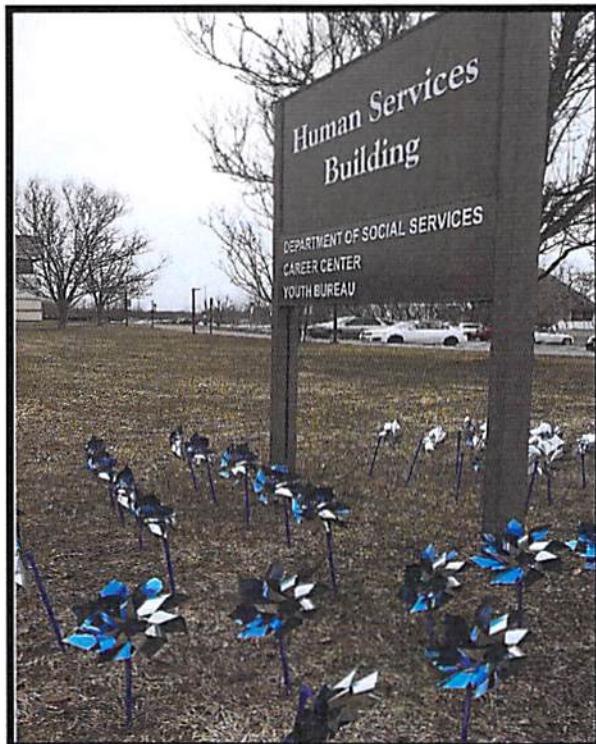




Madison County
Department of Social Services

2018
Annual Report



Michael A. Fitzgerald
Commissioner



Madison County

Department of Social Services

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Dear Gentlemen:

Following is the Madison County Department of Social Services “2018 Annual Report.” We are always excited to share with you and the community the accomplishments of the department, celebrating our successes and looking forward to meeting the challenges that await all of us. Some of the accomplishments that you will read in more detail include:

- Housing the homeless continues to be a major challenge in this community. Several years ago, the Governor issued an Executive Order that required each person found homeless to be offered the opportunity to be housed during periods when the temperature is below 32 degrees Fahrenheit. Since then, Madison County DSS has offered to house the homeless under the Code Blue requirements from November 1 to March 31 annually and any other day when temperatures drop below freezing. In 2018, 172 persons, a 34 percent increase, were seen as homeless representing 95 men, 53 women and 24 families. As 2018 came to a close, we were facing a Code Blue Plan deadline and were made aware of an additional responsibility to develop a Homeless Services Plan in early 2019. Without a homeless shelter located within the County, DSS staff tirelessly strives to make the best decision to house our county residents to the best of our ability while trying to make sure other services and supports are in place.
- A major undertaking that took place in 2018 was the ‘decriminalization’ of 16-year-olds as of October 1st called Raise the Age. Over the past several years, New York State had studied the impact of arrests and incarceration of minor children and, since New York was one of the last two states to still treat children under 18 as adults, there was plenty of examples. Members of the Madison County community that were impacted by this change, including DSS, Probation, Sheriff’s Office, other local law enforcement, County Attorney’s Office, Public Defender’s Office and local officials from the State Office of Court Administration, among others, met several times during the year to have a detailed conversation about how the system worked currently and what changes would be necessitated because of the change in law. Madison County also had to submit a plan to access 100 percent state funding because of fiscal challenges related to Raise the Age. The Probation Department, DSS and the Sheriff’s Office spent countless hours detailing the local impacts and how we each would respond- and as the year closed, New York State still had not approved our plan which meant no additional funding. We are looking forward to the next phase this October when 17-year-olds will come under the Raise the Age law.



- Finally, we had met on several occasions with local Child Care Centers to hear about how fiscally challenged they were serving low-income children who receive daycare subsidies. The system is overly complicated with a complex set of rates based on the child's age, hours they attend and setting in which they are enrolled. One set of children were school-age (ages 6 – 12) who were getting care before or after the school day. The calculation was often reduced to partial hours based on the schedule of the child and/or parent which left the Child Care Center on the hook for costs associated with staffing the care full or part day. Madison County DSS was able to successfully negotiate with the State Office of Child and Family Services to allow additional money, at no cost to Madison County, to go to the Centers to help balance the effects of school-age care and hopefully allow Centers to better balance their care and costs.

As always, there are many more interesting and informative stories in the following pages. The year began with the retirement of the Confidential Secretary to the Commissioner- a loss for me personally and a significant departure for all DSS. Fortunately, we could identify and recruit an in-house promotion who was able to work alongside the retiree for several months, ensuring a smooth transition and no loss in any expertise. Throughout the past year, the Madison County Courthouse renovations have taken a toll on staff who have responsibility to appear in Family Court. While the transition to Kenwood has been relatively smooth, the daily travel to and from the temporary courthouse will be something that staff will not miss as we eagerly await the grand re-opening in 2019.

Additionally, DSS has been fortunate to have continued to participate in the Integrated Eligibility System (IES) design. This will replace the antiquated Welfare Management System (WMS) and staff from DSS have played important roles as the design work continues. In the coming months, residents of Madison County will be able to send in documentation electronically by taking photos and sending them to their worker to process. We will be at the forefront of technology as this pilot program races forward. Finally, the Youth Bureau and DSS merger from last year continues to pay dividends in numerous ways. One of the most exciting new ventures in the last year was the electronic version of the Teenage Assessment Project (TAP) survey. Together with Colgate University, the Youth Bureau programmed an online version of the previous paper copy survey tool. This allowed a significant increase in the number of completed surveys and the faster processing of the information once transmitted. To our knowledge, the electronic TAP survey is the first in the country- and the Madison County Youth Bureau was the first!

The Department of Social Services will continue to provide support and services to the over 26,000 residents of the County that rely on us. We are proud of the work we do and to call Madison County our home.

Sincerely,

Michael A. Fitzgerald, MPA
Commissioner

TABLE OF CONTENTS

Staff Development.....	1
Financial Aid.....	4
Temporary Assistance.....	4
Supplemental Nutrition Assistance Program (SNAP).....	7
Employment.....	9
Mobile Work Crew.....	15
Burials.....	16
Medical Assistance.....	17
Home Energy Assistance Program (HEAP).....	21
Family Services.....	24
Child Protective Services.....	25
Adult Services.....	25
Foster Care Services/Adoptions/Homefinding.....	28
Preventive Services.....	30
School Services Program.....	31
PINS Diversion Services.....	32
Youth Bureau	34
Legal.....	37
Child Support Enforcement.....	43
Supportive Services.....	47
Administrative Services.....	50
Resources.....	68
Day Care.....	69

STAFF DEVELOPMENT

One of the areas that the Confidential Secretary is responsible for is the scheduling of mandatory and professional development training for the DSS staff. This includes state-sponsored training and training provided by the Personnel Office, along with other locally-offered classes. Children's Services Caseworkers and supervisory staff are required to annually attend at least six hours of New York State approved CPS in-service training.

Training is conducted in a range of settings, including classroom, electronically via employee desktops, or in a group setting “teleconference” that is transmitted through the Internet. New York State offers its training at various venues across the state and usually in multiple locations to accommodate counties by minimizing travel time. Madison County is fortunate to be located closely to the Center for Development of Human Services (CDHS) training center in Liverpool, New York, which is one of the state’s contracted training providers. If state training is unavailable at that location, employees typically travel to Utica, Cortland, Albany or Rochester. Other contracted providers include Brookdale Center on Aging, SUNY Albany, SUNY Potsdam and SUC at Buffalo. The Liverpool (CDHS) office will no longer be hosting trainings as of the end of 2018. All trainings will be offered at a central location in Albany.



Training Attendance	Training Hours	Training Costs
<ul style="list-style-type: none"> • 651 State Attendees • 309 Local Attendees • 960 Total Attendees 	<ul style="list-style-type: none"> • 2758 State Training Hours • 2122 Local Training Hours • 4880 Total Training Hours 	<ul style="list-style-type: none"> • \$ 3,388 State Training Costs • \$ 10,807.19. Local Training Costs • \$ 14,195.19 Total Training Costs

All new positions, whether promotional or new hire, are given at least 75 hours of in-house new worker training, which is conducted by the directors and supervisors. Some titles; i.e., Social Welfare Examiner and Children's Services Caseworker, also require a minimum number of hours of state-sponsored training. Caseworkers require three-to-four months of intensive state-sponsored Common Core and agency training before acquiring their own caseloads.

The state is now mandating annual confidentiality training for all staff. Along with general training, some units are required to also attend unit-specific confidentiality training. Training takes place online through the Human Services Learning Center (HSLC).

Much more general online training is being offered than in the past. Employees are taking advantage of this, as it reduces time taken out of the workday. There is no travel and most online training sessions are two hours as opposed to all day. Most webinars eventually become online training sessions, accessible at the trainee's convenience.

The Personnel Office continues to use online training for many of the county's mandatory training sessions. Personnel is able to track training completion. Feedback on this training style has been mostly positive, as employees are able to complete the training at their desks and at their convenience. Active Assailant Training is now required and consists of a video and onsite training of how to handle a variety of situations.

In 2018, the department saw three promotions (School & Youth Development Program Supervisor, School and Youth Development Coordinator and a Caseworker) and 9 new hires (three caseworkers, one Office Assistant I, one Office Assistant II, one Social Welfare Examiner and three Energy Resource Aides). Four employee's resigned (two caseworkers and two Energy Resource Aides) and three retired (Confidential Secretary and two Caseworkers).

Classroom Training

- State and local training conducted in a classroom setting either onsite or at various venues throughout the state. State training registration is done through the Human Services Learning Center (HSLC).

Foundations Training

- Foundations training team includes the Foundations trainer, trainee's supervisor, and confidential secretary/training coordinator. This training is the redesigned Common Core training. Caseworkers can pick up a caseload after six weeks of training instead of the 14 weeks associated with Common Core.

Webinars

- Trainees view a presentation via computer while verbally communicating by telephone. This may be attended by a group using a projector connected to the computer or may be individually attended by using the employee's desktop.

Webex Training

- State-sponsored webex classes are computer-based and accessed through the trainee's desktop. These are interactive classes and include participants from across New York State. These training sessions are conducted at specific dates and times.

TrainingSpace/HSLC Online Training

- State-sponsored TrainingSpace and HSLC online courses are also accessed through the trainee's desktop. These are view-only sessions and can be conducted at the trainee's convenience rather than specific dates and times.

Teleconferences

- State-sponsored teleconferences are offered at various times throughout the year with no pre-registration required. These sessions, viewed as a group, are broadcast via Internet on designated dates and times. Participants' questions are faxed to the trainers and are answered during the broadcast. Most of the teleconferences eventually become TrainingSpace offerings.

Submitted by Michele Browell, Confidential Secretary/Staff Development

TEMPORARY ASSISTANCE

Temporary Assistance (TA) provides cash assistance to needy families and single, childless individuals who are unable to work or find employment that will pay for their basic needs. Temporary Assistance is intended to provide short-term help as individuals seek work, participate in training or treatment necessary to enable work, or obtain disability benefits. The TA unit works together with employment, daycare and child support programs to assist with overcoming barriers to self-sufficiency.

Temporary Assistance consists of two programs:

Family Assistance (FA) which provides cash assistance to families, including a minor child living with a caretaker relative, and pregnant woman. Family assistance is funded entirely with Federal Temporary Assistance for Needy Families (TANF) funding.

Safety Net Assistance (SNA) provides cash assistance to families who have met the 60-month limit for TANF or who are not eligible for TANF for other reasons. The majority of SNA recipients are single individuals or childless couples. Safety Net Assistance has no federal funding. This program is funded by State (29%) and County (71%) funding.

TA Expenditures:

	2016	2017	2018
Family Assistance (FA)	\$1,023,306	\$1,062,284	\$1,045,706
Safety Net (SNA)	\$1,150,315	\$1,234,286	\$1,106,263
Emergency Aid to Families (EAF)	\$ 54,444	\$ 51,005	\$ 48,075
Emergency Aid to Adults (EAA)	\$ 8,340	\$ 31,387	\$ 14,366

TA	2016	2017	2018
Average Caseload	342	326	302
Applications Registered	987	1,005	804

The TA unit is the first point of contact for residents needing emergency assistance, such as housing due to homelessness and/or pending evictions, utility disconnections, or out of fuel with no heat. Anyone applying for temporary cash assistance or emergency assistance is required to complete a summary sheet, commonly referred to as white sheet.

In 2018, the TA unit processed 1,576 white sheets which involved a face to face interview, resolution of emergency if necessary and in many instances, a follow-up appointment is scheduled to determine eligibility for on-going cash assistance.

Approximately 500 individuals received temporary assistance benefits throughout the year 2018.

FRAUD

In addition to administrating the TA and SNAP programs, DSS also plays an active role in monitoring these programs for potential welfare fraud. There are several methods of fraud investigations:

- Allegations/Complaints received by DSS and/or Sheriff's Office. Any allegation of fraud that is communicated to DSS results in a referral made to the Sheriff's Office for further investigation.
- Front End Detection System (FEDS), which is a procedure designed to identify intentionally fraudulent or inadvertently erroneous information supplied by an applicant for assistance before that applicant is found eligible for benefits. FEDS provides cost avoidance savings, reduces the number of instances of erroneous eligibility determinations and saves time for districts. Upon a FEDS referral from a DSS employee, the Sheriff's Investigation unit conducts a field investigation to determine if accurate information is being provided to DSS.
- Systems reports, such as Public Assistance Recipient Information System (PARIS), State Prison Match, Electronic Benefit Transfer (EBT) Out-of-State match, Border match, and Web Fraud.

2018 FRAUD ACCOMPLISHMENTS

<i>Fraud</i>	<i>2016</i>	<i>2017</i>	<i>2018</i>
<i>Referrals</i>	<i>117</i>	<i>114</i>	<i>136</i>
<i>Investigations</i>	<i>91</i>	<i>77</i>	<i>89</i>
<i>FEDS</i>	<i>117</i>	<i>32</i>	<i>20</i>
<i>Validations</i>	<i>350</i>	<i>447</i>	<i>347</i>
<i>Arrests</i>	<i>15</i>	<i>14</i>	<i>27</i>
<i>IPV Restitution Paid back to DSS</i>	<i>\$8,237.25</i>	<i>\$21,330.50</i>	<i>\$48,652.61</i>

The Senior Social Welfare Examiner reviews all fraud referrals to determine if welfare fraud potentially exists. If so, the Madison County Sheriff's Investigations Unit will conduct a thorough investigation which may include home visits, interviewing clients, neighbors, and potential employers. The Sr. SWE will determine the amount of assistance received fraudulently and report to the Investigator and the District Attorney's Office.

Case Example: Client had been receiving SNAP assistance since 2014, at which time she stated that she lived alone. At each recertification for the following 4 years, she failed to report that she married, and both she and her spouse were working full time. After a thorough investigation and review of case records, the client was arrested for welfare fraud in the amount of \$14,504.

- There were 27 welfare fraud arrests, an increase of 93% from last year.
- Amount of IPV Restitution Payments paid back to DSS was \$48,652.61, more than double the amount paid back in 2017.

DSS will continue to work collaboratively with the Sheriff's Investigations Unit and District Attorney's Office to identify welfare fraud and prosecute financial crimes resulting in revenue back into the county.

Submitted by Patricia Platt, Deputy Commissioner for Financial Assistance

SNAP

The Supplemental Nutrition Assistance Program (SNAP) assists low-income households by supplementing their monthly food budget. Eligible SNAP recipients use an electronic benefit card and PIN (personal ID number) to access benefits at grocery stores, as well as local farmers' markets.

In 2018, the SNAP program continued to see a decrease in caseload, however only a slight decrease in applications registered at the agency and an increase in applications registered online. The decrease in caseload is attributed to the Federal regulation which requires all Able-Bodied Adults Without Dependents (ABAWD) to participate in at least 80 hours per month in qualifying work activities. Madison County is mandated to implement the Federal ABAWD work requirements and again elected to decline a state waiver for calendar year 2018. Madison County residents continue to apply for SNAP, however with ABAWD work requirements and a recovering economy overall, more applicants are determined ineligible for the program.

