



Madison County  
Department of Social Services

# 2021 Annual Report

*Michael Fitzgerald*  
Commissioner



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John M. Becker, Chairman  
Madison County Board of Supervisors

Alexander R. Stepanski, Chairman  
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Mark Scimone, County Administrator  
Madison County

Dear Gentlemen:

Following is the Madison County Department of Social Services "2021 Annual Report."

In the last 12 months, DSS and the Youth Bureau have continued to provide essential services to the residents of this community. New challenges in this past year include the implementation of Family First, federal legislation that will ensure children are placed with willing relatives or capable foster parents before an institutional setting is considered. Madison County has long held this practice, but the federal law and State policy will be doubling down on those efforts- with severe fiscal penalties if we do not comply. This will require the cooperation of many involved in juvenile justice administration, including our Family Courts, Probation Department, County Attorney's Office, Mental Health Department and our own DSS staff, among others as necessary. While we all firmly believe that the highest levels of placement (and therefore, the most expensive) should only be reserved for those children who have no other options and will actually gain a benefit from that level of placement, it's often also true that there is simply no other safe option for the child, the family or the community.

Housing of the homeless and those needing safe, stable shelter has taken on additional work throughout the past year. With eviction moratoriums due to the pandemic, available housing has become extremely difficult to find. Despite an influx of federal funding, the ability to find and move families and individuals into permanent housing has been a challenge. DSS saw 208 homeless persons, representing 175 unique individuals (101 men, 74 women). Of those, DSS placed 40 into temporary shelter (22 in commercial hotels, 15 in private hotels, 1 in a respite bed, 1 at the Rescue Mission and 1 in a private apartment). Of those not placed by DSS (168), the vast majority (140) made their own plan and 28 refused the plan established by DSS. The reasons for their homelessness ran the gamut from the loss of support from families/friends (93), eviction (28) released from jail (20), with the remaining reasons spanning an additional nine different reasons. In the last year, DSS staff spent nearly 90 hours assisting those coming to DSS due to homelessness. The coming year will undoubtedly continue to have further issues as the availability of housing continues to dwindle and landlords will be unlikely to extend their generosity to the low-income populations.

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We are also facing an increased reliance by New York State for the formerly incarcerated (DOCCS), released from institutional settings (OMH and OPWDD) and other high-needs, specialized settings that require some very intense involvement on the part of the DSS staff.

Finally, DSS and the Youth Bureau have not been exempt from the ability to recruit and retain our staff. In 2021, DSS/YB had ten staff retire or resign and as we closed the year, we were able to refill seven of those positions. Of the ten vacancies, three were in our Social Welfare Examiner series, two were Caseworkers, two OAIs, and one vacancy in each position of OAIL, Welfare Employment Representative and a Director of Administrative Services. Of those ten vacancies, they totaled over one thousand days (1,077) of not having a staff person in the position or over three months each (108 days). The vacancies ran from a minimum of 60 days (for a Caseworker) to 219 days (for a Social Welfare Examiner). In fact, of the three vacant SWEs, they were vacant on average 160 days, or over five months each. I point these vacancies out to not lay blame but to point out that it's not just private-sector employers that are hurting to attract and retain qualified employees. And we suspect that recruitment will continue to suffer, and we need to think creatively about how we bring employees into County service and how to keep them here once we have invested time and tax dollars into training them. With several known retirements coming in the next several years, now is the time to consider the next generation of employees.

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 Priervo, Deputy Commissioner for Family Services**

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

**Kayla Dye, Director of Financial Assistance**

**Brett Hembach, Director of Administrative Services**

**Colin Mackey, Director of Administrative Services**

**Tina Louis, Director of Youth Bureau**

**Julie Jones, Attorney**

**Suzanne Knight, Attorney**

## STAFF DEVELOPMENT

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 and the Information Technology Department. Some titles such as Social Welfare Examiner and Children's Services Caseworker also require a minimum number of hours of state-sponsored training. Trainings continued to be in an online setting to due COVID-19.

Training Attendance	Training Hours	Training Costs
959 State Attendees	2,132.10 State Training Hours	\$2,975.00 State Training Costs
900 Local Attendees	2,042.25 Local Training Hours	\$4,991.95 Local Training Costs
1,859 Total Attendees	4,174.35 Total Training Hours	\$7,966.95 Total Training Costs

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

## **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. Family assistance is funded entirely with Federal Temporary Assistance for Needy Families (TANF) funding.

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

The TA unit processed 546 applications and 345 residents of Madison County received Temporary Assistance benefits in 2021. Family Assistance benefits valued at \$734,577 and Safety Net Assistance benefits valued at \$756,622.06 were issued in 2021.

