



Madison County

Department of Social Services

# 2020 Annual Report

Michael Fitzgerald  
Commissioner





Michael A. Fitzgerald, Commissioner  
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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 “2020 Annual Report.” To quote the late Jerry Garcia of the Grateful Dead, “What a long, strange trip it’s been.” As I sit down to pen this year’s annual message, it is almost 365 days to the day when the world ceased to be what we once knew it to be. It was on March 9, 2020, when a foster parent reported that she was hospitalized with a “virus” and was not sure how she was going to be able to care for the children in her home. That was our first scare (she ended up testing negative and was able to care for the children without interruption), and we have been trying to stay ahead of it since.

Throughout this Annual Report, you will read about how the Department of Social Services continued to do exemplary work despite shutdowns, quarantines, and pandemics. In summary, we issued 30 percent more SNAP benefits (increase of over \$3 million compared to 2019), we continued to intervene and assist families through our Child & Family Services Division (including nearly 1,400 child protective investigations which require home visits and seeing people in person), and despite federal and state partnerships that need to be mended, DSS continued to claim and receive funding to keep assisting those who need our help the most. We saw a record number of our citizens homeless (over 240), a number of children lingered in foster care or awaited adoption while the NYS Courts were shutdown and our state lawmakers put in place a 20 percent withhold of funding of monies owed at a time when counties could least afford it.

Despite (or perhaps, in spite of) these challenges, the staff at DSS kept up the incredible work that still required our staff to go to people’s homes, accept that they couldn’t do in person transactions and creatively came up with work arounds and were able to work remotely to continue to achieve the DSS mission.

And if the pandemic was not enough, many communities across the state, nation and the world, including our own, were rocked by race and equity concerns that boiled over in the summer after the tragic loss of life or more people of color. DSS has always served all without regard to color or creed, gender or orientation, citizenship or nationality. Our motto “We help people” is as simple of a statement as can be

made but carries with it much weight. We don't say we help "some" people, or "those" people or any such modifiers. We help ALL people.

This year also brought many budgetary challenges as we headed into 2021, many known, but some that will continue to present challenges as we "return to normal." We are not certain what that will look like in the coming days, months, and years ahead. What we do know is that the challenges ahead are great, such as:

- The ending of the eviction and utility disconnect moratoriums that have been in place to help prevent further infection from housing instability. Once it is known how great the problem is, addressing it effectively and timely will be a great hurdle to overcome. And while it appears there could be federal resources to help, accessing them and being able to get them to the right people at the right time will be difficult.
- The re-opening of schools to full-time students will be a welcome relief to many parents and kids- but will also bring those children into contact with caring adults who will find out what has been happening in the home over the past year. Some children who have not had the opportunity to attend school fulltime will finally be in a safe space and will undoubtedly disclose abuse and neglect, resulting in an increase in child protective investigations.
- New York State has had fiscal challenges not unlike many other municipalities. To close budget gaps, the state plan was to "withhold" up to 20 percent of monies owing to the department. That has since been modified to a 5 percent "cut" at a time when local governments can least afford any losses.

Even with all the challenges of the past year and the rocky roads ahead, I am confident the persistent and incredibly dedicated staff at DSS will overcome any obstacles in front of us and we will overcome them.

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**

**Jesica Prieto, 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 Crompton, Director of Administrative  
Services**

**Tina Louis, Director of Youth Bureau**

**Julie Jones, Supervising Attorney**

**Suzanne Knight, Attorney**



## **STAFF DEVELOPMENT**

Training is conducted in a range of settings, including classroom, online via employee desktops, or in a group setting by “teleconference”. This year due to the COVID-19 pandemic all training was done in a virtual setting. Any trainings that could be converted to an online platform were available.

All new positions, whether promotional or new hire, are given at least 75 hours of in-house new worker training. The state mandates annual confidentiality training for all staff and there is also annual training provided through the Personnel Office. Some titles such as Social Welfare Examiner and Children’s Services Caseworker also require a minimum number of hours of state-sponsored training.

Training Attendance	Training Hours	Training Costs
766 StateAttendees	2,107.25 State Training Hours	\$1,456.00 State Training Costs
737 Local Attendees	2,072.25 Local Training Hours	\$8,166.07 Local Training Costs
<b>1,503 Total Attendees</b>	<b>4,179.50 Total Training Hours</b>	<b>\$9,622.07 Total Training Costs</b>

In 2020, the department saw five promotions (two Senior Social Welfare Examiners, one Case Assistant, Deputy Commissioner of Family Services and a Case Supervisor, Grade B) and 15 new hires (four Energy Resource Aides, four Caseworkers, four Social Welfare Examiners, one Case Assistant, one Office Assistant I and one Office Assistant II). Four employees resigned (one Social Welfare Examiner and three Caseworkers) and five retired (one Senior Social Welfare Examiner, one OA I, Deputy Commissioner of Family Services, one Caseworker and one Case Assistant).

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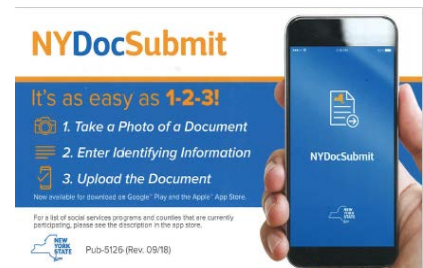
*Submitted by Michele Browell, Confidential Secretary/Staff Development*

## **FINANCIAL ASSISTANCE**

The year 2020 proved very challenging for all Financial Assistance programs. The COVID-19 pandemic resulted in serious economic hardship for low-income individuals/families. In response to the outbreak of COVID-19 and the declaration of a State disaster emergency, the Office of Temporary and Disability Assistance (OTDA) and Department of Health (DOH) revised many program regulations:

- In March 2020, OTDA waived requirements for in person or “face to face” interviews for all programs. All program applications and recertifications are conducted by phone interview.
- In July 2020, OTDA introduced an online application for Temporary Assistance, available at [www.myBenefits.ny.gov](http://www.myBenefits.ny.gov). This allows individuals to apply for TA at any time and from any location.
- SNAP recipients not receiving the maximum benefit allowance for their household size were issued monthly supplemental SNAP benefits to increase their current benefit to the maximum allowance.
- Federal regulation requiring Able-Bodied Adults Without Dependents (ABAWD) to participate in qualifying work activities was suspended during the COVID-19 crises.
- OTDA extended the Home Energy Assistance Program (HEAP) through August 2020 and provided an additional Emergency Benefit for eligible households.
- In March 2020, DOH began automatically extending Medicaid recertifications for a one-year time period. No adverse action can be taken on any Medicaid case in an effort to ensure that all individuals have adequate health insurance coverage during the COVID-19 pandemic.