Madison County currently has an ABAWD Exclusion Policy, which excludes the following from work participation:

- ABAWDs who live south of Route 20, due to lack of transportation in this area.
- ABAWDs who are between 18 and 19 years of age engaged in a program to obtain a high school equivalency diploma.
- ABAWDs who are working at least 60 hours per month, but not enough to qualify for work participation.

SNAP	2016	2017	2018
Caseload	4,105	3,928	3,584
Applications Registered	2,739	2,689	2,684
Online Applications	779	798	837

Applicants for SNAP have the ability to apply online through the Office of Temporary and Disability Assistance (OTDA) MyBenefits website – www.myBenefits.ny.gov. The website allows a person to apply for SNAP without having to come to the agency. The website is available 24 hours per day, 7 days per week, allowing home-bound or working individuals the opportunity to apply from any location at any time.

In 2018 – DSS received 837 online applications, 290 of those applications were received outside of business hours – an increase of almost 5% from last year.

The SNAP and Temporary Assistance (TA) units operate on a task based management system with all phone calls and customer walk-ins being handled by 5 Social Welfare Examiners. Phone calls are answered by 1 SWE and anyone coming into the agency for either program is seen by 1 of 4 SWE's.

TA & SNAP	2016	2017	2018
<i>Phone Calls</i>	30,204	23,975	24,746
<i>Monthly Average</i>	2,517	1,998	2,062
<i>Walk-ins</i>	8,433	7,202	6,388
<i>Monthly Average</i>	703	600	532

The SNAP unit provided SNAP benefits valued at \$9,086,054 to approximately 6,400 residents of Madison County in 2018.

SNAP	2017	2018
YTD Net Expenditures	\$10,178,327	\$9,086,054
Individuals Served	7,300	6,400

2018 Highlights

In May 2018, the USDA awarded New York State Office of Temporary and Disability Assistance (OTDA) with bonus funds for best payment accuracy. OTDA allocated these SNAP bonus funds to districts across New York State. Madison County was eligible to receive up to \$50,000 in SNAP bonus award funds. To receive the allocation, DSS was required to submit a plan outlining the intended use of the SNAP bonus funds. The plan included costs for a digital sign to be placed in the DSS lobby to provide continuous electronic information to clients, security passkeys to be installed on doors and security cameras installed in several locations to ensure safety and protection of DSS SNAP eligibility staff and applicants/recipients entering the building. The plan was approved by OTDA and these items will be purchased/installed in 2019.



Submitted by Patricia Platt, Deputy Commissioner for Financial Assistance

EMPLOYMENT

The Employment Unit provides applicant and recipients of Temporary Assistance and SNAP with the individualized employment services they need to achieve economic stability and self-sufficiency. The Employment Unit coordinates with the Madison County Career Center Workforce Development, local BOCES, local employers, community agencies, and treatment facilities to provide a wide range of employment options and activities.

The unit works with two groups of individuals between the ages of 16 and 59:

- Non-exempt: individuals who are physically and medically able to work
- Exempt: individuals who are temporarily or permanently physically and/or mentally unable to work

Individuals are referred to the Employment Unit when applying for Temporary Assistance. A Welfare Employment Representative (WER) will conduct an interview and complete an assessment to determine if the individual is employable (non-exempt) or non-employable (exempt). If employable, the WER will implement a specific employment plan tailored to meet the talents and needs of the individual and fulfills all Federal and State work activities and requirements. The WER meets with each individual semi-monthly to monitor all work activities, which may include job links, job search, mobile work crew, or vocational training.

The primary goal of the Employment Unit is to assist non-exempt adults in finding and keeping employment. The unit also assists exempt individuals who are temporarily unable to work by helping them to access available treatment plans and/or rehabilitation services to facilitate their return to an employable status. Those permanently incapacitated are assisted with the application process for social security funds.

<u>Statistics:</u>	<u>2017</u>	<u>2018</u>
Total Cases	248	221
Non-Exempt		
Employable, work limited	25	18
Exempt - Medical	183	174
Exempt		
Age 16-18 in school, 60+, DV	40	29

Individuals Working with the Employment Unit



2018 Employment Unit Success:

A client applied for Temporary Assistance in October 2017. She was cooperative, engaged and willing to obtain a job, but had a very low level of education and no work experience. Her basic literacy test scores showed her at a 7th grade level for reading and a 3rd grade level for mathematics. During her employment assessment, she indicated that she enjoyed helping people and would work well with the public. The WER considered this information to determine an appropriate line of work for this client. In February 2018, the WER was able to confirm an opening for a housekeeping position at a local hotel and helped to prepare and support the client through the interview process. The client was hired for the position full-time and no longer needed Temporary Assistance benefits.

This is the success the Employment Unit strives for and a future goal for 2019 will be to work with medical providers and recipients with medical limitations to find appropriate employment that will assist them with self-sufficiency.

HOMELESS POPULATION

In addition to working with Temporary Assistance recipients to engage them in work activities and assist them with obtaining and maintaining employment, the Employment Unit Welfare Employment Representatives (WER) work directly with the county's homeless population.

Madison County DSS assists individuals who come in to the agency presenting as homeless. Individuals requesting temporary assistance and/or emergency assistance are asked to complete a summary sheet, known in DSS as “white sheet” which provides agency staff with information pertaining to the client’s situation. The white sheet helps to identify the reason an individual is applying and any specific emergency needs to include homelessness, pending eviction, utility disconnect or no heat.

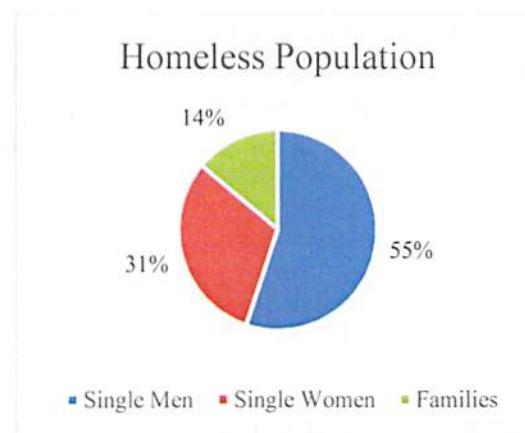
In 2018, DSS had a total of 1,576 white sheets, which reflects all individuals applying for temporary assistance, with or without emergency needs. Over 1,000 white sheets were due to emergency need, homeless, pending eviction, utility disconnect or out of fuel.

	2017	2018
Total White Sheets	1,748	1,576
Emergency Need		
Homeless	302	293
Pending Eviction	478	402
Utility Disconnect	413	292
Out of fuel	64	60

DSS devotes one full-time Welfare Employment Representative (WER) to work exclusively with all homeless individuals and act as the point of contact with outside agencies, landlords and hotels. The WER receives all white sheets that identify homelessness or individuals with final eviction notices. The WER meets with each individual to discuss potential resources or other available housing options. If there are none, the WER assists with finding suitable housing for the individual.

In 2018, the WER interviewed a total of 172 clients, which is a 34% increase from last year. Some individuals are seen more than once due to repeated homelessness. Of the 172 clients seen, 95 were single men, 53 were single women, and 24 were families. The number of single men and women has increased significantly in 2018. This can be attributed to barriers preventing these individuals from obtaining and maintaining permanent housing, such as mental illness, drug and/or alcohol abuse, and felony charges.

	2017	2018
Total Homeless Served	128	172
<i>Single Men</i>	69	95
<i>Single Women</i>	35	53
<i>Families</i>	24	24
<i>Placed in Housing</i>	38	44
<i>Not Placed</i>	90	128



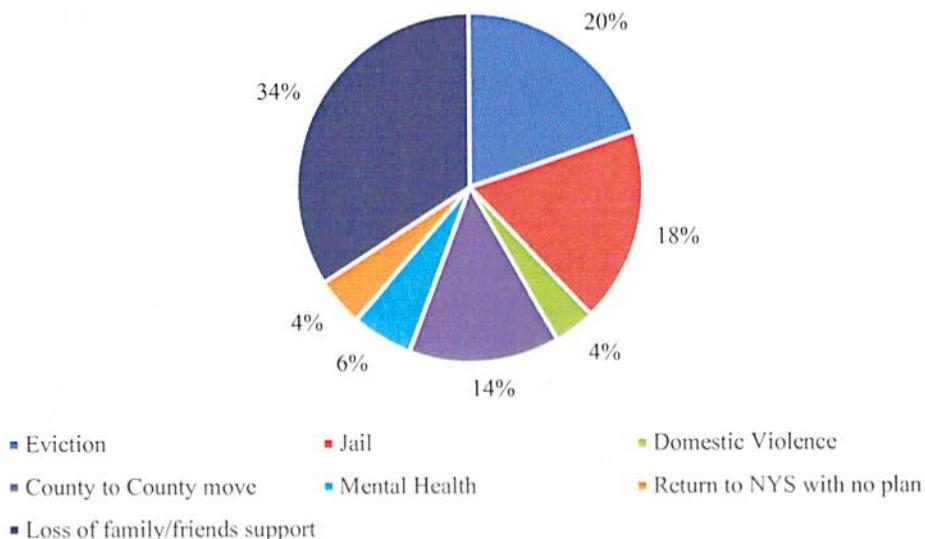
The WER placed 44 individuals in temporary housing. Twenty-seven (27) individuals were placed at a local privately-owned hotel. Eleven (11) individuals were placed at commercial hotels within the county, and 6 others were placed in shelter, transitional and/or supportive housing with outside agencies.

There were 128 individuals who were not placed, either refusing assistance or opting to make their own plan. Unfortunately, this happens frequently as individuals do not want to follow through with the required application process at DSS and/or are not agreeable to the housing options made available to them.

DSS keeps a record of individuals seen in the agency due to homelessness, and the reasons leading them to homelessness. We have found that loss of friend and family supports and non-payment of rent resulting in evictions are the main reasons for homelessness in Madison County. Other top reasons include individuals being released from jail, transients moving from county to county, and mental illness that lead to difficulties obtaining and maintaining permanent housing. 2018 Top 5 reasons for homelessness – showing a significant increase in homelessness due to being released from jail, transient population, loss of friend/family support, and mental illness.

	2017	2018
Eviction	33	31
Release from Jail	16	28
Transient – county moves	12	22
Loss of friend/family support	35	53
Mental illness	1	9

Top 7 Reasons Homeless



In addition to working with the homeless population year-round, DSS is mandated by New York State to place individuals in temporary and/or permanent shelter during inclement weather when temperatures drop to 32 degrees or below. The New York State Governor's Office has issued a Code Blue Order annually since 2016 to ensure that homeless are directed to shelters during inclement weather. The Code Blue Order also requires districts to submit an annual plan outlining how the district will conduct outreach to chronically homeless individuals, house homeless individuals and work with law enforcement and other agencies. Madison County's current policy is to house homeless individuals found within the county who are determined to be without shelter from November 1 to March 31 annually, and for any days outside of those dates when the air temperature is at or below 32 degrees. Madison County has no homeless shelter within the county, therefore DSS relies on private apartments, commercial hotels/motels or shelters located outside the County. Homeless families are placed at one of two national-brand motels (Super 8 and Days Inn) and homeless individuals are generally referred to a locally-owned hotel (Olcott), if available. All hotels/motels used to place homeless persons are inspected semi-annually by DSS, as required by the NYS Office of Temporary and Disability Assistance (OTDA), with one inspection coinciding with the annual inspection conducted by Public Health under their regulations.

In 2018, there were 9 individuals placed under Code Blue requirements from January to March, and 3 individuals placed from November to December for a total of 12 placements during the Code Blue season.

Also new to the 2018/2019 Code Blue Season is the collaboration between DSS and CAP to establish warming sites where homeless individuals can go between the months of November 1 and March 31 or any other day when the temperature drops to 32 degrees or below. Several community libraries within Madison County serve as warming sites, offering a heated facility,

restrooms, refreshments, backpacks with hygiene products and snacks, as well as informational packets with resource booklets listing DSS and other agency phone numbers and contacts. DSS spent just over 119 hours in 2018 assisting homeless individuals and families in finding shelter for the night, temporary and/or permanent housing. Anyone presenting as homeless is considered to have critical need and all efforts are made to find housing that very night. This involves numerous telephone calls to various agencies, landlords, hotels, as well as attempts to coordinate transportation and basic necessities, such as food, water, personal hygiene products, and blankets.

2018 Homeless Unit Success:

A single woman came to DSS in January 2018 presenting as homeless. She has struggled with mental health disabilities for many years, yet refused to seek treatment resulting in her being homeless on numerous occasions due to eviction. Several past attempts to encourage her to seek mental health treatment and sustain permanent housing were unsuccessful. She had been living in a storage unit, and when that was no longer an option, she resorted to sleeping under a bridge. DSS placed her in a private-owned hotel for 2 months under Code Blue regulations and assisted her with obtaining a Temporary Assistance grant which enabled her to pay rent through the month of May 2018. Unfortunately, in June 2018, she was again evicted and presenting as homeless. At this time, a collaborative effort of DSS Employment Unit, Mental Health, Liberty Resources, Pros Clinic, and medical providers convinced the client to agree to placement in a Congregate Care Level II facility. The Employment Unit spent many hours contacting landlords, community agencies, mental health case managers all while encouraging and supporting the client through the entire process. As of June 2018, the client is actively involved in mental health treatment, residing in her own apartment, received approval for Supplemental Security Income, and her Temporary Assistance case is now closed. DSS will continue efforts to support homeless and coordinate services with outside agencies and law enforcement to ensure residents are safe and have adequate shelter.



Submitted by Patricia Platt, Deputy Commissioner for Financial Assistance

2018 Monthly Homeless Statistics													
	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	TOTAL
Single Men	7	5	7	6	7	9	3	8	11	14	8	10	95
Single Women	2	9	4	2	8	6	2	4	2	5	7	2	53
Families	4	4	2	1	0	1	2	4	1	2	3	0	24
TOTAL	13	18	13	9	15	16	7	16	14	21	18	12	172
Placed	3	7	3	3	2	5	2	3	3	5	5	3	44
Private Owned Hotel	2	4	2	1	2	3	1	2	1	3	3	3	27
Commercial Hotel		1		2			1	1	2	2	2		11
DV Shelter		1											1
CAP transitional apt													0
Venture House						2							2
Respite Bed													0
private apartment			1										1
Rescue Mission/Emmaus House	1	1											2
Not Placed	10	11	10	6	13	11	5	13	11	16	13	9	128
Refused help	1	2	3	2	2	2	4	2	3	3	3	2	29
Made own plan	9	9	7	4	11	9	1	11	8	13	10	7	99
Reasons for homelessness													
Eviction	3	9	4	1	1	3	2	2	3	1	1	1	31
Jail	4	1	2	1	3	2	1	3	1	7	1	2	28
DV		1			1	1			1	2			6
Fire/Disaster	2											2	4
County to county move			1	2	1			3	5	3	3	4	22
Loss of Friend/Family support	4	6	5	5	5	4	1	5	2	5	8	3	53
Living in Tent/ Camper						1	1		1	1			4
wanted to move out of parents										2			2
lost job		1			1		1				1		4
left apt due to mold/no power								1					1
left apt due to codes											1		1
return to NYS with no plan			1		1	2		1	1		1		7
mental health					2	3	1	1			2		9

MOBILE WORK CREW

Madison County DSS has a mobile work crew supervised by two Work Crew Leaders. One Work Crew Leader position is a shared position with the Madison County Maintenance Dept. and assists with major projects county-wide. The mobile work crew provides work experience for Temporary Assistance and SNAP recipients in Madison County, teaching marketable skills. The mobile work crew performs jobs for Madison County non-profit agencies and municipalities. These projects provide a means for recipients to meet their required countable work activities participation, while providing work to agencies at no cost.