## **FRAUD**

In addition to administering the TA and SNAP programs, DSS also plays an active role in monitoring these programs for potential welfare fraud. DSS works 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. There were 98 fraud referrals received in 2021 resulting in 48 investigations and 3 arrests. Restitution in the amount of \$19,288.31 was paid back to DSS.

### **2021 FRAUD ACCOMPLISHMENTS**

<b>Fraud</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>
Referrals	106	75	98
Investigations	55	33	48
FEDS	18	4	0
Validations	353	53	0
Arrests	27	13	3
<b>IPV Restitution Paid back to DSS</b>	<b>\$48,652.61</b>	<b>\$37,615.32</b>	<b>\$19,288.31</b>

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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	2019	2020	2021	
<b>Caseload</b>	3415	3263	3277	
<b>Applications Registered</b>	2485	2715	2631	
<b>Online Applications</b>	773	1678	1335	

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 \$17,410,538 to approximately 5,817 residents of Madison County in 2021. This is a substantial increase due to the issuance of Emergency Allotments to all households in receipt of SNAP so that they receive the maximum monthly benefit amount for their household size.

SNAP	2019	2020	2021
<b>YTD Net Expenditures</b>	\$8,327,976	\$12,408,520	\$17,410,538
<b>Individuals Served</b>	6,200	5,743	5,817



*Submitted by Kayla Dye, Director of Financial Assistance*

## **EMPLOYMENT**

The Employment Unit provides applicants 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.

<b><u>Statistics:</u></b>	<b><u>2020</u></b>	<b><u>2021</u></b>
<b>Total Cases</b>	175	140
<b>Non-Exempt</b>		
<b>Employable, work limited</b>	8	10
<b>Exempt - Medical</b>	137	104
<b>Exempt</b>		
<b>Age 16-18 in school, 60+, DV</b>	30	26

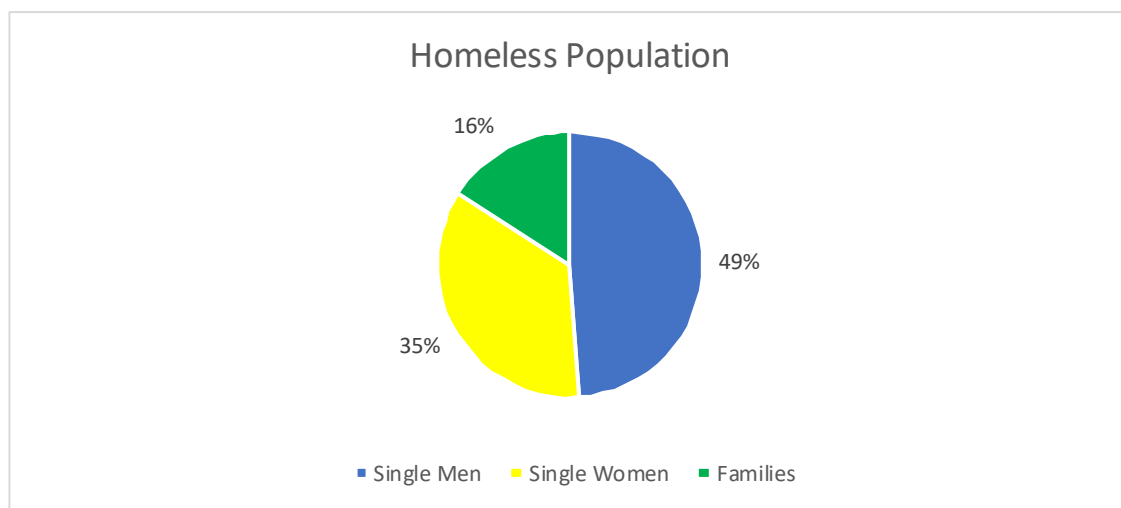
## **HOMELESS SERVICES**

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.

In 2021, WER's interviewed a total of 208 clients. Some individuals are seen more than once due to repeated homelessness. Of the 208 clients seen, 101 were single men, 74 were single women, and 33 were families.



	2019	2020	2021
<b>Total Homeless Served</b>	<b>186</b>	<b>224</b>	<b>208</b>
Single Men	85	123	101
Single Women	70	73	74
Families	31	28	33
Placed in Housing	46	45	40
Not Placed	140	179	168



The WER placed 40 individuals in temporary housing. Fifteen (15) individuals were placed at a local privately-owned hotel. Twenty-two (22) individuals were placed at commercial hotels within the county, and three (3) other individuals were placed at a crisis respite bed facility, Utica Rescue Mission, and re-location to a private apartment.

There were 168 individuals not placed, either refusing assistance or opting to make their own plan. Unfortunately, this happens frequently as individuals do not agree 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, domestic violence and codes violations.