In March 2020, NYS developed a free mobile device application, NYDocSubmit, which allows applicants/recipients to submit documentation electronically. The mobile application is available for download Google Play™ or the Apple App Store™ and can be used to take photos of documents and upload them to Madison County DSS. This application gives individuals the ability to safely submit necessary documentation from the comfort of home.



Also, in 2020, a new mailbox was installed at the public entrance doors to DSS. County residents now have the option of dropping off information at any time, day or night in a secure and confidential manner. Documents left in the drop box are picked up several times during the day, date stamped and distributed to appropriate staff. The drop box has been very well received by clients receiving services at DSS.



## **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, childcare 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

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.

<b>TA Expenditures:</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>
Family Assistance (FA)	\$1,045,706	\$921,336	\$878, 772
Safety Net (SNA)	\$1,106,263	\$1,177,177	\$1,009,896
Emergency Aid to Families (EAF)	\$48,075	\$35,316	\$10,531
Emergency Aid to Adults (EAA)	\$14,366	\$18,771	\$2,166

<b>TA</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>
<b>Average Caseload</b>	302	303	270
<b>Applications Registered</b>	804	742	498

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. The TA unit processed 507 white sheets which involved an 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 437 individuals received temporary assistance benefits throughout the year 2020.

## **FRAUD**

In addition to administering 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.
- 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.
- 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.

### ***2020 FRAUD ACCOMPLISHMENTS***

<b><i>Fraud</i></b>	<b><i>2018</i></b>	<b><i>2019</i></b>	<b><i>2020</i></b>
<b><i>Referrals</i></b>	<b><i>136</i></b>	<b><i>106</i></b>	<b><i>75</i></b>
<b><i>Investigations</i></b>	<b><i>89</i></b>	<b><i>55</i></b>	<b><i>33</i></b>
<b><i>FEDS</i></b>	<b><i>20</i></b>	<b><i>18</i></b>	<b><i>4</i></b>
<b><i>Validations</i></b>	<b><i>347</i></b>	<b><i>353</i></b>	<b><i>53</i></b>
<b><i>Arrests</i></b>	<b><i>27</i></b>	<b><i>13</i></b>	<b><i>7</i></b>
<b><i>IPV Restitution Paid back to DSS</i></b>	<b><i>\$48,652.61</i></b>	<b><i>\$37,615.32</i></b>	<b><i>\$26,591.00</i></b>

- There were 10 individuals disqualified from receiving benefits in 2020 due to Intentional Program Violations (IPVs).

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*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.



SNAP	2018	2019	2020
<b>Caseload</b>	3,584	3,415	3,263
<b>Applications Registered</b>	2,684	2,485	2,715
<b>Online Applications</b>	837	773	1,678

Applicants for SNAP have the ability to apply online through the Office of Temporary and Disability Assistance (OTDA) MyBenefits website – [www.myBenefits.ny.gov](http://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, providing a safe and convenient way for individuals to apply.

The SNAP unit provided SNAP benefits valued at \$12,408,520 to approximately 5,743 residents of Madison County in 2020.

SNAP	2018	2019	2020
<b>YTD Net Expenditures</b>	\$9,086,054	\$8,327,976	\$12,408,520
<b>Individuals Served</b>	6,400	6,200	5,743



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*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.

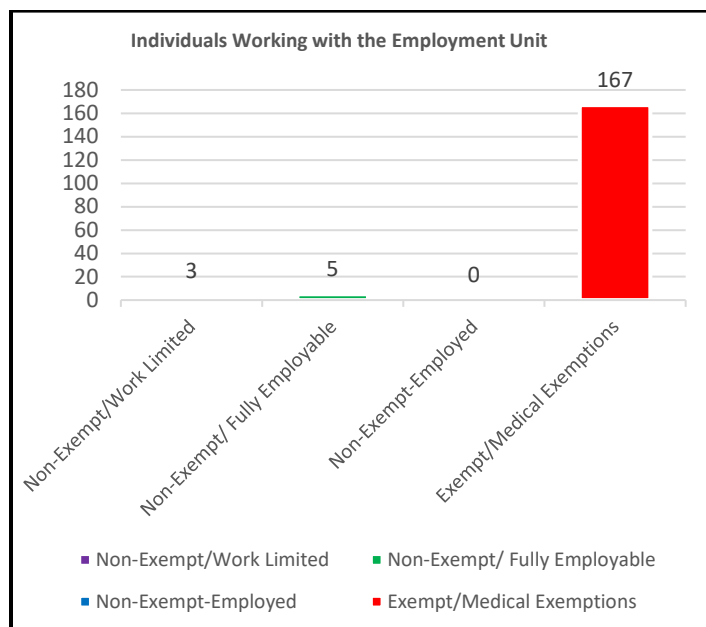
The Employment Unit consists of three Welfare Employment Representatives (WER) working with two groups of individuals between the ages of 16 and 59:

- 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

**Primary Goal:** Assist non-exempt individuals in finding and maintaining employment, working in collaboration with the Madison County Career Center Workforce Development, local BOCES, local employers, and community agencies to provide a wide range of employment options and activities. Assist 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.

Due to the COVID-19 pandemic, unemployment drastically increased. New York State Office of Temporary and Disability Assistance (OTDA) waived all mandated job search and job activities, resulting in a decrease in individuals working with the Employment Unit.