In 2018, the mobile work crew performed a total of 1,314 hours on projects as follows:

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total
Hours	112	154	112	154	119	129	105	63	112	32	70	152	1,314
Clients	5	7	6	5	5	4	3	3	4	2	2	6	52

2018 Projects:

- Highway Garage – finished trim work on outside of building.
- Town of Sullivan Parks – painting, repairs and remodel of basement to become new cross-country ski area.
- Cornell Cooperative Extension Morrisville office – painting and repairs of exterior.
- Canastota American Legion – painting and repairs, cleaned out attic.
- Town of Cazenovia – demolished and cleaned up pavilion.
- DSS – moved furniture, disassembled and re-assembled cubicles and offices, and minor miscellaneous jobs.
- DSS – assisted with preparation for installation of new carpeting on the second floor.
- OHG Fishing Derby – helped with setup and cleanup.
- Boxing Hall of Fame – helped with cleanup.
- Snow removal from county cars.

The Mobile Work Crew Leader has developed relationships with local employers and works closely with the DSS Employment unit to identify job opportunities for our clients. The Work Crew Leader communicates regularly with Oneida Molded Plastics (OMP), a manufacturing company in Oneida which has hired numerous clients through referrals from the Work Crew Leader. In 2018, the Work Crew Leader helped to secure employment for several clients with major barriers, including registered sex offenders, those released from jail and homeless individuals. In October 2018, an individual just released from prison came to DSS due to homelessness. He was temporarily housed at a private-owned hotel and started the application process for Temporary Assistance which required him to participate with the Mobile Work Crew. In less than 2 weeks, the Work Crew Leader was able to secure employment for him at OMP, and he withdrew his application for assistance. He continues to be a successful employee at OMP.

Submitted by Patricia Platt, Deputy Commissioner for Financial Assistance

BURIALS

In 2018, DSS received 47 applications for indigent burials, with 44 of those applications processed for payment by DSS and 3 applications denied. The total amount paid for burials was \$122,442.32, which is a 5.50% decrease from 2017 amount of \$129,552.85.

Below is the amount paid to our local funeral homes:

Funeral Provider	Costs
Ayer & Zimmer Funeral Home	\$4,662.00
Burgess & Tedesco Funeral Home	\$18,729.44
Campbell Dean Funeral Home	\$18,396.00
Coolican & McSweeney Funeral Home	\$9,857.60
Cremation Services	\$1,613.00
Delker & Terry Funeral Home	\$2,022.00
Fairchild & Meech Funeral Home	\$3,127.48
Fiore Funeral Home	\$1,980.00
G.F. Zimmer Funeral Home	\$10,867.00
J. Homer Ball Funeral Home	\$20,326.80
NewComer Funeral Home	\$2,075.00
Nunn & McGrath Funeral Home	\$3,064.00
Paul Funeral Home	\$18,630.00
Roberts Funeral Home	\$2,386.00
Smith Funeral Home	\$4,706.00
Total	\$122,442.32

In 2018, at the request of several area Funeral Homes, and based on comparable and contiguous counties, Madison County elected to increase the amount paid for indigent burials/cremations, caskets/vaults, and added a new category for burials of infants less than 6 months of age. The new rates will be effective in the year 2019, and will slightly increase the amount paid to local funeral homes in the future.

Submitted by Patricia Platt, Deputy Commissioner for Financial Assistance

MEDICAL ASSISTANCE

Medical Assistance (Medicaid) is a program that provides health insurance coverage for eligible children and adults. To qualify for the Medicaid program, applicants must meet certain requirements such as income, resources, age or disability. The Medicaid program makes payment directly to providers of medical care, such as hospitals, doctors, pharmacies, etc., and is funded through federal, state and county appropriations.



The total Medicaid expenditures for Madison County in 2018 were \$128,511,355.85; with the local share being approximately \$10,941,856.00 (8.51 % cap).

Local weekly share expenditures total \$206,092.00 which was 0.15% of the statewide weekly total of \$136,416,788.00.

2018 Medicaid Program Highlights:

- NYS Department of Health statistics show 8,770 Madison County individuals are enrolled in Medicaid through the New York State of Health, which is 0.3% of the statewide total 3,236,195.
- Individuals in a MAGI (Medicaid Adjusted Gross Income) eligibility group began transitioning, in phases since July 2016 from WMS (Welfare Management System) to New York State of Health (NYSOH). MAGI recipients are transitioned monthly at the individual's regularly scheduled renewal by recertifying for Medicaid at NYSOH. **216 MAGI cases were transitioned in 2018.**
- The Medical Assistance Unit continues to process applications for the more complex non-MAGI population (aged, blind and disable applicants), certain MAGI populations and remains responsible for annual recertifications and under care maintenance of non-MAGI cases and MAGI cases that have not yet been transitioned to NYSOH.
- The 2018 Medicare Card Replacement Project began replacing Social Security numbers with random numbers on Medicare beneficiary's health cards to prevent the risk of medical identity theft. A Health Insurance Claim Number (HICN) is still required to authorize Medicaid payment of Medicare Part B premiums under Medicaid's Medicare Buy-In/ Premium Payment Program. Some staff were required to gain access to the

Center for Medicare and Medicaid Services (CMS) website data base to access an applicant's HICN.

- Effective January 1, 2019, Community First Choice Option (CFCO) began to offer additional services (retroactively to April 1, 2018) to expand and enhance the Medicaid State Plan home and community-based attendant services to individuals in need of long-term care for activities of daily living, instrumental activities of daily living and health-related tasks. CFCO became available to all states under the Affordable Care Act of 2010. This option provides a 6% increase in federal matching payments to states. Expanding access and availability of services will allow individuals in need of long-term care services to remain safely in, or return to the community. The Medicaid Unit continues to process applications for this non-MAGI population.

2018 Madison County DSS Statistics

1,734 Community Medicaid cases

1,421 Supplemental Security Income Medicaid cases

238 Nursing Home cases

231 Waiver cases

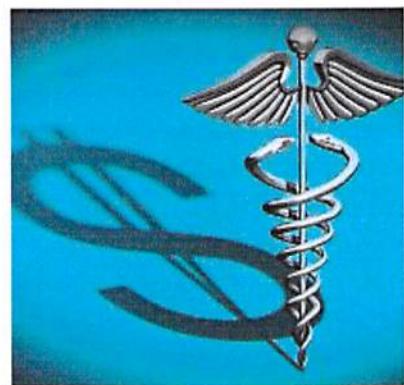
1,254 Medicaid Applications were registered

1,398 Medicaid cases were opened or reopened

929 Individuals were seen by the Medicaid unit in 2018

5,836 Phone calls were received by the Medicaid unit in 2018

39 Aid to the Disabled disability reviews were referred, processed and submitted to NYS Disability Review team: **18** were approved as Group II; **1** was approved as Group I; **3** were denied; **1** was deemed as no action; **0** were started and stopped because the client became certified disable prior to completion (in receipt of Social Security disability or SSI); **16** are pending.



234 Application referrals were received from NYS of Health for individuals disabled, in a nursing home or residential treatment facility, seeking retroactive coverage, foster care and adoption subsidy and surplus income.

90 Under-care renewals were received from NYS of Health for those no longer financially eligible for Medicaid, individuals with Medicare, over 65 years of age and not a parent/caretaker relative or in need of services not available through the Health Benefit Exchange.

58 Individuals have their Medicare Part B premiums paid under one of the Medicare Savings Program/Medicare Insurance Premium Payment (MIPP) and **8** individuals have their employer-sponsored health insurance premiums paid under Health Insurance Premium Program (HIPP).

110 MIPPA (Medicare Improvement for Patients and Providers Act of 2008) referrals were received in 2018. Applications for the Medicare Savings Program were mailed to low-income seniors and persons with disabilities to help pay the cost of Medicare Part B premiums.

Medicaid Managed Care (MMC) has been mandatory in Madison county since October 1, 2010. Exemptions from managed care enrollment are being eliminated and new populations/benefits are being covered. Madison County has two mainstream managed care plans: Fidelis Care and United Healthcare. There were **1,299 individuals enrolled in mainstream managed care** as of December 31, 2018: 240 enrolled with United Healthcare and 1,059 enrolled with Fidelis Care.

585 individuals were exempt/excluded.

Health and recovery Plan (HARP) Expanded behavioral health services for adults: Effective July 1, 2016 Medicaid Managed Care (MMC) plans in counties outside of New York City began covering expanded behavioral health services for adults 21 years of age or older, identified as having serious behavior health needs. SSI/SSI-related managed care enrollees now have their behavioral health covered by the MMC plan. HARP plans, outside of NYC, also began offering members access to enhanced behavioral health home and community-based services. Individuals eligible for HARP plans are identified by the Office for Mental Health and passively enrolled in a plan by NY Medicaid Choice (NYMC). As of December 31, 2018, Madison County has **248 individuals enrolled in a HARP plan.** 210 individuals are enrolled in Fidelis-Healthier Life and 38 individuals are enrolled in United Healthcare Community Plan- Wellness 4 Me.

Managed Long-Term Care (MLTC) enrollment has been voluntary since October 1, 2012 and became mandatory December 1, 2014. MLTC is a partially capitated insurance plan that covers community-based long-term home health care benefits for Medicaid recipients who demonstrate need for more than 120 days, as determined by the Conflict-Free Evaluation and Enrollment Center. These services are primarily defined as: nursing home services in the home, certified home health aides, personal care services in the home, adult day health care, private duty nursing or Consumer Directed Personal Care Services. Madison County has four MLTC plans available with **227 consumers enrolled** as of December 31, 2018.

Visiting Nurses Services of New York (VNS)-4 enrollments; Nascentia Health Options (formerly Visiting Nursing Association of Central New York) – 145 enrollments; Fidelis Care at Home-69 enrollments; iCircle Services-9 enrollments.

Transition of Long-Term Nursing Home Benefit into Medicaid Managed Care:

Since July 1, 2015, all Medicaid-eligible consumers, age 21 or over in need of long-term placement in a nursing facility, were required to enroll in or remain enrolled in a Medicaid Managed Care plan to receive this benefit as a covered service (unless otherwise exempt or excluded). Eligible Medicaid long-term placement consumers residing in a nursing home prior to mandatory July 1, 2015 date, were not required to enroll in a plan, but could voluntarily enroll beginning October 1, 2015. Medicaid Examiners continue to determine chronic care eligibility and are now responsible to code these consumers for enrollment in the eMedNY program restriction/exception field. Once coded, commencement of the 60-day period to choose a managed care plan is triggered. The plan selected must contract with the nursing home in which

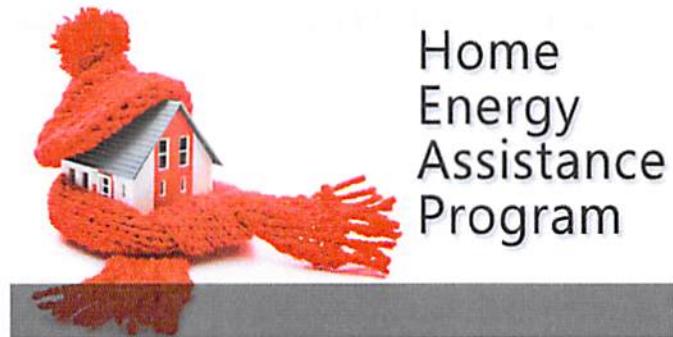
the consumer is placed. New York Medicaid Choice provides outreach, education materials, plan selection and auto assignment if a plan selection is not obtained within the allowed timeframe. **As of December 2018, 149 permanently placed nursing home residents are enrolled in a managed care health plan.**

Task Management System: The Medicaid Unit utilizes this software program to track and manage casework. Each Examiner is responsible for a specific part of case processing. Community Medicaid consist of three divisions of work: Client Contact, Trackers and Finishers. Chronic Care casework is assigned alphabetically; one examiner completes all related tasks to the case assigned them. **In 2018, the Medicaid Unit completed a total of 14,433 tasks.**

Submitted by Leigh Silkowski, Director of Financial Assistance

HOME ENERGY ASSISTANCE PROGRAM (HEAP)

HEAP is a Federally-funded program, administered locally by DSS, that assists low-income New Yorkers with the cost of meeting their home energy needs. This year's HEAP program offered five components: a Regular benefit for heat, an Emergency benefit for households in a heat or heat-related energy emergency, the Home Energy Repair/Replacement Program (HERR), the Cooling Assistance Component (CAC) and the HEAP Heating Equipment Clean and Tune Program.



2017-2018 Program Dates:

Component	Opening	Closing
HERR	November 6, 2017	November 2, 2018
Regular	November 13, 2017	April 27, 2018
Emergency	January 2, 2018	April 27, 2018
Second Emergency	February 12, 2018	April 27, 2018
Clean and Tune	April 2, 2018	Remains Open
Cooling Assistance	May 1, 2018	August 31, 2018

Application Options: Applicants may request a HEAP application from DSS either in person, by telephone or may file an on-line application for certain components through myBenefits.ny.gov. Applicants may request a telephone interview or an in-person interview, if preferred.

HEAP benefit amounts are based upon the applying household's size, income, fuel type and living arrangement. Regular HEAP benefits ranged from \$350.00 - \$675.00. Emergency benefits ranged from \$140.00 – \$675.00. Heat included benefits ranged from \$21.00 for Heat and Eat to \$35.00 for Heat-Included benefits.

2017-2018 Statistics:

- A total of **759 Early Outreach applications were mailed out** by NYS HEAP to vulnerable households (the head of household is age 60 years or older or under age 60, but contain a child under age 6 or a disabled individual) that received a Regular HEAP benefit in the previous year.
- **599 of those Early Outreach applications were returned to the Madison County HEAP Unit for processing prior to HEAP opening.** The Home Energy Assistance Program's fiscal year runs from October 1, 2017 to September 30, 2018.
- The HEAP Unit processed **1, 045 mail-in/on-line applications** (which included Early Outreach).
- The HEAP Unit assisted **347 walk-in applicants**.
- The HEAP Unit handled **2,786 phone calls**.
- **4,437 Regular HEAP benefits were issued** through the Supplemental Nutrition Assistance Program (SNAP) and HEAP Units at a cost of **\$1,871,782**.
- **1,423 Emergency benefits were issued** through the SNAP and HEAP Units at a cost of **\$835,687**.
- **HEAP Administration Allocations** for program year 2017-2018 totaled **\$178,990**.

The HEAP Heating Equipment Repair and Replacement (HERR) Component helps eligible low-income homeowners repair or replace primary heating equipment necessary to keep the home's primary heating source functional. The HEAP unit processed the applications and referred to Stoneleigh Housing, Inc., for coordination of repairs and replacements by HEAP vendors.

- 25 repair or replacement referrals were made to Stoneleigh Housing;
- 12 furnace repairs were completed at a cost of **\$3,842.71**;
- 13 furnace replacements were completed at a cost of **\$47,141.50**.

Additionally, the HEAP unit referred each of these applicants to Stoneleigh Housing, Inc., for the Weatherization Assistance Program (WAP). The purpose of this program is to install energy conservation measures in the homes of income-eligible persons, reducing national energy consumption and the impact of higher energy costs on low-income families. *Household energy-use reductions and resultant energy cost savings are significant, with an average annual savings in excess of 20%.*

WAP providers conduct an assessment of the residence to identify specific measures to increase energy efficiency. Based upon the results of this energy audit, services may include, but are not limited to: sealing cracks and holes to reduce air infiltration; insulation of attics and walls; hot water tank and pipe insulation; installation of energy efficient refrigerator; sweeps on doors; weather stripping; caulking; window repair; energy efficient light bulbs; CO detector; smoke alarms; exhaust fans; dryer venting; roof coating on trailers; window and doors on trailers with approval; air seal ductwork and more. As a result of these referrals, Stoneleigh Housing, Inc. provided weatherization services 9 clients as a cost of \$35,495.00

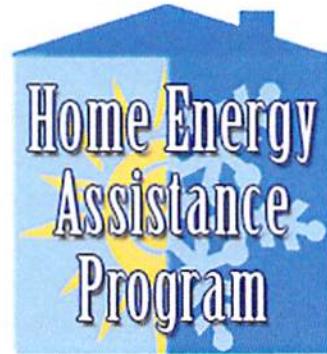
The **HEAP Cooling Assistance Component (CAC)** provided a benefit of up to \$800.00 per household, this program year, for the purchase and installation of air conditioners and fans to eligible household's that include individuals with medical conditions exacerbated by extreme heat.