	2019	2020	2021
<b>Loss of friend/family support</b>	89	103	93
<b>Eviction</b>	32	15	28
<b>Release from Jail</b>	32	34	20
<b>Transient – county moves</b>	10	16	19
<b>Domestic Violence</b>	5	15	6
<b>Codes Violations</b>	4	12	14

In the past year, DSS staff spent nearly 90 hours assisting homeless individuals and families in finding shelter, temporary and/or permanent housing. Homelessness is considered a 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, and personal hygiene products.

### **CODE BLUE**

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).

In 2021, there was a total of 29 persons assisted under Code Blue requirements:

<b>Housing Provided</b>	2019	2020	2021
<b>January 1<sup>st</sup> – March 31<sup>st</sup></b>	12	17	16
<b>October 1<sup>st</sup> – December 31<sup>st</sup></b>	14	6	13

All public libraries located within Madison County serve as warming sites, offering a heated facility and resource information listing DSS and other agency phone numbers and contacts.

Housing of the homeless and those needing safe, stable shelter has taken on additional work throughout the past year. With eviction moratoriums due to the pandemic, available housing has become extremely difficult to find. Despite an influx of federal funding, the ability to find and move families and individuals into permanent housing has been a challenge.

The coming year will likely encounter those same challenges, as well as a greater reliance by New York State to locate housing for former inmates through the Dept. of Corrections (DOCCS) Office of Mental Health (OMH) and Office for People with Developmental Disabilities (OPWDD) which will require some very intense involvement on the part of the DSS staff.



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*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 2021, the Mobile Work Crew Leader coordinated and completed many worthwhile projects throughout Madison County:

- Major property cleanup at Route 5, Canastota. This project involved coordination with the Madison County Highway Dept and Landfill to organize work to be done; cleaning and discarding of old steel, tires, and other debris over the multi-acre property.
- Constructing a trail bridge in the Town of Sullivan parks.
- Renovation of main restrooms for ADA compliance in the Town of Sullivan parks.
- Construction of pavilion at the Canastota dog park.
- Repaired walls, installation of windows, chair rail, and mopboard at the North Chittenango Volunteer Fire Department.
- 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 2021, DSS received 61 applications for indigent burials, with 53 of those applications processed for payment by DSS and 8 applications denied.

The total amount paid for burials was \$144,999.04, which is approximately an 8.7% increase from the 2020 amount of \$133,390.69.

Below is the amount paid to our local funeral homes:

<b>Funeral Provider</b>	<b>Costs</b>
Ayer & Zimmer Funeral Home	\$754.48
Burgess & Tedesco Funeral Home	\$28,347.33
Campbell Dean Funeral Home	\$15,391.44
Coolican & McSweeney Funeral Home	\$8,759.99
Fiore Funeral Home	\$2,960.65
G.F. Zimmer Funeral Home	\$14,199.00
Ironside Funeral Home	\$12,025.06
J. Homer Ball Funeral Home	\$16,144.63
Paul Funeral Home	\$15,407.77
Traub Funeral Home	\$3,379.00
<b>Total</b>	<b>\$117,369.35</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 2021 were \$146,039,389 with the local share being approximately \$9,027,372.

<i>Medical Expenditures for 2020</i>		
<i>Hospital</i>	4,898,107.16	
<i>Skilled Nursing</i>	15,171,483.74	*9% increase from 2020 (\$13,951,291.82)
<i>Clinics</i>	1,834,842.97	*14% increase from 2020 (\$1,607,530.15)
<i>Hospice Services</i>	40,339.85	
<i>Physicians</i>	575,612.55	
<i>Dental</i>	43,722.61	
<i>Other Practitioners</i>	1,075,652.81	
<i>Child Inst. Medical</i>	219,402.82	
<i>Personal Care</i>	564,024.82	
<i>Home Health Aide</i>	69,920.66	
<i>Home Nursing</i>	2,233.98	
<i>Assisted Living Program</i>	111,054.56	
<i>Waiver Services</i>	28,289,192.54	
<i>Rehab Services</i>	0	
<i>Therapist Services</i>	7,416.53	*148% increase from 2020 (\$2,987.40)
<i>Rehab Option Services</i>	2,576,191.92	
<i>Drugs</i>	1,247,843.77	
<i>Sick Room Supplies</i>	78,558.94	
<i>Eyeglasses</i>	4,750.26	
<i>Durable Medical Equipment</i>	102,707.52	
<i>HMO Services</i>	79,144,588.54	
<i>Managed Long Term Care</i>	4,183,152.59	
<i>Case Management</i>	2,205,615.50	
<i>HIPP Payee</i>	591,243.90	
<i>Transportation</i>	2,805,309.83	
<i>Lab &amp; X-Ray</i>	139,988.94	
<i>Other</i>	56,430.53	
<i>Total</i>	<b>146,039,389.84</b>	<b>*5.35% increase from 2020</b>

## **2021 Medicaid Program Statistics:**

2,143 Community Medicaid Cases  
1,380 Supplemental Security Income (SSI) Medicaid Cases  
190 Chronic Care Nursing Home Cases  
305 Waiver Cases  
904 Medicaid Applications registered  
5,052 Phone calls received by the Medicaid Unit.  
124 Individuals seen by the Medicaid Unit.