<u><b>Statistics:</b></u>	<u><b>2017</b></u>	<u><b>2018</b></u>	<u><b>2019</b></u>	<u><b>2020</b></u>
Total Cases	248	221	215	175
Non-Exempt				
Employable, work limited	25	18	9	8
Exempt - Medical	183	174	176	137
Exempt				
Age 16-18 in school, 60+, DV	40	29	30	30

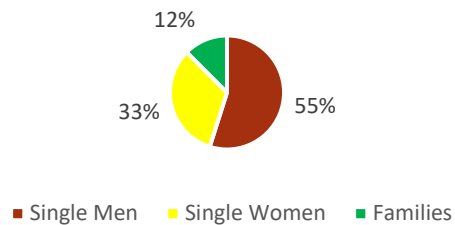


## **HOMELESS SERVICES**

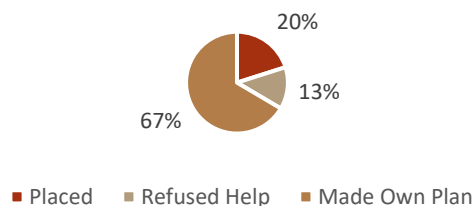
In addition to working with Temporary Assistance recipients to engage them in work activities and assist them with obtaining and maintaining employment, the Employment Unit Welfare Employment Representatives (WER) work directly with the county's homeless population and act as point of contact with outside agencies, landlords and hotels.

	2017	2018	2019	2020
<b>Total Homeless Served</b>	<b>128</b>	<b>172</b>	<b>186</b>	<b>224</b>
Single Men	69	95	85	123 *45% increase from 2019
Single Women	35	53	70	73
Families	24	24	31	28
Placed in Housing	38	44	46	45
Not Placed	90	128	140	179

Homeless Population



Homeless Arrangements



DSS keeps a record of individuals seen in the agency due to homelessness, and the reasons leading them to homelessness.

	2017	2018	2019	2020
<b>Loss of friend/family support</b>	35	53	89	103
<b>Eviction / Codes Enforcement</b>	33	31	32	27
<b>Release from Jail</b>	16	28	32	34
<b>Transient – county moves</b>	12	22	10	16
<b>Domestic Violence</b>	7	6	5	15
<b>Return to NYS</b>	6	7	4	9
<b>Mental illness</b>	1	9	0	4

DSS staff spent over 110 hours in 2020 assisting homeless individuals and families in finding shelter, temporary and/or permanent housing.

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.

In 2020, there was a total of 23 persons assisted under Code Blue requirements:

Housing Provided	2017	2018	2019	2020
January 1 <sup>st</sup> – March 31 <sup>st</sup>	8	11	12	17
October 1 <sup>st</sup> – December 31 <sup>st</sup>	12	11	14	6

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 and resource information listing DSS and other agency phone numbers and contacts.

### **New in 2020**

DSS acquired three licenses to obtain access to Homeless Management Information Systems (HMIS), an information technology system used to collect client-level data, provide comprehensive tracking of persons served and assist with efforts to manage homeless services. This system allows DSS to prepare outcome reporting and work collaboratively with Continuum of Care (CoC) members to plan and implement homeless services.

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*Submitted by Patricia Platt, Deputy Commissioner for Financial Assistance*

## **MOBILE WORK CREW**

In 2020, the Mobile Work Crew performed a total of 151 hours on projects from January to March. In March 2020, due to the COVID-19 pandemic, the Office of Temporary and Disability Assistance (OTDA) waived all mandated job search and job activities, as well as “in person” interviews, eliminating participation in the Mobile Work Crew for the remainder of the year.

However, the Work Crew Leader continued to coordinate and complete many worthwhile projects throughout Madison county in 2020. Some of those projects are as follows:

- Demolition of abandoned house in Munnsville, Town of Stockbridge to provide open access to the town park. This project involved organizing the work to be done with Madison County Highway Dept and Town of Stockbridge and providing on-site assistance.
- Constructing a roof over Lake Morraine sign in the Town of Madison.
- Constructing two breezeway additions at the Madison County Office for the Aging, Canastota.
- Installation of handicap accessible restrooms in the VFW, Canastota.
- Renovation of Parks Building in the Town of Sullivan.
- Repairs, and new paint on exterior of the Madison County IDA Building.
- DSS – moved furniture, disassembled and re-assembled cubicles and offices, and minor miscellaneous jobs.
- Snow removal from county cars.



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*Submitted by Patricia Platt, Deputy Commissioner for Financial Assistance*

## **BURIALS**

In 2020, DSS received 62 applications for indigent burials, with 51 of those applications processed for payment by DSS and 11 applications denied.

The total amount paid for burials was \$133,390.69, which is approximately a 3.5% decrease from the 2019 amount of \$138,266.57.

Below is the amount paid to our local funeral homes:

<b>Funeral Provider</b>	<b>Costs</b>
Ayer & Zimmer Funeral Home	\$4,297.00
Burgess & Tedesco Funeral Home	\$17,887.03
Campbell Dean Funeral Home	\$6,916.00
Coolican & McSweeney Funeral Home	\$1,883.00
Fiore Funeral Home	\$2,410.00
G.F. Zimmer Funeral Home	\$18,023.74
Ironside Funeral Home	\$19,663.46
J. Homer Ball Funeral Home	\$7,502.00
Michael Brown Funeral Service	\$2,018.00
Paul Funeral Home	\$20,354.07
<b>Total</b>	<b>\$100,954.30</b>

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*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 2020 were \$138,621,585 with the local share being approximately \$9,981,223.

