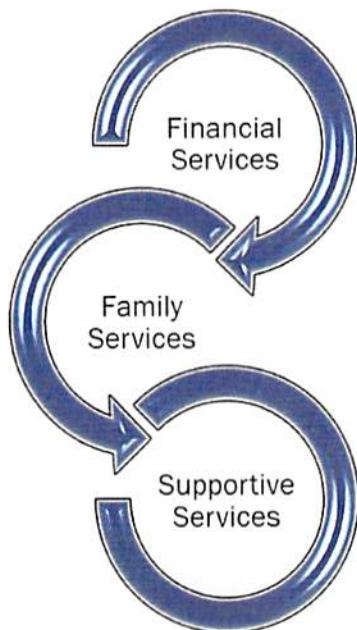


Madison County
Department of Social Services

2019
Annual Report



Michael A. Fitzgerald
Commissioner



Madison County

Department of Social Services

Michael A. Fitzgerald, Commissioner
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Wampsville, New York 13163

John M. Becker, Chairman
Madison County Board of Supervisors

Alexander R. Stepanski, Chairman
Health and Human Services Committee

Mark Scimone, County Administrator
Madison County

Dear Gentlemen:

Following is the Madison County Department of Social Services "2019 Annual Report." It is always a welcome opportunity to share with you all that DSS continues to do for and with the community. 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. Through the efforts of students and committed professors at Colgate University, we have been provided several reports detailing the condition of our rental inventory, the funding that is available should we ever decide to apply for homeless housing and, in this past year, a report done by an exceptional student, Bailey Larson, looking at models of housing done in other areas of the State and what could work with our needs. As we continue to explore solutions to this increasing need, this work will help define what we need and how to fund it.
- A major undertaking that started in 2018 was the 'decriminalization' of 16-year-olds called Raise the Age. In October 2019, all 17-year-olds were included. 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. While Madison County has been generally spared the worst issues surrounding this new law (which could include children placed further away from their community and parents), DSS continues to meet with all involved agencies and providers of services to ensure that our responses to these critical needs is thoughtful and comprehensive. It is as a result of this ongoing collaboration that many of the needs of our youth are being met without the expense of costly placements.

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- **Consolidation of DSS and the Youth Bureau continued to show improvements in service delivery.** Despite continued staffing turnover, the Youth Bureau/DSS staff met all expectations of school districts and the community to deliver quality programming for at-risk youth. A highlight was the publication of the TAP survey, a four-year survey of youth attitudes concerning their community. For the first time, this survey was delivered to school-age children in grades 7-12 using an electronic survey developed by Colgate University. This allowed far more children to participate, showed a greater completion rate within the time allotted and was able to be shared electronically at a much faster timeframe than earlier survey results. It is this kind of out of the box ingenuity that is showing great strides in delivering services to more youth in our County

As always, there are many more interesting and informative stories in the following pages.

One of the most exciting events for DSS and the County in general was the grand reopening of the renovated courthouse in June. The end of the exhausting commutes to Kenwood, where the temporary courthouse was located, was a welcome relief to not have staff spend countless hours driving to and from that location. Work continues on the full implementation of the Integrated Eligibility System (IES), that will finally replace the 40+ year old Welfare Management System (WMS). Madison County will pilot a new app in 2020 that will allow our residents to send pictures of required documents through a mobile upload so that they don't need to come to Wampserville. Another exciting venture that had DSS involvement was the rail trail between Wampserville and Canastota, that won a Regional Award. This was a successful project due to the cooperation between several municipal highway departments and the Summer Youth Employment Program, that had two youth assigned to assist. The past year also saw the retirement of two long-serving managers, one in Medicaid and the other in Administrative Services. Planning to recruit and replace experienced management, supervisory and front-line staff will continue to be a priority as many staff with years of DSS knowledge will be leaving in the next couple of years. DSS also saw the first submission of a Homeless Services Plan, a comprehensive document that is the foundation to provide housing assistance to those most at risk. As the plan is fully implemented, DSS, together with other community partners, will play a key role in ensuring individuals and families have the resources available to them to meet their housing needs. Finally, the year would not be complete without mentioning the Federal shutdown in February 2019- nearly resulting in the loss of SNAP benefits for the 6,000 County residents who rely on the program to meet their nutritional needs. Through the diligent efforts of the DSS staff, eligible households were ensured continued access to these critical benefits.

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**

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Management

Michael Fitzgerald, Commissioner

Michele Browell, Confidential Secretary

Steven Chaires, Deputy Commissioner for Administration

Melissa Maine, Deputy Commissioner for Family Services

Patricia Platt, Deputy Commissioner for Financial Assistance

Kayla Dye, Director of Financial Assistance

Brett Hembach, Director of Administrative Services

Diane Cromp, Director of Administrative Services

Tina Louis, Director of Youth Bureau

Julie Jones, Supervising Attorney

Suzanne Knight, Attorney

Years of Service

35 Years

Marie Anderson

30 Years

Betty Jo Johnson

25 Years

Kimberly Buttino

Karen Bright

Julie Carroll

Catherine Fowler

Pamela Kent

20 Years

Jamie Cordell

Bonnie Crolick

Kathy DeVaul

Janet Lagasse

Carrie Maslona

15 Years

Ruth Kline

Theresa Snyder

10 years

Susan Grabow

Jennifer Houle

James Norrs

Laura Riesel

Judith White

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. As the Staff Development Coordinator, monthly telephone conferences are held with OCFS and other Coordinators from counties across the state.



*Courtney Gaines, Caseworker
Completed 176.50 training hours in 2019*

Training is conducted in a range of settings, including classroom, online via employee desktops, or in a group setting by "teleconference". New York State offers its training at various venues across the state and usually in multiple locations to accommodate counties by minimizing travel time. Employees may also travel to Utica, Cortland, Albany or Rochester for trainings. Other contracted providers include Brookdale Center on Aging, SUNY Albany, SUNY Potsdam and SUC at Buffalo. In January of 2019 OCFS and CDHS dissolved their relationship. The Office of Children and Family Services (OCFS) established a state-of-the-art training center in the Capital District. The center will host the majority of OCFS trainings for all program areas including child welfare.



OCFS Training Facility, Located in Rensselaer, NY

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 mandates 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 also required and consists of a video and onsite training of how to handle a variety of situations.

In 2019, the department saw five promotions (two School and Youth Development Coordinators, a Caseworker, Director of Administrative Service and Director of Financial Aid), four new hires (two Energy Resource Aides, one Caseworker, one Social Welfare Examiner). One employee resigned (a Caseworker) and four retired (one examiner, one OAI, Director of Administrative Services and Director of Financial Aid).

Temporary Assistance

Temporary Assistance (TA) provides temporary 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 meet 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:

	2017	2018	2019
Family Assistance (FA)	\$1,062,284	\$1,045,706	\$921,336
Safety Net (SNA)	\$1,234,286	\$1,106,263	\$1,177,177
Emergency Aid to			
Families (EAF)	\$ 51,005	\$ 48,075	\$ 35,316
Emergency Aid to			
Adults (EAA)	\$ 31,387	\$ 14,366	\$ 18,771

TA	2017	2018	2019
Average Caseload	326	302	303
Applications Registered	1,005	804	742

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 2019, the TA unit processed 1,354 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 2019.