- 55 applications were received;
- **36 applications were approved at a cost of \$23,726.23;**
- 19 applications were denied.

HEAP Heating Equipment Clean and Tune Component helps eligible households receive energy efficient services, which includes the cleaning of primary heating equipment, but may also include chimney cleaning, minor repairs, installation of carbon monoxide detectors or programmable thermostats, if needed, to allow for the safe, proper and efficient operation of the heating equipment. Benefit amounts are based on the actual cost incurred to provide clean and tune services, up to a maximum of \$400.00. This component was extended beyond the original closing date and remains open, funded under the 2017-2018 program year.

- 45 applications were received as of February 11, 2019;
- **31 applications were approved at a cost of \$6,383.97 as of February 11, 2019;**
- 14 applications were denied.

As always, federal funding will play a key role in the planning and implementation of the next HEAP season.



Submitted by Leigh Silkowski, Director of Financial Assistance

FAMILY SERVICES

Family Services continues to provide high quality services to the most vulnerable citizens in the county: children, youth, elders and adults with cognitive or physical disabilities. Many of the services we provide are to help alleviate difficulties such as family violence, neglect of basic needs, for those who cannot meet their own needs, mental illness or substance addiction.

In circumstances such as these our services may consist of a child protective investigation with ongoing monitoring and supervision. We may need to provide foster care services so that children have a safe place to live, while their parents work to correct long term issues. In the past few years, we have been able to greatly reduce our need for foster care services in part by providing a higher quantity of preventive services as well as more intensive services. We have also increased our use of "Kinship Care," finding relatives or close family friends who can care for children rather than traditional foster care.

With many individuals, we try to connect them with proper services to help promote long-term positive change. Two programs that help us make such connections are our co-located domestic violence liaison and co-located behavioral health specialist. These individuals can meet with families very soon after they come to our attention making it much more likely that families will get the services they need quickly.

For vulnerable adults and elders, we conduct adult protective investigations, recognizing that for adults they have free will and self-determination so mandating services is quite rare, and refer them and their caretakers for community services. Many of these investigations are the result of financial exploitation of our elders either by someone they know or by "scam" artists who prey upon our older citizens. In these cases, we coordinate with local law enforcement in hopes of shutting down such operations. We also coordinate the consumer directed at home care program for those with significant physical needs; rather than these folks being cared for in a nursing home.

Many the services we provide are aimed at preventing issues before they become too serious or possibly before they become an issue at all. Our Persons In Need of Supervision (PINS) diversion program is designed to help parents and school districts identify youth early to address issues before "it is too late." These services help to correct behavior so that court involvement is not necessary. Contracted services such as mentoring, life skills coaching, family action and placement diversion all target specific needs to help improve individual and family functioning.

With the merger of the Youth Bureau, as part of Family Services, we have expanded our early prevention services. School and Youth Development Coordinators are conducting leadership training, a program designed to improve youth communication and problem-solving skills as well as their self-confidence, in more schools than ever before. They also developed and ran a new summer program for youth at risk. In anticipation of the new "Raise the Age" legislation in New York State, the School and Youth staff have completed training in Interactive Journaling and Girls Circle so in the coming year they will be offering even more services to youth at risk. We also hope to begin a "Motherhood Connection" facilitated support group for mothers or women in the role of parenting as a companion to our "Fatherhood Connection" which will be facilitated by Family Services staff from now on rather than paying a contractor to do so.

We are pleased with the positive work that has been done in the past year, which you will read more about in the next several pages, and we look forward to the challenges of the coming year.

Child Protective Services:

Statistical Information Reports per Year:

Year	2018	2017	2016	2015	2014
Total	1696	1733	1634	1529	1463
Number of Reports	(370 FAR)	(427 FAR)	(505 FAR)	(503 FAR)	(540 FAR)
Neglect/					
Abuse	56	64	78	65	72
Petitions Filed with Family Court					

Adult Protective Services

Statistical Information:

Year	2018	2017	2016	2015	2014
Number of Referrals	106	101	108	104	101

Six Types of Elder Abuse Exist



Learn how signs of elder abuse differ from normal aging to prevent elder abuse before it happens.



Protective Services Success Story:

A child protective report was received alleging inadequate guardianship against a father and parent-substitute because they did not address concerns that an older child had attempted to smother a younger child and they allowed the two children to remain in the same bedroom. It was alleged the older child learned this behavior from visitation with her mother and the mother's boyfriend. Through the course of the investigation, the child protective caseworker was able to determine that this behavior was not due to any behavior on the part of a parent or parent substitute either currently or in the past. However, the two children were sharing a bedroom and sleeping on a queen-sized air mattress together and the older child had attempted to smother the younger child at night on two occasions.

The caseworker worked with the parents to separate the children so that each are now in their own bedrooms. Because the family has very limited resources, the caseworker also was able to facilitate with a community organization obtaining beds for each of the children. This organization makes beds for children, who do not have beds of their own, at no cost to the family. Due to the nature of the concern, the family was not put on a wait list and the beds were delivered in two days to the family. In addition, to help prevent the older child going into the bedroom of the younger child during the night, the caseworker helped the family obtain door alarms for each of the bedroom doors and helped to install the alarms.

The above interventions helped to address the immediate safety issues. Now the caseworker turned attention to addressing the underlying cause of the problem. She talked with the family and with the school regarding all the different options available to help facilitate counseling for the older child. A counselor at school is now meeting with the child regularly to address the issues.

Child Protective Services receives many reports each day and each report must be investigated in a timely manner to determine if the allegations of abuse and neglect by a caretaker are present or not. Each report is different and needs to be investigated in a manner that allows the family to make the changes necessary to keep all their children safe. While the above story was not necessarily about abuse, it could be a serious case of neglect without the successful interventions of the caseworker.

In the report on the next page, "Other" refers to reports shared with other counties where most family members live outside of Madison County. There were no significant increases or decreases in any particular township.

Monthly Child Protective Reports Sorted by Township

	Jan	Feb	March	April	May	June	July	Aug	Sep	Oct	Nov	Dec	Total
Brookfield	6	3	9	11	9	8	3	4	3	6	2	8	72
Cazenovia	6	6	5	2	3	3	4	2	2	4	2	2	41
DeRuyter	7	1	3	2	1	1	1	0	0	0	1	0	17
Eaton	4	7	6	12	13	12	10	1	5	8	10	7	95
Fenner	1	4	0	1	0	1	0	0	1	1	0	0	9
Georgetown	1	0	1	3	0	1	1	1	0	0	0	2	10
Hamilton	7	4	9	9	14	4	8	6	14	11	8	12	106
Lebanon	4	1	1	1	3	0	0	0	0	0	0	1	11
Lenox	20	32	27	26	22	25	22	30	22	20	25	24	295
Lincoln	1	0	0	0	0	0	0	0	0	0	0	0	1
Madison	4	6	2	4	3	4	3	2	6	5	11	3	53
Nelson	5	1	2	0	0	1	0	0	0	0	0	0	9
Oneida	30	40	46	31	34	36	35	28	28	32	32	25	397
Smithfield	0	1	1	1	4	0	1	0	0	2	0	2	12
Stockbridge	4	4	2	5	4	4	3	1	6	4	4	7	48
Sullivan	24	25	37	15	20	12	17	17	15	12	14	11	219
Other Reports	25	27	19	27	32	27	23	30	13	41	17	20	302
Total	149	162	170	180	162	139	131	122	115	146	126	124	1696

Foster Care Services

Statistical Information:

Year	2018	2017	2016	2015	2014
Children Placed in Care	37	24	20	27	34
Children Discharged from Care	31	28	31	32	40
Average Number in Madison County Foster Homes	23	13	19	24	25
Average Number in Therapeutic Foster Homes	3	8	7	7	9
Average Number in Higher Levels of Care	12	10	16	19	20
Children Adopted from Foster Care	9	10	8	6	14
Foster Homes Certified	11	7	3	10	7
Foster Homes Closed	3	7	7	4	9



Foster Care/Preventive/Adoption Success Story:

This family is representative of many of the families that come under family services' supervision. At the time of the initial Child Protective Services (CPS) report, there were five children in the family ranging in age from 2 years to 9 years. The mother was birth mother to the youngest three and the father was birth father to the oldest two. The family's issues stemmed from the adults' alcohol and drug misuse and domestic violence between the parents, with the mother primarily the victim.

Initially, a plan was made for the children to be cared for by relatives to ensure their safety, with the two older going to live with their own mother and the three younger children living with an aunt and uncle. The caseworker began assisting the parents to engage in services to address their issues so the children could be safely returned to their custody.

Due to the seriousness of the concerns, a neglect petition was filed in Family Court to seek the aid of the court in requiring the parents to complete services. Unfortunately, the parents minimized or denied their substance misuse and denied they engaged in domestic violence, making it difficult for them to become meaningfully engaged in treatment for these issues. In addition, the parents would often not make themselves available to meet with the caseworker or respond to attempted phone calls and letters sent to them; making it very difficult for the caseworker to be of assistance to them. The parents' lack of participation in services, as well as continued domestic violence and misuse of alcohol and substances, resulted in numerous court appearances for reviews of the case by the Judge and modifications of the court's orders. The mother was referred to the Family Treatment Program, the Family Court version of the state's drug court program, to provide more intensive services.

Meanwhile the children continued to be cared for by relatives. Each of the relative homes were in an adjacent county, so through an interagency agreement, a caseworker from that county visited the children monthly to monitor their progress and assess for any needs they may have. Although the children were doing well and their safety needs were being met, this arrangement did not provide the three younger children with the permanency they and all children need to thrive. The two older children were able to achieve safety and permanency in their mother's home.

Eventually the mother engaged in services, although not without struggles, and was living with relatives who provided her with emotional and financial support. She gave birth to another child, who stayed in her custody as she was separated from the father and engaged in services. When the baby was 14 months old, the decision was made, with approval by family court, to place this child into foster care. This decision was due to the mother's continued relationship with the father, who continued to display abusive behavior, and her inability to keep the child safe from concerns at the relative's home.

The caseworkers continued to work with the parents and the children. They monitored the children's safety and well-being in the respective placements ensuring their needs were met. They continued to work with all family members toward reunification including monitoring all

the counseling services the members were engaged in and arranged for visitation among all family members. The father did not commit to engaging in services nor would he visit with the children. Fortunately, the mother, began to make progress in her treatment programs, secured stable employment with assistance from family, and attained clean, safe housing for herself and her four children. She began unsupervised visitation with the children, which gradually increased in stages, and with continued support of the family members, the foster parents, parent aides, caseworker assistants and the caseworkers, the children were transitioned to her home. DSS remained involved to help support the family in the months following reunification. Although it took some time, as issues such as domestic violence and substance use often do, the children's needs for safety as well as permanency were finally able to be met.

Preventive Services

Statistical Information:

Year	2018	2017	2016	2015	2014
Average Number of Open Preventive Cases	104	112	117	109	122
Average Number of Children	207	207	205	190	227
Referrals for Parent Aide Services	26	21	22	17	26
Number of Parent Aide Home Visits	291	292	324	285	366
Supervised Coached Family Visits	492	527	594	643	485
People using Emergency Supply or Food Cupboards	30	29	6	27	43
Transportation Trips	344	291	493	447	492
Transportation Savings	\$11,300	\$10,360	\$17,090	\$18,340	\$20,539
Children Receiving Life Skills Coaching	22	25	23	20	18

Our number of supervised/coached visits fluctuates based on the number of children who are in foster care.

School Services Program

Statistical Information:

Year	2018	2017	2016	2015	2014
Number of Referrals	99	91	112	97	136

Source of Referral Number of Referrals	School	Outside Agency	County Departments	Family
	66	14	13	6

Referred Need	Mental Health Services	Medical Services	Juvenile Justice	Educational	Substance Abuse	Basic Needs	Mentoring Services
Number per Need	45	9	10	33	1	49	36

Each referral could reflect a variety of needs.

Age of Child	0-5 years	6-9 years	10-13 years	14-16 years	17-18 years
Number per Age Group	4	22	37	28	8

School Services Success Story:

One family was referred to the School Services Program after a mother reached out to her daughter's school counselor for assistance with parenting and adolescent development. After a recent separation, the parents were living apart which made parenting increasingly challenging for the mother. Additionally, the daughter struggled with peer relationships. The School and Youth Development Coordinator met with the mother and discussed available services that were appropriate for her family. A parent aide accompanied the Coordinator on the home visit to talk with the mother about her struggles with parenting.

Referrals were made to the Family Action program for case management and to the Mentoring Program for both the son and daughter. Both services are preventive services contracted for by Family Services with the Community Action Program of Madison County (CAP) to help the families before issues become a child protective or PINS matter. The family is currently working with the Family Action case manager along with a Family Services Parent Aide. The family is working on establishing healthy social relationships, appropriate behavior for the children both in the home and in public, and appropriate discipline. There is also a plan for them to obtain mental health counseling, which the case manager will help them arrange. The family has made progress on working towards healthy relationships amongst themselves.

For another situation, one of the Family Services mentees began the program when he was 13 years old, after he had been in legal trouble for breaking and entering, arson and theft

mentor worked with him for 18 months. In that time the mentee's anger has decreased and he has become a law-abiding citizen. The mentee speaks about being a leader rather than a follower and how following others is what landed him in legal trouble to begin with. The mentee now believes in himself to accomplish his goals and believes others can be motivated to do so as well. The mentee recognizes his mistakes and works hard at doing the right thing while encouraging others to do the same.

PINS Diversion Program

Statistical Information:

Year	2018	2017	2016	2015	2014
Number of Referrals	108	129	159	117	110
Reasons for Referral	83 I&U	100 I&U	114 I&U	88 I&U	96 I&U
	52 TR	48 TR	65 TR	55 TR	35 TR
	9 MJ	21 MJ	33 MJ	34 MJ	11 MJ
Petitions Filed	13	11	13	13	14
Placement with DSS	5	2	6	5	11

For "Reason for Referral," I&U stand for Incorrigible & Ungovernable; TR for Truancy; and MJ for Marijuana use – each youth can have more than one reason for referral.

PINS Diversion Success Story:

In January 2018, a school principal made a PINS diversion referral for Jimmy, a 13 year-old who had missed over 62 days of school and was failing every class. When Jimmy did go to school, he would skip classes and sit in the stairwell. If not in school, Jimmy would spend the day sleeping or playing video games. Jimmy's parents tried to encourage him to go to school but had difficulty providing structure and consequences for him when he did not. A contributing factor to Jimmy's lack of attendance was his weight; he was extremely overweight, about 400 lbs., which affected his self-image and interactions with his peers.

A PINS Diversion caseworker met with the family to offer options for services and develop a plan to improve Jimmy's attendance. The parents agreed to work with Liberty Resources, Placement Diversion program to start intensive family therapy, a contracted service provided by DSS. As we know it takes time to effect change in a family system and Jimmy's attendance did not improve right away. Although the school continued to have concerns, a decision was made to give services an opportunity to effect change. All service providers and the family a

keep working together throughout the summer. The PINS Diversion caseworker and the family therapist began looking for options for Jimmy in the summer to help him improve his self-image and motivation. They found a summer camp that helps youth to have fun and learn how to make healthy choices in life, including better nutritional choices. Using preventive services funds, PINS Diversion paid the registration fee for Jimmy to attend camp. He went to camp but he was extremely home sick and returned home earlier than plan because this was his first time away from his family. He did attend for nearly three weeks which was an enormous success given his hesitation to going at all.