<i>Medical Expenditures for 2020</i>		
<i>Hospital</i>	6,088,788.89	
<i>Skilled Nursing</i>	13,951,291.82	*48.58% increase from 2019 (\$9,389,698.97)
<i>Clinics</i>	1,607,530.15	
<i>Hospice Services</i>	79,659.68	
<i>Physicians</i>	576,711.83	
<i>Dental</i>	46,165.90	
<i>Other Practitioners</i>	1,040,294.59	
<i>Child Inst. Medical</i>	387,559.82	*45.92% increase from 2019 (265,604.24)
<i>Personal Care</i>	637,155.06	
<i>Home Health Aide</i>	84,058.65	
<i>Home Nursing</i>	902.22	
<i>Assisted Living Program</i>	109,040.87	
<i>Waiver Services</i>	30,571,913.71	
<i>Rehab Services</i>	0	
<i>Therapist Services</i>	2,987.40	
<i>Rehab Option Services</i>	2,354,736.31	
<i>Drugs</i>	1,389,863.57	
<i>Sick Room Supplies</i>	102,150.84	
<i>Eyeglasses</i>	4,240.32	
<i>Durable Medical Equipment</i>	75,990.43	
<i>HMO Services</i>	62,672,485.24	
<i>Managed Long Term Care</i>	10,069,086.79	
<i>Case Management</i>	3,052,663.75	
<i>HIPP Payee</i>	385,498.92	
<i>Transportation</i>	3,159,236.32	
<i>Lab &amp; X-Ray</i>	143,131.81	
<i>Other</i>	28,440.16	
<b>Total</b>	<b>\$138,621,585.05</b>	<b>*3.01% increase from 2019</b>

### **2020 Medicaid Program Statistics:**

- 1,925 Community Medicaid Cases
- 1,408 Supplemental Security Income (SSI) Medicaid Cases
- 188 Chronic Care Nursing Home Cases
- 293 Waiver Cases
- 973 Medicaid Applications registered
- 5,741 Phone calls received by the Medicaid Unit.
- 225 Individuals seen by the Medicaid Unit.

### **2020 Medicaid Program Highlights:**

- **187** - 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.
- **27** - 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.
- **88** - Individuals have their Medicare Part B premiums paid under one of the Medicare Savings Program/Medicare Insurance Premium Payment (MIPP)
- **9** - Individuals have their employer-sponsored health insurance premiums paid under Health Insurance Premium Program (HIPP).
- **139** - MIPPA (Medicare Improvement for Patients and Providers Act of 2008) referrals were received in 2020. 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.
- **9,790** – Madison County individuals enrolled in Medicaid through the New York State of Health, which is 0.3% of the Statewide total of 3,650,856.

### **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.

Madison County is mandated for Managed Care and currently enrolls in 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), Nascenia Health Options, Fidelis Care at Home, and iCircle Services.

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*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. HEAP consists of 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.



### **2019-2020 Statistics:**

- The HEAP Unit processed 1,310 applications for Regular HEAP
- The HEAP Unit handled 5,081 phone calls.
- 3,151 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 \$1,658,321
- 1,195 Emergency benefits were issued through the SNAP and HEAP units at a cost of \$717,685.00.

### **The HEAP Heating Equipment Repair and Replacement (HERR) Component had:**

- 23 repair or replacement referrals were made to Stoneleigh Housing
- 12 furnace repairs were completed at a cost of \$3,568.30
- 11 furnace replacements were completed at a cost of \$39,958.00

### **The HEAP Cooling Assistance Component (CAC) had:**

- 42 applications were received
- 31 applications were approved at a cost of \$22,452.87
- 11 applications were denied

### **HEAP Heating Equipment Clean and Tune Component had:**

- 19 applications were received
- 17 applications were approved at a cost of \$3,268.02
- 2 applications were denied

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*Submitted by Kayla Dye, Director of Financial Assistance*

## **FAMILY SERVICES**

Madison County Family Services faced unprecedented challenges in providing services to our most vulnerable residents while amidst a Global Pandemic in 2020. Dedicated staff worked tirelessly to ensure health and safety of not only our clients but also of each other. Family Services was fortunate to be equipped with the technology needed to continue to provide exceptional services to families while working remotely. In the following pages, you find information that will show how the needs of Madison County residents were met with uninterrupted and exceptional services through our Child Protective Unit, Foster Care / Preventive Unit, Adult Protective Services, Homefinding / Adoptions Unit and the Youth Bureau.

### **2020 Madison County Youth Bureau**

With respect to youth programming, the Leadership Program's first year program in Personal Skill Development involved 18 youth from Cazenovia and Chittenango.

The Leadership Program's second year Service-Learning Component has involved 17 students from Cazenovia, Chittenango, Morrisville and Stockbridge.

A Program Quality Assessment review was completed by two School and Youth Development Coordinators for one Youth Bureau funded agency to ensure the agency is addressing the eight features of positive youth development as stated in their contract.

In 2020 there were agencies that were allocated funds for youth programming that could not run activities due to the restrictions that existed during the pandemic. Programs included; an all virtual counselor in training program, an activity group for LGBTQIA youth and a new STEM exploration program. With additional county funds that were first included in 2019, the second opportunity for additional programming in 2020 included a countywide mentoring program as well as a farm program to teach youth about self-esteem, empathy, teamwork and leadership.

In February, Youth Bureau staff brought four Madison County youth to the 19<sup>th</sup> Annual Youth Leadership Forum in Albany.



Marcie Soule, Josh Lowe, Kim Marris, Assemblyman John Salka, Grace Smith, Mercedes Widrick and James Norrs

### **Case Assistants**

The following duties were performed by the Case Assistants.

Referred Need	Referrals	Home Visits	Coached Visits	Accessed Food Cupboard	Hygiene Supply Cabinet	Mentoring Services
Number per Need	8	170	256	9	20	99

# of Parenting Classes- **14** (2- 10-week sessions held each year in Spring/Fall;

Spring session was cut short due to the global pandemic and wanting to ensure everyone's health and safety. Protocols were put in place so that the Fall session could resume safely for all participants and staff as an in-person class.)

# of Fatherhood Connection Meetings- **28** (2-14-week sessions held each year in Spring/Fall.

The in-person Spring session was temporarily postponed due to the global pandemic however it was able to resume virtually so that the participating fathers could complete their session. The Fall session continued in the virtual format and was successful in giving Madison County fathers who normally would not have attended due to transportation issues, an opportunity to participate in the program.)

