	25
PERSONAL CARE SERVICE	0	0
SERVICES TO VICTIMS OF DOMESTIC VIOLENCE	5	52

CHILD WELFARE

There were ten adoption inquiries in 1982, and four children from New York State Waiting Children's Book placed with Madison County families. A Madison County child picture-listing was placed out of county and two children are in the process of adoption with their foster parents. Six children were freed for adoption through permanent neglect procedures in Court. Of these six children, one has been placed in an adoptive home out of county and the other five have been picture-listed in the Book as required by law. We are in the process of reviewing family studies so that hopefully these children can soon find permanency through adoption.

Group meetings of approved adoptive families were held quarterly last year and will be continued throughout this next year to keep families in touch with the available children.

The foster care caseload varied throughout the year from 52 children in boarding homes to 38 children at the end of 1982. We maintained 27 certified homes for foster care placements during the year. A concentrated training course for foster parents was presented for five consecutive weeks, three hours a week (plus three evening sessions on special topics) in September and October. This course dealt with establishing relationships and communication with foster children and also practical ways of dealing with specific problems. A raise in the board rate on a graduated scale for different ages was established effective 1/1/83. Institutional placements at the beginning of 1982 numbered 13; this was reduced to 9 - a number we hope to lower or at least maintain with the Catholic Charities Court Diversion Program. At Broadacres Non-Secure Detention Facility, we provided 247 care days for 14 children.

CHILD WELFARE SERVICE REFERRALS

<u>SOURCE</u>	<u>NUMBER OF CHILDREN</u>
Family	175
Court	47
Schools	82
Out of County Agencies	66
Public Assistance	8
Private Citizens	222
Community Agencies	90
Other (Hospitals, doctors or police)	<u>46</u>
	736

Child Protective referrals increased from 329 to 363 in 1982. Thirteen neglect petitions were filed in Family Court. Six children who entered care on previous neglect petitions were freed for adoption on permanent neglect proceedings.

TRAINING

During 1982 (September and October), Child Welfare conducted an intensive course for 18 foster parents in six three-hour sessions. This course (building relationships and communication with foster children) was prepared by SUNY at Buffalo in conjunction with New York State Department of Social Services and presented locally by one of our staff members who had previously undergone a week's concentrated training session in Albany. Concurrently with the above program we offered three evening sessions on special topics of drugs, discipline, and Toughlove with specialists in each of those areas.

In February and March, Child Protective staff participated in joint sessions with each police department and the Sheriff relative to Child Protective laws and cooperative investigations. We were ably assisted in this

endeavor by Investigator Emmanuel Friedman of the New York State Police who is the trainer in child abuse for recruits in the New York State Police Academy in Albany.

A fourth Child Protective worker was added to our staff in August 1982. This worker has participated in a two-week training session at Cornell. In addition, he and the other Child Protective workers have attended day workshops on sexual abuse.

Child Welfare now has three caseworkers and a senior caseworker in Child Protective; two caseworkers who handle the majority of foster care and preventive services; one adoption worker who also manages foster care case-load of those children who are freed for adoption; and a supervisor.

1982 CHILD ABUSE AND MALTREATMENT REGISTER REFERRALS*

MONTH	INDICATED	UNFOUNDED	TRANS	FFLR	REPEAT CASES		SECONDARY	PENDING
					IND.	UNF.		
JAN.	7- 12	12- 25				1- 2		
FEB.	9- 17	13- 16	1-1		1- 2	2- 2		
MARCH	3- 5	20- 40	1-1		1- 1	3- 4		
APRIL	7- 8	14- 28		1- 1	1- 3	2- 2	2- 3	
MAY	8- 13	19- 33		2- 3	2- 3	6-11	2- 2	
JUNE	4- 5	14- 23		1- 1	3- 3	4- 8	2- 2	
JULY	8- 13	21- 49	2-3	1- 4	1- 3	2- 4	1- 3	
AUGUST	10- 16	16- 36		3- 7	4- 8	4- 7	1- 7	
SEPT.	6- 10	14- 32		1- 1	1- 2	1- 1	1- 1	
OCT.	8- 19	18- 44		2- 3		2- 3	2- 2	
NOV.		6- 11		4- 8	1- 2	1- 2	1- 1	13-28
DEC.	1- 3	5- 7		1- 1	2- 2		2- 3	18-40
TOTAL	71-121	172-344	4-5	16-29	17-29	28-46	14-24	31-68