Everyone involved wanted Jimmy to be successful at home and in school so therapy continued and he also began to work with Scott Petosa's Life Skills Coaching program, another contracted program provided by PINS Diversion. Scott has been working with Jimmy to increase his educational success and build on his strengths. Scott and Jimmy have been regularly going to work out at the YMCA and it is reported that Jimmy has lost 20 lbs. and enjoys going now. So far, this school year, Jimmy has only missed 22 days of school, a huge improvement over the same period last year when the referral was made. With collaborated efforts, PINS Diversion service providers have helped this family begin to be successful without the need for family court intervention.

Safe Harbour

This is the first year information regarding the Safe Harbour program is being included in our Annual Report. Safe Harbour is a new program that is provided with funding from the New York State Office of Child and Family Services. This program is made possible as a direct result of the merger between Family Services and the Youth Bureau. In addition, we have begun some early prevention efforts with youth who may be at risk and hope to expand those efforts. There are two primary purposes for this program:

1. To provide information to service providers and the public about the signs and early detection of youth who are victims of sex trafficking; and
2. To provide services to victims of sex trafficking or to youth who are at risk of becoming victims.

This year, Safe Harbour received 67 total referrals (9 were "repeats" within this calendar year). We provided basic needs such as food and clothing to approximately 25 at risk youth. We also developed items such as awareness post cards, flyers, and referral forms, to provide information to the community to spread awareness. We have also distributed items that are geared toward youth (i.e., hand held puzzles, lip balm, pens and ear buds), so that they have the information accessible to reach out for help if necessary.

We screened an anti-trafficking film called Little Red, with approximately 18 local children. This video is designed for older elementary and middle school age children to help them learn to avoid potential trafficking situations. We have contacted school districts and other community organizations in order to reach more children with this video and there are already more screenings scheduled for 2019.

Training has also been a major focus for us, with the dual goals of spreading awareness about the issue, as well as helping improve the trauma sensitive response from service providers. The Safe Harbour Coordinator provided training to a total of 120 providers such as DSS staff, local law enforcement, mental health and other local service providers in Commercial Sexual Exploitation / Sex Trafficking Awareness. There are other trainings scheduled for 2019, as well, to reach community members. We contracted with Treatment Implementation Consultants to provide a two-day training on Dialectic Behavioral Therapy (DBT) to 40 staff people in Family Services (DSS). We also hosted One Circle Foundation in providing training for their Girls Circle program. We did not have enough of our own staff to fill an entire training, so needed others to attend to meet the minimum number of 36 attendees. We had an overwhelming response and had too many people for one training. We worked with One Circle Foundation to offer the same training twice, back to back. In total 86 people, 8 from Madison County, were trained.

Excerpt from OCFS Safe Harbour: NY's response to our 2018 report:

Madison's progress was rated as 'awesome' (4 on a scale of 1-4). Highlights of work so far include: informing and engaging relevant providers around anti-trafficking issues, delivering training to promote trauma responsive practice, and developing in house capacity for DSS to continue identifying at-risk youth and meeting their immediate, tangible needs.

Madison County Youth Bureau:

The Youth Bureau has worked diligently over the last year to acknowledge the needs of youth while undergoing a merger under DSS. The Youth Bureau expanded from one Director and one Youth Development staff to one Director, one School and Youth Development Supervisor and three Youth Development staff.

The Leadership Program's Personal Skill Development has involved youth from Cazenovia, Chittenango, Stockbridge and Morrisville. The Leadership Program's Service Learning Component has involved 20 students who were graduates of Personal Skill Development and who have given back to their community in a host of ways from helping abused, neglected and abandoned animals to helping the elderly and participating in the Red Kettle Campaign for the Salvation Army.

Staff created and implemented a Summer Leadership Program for 14 youth in partnership with Morrisville State College. Staff have participated in training in management practices, interactive journaling, youth development and group facilitation. Staff are engaged in community committees on homelessness, LGBTQIA, and suicide prevention.

Over 90 School Services referrals were provided to Madison County youth and families. Referrals focused on assistance accessing services, counseling, educational assistance, case management services and behavioral issues. Seven adults were trained in Youth Mental Health First Aid Training.

Staff completed Program Quality Assessment reviews for six Youth Bureau funded agencies to ensure that agencies are addressing the eight features of positive youth development as stated in their contracts. Initial planning has been done to take on facilitation of the Independent Living program which was a contracted service.

The Teen Assessment Project Survey was administered electronically for the first time in Madison County schools in partnership with Colgate University. A report will be released in early 2019.

Seven nonprofits received Youth Development Program Funds for youth programming in 2018 totaling \$47,000 and impacting over 500 youth. Programs included two youth employment initiatives within a recreation (202 youth participants, 20 teen staff and volunteers) and camp program (78 teen staff), a summer literacy program to address summer slide (78 youth), at risk case management (9 youth), and a farm program working with animals to teach youth about self-esteem, empathy, teamwork and leadership (16 elementary age youth). The Youth Bureau's Leadership Program, with its expanded staff, utilized \$8,000 of Youth Development funding in 2019. Due to the DSS and Youth Bureau merger, these funds will now be incorporated into the funds distributed to community agencies, allowing the impact of funds to expand the resources for youth in Madison County.

Four youth attended the statewide Youth Leadership Forum in Albany, facilitated a workshop for youth from across the state, and met with their Assemblyman and Senator's Counsel.

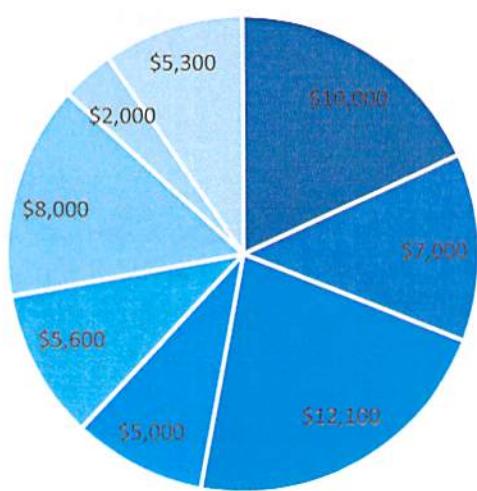
A total of 23 youth were also served through the Interim Family Home Program for Runaway and Homeless youth, mostly for case management, while one youth was housed for 47 days in the host home. We believe the instance with the youth in the host home gave us an opportunity to evaluate the strengths and challenges of the program. It also highlighted another positive aspect of the Youth Bureau and DSS/Family Services merger as we had very open and clear communication between the two programs which worked to the benefit of the youth. The Youth Bureau Director has worked with the state's Runaway and Homeless Youth Regional Representative to develop a monitoring tool for use across the state's Interim Family Home Program.

The Youth Bureau's Youth Board has increased in size and added youth to its membership, entering 2019 with four youth members. Plans are in place to expand the government program in 2019 in partnership with Madison-Oneida BOCES. The partnership will expand to a law and government program offered to Madison County high school students with experiences on the county campus and in the community. The internship component originally included as a half day in the nine session Exploring County Government program will expand to a much larger experience with a morning session of the program running the full school year.

The biggest success story of the year would have to be the impact that the merger had on the Summer Program at the Haven at Skanda. The program requested funds from the Youth Bureau, but due to the many applications submitted the final allocation would not be able to cover the full amount for the program, which would mean the summer program would only run for one month and serve at most about nine youth. The Director, having heard from the program facilitators

and the Madison Central School District about the impact of the program on the youth, and having observed the program in action, was sad to know that the Haven would not be able to double its capacity and offer two summer sessions. The Director discussed the program with the Deputy Commissioner. The value of the program was clear in its impact on youth; kids were more engaged in class, they were working better with other youth, they were having less behavioral issues and doing better in their schoolwork. The Deputy Commissioner was able to find preventive funding (which is 62% state and federal funds) to put toward the program so it could run for two one-month sessions instead of just one. This allowed for 16 youth to be served through the program. The collaboration could not have happened without the additional support of the school district which provided busing for the youth. The students still ask about the animals and are excited to return to the Haven where they found a peaceful presence and could learn how to deal with their own emotions while caring for animals who had been abused or neglected.

Youth Bureau Funded Programs - OCFS Youth Development Funding



- Catholic Charities At Risk Case Management = 9 youth
- Community Action Partnership Mentoring Program = 9 youth
- The Haven at Skanda Farm Program = 16 youth
- Town of Sullivan Summer Playground Program = 13 youth
- Village of Hamilton Swim Program = 202 youth
- Youth Bureau Leadership Program = 111 youth
- Cazenovia Public Library Summer Program = 78
- Madison County Children's Camp CIT Program = 78

Submitted by:

*Melissa Maine, Deputy Commissioner for Family Services
 Tina Louis, Youth Bureau Director
 Catherine Fowler, Case Supervisor Grade B
 Karen Bright, Case Supervisor Grade B
 Timothy Brown, Case Supervisor Grade B
 Marcie Soule, School and Youth Development Supervisor
 Emily Pushlar, Senior Caseworker
 Karen Bellotti, Senior Caseworker
 Aubrey Kirley, School and Youth Development Coordinator*

THE MADISON COUNTY DEPARTMENT OF SOCIAL SERVICES LEGAL DEPARTMENT

The Madison County Department of Social Services Legal Department provides legal counsel to all units within the agency. The Legal Department carries two major caseloads:

~ Child & Family Services ~

~ Child Support Collection ~

In addition to these two major caseloads, the Legal Department provides representation to Adult Services, Medicaid, Temporary Assistance, estate matters, bankruptcy, property liens, foreclosures and any other DSS related matters.

The Madison County Department of Social Services Legal Department consists of two Attorneys, one Paralegal and one Office Assistant II. During this past year, the Legal Department continued to maintain a streamlined, highly efficient office. Each member of the Legal Department continues to strive to provide the Madison County Department of Social Services and all of its units with the utmost in comprehensive legal assistance.

~ Child & Family Services ~

Child & Family Services is one of the two major caseloads carried by the Madison County Department of Social Services Legal Department. For Child & Family Services, the Legal Department prosecutes cases in Family Court that involve the neglect and/or abuse of children residing in Madison County.

For the children in the care of the Madison County Department of Social Services, the Madison County Department of Social Services Legal Department is required to keep the Madison County Family Court advised of each child's status and progress while in foster care. This is accomplished by the filing of a Permanency Report with the Court. The Permanency Report contains information including, but may not be limited to, each child's progress, services they are engaged in and services they may require in the future.

For the year 2018, the Legal Department maintained the following:

<u>Active Cases:</u>	63	<u>Cases Opened:</u>	49
<u>Petitions filed:</u>	109	<u>Cases Resolved:</u>	68
<u>Court Orders:</u>	333	<u>Trials:</u>	36
<u>Permanency Hearings:</u>	51	<u>Permanency Reports:</u>	51
<u>Court Ordered Investigations:</u>	25	<u>Total Court Appearances:</u> *	444

(*Includes DSS noticed as Interested Party)

Before the filing of a petition alleging neglect and/or abuse of a child or children, the Madison County Department of Social Services attorneys and paralegal meet regularly with the staff of Child & Family Services and continue to assist the caseworkers in assuring compliance with all laws, regulations and enforcement, as well as compliance with all current Family Court Orders.

2018 Legal/Caseworker Conferences
469

When a private citizen files a petition in Family Court, the petition often contains allegations of domestic violence, drug abuse and/or alcohol abuse between the parties. If the Family Court Judge believes further investigation into the allegations is warranted, the Judge will execute an Order Directing a Court Ordered Investigation (§1034 Family Court Act), and a DSS Caseworker is assigned to investigate the matter. The Madison County Department of Social Services Legal Department also receives a copy of the §1034 Order and monitors the Court's request. Once the Caseworker has completed their investigation and drafted a report, it is submitted to the Legal Department for review and finalization and is then submitted to the Court.

2018 Court Ordered Investigations
25

The Madison County Department of Social Services also works with other agencies within Madison County and the Madison County Family Court in ensuring effective response times to reports of serious sexual and physical abuse of children as well as assisting Respondents who are the subjects of neglect proceedings with drug and/or alcohol addiction. This assistance is achieved through the Multidisciplinary Team (MDT) and the Family Treatment Program.

Multidisciplinary Team (MDT)

The Madison County Multidisciplinary Team (MDT) is a group of professionals who work together in a collaborative manner to ensure effective response to reports of the sexual abuse of children as well as reports of serious physical abuse of children residing in Madison County. Agencies that participate with the legal staff of the Madison County Department of Social Services in the MDT are the: Madison County Attorney's Office, Madison County District Attorney's Office, Madison County Probation, Madison County Sheriff's Office, New York State Police, Canastota, Cazenovia and Chittenango Police Departments, Oneida City Police Department, Madison County Mental Health, Madison County Public Health and medical personnel from Oneida Healthcare. The assistance of the many agencies who participate in the MDT ensures a successful conclusion to the relevant investigation(s) and serves to minimize any additional trauma to the child victim. In addition to the MDT, the attorneys for the Madison County Department of Social Services participate in the Child Fatality Review Team. The Child Fatality Review Team convenes on four occasions throughout the year to review investigative and preventative measures regarding any child fatality that occurs during the year.



Family Treatment Program

Established in August 2005, the Family Treatment Program is a specialized program that assists Respondents in child neglect proceedings where drug and/or alcohol addiction may have contributed to the alleged child abuse or neglect. The participants are required to attend various treatment programs such as drug, alcohol and mental health counseling as well as parenting classes. In conjunction with the Madison County Family Court, the Madison County Legal Department, as well as caseworkers, service providers and the participant's legal counsel meet twice per month to assess the participant's progress through the program. The Family Treatment Program's goal is to continue to ensure that the participant's children have a safe, nurturing environment by focusing on healthy, sober parenting. Since its inception, the Family Treatment Program has received two hundred eighty-nine (289) referrals, ninety-four (94) accepted referrals and forty-two (42) graduates; one (1) of which occurred in 2018. The program currently has three (3) current participants with nine (9) pending referrals.

Child Care Review Service (CCRS)

The Madison County Department of Social Services incurs a substantial expense to provide foster care services to children. The federal and state governments can reimburse Madison County for part of the expense via Title IV-E, Title XX of the Social Security Act, TANF and EAF. In order to maximize the federal and state reimbursement for the children who are in receipt of foster care services in Madison County, accurate and timely recording of information by the caseworkers in CONNECTIONS, WMS (Welfare Management System) and by the Madison County Department of Social Services Legal Department in CCRS is required. The information that is input into these systems is then reported to the state and federal governments who then reimburse Madison County for part of their expended foster care expense.

2018 CCRS Entries

248

Fair Hearings

In addition to those cases of neglect and/or abuse that are filed in the Madison County Family Court, there are those cases that are reported, as neglect and/or abuse, to the Child Protective Hotline. Through investigation by the Child Protective caseworkers, a determination is made as to whether or not the allegations contained in those reports should be indicated or unfounded.