### **School Services:**

In the year 2020, this program received 107 referrals. The number of referrals significantly decreased once schools went virtual, however in the Fall when schools resumed in-person learning, the numbers quickly increased. We received 78 out of the 107 referrals since October 2020. The following is a breakdown of the referral sources:

Source of Referral	School	Outside Agency	County Departments	Family
Number of Referrals	93	2	6	6

The referrals reflected a variety of needs. Each referral usually consisted of several identified areas of need. The following is a breakdown of the number of times services were requested for certain areas of need:

Referred Need	Mental Health Services	Medical Services	Juvenile Justice	Educational	Behavioral Issues	Basic Needs	Mentoring Services	OPWDD/Dev Evaluations	Case Mngmt	Accessing Services
Number per Need	32	6	3	70	8	34	23	3	20	68

The referrals broken down into the following age groups:

Age of Child	0-5 years	6-9 years	10-13 years	14-16 years	17-18 years
Number per Age Group	9	38	29	27	4

### **Intensive Mentoring Program:**

# of new intensive referrals- **17** (last year's 18 referrals)

# of youth served- **45** (last year 42)

### **Life Skills Coaching:**

# of referrals for 2020- **18** (last year's 19)

# of kids worked with in 2020- **24** (last year's 25)

### **Safe Harbour**

There are two primary purposes for this program:

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

Safe Harbour received 43 total referrals (3 were "repeats" within this calendar year). We provided basic needs such as food and clothing to approximately 19 at risk youth.

Unfortunately, due to the COVID-19 pandemic, many public activities and trainings that were planned had to be postponed until future notice.

### **PINS Diversion Program**

#### **PINS Diversion Yearly Stats for 2020**

Total Referrals 81

Referral Source:

- School 40
- Parent 13
- Other 23
- Male 53
- Female 23
- ❖ Average Age 13

Allegations

- IU (Incorrigible & Ungovernable) 35
- TR (truancy) 60
- MJ (Marijuana use) 7

### **Multidisciplinary Team**

The purpose of the MDT is to minimize trauma to the victim and strengthen the prosecution of the defendant. The MDT cases are top priority for the Investigative Unit and all of our Investigators continue to receive specialized training in this area. The Investigative Unit of the Sheriff's Office is only one piece of the MDT. Other team members consist of Law Enforcement (other local and state agencies) Mental Health, Medical, District Attorney's Office and Child Protective Services and Victim's Advocacy.

Jan	28
Feb	6
Mar	13
Apr	11
May	21
Jun	16
Jul	6
Aug	16
Sep	17
Oct	14
Nov	10
Dec	7

**Total** 165

## Monthly Child Protective Reports Sorted by Township

	Jan	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total
Brookfield	7	5	4	3	4	7	4	3	4	8	5	3	<b>57</b>
Cazenovia	6	5	5	2	0	4	1	2	8	5	3	1	<b>42</b>
DeRuyter	2	5	2	1	1	4	1	1	0	1	1	1	<b>20</b>
Eaton	3	2	8	2	3	2	2	2	9	4	3	4	<b>44</b>
Fenner	1	1	0	0	1	1	0	0	0	0	1	0	<b>5</b>
Georgetown	0	3	0	0	0	3	0	0	0	0	1	0	<b>7</b>
Hamilton	6	2	6	5	2	0	3	3	6	10	11	9	<b>63</b>
Lebanon	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Lenox	19	17	15	22	15	11	17	15	27	29	19	21	<b>227</b>
Lincoln	2	4	0	0	1	0	1	0	1	0	0	0	<b>9</b>
Madison	5	4	4	0	0	1	4	6	5	9	2	2	<b>42</b>
Nelson	0	1	0	0	1	0	0	0	0	0	0	0	<b>2</b>
Oneida	46	20	42	15	20	21	25	22	35	33	20	25	<b>324</b>
Smithfield	0	0	1	0	0	1	0	1	0	0	0	0	<b>3</b>
Stockbridge	3	10	5	7	1	3	2	5	3	6	0	11	<b>55</b>
Sullivan	10	6	16	6	7	7	8	12	15	24	16	14	<b>141</b>
Other Reports	27	21	18	14	29	14	24	30	26	40	24	21	<b>288</b>
<b>Total</b>	<b>137</b>	<b>106</b>	<b>126</b>	<b>77</b>	<b>84</b>	<b>79</b>	<b>92</b>	<b>102</b>	<b>139</b>	<b>169</b>	<b>106</b>	<b>112</b>	<b>1329</b>



### Foster Care Homefinding Statistics 2020

	Number of Homes Opened	Number of Homes Recertified	Number of Homes Closed	Current Number of Homes	Homestudies Completed	GPSII/MAPP Meetings
January	0	2	0	26	0	0
February	1	2	0	27	1	0
March	2	2	1	28	2	1
April	2	0	1	29	1	0
May	1	0	0	30	1	0
June	0	3	3	27	0	0
July	1	3	0	28	1	0
August	0	1	1	27	0	0
September	0	0	0	27	0	0
October	0	0	0	27	0	1
November	1	1	1	27	1	3
December	1	0	0	28	1	4
<b>Total</b>	<b>9</b>	<b>14</b>	<b>7</b>	<b>28</b>	<b>8</b>	<b>9</b>

### Adult Protective Services

Madison County has a caseworker assigned to APS (Adult Protective Services) who is supervised by a Grade B Supervisor. The following program stats are for 2020:

- 76 new APS investigations
- 4 open on going cases
- 15 on going Consumer direct cases

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*Submitted by:*

*Jesica Prievo , Deputy Commissioner for Family Services*

*Tina Louis, Youth Bureau Director*

*Catherine Fowler, Case Supervisor Grade B*

*Cassie Wolcott , Senior Caseworker MDT*

*Timothy Brown, Case Supervisor Grade B*

*Marcie Soule, School and Youth Development Supervisor*

*Theresa Snyder, Home finder*

*Karen Bellotti, Senior Caseworker*

*Aubrey Kirley, School and Youth Development Coordinator*

## **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 ~

### **Covid-19**

For the Department, the utilization of technology such as first, Skype and then Microsoft Teams, has allowed the members of the Legal Department to work from home as well as to appear in the Madison County Family Court.