*1st number in each column = families

2nd number in each column = children

TRANS = Transferred Out of County

FFLR = Forward for Local Review: Agency's option for follow-up

SECONDARY = Secondary Responsibility

Part of family resides in our County

(Primary responsibility rests with County where child resides)

CHILD SUPPORT UNIT

The Child Support Unit currently consists of three full-time employees: an Account Clerk-Typist to handle all accounting functions; a Support Investigator, who handles all non-ADC cases; and a Senior Support Investigator, who supervises the unit and handles all ADC cases.

March 29, 1982 marked a new era for the unit when full operation of the Automated Support Collection (ASCU) system began. The ASCU is a data processing system that monitors and controls the accounting and disbursement functions of the local SCU. It utilizes the New York State Department of Social Services computer and a telecommunications network which allows the county access to all our accounts via terminals located within the SCU. The system provides the SCU the capability of having:

- 1) Standardized accounting procedures;
- 2) Centralized data collection relative to SCU operations;
- 3) The ability to compare collections to goals;
- 4) Standardized reporting procedures required by State and Federal government.

Specifically, its features include, but are not limited to:

- 1) Daily disbursements of checks to non-public assistance clients;
- 2) Identification of delinquent payors;
- 3) Automatic selection of cases for IRS and State Tax Offset;
- 4) Production of monthly statistical and case reports;
- 5) Automatic production of monthly bills to respondents.

The collections for 1982 were \$143,553.36 for ADC-related cases and \$584,957.90 for non-ADC cases. The unit collected \$9,212.00 through the IRS Offset and has submitted cases with a total arrearage of \$143,000.00

for 1983. In 1983, collections will be made from State tax refunds as well as Federal income tax refunds.

In 1982 the unit also began seeing results from Public Law 97-35, Section 2335, which requires the State unemployment insurance offices to cooperate with the efforts of the Child Support unit. The unemployment insurance office forwards a list of insurance claimants who state they have a support obligation in Madison County. The unit checks this information and utilizes it to verify income and current address information.

With the implementation of the ASCU, the unit is looking forward to a successful collection year in 1983.

FRAUD INVESTIGATIONS

The year 1982 was the first full year under the restructure of the Fraud Investigation Unit.

The unit consists of one Deputy Sheriff/Investigator and one Account Clerk-Typist. The Account Clerk-Typist works on a half-time basis, being shared with the Support Collection Unit.

During the year, the unit has attempted to maintain a continuing flow of information and cooperation with Federal, State, County, and local agencies in an effort to discover and prevent abuses of the Public Welfare System.

One such coordinated effort between the Madison County Department of Social Services, Madison County Sheriff's Department, City of Oneida Police Department and two other County Sheriff's Departments in an undercover investigation, resulted in the arrest of an Oneida man for the illegal transaction of Food Stamps.

With the cooperation of the local news media, the unit has attempted to generate public awareness toward welfare fraud. By publishing the names of people arrested for obtaining welfare by fraud and the disposition of the cases, people are aware that something is being done on the issue of welfare fraud and that will deter anyone who is contemplating abusing the system.

The unit handled a total of 1,035 referrals for the year, 881 referrals submitted from within the agency and 154 from other outside sources. Investigations conducted by the unit resulted in 30 arrests for welfare fraud and other charges, with \$34,913.00 in restitution being ordered by the courts.

Of the 30 people arrested and ordered to make restitution to the Department of Social Services, 5 have not made restitution as ordered. These people have been rearrested and now face jail sentences if restitution is not made in full. One man is now serving a 10-month jail term for failure to make restitution.

The Department of Social Services holds money judgments against people who owe monies from previous years. The unit, through continuous investigation, has attempted to locate and determine the financial status of these people. If it is determined that any of these people have the ability to pay, the judgments are enforced through various legal means.

MEDICAL AUDIT

Medical Audit remains the same this year except for the addition of duties.