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.

2019 FRAUD ACCOMPLISHMENTS

Fraud	2017	2018	2019
Referrals	114	136	106
Investigations	77	89	55
FEDS	32	20	18
Validations	447	347	353
Arrests	14	27	13
IPV Restitution Paid back to DSS	\$21,330.50	\$48,652.61	\$37,615.32

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.

- ◆ There were 21 individuals disqualified from receiving benefits in 2019 due to Intentional Program Violations (IPVs), an increase of 47% from last year.

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 Kayla Dye, Director of 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 identification number) to access benefits at grocery stores, as well as local farmers' markets.

In 2019, the SNAP program continued to see a decrease in caseload. There was also a decrease in the amount of applications received by the agency. 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. USDA has eliminated waivers for all counties but one in New York state. However, this did not affect Madison County as we have declined a waiver for the past several years. 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	2017	2018	2019
Caseload	3,928	3,584	3415
Applications Registered	2,689	2,684	2485
Online Applications	798	837	773

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 2019 – DSS received 773 online applications, 265 of those applications were received outside of business hours – a decrease of approximately 8% 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 (SWE's). 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	2017	2018	2019
Phone Calls	23,975	24,746	22,469
Monthly Average	1,998	2,062	1,914
Walk-ins	7,202	6,388	5,686
Monthly Average	600	532	473

The SNAP unit provided SNAP benefits valued at \$8,327,976 to approximately 6,200 residents of Madison County in 2019.

SNAP	2017	2018	2019
YTD Net Expenditures	\$10,178,327	\$9,086,054	\$8,327,976
Individuals Served	7,300	6,400	6,200

2019 Highlights

The Supplemental Nutrition Assistance Program (SNAP) experienced several challenges in 2019 beginning with a partial federal government shutdown in January. USDA contingency funds were used to fund the SNAP program for the month of January, however SNAP recipients were at risk of losing their SNAP benefits for February onward. NYS OTDA requested that local districts process as many applications and recertifications received in the month of January as possible and set a deadline of January 16th. DSS processed more than 200 applications and recertifications in a 3-day time period, ensuring that Madison County SNAP recipients received their February SNAP benefits in January.

The SNAP program will continue to face challenges in 2020. The USDA has proposed changes to SNAP regulations which include revising categorical eligibility. In addition, ABAWD exclusion policies are also subject to change due to USDA oversight.



Submitted by Kayla Dye, Director of Financial Assistance

EMPLOYMENT

The Employment Unit provides applicant and recipients of Temporary Assistance and SNAP with individualized employment services necessary to achieve economic stability and self-sufficiency.

The Employment Unit consists of three Welfare Employment Representatives (WER) working with two groups of individuals between the ages of 16 and 59:

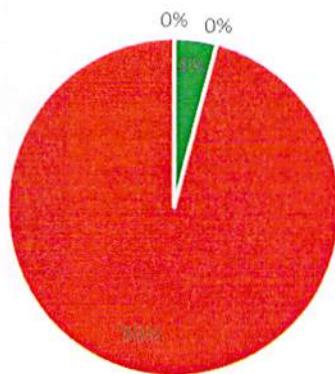
- ◆ Non-exempt: individuals who are physically and medically able to work
- ◆ Exempt: individuals who are temporarily or permanently physically and/or mentally unable to work

Individuals are referred to the Employment Unit when applying for Temporary Assistance. The WER conducts an interview and completes an assessment to determine if the individual is employable (non-exempt) or non-employable (exempt). If employable, the WER implements a specific employment plan tailored to 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 individuals in finding and maintaining employment. The Employment Unit works in collaboration 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 Employment 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.

Individuals Working with the Employment Unit



■ Non-Exempt/Work Limited ■ Non-Exempt/ Fully Employable ■ Non-Exempt-Employed ■ Exempt/Medical Exemptions

2019 Employment Unit Success:

A client started receiving Temporary Assistance in 2018 and was assessed as employable. The WER worked with her to ensure she was actively pursuing job opportunities and complying with all work activity requirements. In October 2018, the client was sanctioned from receiving TA due to her failure to comply. The WER continued to meet with her, discussing the benefits of employment and self-sufficiency. This client had several barriers, including childcare for three children and very limited transportation. The WER was able to work with her to overcome her barriers and keep her engaged in job search activities. She is now currently employed at Oneida Extended Care Facility and enrolled in CNA training.

HOMELESS SERVICES

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.

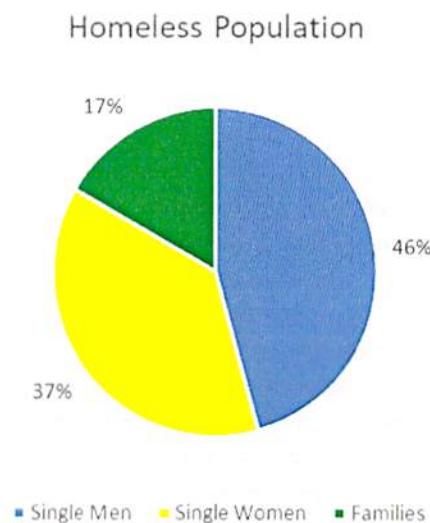
Madison County DSS assists individuals who come into the agency presenting as homeless. Individuals requesting temporary assistance and/or emergency assistance are asked to complete a summary sheet, known in DSS as "white sheet" which provides agency staff with information pertaining to the client's 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 2019, DSS had a total of 1,354 white sheets, which reflects all individuals seeking temporary assistance, with or without emergency needs. Over 60% (848) of white sheets were due to emergency need, homeless, pending eviction or utility disconnect.

	2017	2018	2019
Total White Sheets	1,748	1,591	1,354
Emergency Need			
Homeless	302	296	267
Pending Eviction	478	408	292
Utility Disconnect	413	292	237
Out of Fuel	64	59	52

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 2019, the WER interviewed a total of 186 clients, an 8% increase from last year. Some individuals are seen more than once due to repeated homelessness. Of the 186 clients seen, 85 were single men, 70 were single women, and 31 were families. The number of single women and families increased in 2019.



The WER placed 46 individuals in temporary housing. Twenty-four (24) individuals were placed at a local privately-owned hotel. Twenty (20) individuals were placed at commercial hotels within the county, and 2 others were placed in shelter and re-located into a private apartment.

There were 140 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, moving from another state and domestic violence.

	2017	2018	2019
Loss of friend/family support	35	53	89
Eviction	33	31	32
Release from Jail	16	28	32
Transient – county moves	12	22	10
Domestic Violence	7	6	5
Return to NYS	6	7	4
Mental illness	1	9	0

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. Madison County's current policy is to house homeless individuals found to be without shelter from October 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 2019, there was a significant increase in persons assisted under Code Blue requirements, a total of 25 served.

Housing Provided	2018	2019
January 1 st – March 31 st	9	12
October 1 st – December 31 st	3	13

DSS continues to partner with Community Action Partnership (CAP) with the establishment of warming sites where homeless individuals can go during Code Blue months. 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 staff spent over 87 hours in 2019 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.