### **Child & Family Services**

<b><u>Active Cases:</u></b>	<b>57</b>	<b><u>Cases Opened:</u></b>	<b>41</b>
<b><u>Petitions filed:</u></b>	<b>73</b>	<b><u>Cases Resolved:</u></b>	<b>53</b>
<b><u>Court Orders:</u></b>	<b>231</b>	<b><u>Trials:</u></b>	<b>10</b>
<b><u>Permanency Hearings:</u></b>	<b>61</b>	<b><u>Permanency Reports:</u></b>	<b>61</b>
<b><u>Court Ordered Investigations:</u></b>	<b>28</b>	<b><u>Total Court Appearances: *</u></b>	<b>317</b>
		<b>*(Includes DSS noticed as Interested Party)</b>	

### **2020 Legal/Caseworker Conferences**

**347**

### **2020 Court Ordered Investigations**

**28**

### **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. 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**

Ashley Hosmer has been the Family Treatment Coordinator since the beginning of 2020. Since Ashley Hosmer assumed the coordinator position in 2020, there has been six participants enrolled in the program and there are currently fifteen pending referrals. Due to the restrictions resulting from Covid-19, referrals to the program and the process to admitting participants ceased for a period of time but have recently re-started.

### **Child Care Review Service (CCRS)**

#### **2020 CCRS Entries**

**215**

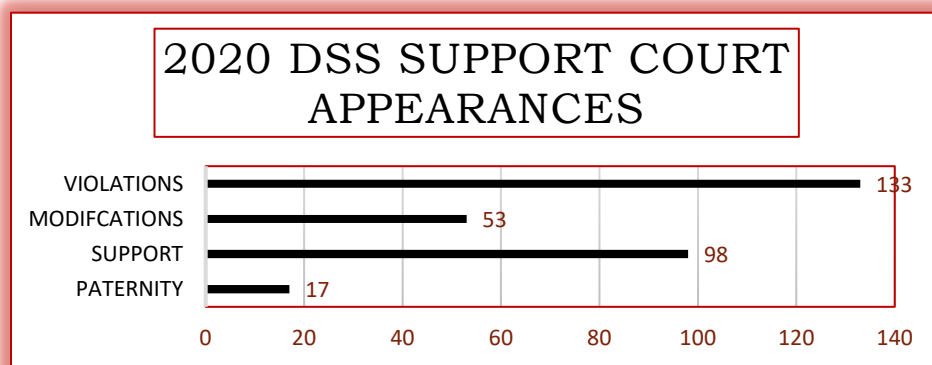
### **Fair Hearings**

#### **2020 Fair Hearings**

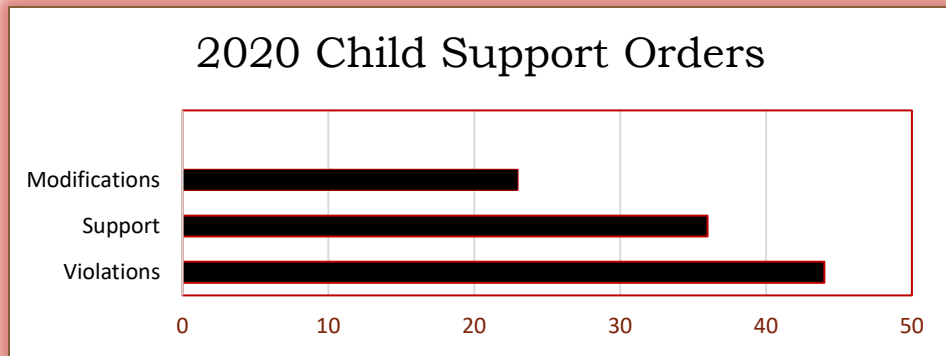
**17**

### **Child Support Collection**

For the year 2020, the DSS Legal Department appeared on 238 Initial Appearances and 63 Fact-Findings totaling 301 child support cases.



In the year 2020, the Legal Department submitted 103 child support orders.



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

2020 Money Judgments Filed on Behalf of DSS

**47:            \$56,034.76**

#### **2020 Judgments Satisfied on Behalf of DSS**

**37:            \$48,464.55**

### Personal Service

For the year 2020, the Department personally served or attempted to personally serve approximately sixty-four (64) individuals. While a small number of County Sheriff's Departments do not require payment from the Department, most do. The Departments cost for personal service for the year 2020 was approximately \$2,068.40.

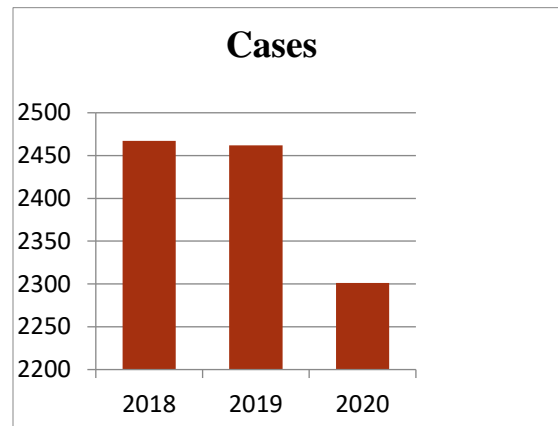
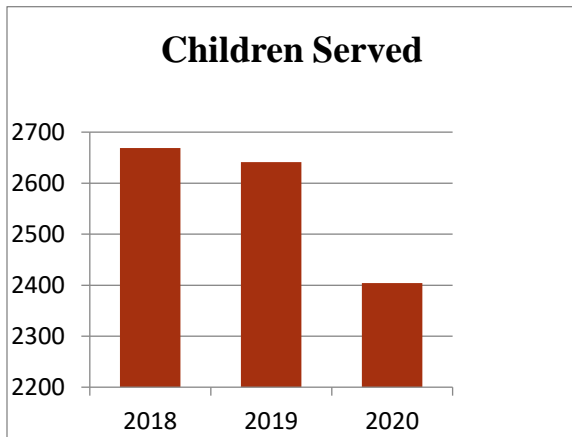
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*Submitted by Kelly Yonnick-Smith, Paralegal*