This unit issued 1,643 temporary Medicaid cards during the year. These cards are issued locally on new and some recertified cases, lost or stolen cards, or when there is an error in the WMS system that causes it to fail to issue a card at State level. Over forty cards each month are returned to the agency as undeliverable, which is double the amount under the old system. A large portion of this situation is related to the timing of the system. No changes can be made in the system for the following month after the 20th of the present month.

During 1982, we did a comparison of Medicaid expenditures from June, 1980 through June, 1981, and August, 1981 through August, 1982. The comparison is as follows:

	<u>June 1980-June 1981</u>	<u>August 1981-August 1982</u>
Physicians	\$ 346,769.63	\$ 287,963.44
Pharmacies	224,469.64	257,052.08
Hospitals	1,438,334.06	1,495,482.90
Optical	29,106.43	14,575.46
Nursing Homes	4,117,055.44	4,531,310.77
Miscellaneous	367,828.00	369,392.40
Dentists	<u>86,991.60</u>	<u>69,790.60</u>
	\$6,610,554.80	\$7,025,567.65

These figures are actual expenditures and do not include the \$150,000-\$200,000 in pend status at any given time under MMIS. Also, a sharp decline in dental providers accounts for the lower expenditure in that category.

Much of our time is spent working with providers in order for them to be paid. Not only in the office, but on-site visitations have helped them

tremendously. This has built a good rapport and made it possible for us to maintain most of our providers.

Through a contract with the Office of the Aging, we are now able to provide medical transportation to clients who have none available. This is working extremely well with excellent cooperation from Office for the Aging. This unit coordinates that transportation.

We have also spent a good deal of time monitoring ambulance abuse. During the first half of the year, abuse was prevalent. We have taken specific action against these clients including a restriction process. Ambulance use in the latter part of the year was substantially reduced.

We have also learned a great deal about systems operations. The MMIS system is dependent on the WMS system. One simple error in WMS will cause MMIS not to operate. Other counties' input to WMS can cause our MMIS cases to close. This means extra work for us in finding the cause, and for the examiners because an undercare change is required.

On November 29, 1982, a new sub-system called Principal Provider was implemented. This system is supposed to simplify nursing home and hospital cases. However, it has created some new problems in MMIS - information is locked in and cannot be removed.

Another problem that we face is being able to obtain accurate up-to-date expenditures on individuals. This is important for estate liens, accident liens, real estate sales, etc. We have written and debated with State regarding this situation, but so far, only excuses and not solutions have been received.

We are unable, at this time, to give year-end statistics since information for November and December has not been received.

RESOURCE DEPARTMENT

In 1982 the Resource Department was responsible for resource clearances, estates, fraud accounts, repayment accounts from clients, accident liens, and assets held by the Department.

Resource Clearances: Medical Assistance and Public Assistance request the Resource Assistant to check on the following areas when an applicant's assets and resources are in need of verification or are in question: bank accounts, property owned or transferred (value, acreage, selling price and mortgages), life insurance values, vehicles owned and other assets such as stocks, bonds and mutual funds.

Estates: The Resource Assistant is responsible for the Department's reimbursement of medical assistance provided a deceased client when the client was over 65 and had no surviving spouse. The procedure consists of letters to the deceased family requesting an outline of the assets remaining at death minus legal funeral costs. The remaining money is due the Department under State law. When a formal estate proceeding is instituted, the Resource Assistant files the required papers and corresponds with the attorney handling the estate to insure payment of our claim.

Assets: The Resource Assistant keeps record of all property, insurance policies, and mortgages held by the Department.

Accident Liens: The Resource Assistant files the required papers and corresponds with the parties involved to insure reimbursement of monies paid out relating to an accident of a P.A. or M.A. client.

Bookkeeping: All money turned into the Department by or for clients is recorded by the Resource Assistant. This includes Fraud accounts, Food Stamp repayments, excess resources, Social Security and SSI payments for

T53 accounts (Services and Foster Care), and Support Incentive payments.