New in 2019

The Department of Social Services submitted its first Homeless Services Plan as required by NYS OTDA in January 2019. The Homeless Service Plan is intended to help reduce homelessness through improved coordination of homeless services and provide comprehensive outcome data. The Plan incorporates the Code Blue requirements and serves as a baseline of activities that are occurring in the County to address education, outreach, prevention and actual housing services. The Homeless Services Plan was approved by OTDA in July 2019 and remains in effect for a 2-year time period.

2019 Homeless Unit Success:

A woman was released from jail in March 2019. She came to the agency presenting as homeless. She had a history of substance abuse, incarceration, and homelessness. She was immediately housed at the Super 8 for 3 nights due to Code Blue requirements. She then spent 10 days at the Emmaus House Women's shelter in Utica. During this time, she was actively searching for work and a permanent place to stay. She started a job in May 2019 and shortly thereafter, was able to move into her own apartment. Her Temporary Assistance case was closed in June 2019.

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

MOBILE WORK CREW

Madison County DSS has a mobile work crew supervised by a Work Crew Leader who assists with many contracting 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 2019, the mobile work crew performed a total of 698 hours on projects as follows:

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total
Hours	88	103	225	109	54	0	28	21	14	28	14	14	698
Clients	4	5	7	6	2	0	2	1	1	2	1	2	33

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. He provides a weekly orientation for new clients assigned to work activities and helps them overcome barriers to employment. The Mobile Work Crew Leader is a valuable contact with Oneida Molded Plastics and has prepared clients for interviews and provided introductions to the Human Resource Manager at OMP.

2019 Projects:

- ◆ Solid Waste (Morton Building) - constructed new fire wall.
- ◆ Solid Waste (Morton Building) - poured new concrete floor.
- ◆ Town of Lenox Rail Trail – constructed pavilion, installed gates, etc.
- ◆ Town of Sullivan Parks – installed new roof on pavilion, finish remodeling of cross-country ski area.
- ◆ Town of Lenox – assisted with preparation for installation of new carpeting.
- ◆ American Legion Chittenango – put in new door and other repairs.
- ◆ DSS – moved furniture, disassembled and re-assembled cubicles and offices, and minor miscellaneous jobs.
- ◆ DSS – assisted with preparation for installation of new carpeting.
- ◆ DSS – remodeled new office space.
- ◆ 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 coordinated and completed many worthwhile projects throughout Madison County in 2019, including the construction of a pavilion at the Lenox Rail Trail, a recreational pathway connecting the villages of Canastota and Wampsville. The Rail Trail was awarded the 2019 APWA Central NY Branch Transportation Project of the Year. Other notable projects included the installation of a firewall measuring approximately 60 ft long and 32 ft high at the Landfill Morton Building, as well as installing a new floor, pouring over 100 yards of concrete and remodeling/reconstruction of pavilions at Chapman Park, and roof repairs/replacement at Sullivan Park in the Town of Sullivan.

Landfill, Morton Building Project



Lenox Rail Trail connecting Canastota and Wampsville



Various Projects throughout Madison County



The Mobile Work Crew Leader participated with the 2019 Summer Youth Employment program, working with two high-school graduate students during the months of June and July. Both students worked 4 days per week for an 8-week time period assisting with the Lenox Rail Trail project, the Town of Sullivan pavilion reconstruction, and DSS office reconstruction. The students learned valuable job skills while earning wages to support them in furthering their education.

Submitted by Patricia Platt, Deputy Commissioner for Financial Assistance

Burials

In 2019, DSS received 57 applications for indigent burials, with 50 of those applications processed for payment by DSS and 7 applications denied. A new rate went into effect this year that increased the amount paid to local funeral homes for indigent burials/cremation.

The total amount paid for burials was \$138,266.57, which is approximately a 12% increase from the 2018 amount of \$122,442.32.

Below is the amount paid to our local funeral homes:

Funeral Provider	Costs
Ayer & Zimmer Funeral Home	\$686.00
Burgess & Tedesco Funeral Home	\$9,046.34
Campbell Dean Funeral Home	\$18,317.00
Coolican & McSweeney Funeral Home	\$2,880.00
Fiore Funeral Home	\$15,345.84
G.F. Zimmer Funeral Home	\$4,722.00
Ironside Funeral Home	\$17,774.88
J. Homer Ball Funeral Home	\$16,743.00
Michael Brown Funeral Service	\$9,432.43
Paul Funeral Home	\$7,686.19
Smith Funeral Home	\$5,000.83
Traub Funeral Home	\$8,796.80
Total	\$116,431.31

Submitted by Kayla Dye, Director of 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 2019 were \$134,570,621.95 with the local share being approximately \$10,925,876.00.

<i>Medical Expenditures for 2019</i>		
<i>Hospital</i>	5,894,721.38	
<i>Skilled Nursing</i>	9,389,698.97	
<i>Clinics</i>	1,981,327.46	
<i>Hospice Services</i>	103,153.75	
<i>Physicians</i>	633,431.74	
<i>Dental</i>	73,884.08	
<i>Other Practitioners</i>	1,205,590.05	
<i>Child Inst. Medical</i>	265,604.24	
<i>Personal Care</i>	643,211.07	
<i>Home Health Aide</i>	108,138.79	
<i>Home Nursing</i>	2,520.12	
<i>Assisted Living Program</i>	132,904.25	*449.43% increase from 2018 (\$24,189.26)
<i>Waiver Services</i>	30,070,159.21	
<i>Rehab Services</i>	100.00	
<i>Therapist Services</i>	5,342.73	*54.85% increase from 2018 (\$5,342.73)
<i>Rehab Option Services</i>	2,583,950.26	
<i>Drugs</i>	1,491,938.27	
<i>Sick Room Supplies</i>	128,245.63	
<i>Eyeglasses</i>	6,055.00	
<i>Durable Medical Equipment</i>	115,842.06	*38.37% increase from 2018 (\$115,842.06)
<i>HMO Services</i>	59,312,733.38	
<i>Managed Long Term Care</i>	12,738,144.15	
<i>Case Management</i>	2,847,901.44	
<i>HIPP Payee</i>	272,249.23	
<i>Transportation</i>	4,374,935.59	
<i>Lab & X-Ray</i>	139,414.88	
<i>Other</i>	49,424.22	
Total	134,570,621.95	*5.48% increase from 2018

The Medicaid Unit experienced many changes in 2019, beginning with the retirement of two long-term employees, a Social Welfare Examiner retiring in May 2019 and the Medicaid Director retiring in June 2019. A second SWE was promoted in December 2019, which resulted in two new staff being hired in 2019. The Medicaid Unit consists of four SWE's working with the community Medicaid population, two SWE's working with the chronic care and waiver populations, and two Senior Social Welfare Examiners.

2019 Medicaid Program Statistics:

1,708 Community Medicaid Cases

1,409 Supplemental Security Income (SSI) Medicaid Cases

220 Chronic Care Nursing Home Cases

258 Waiver Cases



1,127 Medicaid Applications registered

7,168 Phone calls received by the Medicaid Unit in 2019.

861 Individuals seen by the Medicaid Unit in 2019.

2019 Medicaid Program Highlights:

202 - 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.