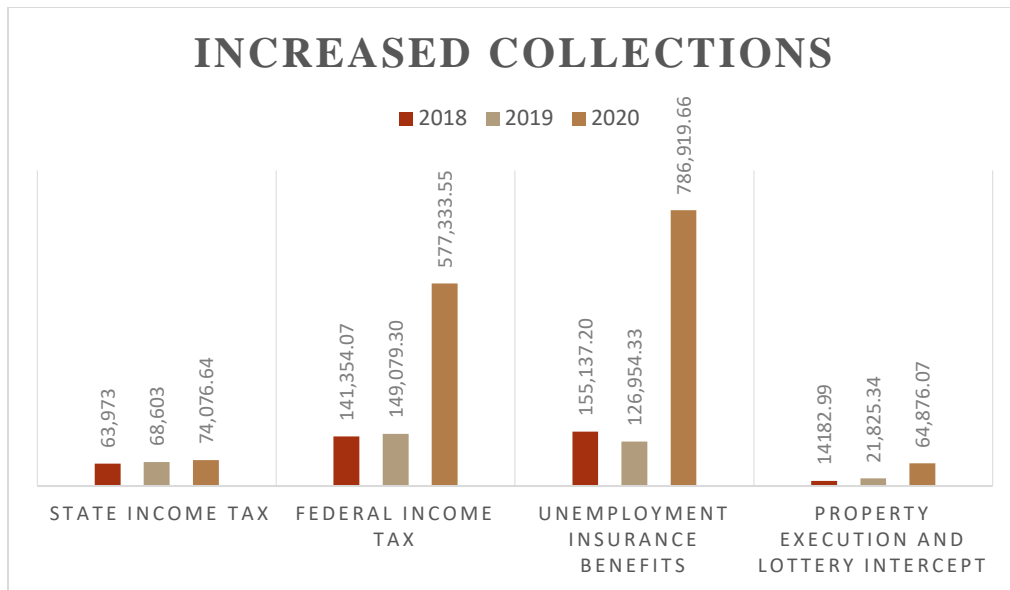
## **CHILD SUPPORT ENFORCEMENT**

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.

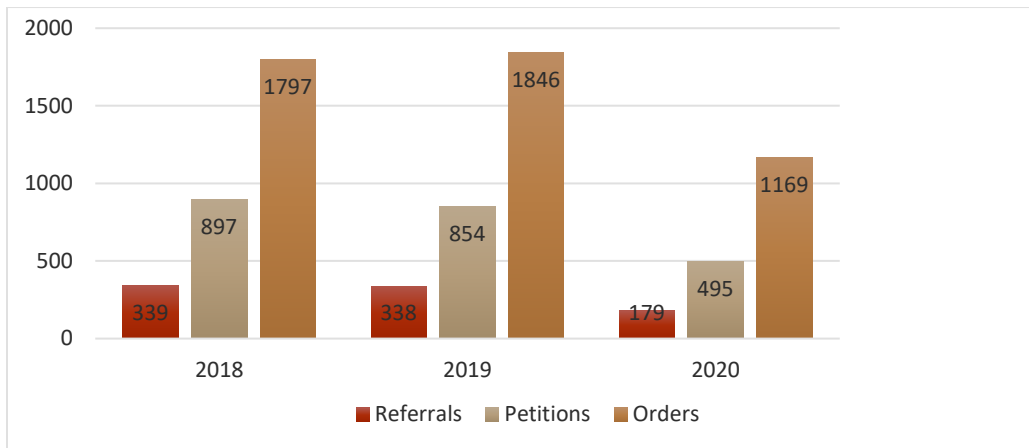
### **Caseloads**



### **Collections**



### **Support and Enforcement**



- ❖ 421 appearances were made at Family Court by the Support Collection Unit including appearances for Madison County enforcement/collection petitions and petitions transferred to Madison County from other counties.
- ❖ 128 cooperation interviews were conducted and processed by the unit as a result of individuals applying for temporary/medical assistance.

### **Medical Insurance**

Madison County remains committed to ensuring that Court Orders address the issue of health insurance and medical support. In Madison County, 79.29% of the cases have a medical support order. Madison County recognizes the importance of utilizing 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 fifty-six (56) individuals for genetic testing to assist in establishing paternity. This was the result of Court Ordered testing and Administrative DNA Orders issued by the Department of Social Services.

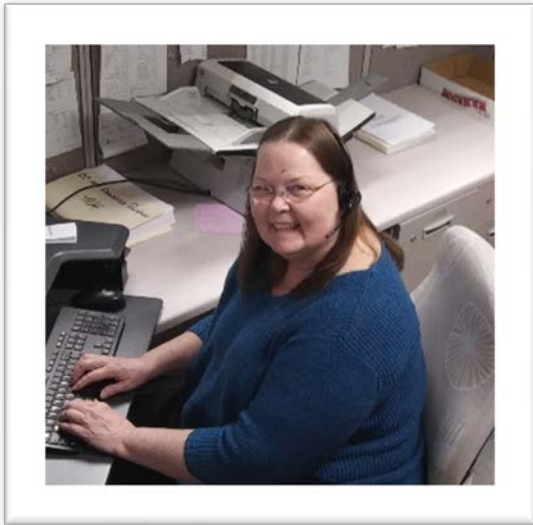
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*Submitted by Julie Carroll, Child Support Enforcement Coordinator*

## **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. In 2020:

- 53,530 incoming phone calls were received by switchboard, logged and forwarded to DSS employees.
- 6,333 individuals either utilized the drop box or came into the agency with 3,317 items being dropped in the box.
- Supportive Services staff ordered 1,023 vault cards for recipients of SNAP and Temporary Assistance and 50 permanent cards were ordered for Medicaid clients.
- 69 fair hearings requested by clients were coordinated by Supportive Services Staff with the DSS staff and the Office of Administrative Hearings.
- 270 voter registration forms for new voters were sent to the Board of Elections



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*Submitted by Kayla Dye, Director of Financial Assistance*