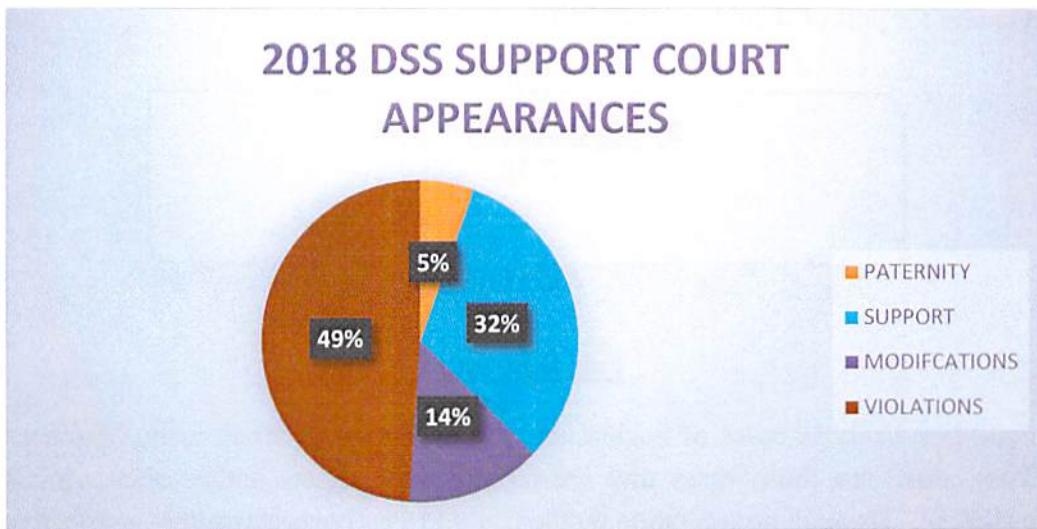
Oftentimes, when a Child Protective report is indicated and closed, the subject of that report will request a fair hearing seeking a determination from the State Office of Child & Family Services that the determination made by the CPS caseworker was correct. A fair hearing is then scheduled with an Administrative Law Judge and, at the fair hearing, the subject of the report and the Madison County Department of Social Services each have the opportunity to present evidence in support of each of their positions. The Administrative Law Judge will then rule on the evidence presented and will submit their decision at a later date.

2018 Fair Hearings

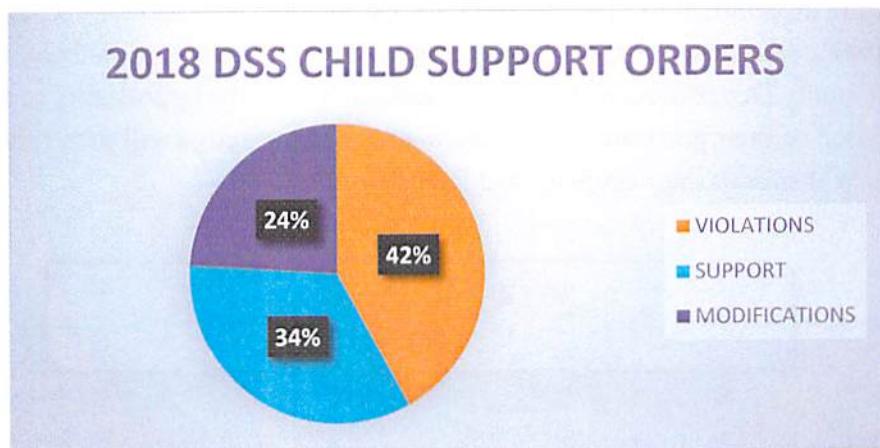
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Child Support Collection

The other main caseload maintained by the Madison County Department of Social Services Legal Department is establishing child support collection in those instances when a child or children in Madison County are in receipt of temporary assistance, medical assistance or are placed in foster care. The Legal Department also works to enforce child support orders and establish the paternity of a child(ren) who are in receipt of benefits in Madison County. For the year 2018, the DSS Legal Department appeared on 594 child support cases.



In addition, the Madison County Department of Social Services Legal Department submits child support orders for filing with the Madison County Family Court regarding the cases where the Department is a party. In the year 2018, the Legal Department submitted 211 child support orders.



**Money Judgments Filed on Behalf of the
Madison County Department of Social Services**

In certain child support cases, money that is owed to the Department for expenditures that can range from the cost of genetic testing to past due child support arrears for children in receipt of temporary assistance or who are placed in foster care, are set in money judgments to the Department and are filed with the Madison County Clerk's Office.

2018 Money Judgments Filed on Behalf of DSS

106: \$196,623.46

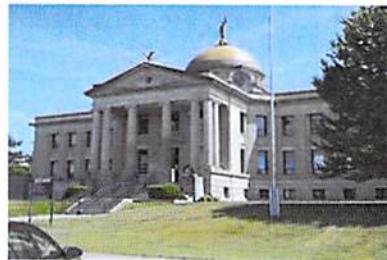
2018 Judgments Satisfied on Behalf of DSS

26: \$31,813.55

Madison County Courthouse Move

In September of 2017, the Madison County Courthouse located in Wampsville moved to the former Oneida Silver Administration Building located in Sherrill, NY (Kenwood). This move was necessary for extensive renovations to be done on the 107-year old courthouse so that the building will optimally utilize all available space and be compliant with current building codes and the Americans with Disabilities Act (ADA-1990). As a result of the courthouse move, the DSS Attorneys, Paralegal, Child & Family Caseworkers and Child Support Coordinator now travel to Kenwood for appearances before the Family Court Judges and Support Magistrate.

It is the County's intention to commemorate the re-opening of the Courthouse with a celebratory event tentatively scheduled for Memorial Day weekend 2019. The Courthouse employees and DSS staff who utilize the courthouse enthusiastically await their return to this beautiful and historic building.



Submitted by Kelly Yonnick-Smith, Paralegal

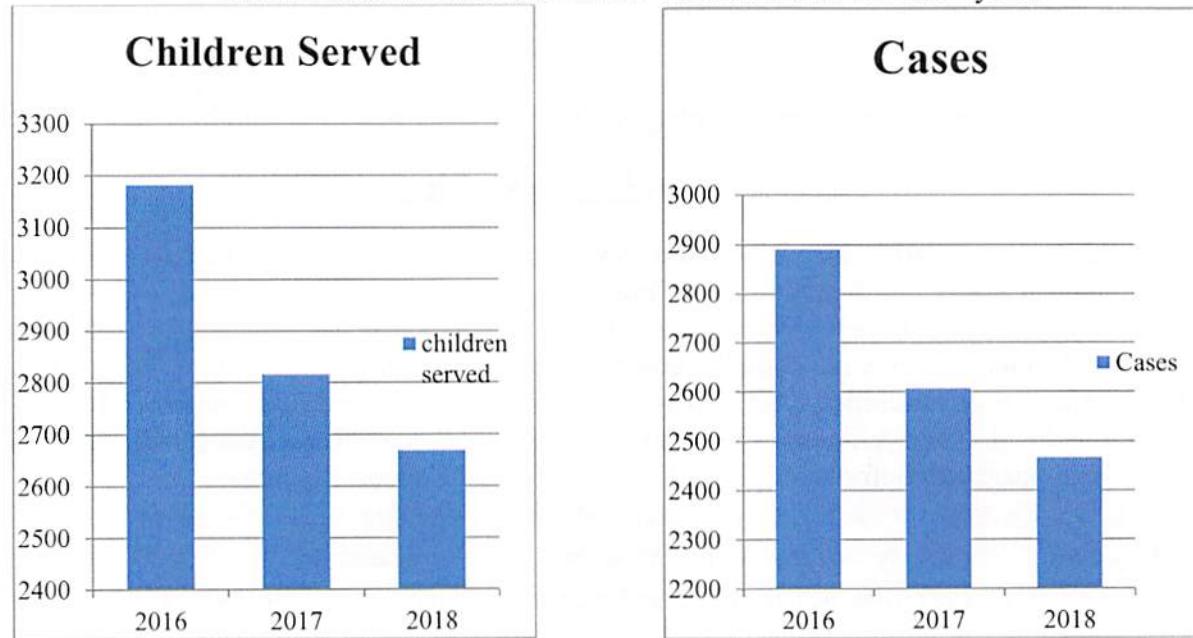
CHILD SUPPORT ENFORCEMENT

The Child Support Unit assists custodial parents in obtaining financial and/or medical support for their children. Services include locating absent parents, establishing paternity, establishing and enforcing support orders, and collecting and monitoring child support payments.

Caseloads

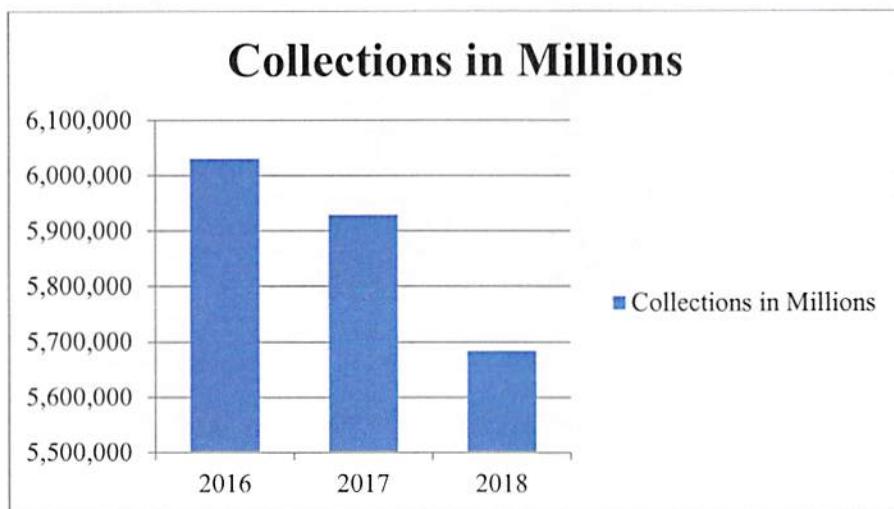
Over the past 3 year the caseloads of the Support Collection Unit has been maintained at a fairly consistent level. This trend is repeated in the number of children served in those same cases. The unit ended the year of 2018 with 2,467 cases, serving 2,669 children.

Charts reflect children served and caseloads over the last 3 years



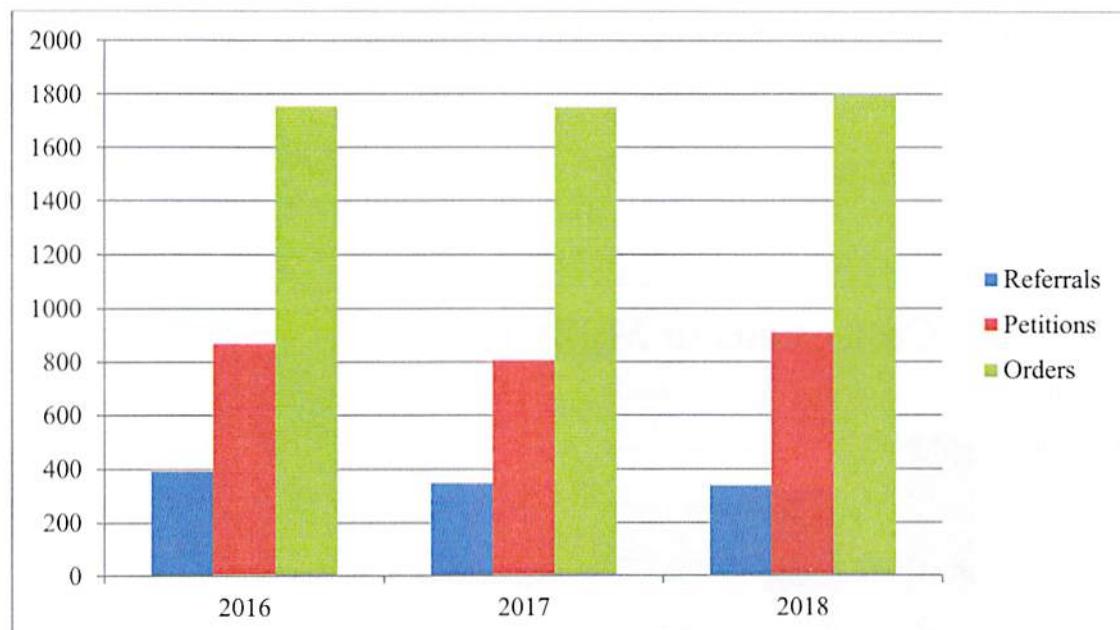
Collections

- ❖ Collections for 2018 totaled \$5,684,123, a -4.13% decrease from last year's collections of \$5,929,065.



In the year 2018 \$63,973.18 was collected in child support from non-custodial parents' New York State Income Tax Refunds and \$141,354.07 from non-custodial parents' Federal Income Tax Refunds. In addition, \$155,137.20 was collected from the respondents' Unemployment Insurance Benefits. As a result of Property Execution methods, including bank account and vehicle seizures, a combined total of \$14,182.99 was received in child support collections as well.

Enforcement Collections



- ❖ 339 referrals from Temporary Assistance, Medical Assistance, and Foster Care units, were received enabling cases to be built and support and/or medical support to be established or enforced.
- ❖ 908 petitions were filed by the Child Support Unit, including paternity petitions, support petitions, and support collection petitions.
- ❖ 1,797 child/medical support orders were received and processed by means of building new accounts and adjusting or closing existing Child Support Accounts.
- ❖ 727 appearances were made at Family Court by the Support Collection Unit including appearances for Madison County enforcement/collection petitions and transferred petitions.
- ❖ 356 cooperation interviews were conducted and processed by the unit as a result of individuals applying for temporary /medical assistance.

Medical Insurance

In December of 2018 Madison County remains committed to ensuring Court Orders address the issue of health insurance. Madison County has health insurance ordered on 80% of its cases. Madison County recognizes the importance of attempting to utilize private insurance to help lower the costs expended by Medicaid.

Genetic Testing

The Department, in conjunction with Laboratory Corporation of America Holdings (Lab Corp), received 65 individuals for genetic testing to assist in establishing paternity. These were results of Court Ordered testing and Administrative DNA Orders issued by the Department of Social Services.

Future Goals

The Support Collection Unit will continue towards its goal of improved utilization of enforcement methods in an effort to increase overall collection for the year of 2019.

Submitted by Julie Carroll, Child Support Enforcement Coordinator

SUPPORTIVE SERVICES

The Supportive Service Unit is staffed with six Office Assistant I employees that provide phone and walk-in notification to all DSS employees while concurrently providing additional clerical support to the financial programs, as well as customer service to the public. Each has individual duties as well as shared duties that are rotated daily and include:

Switchboard: 64,600 incoming phone calls were received, logged and forwarded to DSS employees in 2018.



Heidi Schneider, Office Assistant I

Front Desk: 23,761 individuals were served at the front desk in 2018. Supportive Service staff meets and screens all walk-in applicants at the front desk reception area. Routing slips are completed for each person requesting to speak with or has an appointment with an Examiner. Routing slips are placed in a numbered folder and given to the client. That number is used in lieu of their name for confidentiality. The information is entered into the front desk log. This information is telephoned back to the “runner” in the clerical pool, who completes a “person out front” slip. A clearance report is run and any existing file is pulled from the record room and delivered to the correct Examiner. Additionally, Supportive Service staff uses the Task Management System (TMS) to task appointments and “walk-in” clients to the Financial Program Examiners.



Katelin Helmer, Office Assistant I

Posters, Brochures, Forms/Notices: In 2018, Supportive Service staff created a list of each brochure and poster located in the reception and interview area and every form/notice and application in the record room, used by the Financial Program Examiners. The state mandates certain posters be hung where visible to the clients and these are subject to state audit. There are six of these mandatory posters in every cubicle in the interview area and lobby. **60 informational brochures are offered in the reception area**, are listed by program and include reorder information. There are **113 forms/notice in the record room** that are also listed by program, form number and revision date. Each application for the financial programs has specific forms/fact sheets that are mandated to be included with the application. Supportive Services staff has a list of stuffers that belong with each application and keep a supply of each in the record room.

Case Filing and Retention: Case records are filed daily for the financial program Examiners. Inactive/closed case files must be kept according to each program's case retention requirement (six to ten years for most, depending on the program). Over the summer of 2018, supportive Service staff identified cases that met the storage duration and purged **1,165 case records**.

Common Benefit Identification (CBIC) Cards: Supportive Service Staff is responsible to order permanent cards and issue temporary cards to clients as ordered by the Financial Program Examiners. **1,211 vault cards were activated for SNAP and Temporary Assistance and 71 permanent cards were ordered for Medicaid client in 2018**. State regulations mandate these vault cards be maintained in a secured area, logged daily and inventoried weekly.