83 - 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.

75 - Individuals have their Medicare Part B premiums paid under one of the Medicare Savings Program/Medicare Insurance Premium Payment (MIPP)

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 2019. 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.

9,545 – Madison County individuals enrolled in Medicaid through the New York State of Health, which is 0.3% of the Statewide total of 3,535,605.

Medicaid Program Information

Madison County DSS continues to process applications for the more complex SSI-Related populations, which include aged, blind and disabled applicants. DSS also processes certain MAGI populations for the New York State of Health and annual recertifications.

Managed Care has been mandatory in Madison County since 2010. Currently there are two mainstream managed care plans: Fidelis Care and United Healthcare.

Other services provided through the Medicaid Program include:

Health and Recovery Plan (HARP) which provides expanded behavioral health services for adults 21 years of age or older, identified as having serious behavior health needs.

Managed Long-Term Care (MLTC) – a partially capitated insurance plan that covers community-based long-term health care services for Medicaid recipients with a need for more than 120 days. Services include: 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 currently has four MLTC plans available: Visiting Nurses Services (VNS), Nascentia Health Options, Fidelis Care at Home, and iCircle Services.

Submitted by Patricia Platt, Deputy Commissioner for Financial Assistance

Home Energy Assistance Program (HEAP)

HEAP is a Federally-funded program, administered locally by DSS. It assists low-income residents of New York with the cost of meeting their home energy needs. The 2018-2019 HEAP program offered five components: a Regular benefit for heat, Emergency benefits 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.

The HEAP unit consists of one full time Social Welfare Examiner and 5 Energy Resource Aides (ERAs) that are employed seasonally. Due to the volume of Early Outreach HEAP applications, ERAs start in September to ensure as many applications are processed as possible before the opening date of HEAP.



Emilee Lanz, Energy Resource Aide

2018-2019 Program Dates:

Component	Opening	Closing
HERR	November 5, 2018	September 30, 2019
Regular	November 13, 2018	April 26, 2019
Emergency	January 2, 2019	April 26, 2019
Second Emergency	February 19, 2019	April 26, 2019
Clean and Tune	April 1, 2019	Remains Open
Cooling Assistance	May 1, 2019	August 30, 2019

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 - \$726.00. 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.

2018-2019 Statistics:

- ◆ A total of **1,076 Early Outreach applications** were mailed out by NYS HEAP to households that received a Regular HEAP benefit in the previous year, including vulnerable households in which a member of the household is under age 6, age 60 or older, or is disabled.
- ◆ **702 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 10/01/19-09/30/19.
The HEAP Unit processed **1,137 mail-in/on-line applications** (which included Early Outreach).
- ◆ The HEAP Unit saw **917 walk-in clients**.
- ◆ The HEAP Unit handled **5,895 phone calls**.
- ◆ **3,268 Regular HEAP benefits** were issued to households that pay for heat through the Supplemental Nutrition Assistance Program (SNAP) and HEAP units at a cost of **\$1,708,555.00**
- ◆ **1,276 Emergency benefits** were issued through the SNAP and HEAP units at a cost of **\$773,470.00**.



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.

- ◆ 31 repair or replacement referrals were made to Stoneleigh Housing
- ◆ 19 furnace repairs were completed at a cost of **\$13,538.54**
- ◆ 12 furnace replacements were completed at a cost of **\$45,952.18**

Additionally, the HEAP unit referred each of these applicants to Stoneleigh Housing, Inc., for the Weatherization Assistance Program (WAP). The WAP provides energy saving measures for income eligible households, which may include services such as: insulation of attics and walls, installation of energy efficient refrigerators, and weather stripping.

The HEAP Cooling Assistance Component (CAC) provided a benefit not to exceed \$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.

- ◆ 53 applications were received
- ◆ **39 applications were approved at a cost of \$25,145.15**
- ◆ 14 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.

- ◆ 56 applications were received as of 02/21/20
- ◆ **47 applications were approved at a cost of \$8,940.17 as of 02/21/20**
- ◆ 9 applications were denied as of 2/21/20

Submitted by Kayla Dye, Director of Financial Assistance

Family Services

As usual 2019 proved to be a very busy year for Family Services. We continued to provide high quality services to the county's most vulnerable citizens: children, elders and those with significant physical or mental health impairments. We also continued to provide excellent services to help prevent the placement of children in foster care and to ensure permanency for children in a timely manner. Our merger with the Youth Bureau, which occurred a couple of years ago, continues to be very successful in providing positive youth development opportunities for youth and increased services to those in need.

In 2020 we are looking forward to implementing a new software platform that will allow staff much more flexibility and easy access to data and forms while "in the field" working with families. We expect this to reduce paperwork time and allow caseworkers to do what they are best at: working with families and individuals to help them improve their overall level of functioning.

As you look over these next few pages we hope the tables and graphs help to give you a good understanding of the amount of work involved in what we do. We also hope the success stories help to give you an idea of how and why we do it.

Child Protective Services:

Statistical Information Reports per Year:

Year	2019	2018	2017	2016	2015	2014
Total Number of Reports	1668 (328 FAR)	1696 (370 FAR)	1733 (427 FAR)	1634 (505 FAR)	1529 (503 FAR)	1463 (540 FAR)
Neglect/Abuse	54	56	64	78	65	72
Petitions Filed with Family						

Adult Protective Services

Year	2019	2018	2017	2016	2015	2014
Number of Referrals	110	106	101	108	104	101

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

	January	February	March	April	May	June	July	August	September	October	November	December	Total
Brookfield	6	2	7	7	11	7	2	2	3	6	6	2	61
Cazenovia	7	4	3	3	3	1	4	0	2	4	6	1	38
DeRuyter	1	1	1	0	0	1	2	1	1	2	2	1	13
Eaton	5	9	4	6	7	4	2	7	3	2	7	2	58
Fenner	0	1	2	2	1	1	0	0	0	1	0	2	10
Georgetown	0	0	1	1	0	3	1	0	1	1	1	1	10
Hamilton	12	4	9	15	5	6	11	3	3	8	1	7	84
Lebanon	1	1	2	1	0	0	1	0	0	3	1	0	10
Lenox	17	25	41	42	39	36	28	19	23	37	41	20	368
Lincoln	0	0	0	0	3	0	0	0	2	2	1	0	8
Madison	7	7	7	8	4	2	3	2	1	6	4	5	56
Nelson	0	0	1	0	0	0	1	0	0	0	0	1	3
Oneida	33	29	45	45	50	21	39	35	32	28	38	34	429
Smithfield	0	0	0	0	0	1	0	1	0	1	0	0	3
Stockbridge	3	3	5	6	5	5	3	1	0	1	5	8	45
Sullivan	9	5	20	12	14	11	11	15	12	17	10	15	151
Other Reports	29	22	21	34	30	27	16	29	27	28	32	26	321
Total	130	113	169	182	172	126	124	115	110	147	155	125	1668

Foster Care Services

Statistical Information:



Year	2019	2018	2017	2016	2015	2014
Children Placed in Care	27	37	24	20	27	34
Children Discharged from Care	22	31	28	31	32	40
Average Number in Madison County Foster Homes	21	23	13	19	24	25
Average Number in Therapeutic Foster Homes	3	3	8	7	7	9
Average Number in Higher Levels of Care	14	12	10	16	19	20
Children Adopted from Foster Care	4	9	10	8	6	14
Foster Homes Certified	5	11	7	3	10	7
Foster Homes Closed	8	3	7	7	4	9

Foster Care/Preventive/Adoption Success Story:

In November 2017, Madison County Child Protective received a report of an infant having a fractured arm, a skull fracture and possible rib fractures. An investigation was initiated, and the child was placed in foster care within days of being admitted to the hospital. The mother admitted to slamming the infant several times out of frustration due to her inability to soothe the child but had no explanation for the fractured arm and skull fracture. The assigned caseworker worked with the mother and the mother's parents to educate them on care of an infant. The mother and the grandparents struggled with their own developmental delays and the mother had two prior children removed and freed for adoption due to similar concerns, mainly her lack of insight in parenting. The CW worked with the mother on parenting skills and referred her for a mental health evaluation. The CW had frequent conversations with the mother about the needs of the child and the abilities that the mother was demonstrating to care for the child. The CW explored with the family other family resources for the child. The CW was able to locate the biological father and assessed him as a possible resource. The father has significant developmental delays himself that would have had to be addressed for him to be a resource for the child. The CW continued to have conversations with the mother and father about safety and permanency for the child. The CW worked with the foster parents to bring the infant's weight up and get him into a routine which resulted in him beginning to thrive in their care. The mother ultimately made the difficult decision to surrender her rights to the infant. The father subsequently surrendered his rights. The foster parents adopted the child in April 2019 after caring for him since his removal from the mother's care. The CW worked with the foster parents on aftercare for the child and services available should the child start to exhibit behavioral concerns. The child to this day continues to grow and thrive in their home, as a full member of the family.

Statistical Information	Preventive Services	Year	2019	2018	2017	2016	2015	2014
		Average Number of Open Preventive Cases	105	104	112	117	109	122
		Average Number of Children	204	207	207	205	190	227
		Referrals for Parent Aide Services	18	26	21	22	17	26
		Number of Parent Aide Home Visits	282	291	292	324	285	366
		Supervised Coached Family Visits	527	492	527	594	643	485
		People using Emergency Supply or Food Cupboards	42	30	29	6	27	43
		Transportation Trips	448	344	291	493	447	492
		Transportation Savings	\$10,915	\$11,300	\$10,360	\$17,090	\$18,340	\$20,539
		Children Receiving Life Skills	25	22	25	23	20	18
		Coaching Mentor/Mentee Matches	42	42	30	34	30	55

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

School Services Program

Statistical Information:

Year	2019	2018	2017	2016	2015	2014
Number of	127	99	91	112	97	136

Source of Referral	School	Outside Agency	County Departments	Family
Number of	105	12	3	7

Referred Need	Mental Health Services	Medical Services	Juvenile Justice	Educational	Substance Abuse	Basic Needs	Mentoring Services
Number per Need	69	11	9	43	3	122	29

Up from 49 in 2018

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	5	39	54	54	8



PINS Diversion Program	Year	2019	2018	2017	2016	2015	2014
	Number of Referrals	112	108	129	159	117	110
	Reasons for Referral	88 I&U	83 I&U	100 I&U	114 I&U	88 I&U	96 I&U
		37 TR	52 TR	48 TR	65 TR	55 TR	35 TR
	Petitions Filed	28 MJ	9 MJ	21 MJ	33 MJ	34 MJ	11 MJ
	Placement with DSS	8	13	11	13	13	14

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/JD Diversion Success Story:

Billy was referred to the Madison Stepping Stones program in mid-March due to his police involvement in an incident which occurred at school. Billy lived with his mom, her boyfriend, his sister and 2 brothers. Billy has a few close friends at school and many acquaintances. He is on the football team, which he loves and excels at. The family suffered a devastating loss in August of 2018, when Billy's 16-year-old brother was killed in a car accident. Billy has very limited contact with his biological father due to his father no longer having interest. Billy's mom struggled to set clear expectations and uphold appropriate consequences. Billy's mother also admitted she believes Billy had a significantly challenging year at school due to not taking the time to grieve his brother before returning to school. The family specialist spent a great deal of time both in the home and at school with Billy and his mom to work on appropriate coping skills to avoid further struggles and utilize resources at school appropriately. Billy has a strong relationship with his sister, who helps support and encourage him daily.

Billy struggled in school academically and occasionally behaviorally due to a lack of impulse control. Though Billy had somewhat of a history of behavioral and truancy issues, this improved greatly during his time in the Stepping Stones program. Through working with Billy and his mom at home to make a set routine, his academics improved. He also began to connect with administration better at school and utilize a space when he was feeling escalated prior to crisis. Billy's mom also began to manage many medical appointments in a way that limited Billy's time from missing school and falling behind in classes, something Billy often attributed his low grades to. Billy's statements regarding attending school and behaving appropriately showed an impressive growth in maturity.

Billy's mom was able to work with the family specialist to utilize and uphold appropriate consequences for Billy's behavior. She admittedly struggled to following through with consequences and we worked through the barriers to doing so. Billy's mom found it easier to do this once she saw the results improve.

Billy regularly attended mental health counseling, where he was able to begin addressing struggles he has had with his impulse control and the passing of his brother. Though he did not like to go, Billy agreed and understood it was an important process to continue.

With all of Billy and his mom's progress and success, he was able to complete all requirements with Madison Stepping Stones. He is now utilizing appropriate resources, recognizing triggers and his own escalation before an outburst and even is learning to be a great role model to younger teammates and classmates. Billy continues to attend appointments and school consistently and is thriving at home, in the community, and in school.

Safe Harbour

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.

Safe Harbour received 44 total referrals (9 were “repeats” within this calendar year). We provided basic needs such as food and clothing to approximately 20 at risk youth. We also developed items such as awareness pull tabs, pocket guides, hospitality desk aides and revised 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, sunscreen, hats/scarves/gloves), 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 17 local children. This video is designed for older elementary and middle school age children to help them learn to avoid potential trafficking situations. There are other programs scheduled for youth to attend in 2020, including Love 146’s #Not A Number curriculum as well as Girl’s Circle for youth identified as being at-risk.

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. This year, we had some staff changes in the Safe Harbour Program. Due to those changes we were not able to offer as many trainings and programs as we had planned to. However, the Safe Harbour Coordinator provided training in Commercial Sexual Exploitation / Sex Trafficking Awareness to a total of 20 parents/guardians at local organizations, in addition to a separate training to 20 staff in a local OBGYN practice. There are other trainings scheduled for 2020, as well, to reach community members. We also distributed items to services providers and community members to spread awareness (i.e. reusable grocery bags, zipper bags, travel coffee mugs, pens and notepads). Our contract with Treatment Implementation Consultants to provide a two-day training on Dialectic Behavioral Therapy (DBT) to 40 staff people in Family Services (DSS) is still in effect and that training will conclude in 2020. Due to the overwhelming response and requests to bring back the One Circle Foundation trainings, we were able to host One Circle Foundation in providing training for their Girls Circle program as well as a separate training for their Boys Council for Boys and Young Men program. We were able to completely fill both training sessions. In total 95 people, 18 from Madison County, were trained.