The following is a breakdown of monies received by the Department in 1982:

Food Stamp Recoveries: \$ 1,478.00

Estates: 39,156.66

Fraud: 10,665.76

Accident Liens: 29,063.50

DEPARTMENT OF SOCIAL SERVICES

FISCAL

GENERAL ADMINISTRATION

Disbursements:

Personal Services	\$867,282	
Equipment	5,967	
Contractual	216,752	
Outstanding Encumbrances	<u>15,000</u>	\$1,105,001

Credits:

State Reimbursement	379,422	
Federal Reimbursement	771,896	
Refunds & Repayments	<u>335</u>	1,151,653

NET LOCAL COST				-46,652
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	<u>1981</u>	<u>1982</u>	<u>Increase</u>	<u>Decrease</u>
Gross Cost	973,439	1,105,001	131,562	
Net Local Cost	-103,371	-46,652	56,719	

OLD AGE ASSISTANCE, AID TO BLIND, AID TO DISABLED

(SSI)

Disbursements:

None

Credits:

Refunds & Repayments

\$1,197

NET LOCAL COST

-1,197

	<u>1981</u>	<u>1982</u>	<u>Increase</u>	<u>Decrease</u>
Average Monthly Caseload	568	577	9	
Average Monthly Persons	606	611	5	
Gross Cost	0	0		
Net Local Cost	-13,866	-1,197	12,669	

AID TO DEPENDENT CHILDREN

Disbursements:

Cash Grants	\$2,151,491	
Vendor Payments	116,148	
ADC-FC	<u>47,953</u>	
		\$2,315,592

Credits:

State Reimbursement	564,121	
Federal Reimbursement	1,076,057	
Refunds & Repayments	<u>147,641</u>	
		1,787,819

NET LOCAL COST				527,773
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	<u>1981</u>	<u>1982</u>	<u>Increase</u>	<u>Decrease</u>
Average Monthly Caseload	479	531	52	
Average Monthly Persons	1,572	1,672	100	
Gross Cost	2,124,522	2,315,592	191,070	
Net Local Cost	408,021	527,773	119,752	

HOME RELIEF

Disbursements:

Cash Grants	\$489,359	
Vendor Payments	<u>14,624</u>	
		\$503,983

Credits:

State Reimbursement	298,509	
Refunds & Repayments	<u>17,757</u>	
		316,266

NET LOCAL COST				187,717
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	<u>1981</u>	<u>1982</u>	<u>Increase</u>	<u>Decrease</u>
Average Monthly Caseload	123	178	55	
Average Monthly Persons	163	317	154	
Gross Cost	283,246	503,983	220,737	
Net Local Cost	179,861	187,717	7,856	

MEDICAL ASSISTANCE & MMIS

<u>Disbursements:</u>	<u>Gross MMIS</u>	<u>Local Share MMIS</u>	<u>Local MA</u>
Nursing Home Care	4,352,446	1,109,882	42,917
Hospital Care	1,785,137	455,213	79,444
Physicians' Services	311,671	79,477	3,989
Pharmacy & Drugs	265,504	67,704	657
Dentists	75,858	19,344	2,572
Opticians & Optometrists	21,087	5,377	13
Misc. (Clinics, prosthetic devices, etc.)	418,682	106,765	53,883
	<u>7,230,385</u>	<u>1,843,762</u>	<u>183,475</u>

Total Cost	7,413,860
Total Amount Paid from Local Funds	2,027,237

Credits:

State Reimbursement	41,854	
Federal Reimbursement	64,264	
Refunds & Repayments	<u>88,639</u>	194,757

NET LOCAL COST	1,832,480
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	<u>1981</u>	<u>1982</u>	<u>Increase</u>	<u>Decrease</u>
Average Monthly Caseload	615	710	95	
Average Monthly Persons	978	1,162	184	
Gross Combined Cost	6,451,444	7,413,860	962,416	
Local Funds Expended	4,733,479	2,027,237		2,706,242
Net Local Cost	1,037,891	1,832,480	794,589	

PURCHASE OF SERVICES

Disbursements: \$27,708

Credits:

State Reimbursement	\$ 3,987	
Federal Reimbursement	23,754	
Refunds & Repayments	<u>182</u>	
		27,923

NET LOCAL COST -215

	<u>1981</u>	<u>1982</u>	<u>Increase</u>	<u>Decrease</u>
Gross Cost	29,583	27,708		1,875
Net Local Cost	6,804	-215		7,019