Fair Hearings: **103 Fair Hearings were scheduled at the agency in 2018**. Most Hearings were conducted via Video Hearing, some were conducted "in-person". Supportive Services Staff coordinates Fair Hearings held at the agency, sets up the video equipment and uses that equipment to scan Hearing documentation to the presiding Administrative Law Judge.

Child-Teen Health Program (C/THP) Informational Mailings: C/THP places an emphasis on preventive care and treatment for every Medicaid recipient from birth to age 21. A report identifying new recipient households with children under 21 is generated monthly. An informational program fact sheet is mailed to these households. Supportive Services staff mailed **67 households C/THP informational notices in 2018**.

Voter Registration Forms: Supportive Services staff is responsible to collect all agency-based voter register forms and submit to the Board of Elections within ten days of completion. Signed declinations must be tallied on the transmittal form and retained by the district for 22 months. **138 voter registration forms for new voters were sent to the Board of Elections in 2018**.

Individual Duties:

Mail: Supportive Service staff is responsible to open, date stamp and sort each piece of mail received by the agency and forward to the “Tasker” or appropriate unit.

Imaging: All case file documentation for the financial programs is imaged into the NYS Imaging Enterprise Document Repository (IEDR) software program by Supportive Service staff.

Automated Finger Imaging (AFIS): Supportive Service Staff finger images and photographs Temporary Assistance applicants and forwards the information to an Examiner as part of the case record to prevent duplication of benefits. Reconciling AFIS reports.

Maintaining Deceased Case File Records: Responsible to receive these cases and forward to the recovery unit.

State and Local Forms: Ordering and maintaining both local and state forms.

Updating Phone Rosters: Keeping current records all DSS employee phone numbers, supervisors, units and “odd/even” time schedules.

Office Supplies: Ordering office supplies for staff upon request.

Temporary Assistance Recertification's: Input data entry codes to generate a recertification mailing for Temporary Assistance clients with authorizations expiring within the next two months.

Submitted by Leigh Silkowski, Director of Financial Assistance

ADMINISTRATIVE SERVICES

Expenditure/Revenue Analysis - 2018

		<u>2018 Expenditures</u>		<u>2018 Revenues</u>		<u>Local Share</u>
Gen Adm		\$9,153,900		\$6,798,956		\$2,354,944
Child Care Block Grant		\$648,997		\$825,719		(\$176,722)
Title XX		\$934,566		\$629,964		\$304,601
Medical Assist		\$3,370		\$3,366		\$4
MMIS		\$10,735,764		\$0		\$10,735,764
TANF/Family Assistance		\$1,506,672		\$1,560,905		(\$54,233)
Child Welfare		\$2,750,832		\$1,940,177		\$810,655
Juv. Delinq.		\$617,635		\$289,987		\$327,648
Safety Net		\$1,106,263		\$570,080		\$536,183
HEAP		\$20,623		\$20,580		\$43
EAA		\$14,366		\$7,517		\$6,849
Burials		\$111,543		\$14,637		\$96,906
Title IV-D		\$0		\$69,123		(\$69,123)
Total		\$27,604,532		\$12,731,012		\$14,873,520

Please note that this financial report is based on the Finance Office's Financial Reports dated 3/09/19.

The Madison County Finance Office has not finalized the financial information for 2018 as of this date ,
therefore this information is subject to change as more information becomes available.

Local Share - Budgeted vs Actual - 2018

		<u>2018</u>		<u>2018</u>		<u>Surplus/ (Deficit)</u>
		<u>Budget - Local Share</u>		<u>Actual Local Share</u>		
Gen Adm		\$3,195,108		\$2,354,944		\$840,164
Child Care Block Grant		(\$179,193)		(\$176,722)		(\$2,471)
Title XX		\$303,623		\$304,601		(\$978)
Medical Assist		\$0		\$4		(\$4)
MMIS		\$10,941,856		\$10,735,764		\$206,092
TANF/Family Assistance		\$429,280		(\$54,233)		\$483,513
Child Welfare		\$1,441,493		\$810,655		\$630,838
Juv. Delinq.		\$294,999		\$327,648		(\$32,649)
Safety Net		\$892,320		\$539,183		\$353,137
HEAP		\$0		\$43		(\$43)
EAA		\$12,080		\$6,849		\$5,231
Burials		\$174,785		\$93,906		\$80,879
Title IV-D		(\$32,580)		(\$69,123)		\$36,543
Total		\$17,473,771		\$14,873,520		\$2,600,252

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Modified Budgeted Amount vs. Actual Adjusted Gross Amount - 2018

	<u>Budgeted</u>	<u>Actual</u>	<u>Surplus/ (Deficit)</u>
Gen Adm	\$9,713,748	\$9,153,900	\$559,848
Child Care Block Grant	\$665,819	\$648,997	\$16,822
Title XX	\$1,152,350	\$934,566	\$217,784
Medical Assist	\$12,000	\$3,370	\$8,630
MMIS	\$10,941,856	\$10,735,764	\$206,092
TANF/Family Assistance	\$2,378,794	\$1,506,672	\$872,122
Child Welfare	\$2,827,843	\$2,750,832	\$77,011
Juv. Delinq.	\$707,050	\$617,635	\$89,415
Safety Net	\$1,476,000	\$1,106,263	\$369,737
HEAP	\$30,000	\$20,623	\$9,377
EAA	\$25,000	\$14,366	\$10,634
Burials	\$191,750	\$111,543	\$80,207
Title IV-D	\$0	\$0	\$0
Total	\$30,122,210	\$27,604,532	\$2,517,678

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2017 Actual Adjusted Gross Amount vs. 2018 Actual Adjusted Gross Amount

		<u>2017</u> <u>Actual</u>		<u>2018</u> <u>Actual</u>		<u>Increase/</u> <u>(Decrease)</u>
Gen Adm		\$8,890,391		\$9,153,900		\$263,509
Child Care Block Grant		\$569,080		\$648,997		\$79,917
Title XX		\$985,278		\$934,566		(\$50,712)
Medical Assist		\$1,685		\$3,370		\$1,685
MMIS		\$10,778,664		\$10,735,764		(\$42,900)
TANF/Family Assistance		\$1,802,664		\$1,506,672		(\$295,992)
Child Welfare		\$2,194,625		\$2,750,832		\$556,208
Juv. Delinq.		\$526,308		\$617,635		\$91,326
Safety Net		\$1,209,323		\$1,106,263		(\$103,060)
HEAP		\$24,748		\$20,623		(\$4,125)
EAA		\$31,051		\$14,366		(\$16,685)
Burials		\$136,143		\$111,543		(\$24,600)
Title IV-D		<u>\$0</u>		<u>\$0</u>		<u>\$0</u>
Total		\$27,149,961		\$27,604,532		\$454,571

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General Administration
2017-2018 Analysis

	<u>2017</u>	<u>2018</u>	
	<u>Actual Cost</u>	<u>Actual Cost</u>	<u>Increase/(Decrease)</u>
Personnel Services	\$ 5,199,628.17	\$ 5,288,985.09	\$ 89,356.92
Equipment	\$ 109,506.59	\$ 71,935.87	\$ (37,570.72)
Operating Costs	\$ 1,300,565.86	\$ 1,332,008.31	\$ 31,442.45
Fringe Benefit	\$ 2,280,690.47	\$ 2,460,971.03	\$ 180,280.56
Total	\$ 8,890,391.09	\$ 9,153,900.30	\$ 263,509.21
Recovery Charges	\$ -	\$ -	\$ -
Social Service Charges	\$ 19,938.87	\$ 20,119.00	\$ 180.13
Interest & Earnings	\$ -	\$ 528.72	\$ 528.72
Prior year - Refunds	\$ -	\$ 2,480.00	\$ 2,480.00
Unclassified Revenue	\$ -	\$ -	\$ -
Reimbursement from SCU	\$ 150.00	\$ 50.00	\$ (100.00)
Reimbursement School Coordinator	\$ 8,235.97	\$ 9,590.89	\$ 1,354.92
Reimbursement Landfill Work Crew Leader	\$ 16,250.69	\$ -	\$ (16,250.69)
IR DSS/MDT OVS grant	\$ 15,826.53	\$ 67,622.51	\$ 51,795.98
State Share - Social Services Adm	\$ 2,351,705.00	\$ 2,297,808.00	\$ (53,897.00)
State Share O&M Interest Expense	\$ 65,694.00	\$ 58,017.00	\$ (7,677.00)
State Aid - SNAP Adm	\$ 1,354.00	\$ 1,389.00	\$ 35.00
State Aid - SNAP Adm O&M Interest Expense	\$ 45.00	\$ 48.00	\$ 3.00
State Aid - Prior Year Adjustment	\$ 185,624.00	\$ 13,803.00	\$ (171,821.00)
Federal Aid - Social Services Adm	\$ 2,057,630.00	\$ 2,034,289.00	\$ (23,341.00)
Federal Aid O&M Interest Expense	\$ 77,463.00	\$ 80,021.00	\$ 2,558.00
Federal Aid - Prior Year	\$ 335,320.00	\$ 49,027.00	\$ (286,293.00)
Federal Aid - SNAP Adm	\$ 573,371.00	\$ 512,026.00	\$ (61,345.00)
Federal Aid - SNAP Adm O&M Interest Expense	\$ 32,319.00	\$ 25,113.00	\$ (7,206.00)
Federal Aid - FFFS Adm	\$ 1,409,438.00	\$ 1,581,962.00	\$ 172,524.00
Federal Aid - FFFS Adm O&M Interest Expense	\$ 33,744.00	\$ 45,062.00	\$ 11,318.00
Total	\$ 7,184,109.06	\$ 6,798,956.12	\$ (385,152.94)
Local Share	\$ 1,706,282.03	\$ 2,354,944.18	\$ 648,662.15

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Child Care Block Grant
2017-2018 Analysis

	2017	2018		Increase/(Decrease)
Child Care Block Grant				
Child Care Block Grant - 100%	\$ 520,687.88	\$ 601,766.20		\$ 81,078.32
Child Care Block Grant - 75%	\$ 48,392.18	\$ 47,230.83		\$ (1,161.35)
Total	\$ 569,080.06	\$ 648,997.03		\$ 79,916.97
Refunds - Day Care	\$ 717.00	\$ 9,950.34		\$ 9,233.34
State Share - Adm	\$ 170,915.00	\$ 187,083.00		\$ 16,168.00
State Share - Program - 100%	\$ 519,973.00	\$ 599,043.00		\$ 79,070.00
State Share - Program - 75%	\$ 36,295.00	\$ 29,643.00		\$ (6,652.00)
Total	\$ 727,900.00	\$ 825,719.34		\$ 97,819.34
Local share	\$ (158,819.94)	\$ (176,722.31)		\$ (17,902.37)

	2017		2018		Inc/(Dec) # of Children	Inc/(Dec) in Cost/Child Per Month		
	# of Children/Month	Avg Cost/Child Per Month	# of Children/Month	Avg Cost/Child Per Month				
IN HOME DAY CARE REL FT	9	\$271.06	7	\$312.03	-2	\$40.97		
IN HOME DAY CARE REL PT	1	\$185.13	3	\$265.38	2	\$80.26		
IN HOME DC NON-REL FT	15	\$333.64	6	\$234.47	-9	-\$99.17		
IN HOMR DC NON-REL PT	3	\$237.95	5	\$276.56	2	\$38.61		
FAMILY DAY CARE FT	16	\$429.38	10	\$397.44	-6	-\$31.94		
FAMILY DAY CARE PT	4	\$301.18	4	\$365.20	0	\$64.02		
DAY CARE CENTER FT	32	\$553.90	37	\$566.53	5	\$12.63		
DAY CARE CENTER PT	9	\$299.52	16	\$330.68	7	\$31.16		
GROUP FAMILY DC FT	11	\$383.32	15	\$407.10	4	\$23.78		
GROUP FAMILY DC PT	1	\$323.13	1	\$348.11	0	\$24.98		
LEGALLY-EXEMPT DC RELATIVE FT	4	\$164.70	2	\$172.00	-2	\$7.30		
LEGALLY-EXEMPT DC RELATIVE PT	2	\$122.30	5	\$195.00	3	\$72.70		
INFORMAL DC NON-REL FT	8	\$261.19	7	\$290.56	-1	\$29.37		
INFORMAL DC NON-REL PT	2	\$222.67	3	\$204.42	1	-\$18.25		
SCHOOL AGE DAY CARE	4	\$309.45	19	\$326.75	15	\$17.30		
LEGALLY OPERATING CENTER BASED DCFT	0	\$0.00	0	\$0.00	0	\$0.00		
LEGALLY OPERATING CENTER BASED DCPT	0	\$0.00	0	\$0.00	0	\$0.00		
TOTAL	121	\$381.99	140	\$386.93	19	\$4.94		

Source - Schedule G-2

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Title XX
2017-2018 Analysis

	2017		2018		Increase/(Decrease)
Title XX - POS	\$ 291,792.28		\$ 296,494.97		\$ 4,702.69
Domestic Violence	\$ 174,522.96		\$ 174,522.96		\$ -
Family Unification Project	\$ 406,718.05		\$ 356,990.00		\$ (49,728.05)
STSJP	\$ 112,244.46		\$ 106,557.93		\$ (5,686.53)
DCJS	\$ -		\$ -		\$ -
Total	\$ 985,277.75		\$ 934,565.86		\$ (50,711.89)
Refunds - Purchase of Service	\$ 89.33		\$ 21.52		\$ (67.81)
State Aid - Purchase of Service	\$ 374,259.00		\$ 343,938.00		\$ (30,321.00)
State Aid - NonRes Domestic Violence	\$ 43,285.00		\$ 53,968.00		\$ 10,683.00
State Aid - STSJP	\$ 69,540.73		\$ 64,934.91		\$ (4,605.82)
State Aid - DCJS	\$ -		\$ -		\$ -
Federal Aid - Purchase of Services	\$ 224,485.00		\$ 167,102.00		\$ (57,383.00)
Total	\$ 711,659.06		\$ 629,964.43		\$ (81,694.63)
Local Share	\$ 273,618.69		\$ 304,601.43		\$ 30,982.74

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MA-MMIS
2017-2018 Analysis

	2017	2018	Increase/(Decrease)
Medical Assistance	\$ 1,685.24	\$ 3,369.96	\$ 1,684.72
MMIS	\$ 10,778,664.00	\$ 10,735,764.00	\$ (42,900.00)
Total	\$ 10,780,349.24	\$ 10,739,133.96	\$ (41,215.28)
Refunds - Medical Assistance	\$ 125,555.38	\$ 106,267.09	\$ (19,288.29)
State Aid - Medical Assistance	\$ (64,117.00)	\$ (52,942.00)	\$ 11,175.00
Federal Aid - Medical Assistance	\$ (59,833.00)	\$ (49,959.00)	\$ 9,874.00
Total	\$ 1,605.38	\$ 3,366.09	\$ 1,760.71
Local Share	\$ 10,778,743.86	\$ 10,735,767.87	\$ (42,975.99)

2018 MMIS amount is based on Weekly Shares 2104-2155.

The Medicaid Cap for Calendar 2018 saved Madison County \$10,249,072. Local share prior to medicaid cap adjustment was \$20,984,836.