Department of Social Services  
Expenditure/Revenue Analysis – 2020

Program Type		2020 Expenditure		2020 Revenue		Local Share
General Administration		\$ 9,647,905		\$ 7,020,244		\$ 2,627,660
Child Support Incentive		\$ -		\$ 67,941		\$ (67,941)
Child Care Block Grant		\$ 518,572		\$ 672,619		\$ (154,047)
Services for Recipients		\$ 856,384		\$ 647,347		\$ 209,037
Medicaid		\$ 9,981,223		\$ -		\$ 9,981,223
Medical Assistance		\$ 3,179		\$ 3,102		\$ 77
TANF		\$ 1,609,742		\$ 1,509,780		\$ 99,961
Foster Care		\$ 2,745,357		\$ 1,512,713		\$ 1,232,644
Juvenile Delinquents		\$ 1,514,038		\$ 471,893		\$ 1,042,144
Safety Net		\$ 1,009,896		\$ 539,103		\$ 470,793
Burials		\$ 133,391		\$ 14,105		\$ 119,286
Home Energy Assistance		\$ 16,359		\$ 15,703		\$ 655
Emergency Aid to Adults		\$ 2,166		\$ 1,814		\$ 352
Total		\$ 28,038,209		\$ 12,476,366		\$ 15,561,843

Please note that this financial report is based on the Finance Office's MUNIS Year to Date report dated 3/11/21. The Madison County Finance Office has not yet finalized the financial information for 2020 as of this date, therefore this information is subject to change as more information becomes available.

Department of Social Services  
Local Share - Budgeted vs Actual – 2020

Program Type		Budgeted Local Share		Actual Local Share		Surplus/ (Deficit)
General Administration		\$ 3,213,510		\$ 2,627,660		\$ 585,850
Child Support Incentive		\$ (32,598)		\$ (67,941)		\$ 35,343
Child Care Block Grant		\$ (33,366)		\$ (154,047)		\$ 120,681
Services for Recipients		\$ 398,568		\$ 209,037		\$ 189,531
Medicaid		\$ 9,981,223		\$ 9,981,223		\$ -
Medical Assistance		\$ -		\$ 77		\$ (77)
TANF		\$ 69,491		\$ 99,961		\$ (30,470)
Foster Care		\$ 1,010,903		\$ 1,232,644		\$ (221,741)
Juvenile Delinquents		\$ 1,283,975		\$ 1,042,144		\$ 241,831
Safety Net		\$ 806,012		\$ 470,792		\$ 335,220
Burials		\$ 164,340		\$ 119,286		\$ 45,054
Home Energy Assistance		\$ -		\$ 655		\$ (655)
Emergency Aid to Adults		\$ 15,600		\$ 352		\$ 15,248
Total		\$ 16,877,658		\$ 15,561,843		\$ 1,315,815

Please note that this financial report is based on the Finance Office's MUNIS Year to Date report dated 3/11/21. The Madison County Finance Office has not yet finalized the financial information for 2020 as of this date, therefore this information is subject to change as more information becomes available.



Department of Social Services  
Modified Budget Amount vs Actual Adjusted Gross Amount - 2020

Program Type		Budget Amount		Expenditure		Surplus/ Deficit
General Administration		\$ 10,349,185		\$ 9,647,905		\$ 701,280
Child Care Block Grant		\$ 750,000		\$ 518,572		\$ 231,428
Services for Recipients		\$ 1,276,477		\$ 856,384		\$ 420,093
Medicaid		\$ 9,981,223		\$ 9,981,223		\$ -
Medical Assistance		\$ 12,000		\$ 3,179		\$ 8,821
TANF		\$ 1,759,827		\$ 1,609,742		\$ 150,085
Foster Care		\$ 2,812,458		\$ 2,745,357		\$ 67,101
Juvenile Delinquents		\$ 2,014,675		\$ 1,514,038		\$ 500,637
Safety Net		\$ 1,350,000		\$ 1,009,895		\$ 340,105
Burials		\$ 180,000		\$ 133,391		\$ 46,609
Home Energy Assistance		\$ 30,000		\$ 16,359		\$ 13,642
Emergency Aid to Adults		\$ 32,000		\$ 2,166		\$ 29,834
Total		\$ 30,547,845		\$ 28,038,209		\$ 2,509,636

Please note that this financial report is based on the Finance Office's MUNIS Year to Date report dated 3/11/21.

The Madison County Finance Office has not yet finalized the financial information for 2020 as of this date, therefore this information is subject to change as more information becomes available.

Youth Bureau  
Local Share - Budgeted vs Actual - 2020

Program Type		2020 Expenditure		2020 Revenue		Local Share
Youth Bureau Administration		\$ 176,145		\$ -		\$ 176,145
Youth Bureau Program		\$ 71,451		\$ -		\$ 71,451
Total		\$ 247,596		\$ -		\$ 247,596

Please note that this financial report is based on the Finance Office's MUNIS Year to Date report dated 3/11/21.

The Madison County Finance Office has not yet finalized the financial information for 2020 as of this date, therefore this information is subject to change as more information becomes available.

Youth Bureau  
Local Share - Budgeted vs Actual - 2020

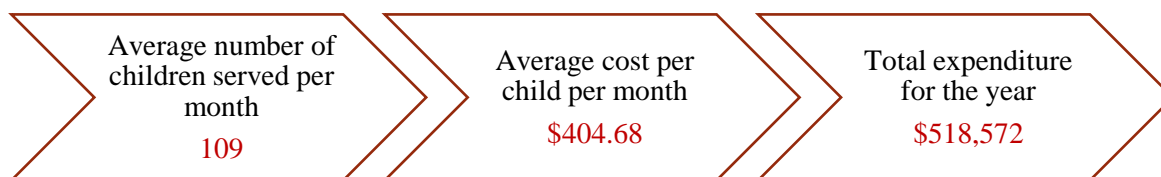
Program Type		Budgeted Local Share		Actual Local Share		Surplus/ (Deficit)
Youth Bureau Administration		\$ 151,554		\$ 176,145		\$ (24,591)
Youth Bureau Program		\$ 65,000		\$ 71,451		\$ (6,451)
Total		\$ 216,554		\$ 247,596		\$ (31,042)

Please note that this financial report is based on the Finance Office's MUNIS Year to Date report dated 3/11/21. The Madison County Finance Office has not yet finalized the financial information for 2020 as of this date, therefore this information is subject to change as more information becomes available.

## **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 2020 Day Care costs.



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