Safe Harbour Success Story:

The Madison County Safe Harbour program began working with a youth in May of 2019 that had been victim of a sexual crime via social media. Through extensive case management, the family was provided with monetary funds to assist with basic needs, connected with appropriate mental health counseling for the youth, and a referral to Health Homes of Upstate New York which resulted in care management for the youth. The youth met some of the indicators for being a victim of human trafficking, so the program coordinator completed the necessary paperwork to apply for her to be confirmed as a human trafficking victim through the Office of Temporary and Disability Assistance (OTDA) and the Division of Criminal Justice Services (DCJS). The youth is now a confirmed victim of human trafficking with New York State. This confirmation comes with numerous lifelong benefits for the youth as needed. The family was also connected with the New York State Troopers crime victim specialist for continued assistance.

Madison County Youth Bureau:

The Youth Bureau's team of dedicated staff who have worked hard to meet the needs of youth in Madison County. The Youth Bureau's Director and Youth Development staff have strived to maintain quality programs and gain new skills through Youth Development training. This year, staff have attended training to expand their skills in group facilitation through certification trainings under One Circle Foundation's Girls Circle and Boys Council, Human Trafficking/Commercially Sexually Exploited Children, and the Love 146 Not a #Number prevention curriculum for human trafficking and exploitation.

Staff were asked to lead youth at the BOCES Youth Leadership Forum and at Canastota High School's Freshman Seminar, both efforts to kick off the school year on a positive note.

The Director completed the National Association of Counties Professional Development Academy, a 12-week online program whose curriculum provides best practices in leadership, organizational development and change management, negotiation and collaboration, effective business communication, and how to deliver increased value from high performance county management.



The Director presented at the New York Public Welfare Conference, the Association of New York State Youth Bureaus Directors Retreat, the Association of New York State Youth Bureaus Annual Conference, and was one of two Youth Bureau Directors in the state to be invited to attend the National Youth Thrive Convening in New Orleans. This national meeting brought together policymakers, practitioners, administrators, young leaders, advocates and researchers to share field-tested strategies for improving youth well-being outcomes and helping youth heal, reach their potential and thrive.

With respect to youth programming, the Leadership Program's first year program in Personal Skill Development has involved 44 youth from Cazenovia, Chittenango, Stockbridge and Morrisville. The Leadership Program's second year Service Learning Component has involved 31 students from Cazenovia, Chittenango, Morrisville and Stockbridge. Service Learning students gave back to their community in a host of ways over the last year as they worked with the elderly at Crouse Community Center, served meals at the Friendship Inn, worked with animals at Wanderer's Rest, Heritage Farm and the Haven at Skanda, assisted at the Stone Quarry Hill Art Park, did landscaping and set up the donor display at the Wampsville Town Park, helped set up the low ropes course at Camp Lookout, helped with the pumpkin carving event at the Chittenango Landing Canal Boat Museum, assisted at the Sullivan Free Library with its annual book sale, facilitated teambuilding activities at Bridgeport Elementary, and facilitated activities at the Madison County Fair.

Program Quality Assessment reviews were completed for two 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 begin facilitation of a Motherhood program based on the success of the Fatherhood Connection. The planning team consists of Youth Bureau, DSS and Mental Health staff.

Submitted by:

*Melissa Maine, Deputy Commissioner for Family Services
Tina Louis, Youth Bureau Director
Catherine Fowler, 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
Amy Sanderson, Berkshire Farm Center*

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.

2019 Legal/Caseworker Conferences

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As part of the process in determining whether a case meets the criteria for 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.

For the year 2019, the Legal Department maintained the following:

<u>Active Cases:</u>	65	<u>Cases Opened:</u>	47
<u>Petitions filed:</u>	97	<u>Cases Resolved:</u>	45
<u>Court Orders:</u>	281	<u>Trials:</u>	27
<u>Permanency Hearings:</u>	51	<u>Permanency Reports:</u>	51
<u>Court Ordered Investigations:</u>	23	<u>Total Court Appearances:</u> *	508

*(Includes DSS noticed as Interested Party)

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.

2019 Court Ordered Investigations

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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 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 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 graduated forty-five (45) participants.

2019 saw the retirement of Dawn Krupiarz, Family Treatment Coordinator. Since Dawn's retirement, the program has been monitored by Julie Nedza, Resource Coordinator, Cortland Treatment Court. A new Family Treatment Coordinator has been recently hired to administer the program and Madison County looks forward to continuing to assist Respondents in addressing their drug, alcohol, mental health and parenting needs.

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.

2019 CCRS Entries

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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.

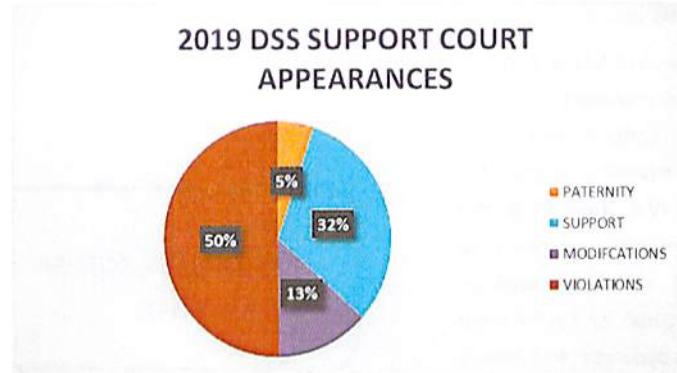
Oftentimes, when a Child Protective report is indicated and closed, the subject of that report will request a fair hearing seeking a determination from the State Office of Child & Family Services that the determination made by the CPS caseworker was correct. A fair hearing is then scheduled with an Administrative 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.

2019 Fair Hearings

29

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 2019, the DSS Legal Department appeared on 511 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 2019, the Legal Department submitted 198 child support orders.

2019 DSS 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.

2019 Money Judgments Filed on Behalf of DSS

104: \$133,342.55

2019 Judgments Satisfied on Behalf of DSS

23: \$31,753.19

Highlights of 2019

New legislation regarding the PINS (Persons in Need of Supervision) process was enacted and became effective January 1, 2020 (Fam.Crt.Act. §712). This legislation changed the manner in which the Courts proceed with children who are adjudicated PINS. This legislation focuses on assisting PINS children and their families by accessing community-based services to aid in addressing the issues that cause PINS behavior as an alternative to placement in non-secure detention. As a result of these changes to the statute, the Legal Department gave a presentation to the caseworkers in Child & Family Services regarding the legislative changes and disseminated the information in a clear and concise manner to facilitate understanding of the changes and how they will affect the PINS process.

The Legal Department had the opportunity to give a presentation to the students engaged in the New Visions program "Law, Government & Public Administration" through the Madison County Youth Bureau. Entitled "All Things Attorney," the presentation focused on the realities of becoming an attorney such as the cost of law school, the differences in employment within government agencies and private practice and the skills needed to be successful in the field of law.