TYPE OF SERVICE	2017 Actual	2018 Actual	Increase/(Decrease)
HOSPITALS (IN&OUTPATIENT)	\$ 5,414,403.59	\$ 5,850,851.93	\$ 436,448.34
SNF(SNF & ICF)	\$ 14,914,456.21	\$ 10,941,136.49	\$ (3,973,319.72)
CLINICS	\$ 1,922,440.60	\$ 2,187,305.36	\$ 264,864.76
HOSPICE SERVICES	\$ 78,227.14	\$ 116,566.40	\$ 38,339.26
PHYSICIANS	\$ 731,098.70	\$ 595,525.63	\$ (135,573.07)
DENTAL	\$ 127,308.97	\$ 114,070.26	\$ (13,238.71)
OTHER PRACTITIONERS	\$ 1,304,585.44	\$ 1,336,200.75	\$ 31,615.31
CHILD IN MED PER DIEM	\$ 266,051.93	\$ 225,052.16	\$ (40,999.77)
PERSONAL CARE	\$ 683,731.43	\$ 590,811.35	\$ (92,920.08)
HOME HEALTH AID	\$ 134,974.90	\$ 90,693.83	\$ (44,281.07)
HOME NURSING	\$ 3,426.52	\$ 3,772.46	\$ 345.94
ASSISTED LIVING PROG	\$ 109,761.03	\$ 24,189.26	\$ (85,571.77)
WAIVED SERVICES	\$ 25,161,594.90	\$ 26,034,498.31	\$ 872,903.41
REHAB SERVICES	\$ -	\$ -	\$ -
THERAPIST	\$ 4,917.53	\$ 3,450.19	\$ (1,467.34)
REHAB OPTION SVCS	\$ 2,255,262.48	\$ 2,806,127.22	\$ 550,864.74
DRUGS	\$ 1,981,043.53	\$ 1,894,367.83	\$ (86,675.70)
SICK ROOM SUPPLIES	\$ 127,449.31	\$ 115,835.28	\$ (11,614.03)
EYEGLASSES	\$ 10,586.30	\$ 8,143.95	\$ (2,442.35)
DME AND APPLIANCES	\$ 103,753.73	\$ 83,720.05	\$ (20,033.68)
HMO SERVICES	\$ 49,643,629.66	\$ 56,624,232.35	\$ 6,980,602.69
LTC-MANAGED CARE(NEW CAT)	\$ 7,966,560.39	\$ 11,148,928.25	\$ 3,182,367.86
CASE MANAGEMENT	\$ 2,515,593.03	\$ 2,550,557.02	\$ 34,963.99
PRE-PAID M H PLAN	\$ -	\$ -	\$ -
HIPP PAYEES	\$ 206,159.84	\$ 259,921.74	\$ 53,761.90
TRANSPORTATION	\$ 3,241,908.74	\$ 3,833,137.97	\$ 591,229.23
LAB & X-RAY	\$ 147,542.89	\$ 141,393.07	\$ (6,149.82)
OTHER	\$ 817,664.84	\$ 1,859.10	\$ (815,805.74)
TOTAL	\$ 119,874,133.63	\$ 127,582,348.21	\$ 7,708,214.58

Medicaid Expenditures based on MARS MR-0-54 Report

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TANF
2017-2018 Analysis

	2017	2018	Increase/(Decrease)
Family Assistance	\$ 1,066,321.24	\$ 1,045,705.80	\$ (20,615.44)
EAF-Foster Care	\$ 335,506.04	\$ 336,512.39	\$ 1,006.35
EAF-Services	\$ 103,927.83	\$ 74,945.86	\$ (28,981.97)
Emergency Aid to Families	\$ 54,850.47	\$ 48,075.04	\$ (6,775.43)
Preventive Nonsecure Detention	\$ -	\$ -	\$ -
EAF JD/PINS	\$ 242,058.67	\$ 1,433.30	\$ (240,625.37)
Total	\$ 1,802,664.25	\$ 1,506,672.39	\$ (295,991.86)
Repayment of Family Assistance	\$ 139,624.94	\$ 103,892.51	\$ (35,732.43)
Refunds - EAF	\$ 3,335.13	\$ 3,189.76	\$ (145.37)
Refunds - EAF-Foster Care	\$ 2,903.35	\$ 4,895.13	\$ 1,991.78
Refunds - EAFJD/PINS	\$ 396.00	\$ 765.11	\$ 369.11
Refunds - EAF Services	\$ 62.06	\$ 2.80	\$ (59.26)
State Aid - TANF	\$ 28,495.00	\$ 31,078.00	\$ 2,583.00
Federal Aid - TANF	\$ 1,106,860.00	\$ 1,059,526.00	\$ (47,334.00)
Federal Aid - FFFS	\$ 292,785.00	\$ 357,556.00	\$ 64,771.00
Total	\$ 1,574,461.48	\$ 1,560,905.31	\$ (13,556.17)
Local Share	\$ 228,202.77	\$ (54,232.92)	\$ (282,435.69)

Family Assistance

Emergency Aid to Families

	2017	2018	2017	2018
	Number of Cases	Number of Cases		
January	144	159	6	6
February	142	159	5	1
March	145	156	5	6
April	147	157	4	0
May	152	153	11	3
June	154	146	7	4
July	154	145	7	6
August	156	147	7	5
September	156	158	7	5
October	154	153	7	4
November	160	146	8	5
December	161	142	0	6
Avg Number of Cases	152	152	6	4
Avg Cost per Case	\$582.00	\$585.00	\$670.00	\$913.00

EAF-FC - # of Children/Month

EAF-JD/PINS - # of Children/Month

	2017	2018	2017	2018		
	FOSTER HOME/INST	FOSTER HOME/INST				
January	9	7	-2	4	0	-4
February	9	12	3	3	0	-3
March	10	12	2	3	0	-3
April	10	11	1	3	0	-3
May	11	15	4	3	0	-3
June	11	11	0	3	0	-3
July	13	18	5	0	0	0
August	14	16	2	0	0	0
September	13	11	-2	0	0	0
October	10	12	2	0	0	0
November	6	11	5	0	0	0
December	7	12	5	0	0	0
Avg Number of Children	10	12	2	2	0	-2
Avg Cost per Day	\$95.46	\$75.80	(\$19.66)	\$485.22	\$0.00	(\$485.22)

*Information based on Foster Care Cost Per Day Spreadsheet

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Foster Care
2017-2018 Analysis

	2017		2018		Increase/(Decrease)
Foster Care Expense	\$ 2,187,001.86		\$ 2,745,240.15		\$ 558,238.29
Child Care Independent Living	\$ 7,622.82		\$ 5,592.15		\$ (2,030.67)
Total	\$ 2,194,624.68		\$ 2,750,832.30		\$ 556,207.62
Refund Foster Care	\$ 102,751.14		\$ 166,342.35		\$ 63,591.21
Refunds Child care Independent Living	\$ 563.10		\$ 404.13		\$ (158.97)
State Aid - Foster Care	\$ 1,273,036.00		\$ 1,498,355.00		\$ 225,319.00
Federal Aid - Foster Care	\$ 280,196.00		\$ 275,076.00		\$ (5,120.00)
Total	\$ 1,656,546.24		\$ 1,940,177.48		\$ 283,631.24
Local Share	\$ 538,078.44		\$ 810,654.82		\$ 272,576.38

FOSTER CARE
Number of Children Per Month

	2017		2018		
	FOSTER HOMES/ADOPT/INST		FOSTER HOMES/ADOPT/INST		INCREASE/(DECREASE)
January	111		116		5
February	113		114		1
March	115		118		3
April	114		117		3
May	111		115		4
June	113		118		5
July	112		116		4
August	106		118		12
September	110		119		9
October	112		117		5
November	116		117		1
December	117		115		-2
Avg Number of Children	113		117		4
Avg Cost per Day	\$51.66		\$63.02		\$11.36

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JD-PINS
2017-2018 Analysis

	<u>2017</u>		<u>2018</u>		<u>Increase/(Decrease)</u>
Juvenile Delinquent	\$ 524,955.20		\$ 616,626.72		\$ 91,671.52
Juvenile Delinquent - Independent Living	\$ 1,353.28		\$ 1,008.18		\$ (345.10)
Total	\$ 526,308.48		\$ 617,634.90		\$ 91,326.42
Repayments Juvenile Delinquents	\$ 13,714.80		\$ 1,440.32		\$ (12,274.48)
Repayments Juvenile Delinquents - Ind Lvg	\$ -		\$ -		\$ -
State Aid - Juvenile Delinquents	\$ 515,427.40		\$ 288,546.60		\$ (226,880.80)
Total	\$ 529,142.20		\$ 289,986.92		\$ (239,155.28)
Local Share	\$ (2,833.72)		\$ 327,647.98		\$ 330,481.70

JD/PINS
Number of Children Per Month

	<u>2017</u>		<u>2018</u>		
	<u>FOSTER HOMES/INST/NSD</u>		<u>FOSTER HOMES/INST/NSD</u>		<u>INCREASE/(DECREASE)</u>
January	5		4		-1
February	6		2		-4
March	7		2		-5
April	4		2		-2
May	6		5		-1
June	4		4		0
July	4		4		0
August	4		1		-3
September	4		3		-1
October	2		4		2
November	3		4		1
December	4		3		-1
Avg Number of Children	5		3		-2
Avg Cost per Day	\$514.55		\$479.24		-\$35.31

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Safety Net/Burials
2017-2018 Analysis

	2017		2018		Increase/(Decrease)
Safety Net	\$ 1,209,323.40		\$ 1,106,262.98		\$ (103,060.42)
Burials	\$ 136,142.93		\$ 111,542.82		\$ (24,600.11)
Total	\$ 1,345,466.33		\$ 1,217,805.80		\$ (127,660.53)
Refunds - Safety Net	\$ 264,411.93		\$ 273,614.97		\$ 9,203.04
Refund - Burials	\$ 496.28		\$ 1,064.82		\$ 568.54
State Aid - Safety Net	\$ 257,801.00		\$ 226,696.00		\$ (31,105.00)
State Aid - Burials	\$ 14,094.00		\$ 13,572.00		\$ (522.00)
Federal Aid - Safety Net	\$ 88,298.00		\$ 69,769.00		\$ (18,529.00)
Total	\$ 625,101.21		\$ 584,716.79		\$ (40,384.42)
Local Share	\$ 720,365.12		\$ 633,089.01		\$ (87,276.11)

Safety Net

Burials

	2017	2018		2017	2018
	Number of Cases			Number of Cases	
January	193	160		6	5
February	182	154		1	4
March	189	153		6	7
April	178	153		4	1
May	178	158		7	2
June	175	157		5	4
July	176	148		7	1
August	167	145		2	4
September	161	141		6	4
October	153	135		8	4
November	156	149		7	5
December	151	140		1	3
Avg Number of Cases	172	149		5	4
Avg Cost per Case	\$598.00	\$613.00		\$2,911.51	\$2,697.91

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*Cash Basis

HEAP
2017-2018 Analysis

	2017		2018		Increase/(Decrease)
HEAP -PA	\$ 84.00		\$ (782.43)		\$ (866.43)
HEAP - NPA	\$ 24,664.30		\$ 21,405.62		\$ (3,258.68)
HEAP -Emergency	\$ -		\$ -		\$ -
Total	\$ 24,748.30		\$ 20,623.19		\$ (4,125.11)
Refunds - HEAP	\$ 69,544.97		\$ 56,821.80		\$ (12,723.17)
Federal Aid - HEAP	\$ (44,797.00)		\$ (36,242.00)		\$ 8,555.00
Total	\$ 24,747.97		\$ 20,579.80		\$ (4,168.17)
Local Share	\$ 0.33		\$ 43.39		\$ 43.06

OSC-HEAP Payments

	2017	2018	Increase/(Decrease)
January	\$ 233,389.03	\$ 314,910.37	\$ 81,521.34
February	\$ 295,239.55	\$ 325,787.00	\$ 30,547.45
March	\$ 307,256.46	\$ 377,222.60	\$ 69,966.14
April	\$ 89,984.74	\$ 263,312.68	\$ 173,327.94
May	\$ 3,649.03	\$ 82,743.65	\$ 79,094.62
June	\$ 11,688.74	\$ 8,855.17	\$ (2,833.57)
July	\$ 10,570.98	\$ 15,081.77	\$ 4,510.79
August	\$ 2,014.10	\$ 16,761.55	\$ 14,747.45
September	\$ 5,081.76	\$ 4,555.36	\$ (526.40)
October	\$ 3,738.09	\$ 501.25	\$ (3,236.84)
November	\$ 1,130,394.86	\$ 1,025,956.63	\$ (104,438.23)
December	\$ 227,905.66	\$ 206,063.68	\$ (21,841.98)
Total	\$ 2,320,913.00	\$ 2,641,751.71	\$ 320,838.71

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Emergency Aid to Adults
2017 - 2018 Analysis

	<u>2017</u>		<u>2018</u>		<u>Increase/(Decrease)</u>
Emergency Aid to Adults	\$ 31,051.07		\$ 14,366.26		\$ (16,684.81)
Total	\$ 31,051.07		\$ 14,366.26		\$ (16,684.81)
Refunds - Emergency Aid to Adults	\$ 185.06		\$ -		\$ (185.06)
State Aid - Emergency Aid to Adults	\$ 15,857.00		\$ 7,517.00		\$ (8,340.00)
Total	\$ 16,042.06		\$ 7,517.00		\$ (8,525.06)
Local Share	\$ 15,009.01		\$ 6,849.26		\$ (8,159.75)

	<u>2017*</u>		<u>2018*</u>		<u>Increase/(Decrease)</u>
January	12		4		(8)
February	2		1		(1)
March	6		7		1
April	6		2		(4)
May	2		1		(1)
June	3		3		0
July	5		1		(4)
August	2		1		(1)
September	2		4		2
October	5		2		(3)
November	3		1		(2)
December	7		1		(6)
Avg Number of Cases	5		2		(2)
Avg Cost per Case	\$570.67		\$703.80		\$133.13

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*Cost per case is based on cash basis.

Incentives
2017-2018 Analysis

	<u>2017</u>		<u>2018</u>		<u>Increase/(Decrease)</u>
Child Support Collection Incentive	\$ (73,863.22)		\$ (69,123.21)		\$ (4,740.01)
Total	\$ (73,863.22)		\$ (69,123.21)		\$ (4,740.01)

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Youth Bureau
Expenditure/Revenue Analysis - 2018

		2018 Expenditures		2018 Revenues		Local Share
Youth Programs Administration		\$158,086		\$34,372		\$123,714
Youith Program Agencies		\$90,894		\$75,455		\$15,439
Total		\$248,980		\$109,827		\$139,153

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Youth Bureau
Local Share - Budgeted vs Actual - 2018

		2018 Budget - Local Share		2018 Actual Local Share		Surplus/ (Deficit)
Youth Programs Administration		\$141,230		\$123,714		\$17,516
Youth Programs Agencies		\$15,500		\$15,439		\$61
Total		\$156,730		\$139,153		\$17,577

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RESOURCES

The resource recovery unit is responsible for the collection of monies due to the agency. The unit works with attorneys, nursing homes, financial institutions, and surrogate court in seeking reimbursement due to the agency. Activities include ensuring the collection of money from probates, estates, assignment of proceeds and accident/casualty liens. Area banks are checked for undisclosed assets and determinations are made for the availability of third party health insurance.

Recoveries for 2018

Estates - PNA	\$ 20,878
Accident Liens	\$ 3,178
Medicaid Liens	\$ 3,203
Burials	\$ 1,788
Excess Resources	\$ 91
Estates	<u>\$ 8,781</u>
Total	\$ 37,919

The resource unit is also responsible for doing K-Checks to ensure that new providers are eligible to receive payments from DSS as part of the county's corporate compliance policy.

Submitted by Steven Chaires, Deputy Commissioner of Administrative Services



The Day Care program is an important element for parents who are currently employed, seeking employment, attending educational programs, or participating in our work experience program. The program provides a subsidy to eligible parents based on income, the child's age, and individual needs. The chart below indicates the averages for 2018 Day Care costs.

In 2018, day care centers requested a change in the way the rate for school aged children was calculated. DSS asked permission from OCFS and was approved to use a part day rate instead of an hourly rate for this specific category.



Submitted by Steven P. Chaires, Deputy Commissioner for Administrative Services