CHILD WELFARE

(Foster Care)

Disbursements:

Boarding Homes	\$34,745	
Private Institutions	<u>41,411</u>	\$76,156

Credits:

State Reimbursement	34,602	
Federal Reimbursement	13,323	
Refunds & Repayments	<u>5,166</u>	53,091

NET LOCAL COST		23,065
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	<u>1981</u>	<u>1982</u>	<u>Increase</u>	<u>Decrease</u>
Average Monthly Caseload	53	51		2
Gross Cost	67,981	76,156	8,175	
Net Local Cost	38,755	23,065		15,690

BURIALS

Disbursements:

Cash Payments to Funeral Directors \$27,159

Credits:

State Reimbursement	\$2,810	
Refunds & Repayments	<u>1,073</u>	3,883

NET LOCAL COST 23,276

	<u>1981</u>	<u>1982</u>	<u>Increase</u>	<u>Decrease</u>
Number of Burials	31	27		4
Gross Cost	31,017	27,159		3,858
Net Local Cost	26,162	23,276		2,886

JUVENILE DELINQUENTS

Disbursements:

Boarding Homes	\$ 14,482	
NYS Division for Youth	125,113	
Other Institutions	<u>193,794</u>	
		\$333,389

Credits:

State Reimbursement	97,141	
Refunds & Repayments	<u>4,369</u>	
		101,510

NET LOCAL COST				231,879
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	<u>1981</u>	<u>1982</u>	<u>Increase</u>	<u>Decrease</u>
Average Monthly Caseload	10	11	1	
Gross Cost	210,591	333,389	122,798	
Net Local Cost	142,974	231,879	88,905	

EMERGENCY AID TO ADULTS

Disbursements:

Cash Grants	\$ 37	
Vendor Payments	<u>552</u>	\$589

Credits:

State Reimbursement		356
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NET LOCAL COST		233
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	<u>1981</u>	<u>1982</u>	<u>Increase</u>	<u>Decrease</u>
Gross Cost	585	589	4	
Net Local Cost	265	233		32

ENERGY ASSISTANCE PROGRAM

Disbursements:

\$432,233

Credits:

Federal Reimbursement
Refunds & Repayments

\$430,208
2,025

432,233

NET LOCAL COST

0

	<u>1981</u>	<u>1982</u>	<u>Increase</u>	<u>Decrease</u>
Gross Cost	61,430	432,233	370,803	
Net Local Cost	0	0	0	

TITLE IV-D PROGRAM

Disbursements:

None

Credits:

Incentives:

\$20,427

NET LOCAL REVENUE

20,427

	<u>1981</u>	<u>1982</u>	<u>Increase</u>	<u>Decrease</u>
Net Local Revenue	27,221	20,427		6,794

FISCAL SUMMARY

Disbursements:

General Administration	\$1,105,001	
Assistance to Aged, Blind, and Disabled	0	
Aid to Dependent Children	2,315,592	
Home Relief	503,983	
Medical Assistance & MMIS	2,027,237	
Purchase of Services	27,708	
Child Welfare (Foster Care)	76,156	
Burials	27,159	
Juvenile Delinquents	333,389	
Emergency Aid to Adults	589	
Energy Assistance Program	432,233	
Title IV-D Program	<u>0</u>	\$6,849,047

Credits:

General Administration	1,151,653	
Assistance to Aged, Blind, and Disabled	1,197	
Aid to Dependent Children	1,787,819	
Home Relief	316,266	
Medical Assistance & MMIS	194,757	
Purchase of Services	27,923	
Child Welfare (Foster Care)	53,091	
Burials	3,883	
Juvenile Delinquents	101,510	
Emergency Aid to Adults	356	
Energy Assistance Program	432,233	
Title IV-D Program	<u>20,427</u>	4,091,115

NET LOCAL COST 2,757,932

	<u>1981</u>	<u>1982</u>	<u>Increase</u>	<u>Decrease</u>
Combined Gross Costs	10,228,903	12,235,670	2,006,767	
Gross Local Funds Expended	8,515,873	6,849,047		1,666,826
Net Local Cost	1,696,275	2,757,932	1,061,657	