In October, the Madison County Bar Association welcomed the Third Department Appellate Division to the Madison County Courthouse. Presiding over the arguments were Presiding Justice Elizabeth Garry, Justice Mulvey, Justice Pritzker, Justice Aarons and Justice Clark. The panel of Justices heard the arguments on six cases with two additional cases having been submitted on the papers. It was a tremendous honor to witness the Justices and Attorneys in the Appellate process.

2019 also saw the retirement of Hon. Dennis K. McDermott after having served more than eighteen years on the bench. Judge McDermott stated that "having served as Madison County Judge has been the greatest honor" of his career. It can also be said that it has been an honor for those of us who have appeared before him. In November, Michael St. Leger, Esq. was elected to the position of Madison County Court Judge and took his place on the bench on January 1, 2020. The Madison County Legal Department looks forward to working with Judge St. Leger now and in the future.

Submitted by Kelly Yonnick-Smith, Paralegal

Child Support Enforcement

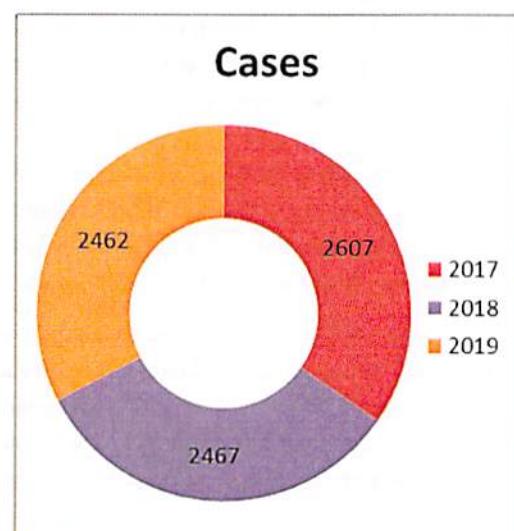
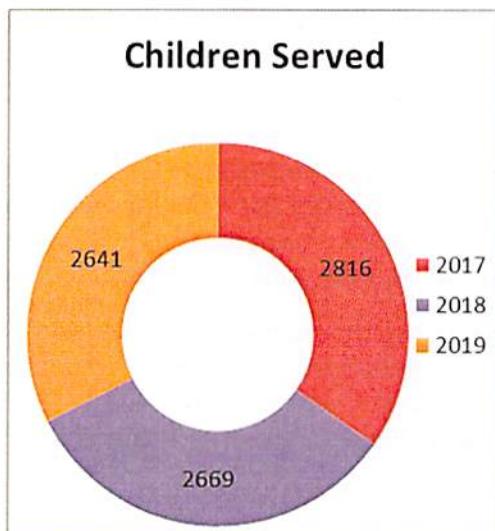
The Child Support Unit assists custodial parents in obtaining financial and/or medical support for their children. Services include locating absent parents, establishing paternity, establishing and enforcing support orders, and collecting and monitoring child support payments.



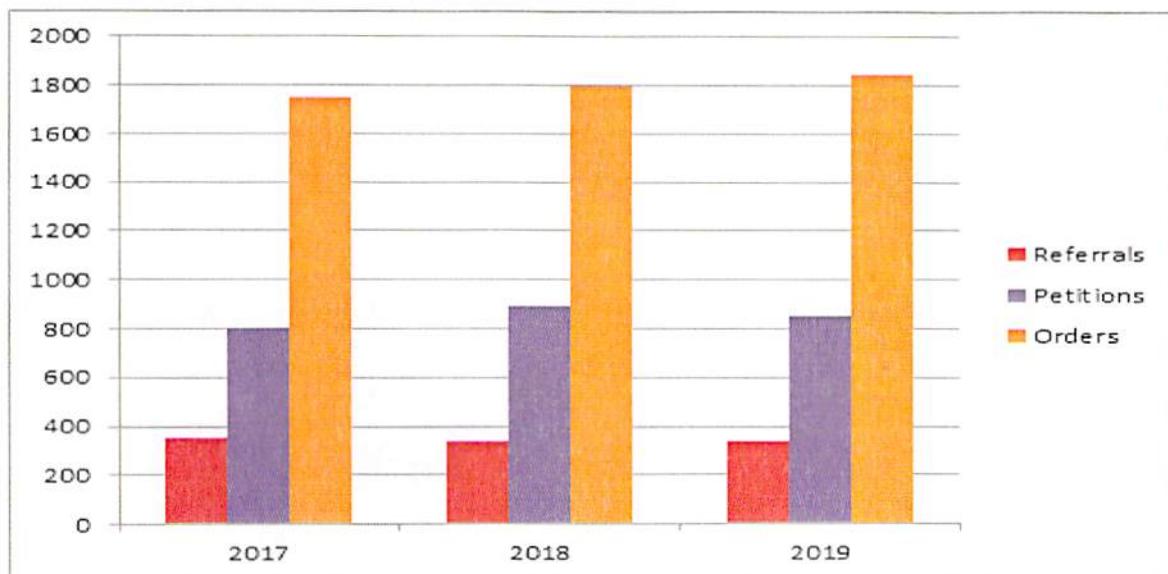
Caseloads

Over the past three years the caseloads of the Support Collection Unit have 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 2019 with 2,462 cases, serving 2,641 children.

Charts reflect children served and caseloads over the last three years



Enforcement Collections



- * 338 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.
- * 855 petitions were filed by the Child Support Unit, including paternity petitions, support petitions, and support collection petitions.
- * 1846 child/medical support orders were received and processed by means of building new accounts and adjusting or closing existing Child Support Accounts.
- * 806 appearances were made at Family Court by the Support Collection Unit including appearances for Madison County enforcement/collection petitions and transferred petitions.
- * 310 cooperation interviews were conducted and processed by the unit as a result of individuals applying for temporary /medical assistance.

Summary and Future Goals

2019 brought many changes to the Support Collection Unit. As a result of changes in legislation to protect tax information, the Support Collection drafted and implemented various policies and procedures safeguarding protected tax information. The Support Collection Unit will continue to stay updated and adapt to the future changes 2020 will bring while working toward its goal of improved utilization of enforcement methods to increase overall collection for the year of 2020.

Submitted by Julie Carroll, Child Support Enforcement Coordinator

Supportive Services

The Supportive Services Unit consists of 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 of the Support Services Staff have individual duties as well as shared duties that are rotated daily and include:

Switchboard: 62,542 incoming phone calls were received, logged and forwarded to DSS employees in 2019.



Judi White, Office Assistant I

Front Desk: 23,422 individuals were served at the front desk in 2019. Supportive Services staff meet and screen 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 a Financial Program Examiner. Routing slips are placed in a numbered folder and given to the client. For purposes of confidentiality, the number on the folder is used to call them in lieu of using their name. The person's name and who they are seeing is entered into the front desk log. This information is called 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 Services staff uses the Task Management System (TMS) to task appointments and "walk-in" clients to the Examiners.



Katie Houle, Office Assistant I

Posters, Brochures, Forms/Notices: Supportive Services staff maintain 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. **56 informational brochures are offered in the reception area,** are listed by program and include reorder information. There are **113 forms/notices 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 forms that belong inside each type of application. They maintain a supply of each form in the record room and are responsible for reordering them as necessary.

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).

Common Benefit Identification (CBIC) Cards: Supportive Services Staff order permanent cards and issue temporary cards to clients as ordered by the Financial Program Examiners. **1,201 vault cards were activated for SNAP and Temporary Assistance and 50 permanent cards were ordered for Medicaid clients in 2019.** State regulations mandate these vault cards be maintained in a secured area, logged daily and inventoried weekly.

Fair Hearings: **114 Fair Hearings were requested by clients in 2019.** 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 Administration Law Judge.

Status of Requested Fair Hearings	
Withdrawn	38
Default	25
Hearing Officer General Adjournment	22
Heard	23
Pending	6
Total Fair Hearings	114

Supportive Services staff must prepare for and notify eligibility staff of all requested Fair Hearings. They must also keep staff in the Financial Assistance Programs notified of status changes in fair hearings that were requested by clients.

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 134 households C/THP informational notices in 2019.**

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. 162 voter registration forms for new voters were sent to the Board of Elections in 2019

Individual Duties:

- ◆ ***Mail:*** Supportive Services staff 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 Services staff.
- ◆ ***Automated Finger Imaging (AFIS):*** Supportive Services Staff finger image and photograph Temporary Assistance applicants and forwards the information to an Examiner as part of the case record to prevent duplication of benefits. They also reconcile 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 of all DSS employee phone numbers, supervisors, units and work schedules.
- ◆ ***Office Supplies:*** Ordering office supplies for staff upon request.
- ◆ ***Temporary Assistance Recertifications:*** Input data entry codes to generate a recertification mailing for Temporary Assistance clients with authorizations expiring within the next two months.

Submitted by Kayla Dye, Director of Financial Assistance

Expenditure/Revenue Analysis - 2019

Program Type	2019 Expenditure	2019 Revenue	Local Share
General Administration	\$ 8,875,613	\$ 6,646,665	\$ 2,228,947
Child Support Incentive	\$ -	\$ 34,886	\$ (34,886)
Child Care Block Grant	\$ 589,748	\$ 731,367	\$ (141,619)
Services for Recipients	\$ 819,265	\$ 570,854	\$ 248,411
Medicaid	\$ 10,922,876	\$ -	\$ 10,922,876
Medical Assistance	\$ 2,894	\$ 2,894	\$ 0
TANF	\$ 1,409,039	\$ 1,473,180	\$ (64,141)
Foster Care	\$ 2,042,422	\$ 1,279,546	\$ 762,876
Juvenile Delinquents	\$ 1,247,069	\$ 521,221	\$ 725,848
Safety Net	\$ 1,162,482	\$ 511,172	\$ 651,309
Burials	\$ 113,620	\$ 15,110	\$ 98,510
Home Energy Assistance	\$ 19,070	\$ 16,198	\$ 2,872
Emergency Aid to Adults	\$ 18,009	\$ 9,347	\$ 8,662
Total	\$ 27,222,106	\$ 11,812,440	\$ 15,409,666

2019 Information is based on MUNIS Year to Date Reports dated 2/25/20

Department of Social Services
Local Share - Budgeted vs Actual - 2019

Program Type	Budgeted Local Share	Actual Local Share	Surplus/ (Deficit)
General Administration	\$ 3,005,390	\$ 2,228,947	\$ 776,443
Child Support Incentive	\$ (32,580)	\$ (34,886)	\$ 2,306
Child Care Block Grant	\$ (35,916)	\$ (141,619)	\$ 105,703
Services for Recipients	\$ 366,043	\$ 248,411	\$ 117,632
Medicaid	\$ 10,998,796	\$ 10,922,876	\$ 75,920
Medical Assistance	\$ -	\$ 0	\$ (0)
TANF	\$ 72,729	\$ (64,141)	\$ 136,870
Foster Care	\$ 931,390	\$ 762,876	\$ 168,514
Juvenile Delinquents	\$ 1,058,725	\$ 725,848	\$ 332,877
Safety Net	\$ 794,604	\$ 651,309	\$ 143,295
Burials	\$ 185,340	\$ 98,510	\$ 86,830
Home Energy Assistance	\$ -	\$ 2,872	\$ (2,872)
Emergency Aid to Adults	\$ 14,580	\$ 8,662	\$ 5,918
Total	\$ 17,359,101	\$ 15,409,666	\$ 1,949,435

2019 Information is based on MUNIS Year to Date Reports dated 2/25/20

Department of Social Services
Modified Budget Amount vs Actual Adjusted Gross Amount - 2019

Program Type	Budget Amount	Expenditure	Surplus/ Deficit
General Administration	\$ 9,789,722	\$ 8,875,613	\$ 914,109
Child Care Block Grant	\$ 657,946	\$ 589,748	\$ 68,198
Services for Recipients	\$ 1,211,974	\$ 819,265	\$ 392,709
Medicaid	\$ 10,998,796	\$ 10,922,876	\$ 75,920
Medical Assistance	\$ 12,000	\$ 2,894	\$ 9,106
TANF	\$ 1,883,339	\$ 1,409,039	\$ 474,300
Foster Care	\$ 2,339,106	\$ 2,042,422	\$ 296,684
Juvenile Delinquents	\$ 2,055,814	\$ 1,247,069	\$ 808,745
Safety Net	\$ 1,350,000	\$ 1,162,482	\$ 187,518
Burials	\$ 201,000	\$ 113,620	\$ 87,380
Home Energy Assistance	\$ 30,000	\$ 19,070	\$ 10,930
Emergency Aid to Adults	\$ 30,000	\$ 18,009	\$ 11,991
Total	\$ 30,559,697	\$ 27,222,106	\$ 3,337,591

2018 Information is based on MUNIS Year to Date Reports dated 3/09/19

2019 Information is based on MUNIS Year to Date Reports dated 2/25/20

Youth Bureau
Expenditure/Revenue Analysis - 2019

Program Type	2019 Expenditure	2019 Revenue	Local Share
Youth Bureau Administration	\$ 157,048	\$ 25,555	\$ 131,493
Youth Bureau Program	\$ 86,983	\$ 68,992	\$ 17,991
Total	\$ 244,031	\$ 94,547	\$ 149,484

2019 Information is based on MUNIS Year to Date Reports dated 2/25/20

Youth Bureau
Expenditure/Revenue Analysis - 2019

Program Type	2019 Expenditure	2019 Revenue	Local Share
Youth Bureau Administration	\$ 157,048	\$ 25,555	\$ 131,493
Youth Bureau Program	\$ 86,983	\$ 68,992	\$ 17,991
Total	\$ 244,031	\$ 94,547	\$ 149,484

2019 Information is based on MUNIS Year to Date Reports dated 2/25/20

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 2019

Non-Probate - PNA	\$ 18,479
Supplemental Needs Trusts & Annuities	\$438,208
Accident Liens	\$ 180
Medicaid Liens	\$ -0-
Burials	\$ 755
Excess Resources	\$ 1,117
Estates – Surrogate’s Court	<u>\$ 11,868</u>
Total	\$470,607

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 P. Chaires, Deputy Commissioner for Administrative Services

DAY CARE

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 2019 Day Care costs.



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