## **2021 Medicaid Program Highlights:**

- 11,338** – Madison County individuals enrolled in Medicaid through the New York State of Health Exchange, which is 0.3% of the Statewide total of **4,415,832**.
- 155** - 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.
- 92** - Individuals have their Medicare Part B premiums paid under one of the Medicare Savings Program/Medicare Insurance Premium Payment (MIPP)
- 6** - Individuals have their employer-sponsored health insurance premiums paid under Health Insurance Premium Program (HIPP).
- 69** - MIPPA (Medicare Improvement for Patients and Providers Act of 2008) referrals were received in 2021. Applications for the Medicare Savings Program were mailed to low-income seniors and persons with disabilities to help pay the cost of Medicare Part B premiums.

## **Medicaid 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.

four MLTC plans available: Visiting Nurses Services (VNS), Nascentia 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



The Home Energy Assistance Program (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.

An additional benefit, the Regular Arrears Supplement (RAS), became available as of September 22, 2021. RAS is a onetime benefit of funded with the HEAP appropriation received under the *American Rescue Plan Act of 2021*. It is a regular HEAP supplement available to assist HEAP eligible households who have electricity and/or gas account arrears as documented by their utility vendor. Eligible households can receive up to \$10,000 to pay off past due utility arrears.

### **2020-2021 Program Dates:**

<b>Component</b>	<b>Opening</b>	<b>Closing</b>
Regular	November 2, 2020	August 31, 2021
Emergency	January 4, 2021	August 31, 2021
Second Emergency	March 8, 2021	August 31, 2021
Third Emergency	April 15, 2021	August 31, 2021
HERR	October 1, 2020	September 30, 2021
Clean and Tune	October 1, 2020	September 30, 2021
Cooling Assistance	May 3, 2021	August 31, 2021

**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.

### **2020-2021 Statistics:**

- \* The HEAP Unit processed 1,430 applications for Regular HEAP
- \* The HEAP Unit handled 4,457 phone calls.
- \* 3,103 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 \$1,660, 888.
- \* 1,084 Emergency benefits were issued through the SNAP and HEAP units at a cost of \$629,410.

**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.

- ⇒ 27 repair or replacement referrals were made to Stoneleigh Housing
- ⇒ 16 furnace repairs were completed at a cost of \$6,912.26
- ⇒ 11 furnace replacements were completed at a cost of \$48,306.00

**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.

- ⇒ 50 applications were received
- ⇒ 41 applications were approved at a cost of \$29,406.44

**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.

- ⇒ 46 applications were received
- ⇒ 39 applications were approved at a cost of \$9,929.08

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*Submitted by Kayla Dye, Director of Financial Assistance*

## Family Services

Child Protective Services is required to investigate child abuse and maltreatment reports within families to protect children (under 18 years old) from further abuse or maltreatment and to provide rehabilitative services to children, parents, and other family members involved

Child Protective Reports Sorted by Township													
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
<b>Brookfield</b>	2	7	14	7	9	7	6	7	6	6	8	10	<b>89</b>
<b>Cazenovia</b>	4	1	4	2	6	5	4	2	2	5	1	2	<b>38</b>
<b>DeRuyter</b>	2	4	1	3	1	1	3	1	0	1	0	2	<b>19</b>
<b>Eaton</b>	6	12	5	4	4	8	3	5	2	2	4	3	<b>58</b>
<b>Fenner</b>	1	4	1	0	1	1	1	1	0	1	0	1	<b>12</b>
<b>Georgetown</b>	0	0	0	1	1	0	0	1	0	1	0	0	<b>4</b>
<b>Hamilton</b>	7	3	12	9	11	4	4	4	9	8	7	3	<b>81</b>
<b>Lebanon</b>	0	0	1	0	1	0	0	0	0	1	0	0	<b>3</b>
<b>Lenox</b>	19	17	21	21	41	31	21	21	22	27	22	13	<b>276</b>
<b>Lincoln</b>	1	2	0	0	0	1	0	1	0	1	1	1	<b>8</b>
<b>Madison</b>	6	4	5	2	2	5	2	3	3	5	2	2	<b>41</b>
<b>Nelson</b>	1	1	0	1	1	0	0	1	1	0	0	0	<b>6</b>
<b>Oneida</b>	37	24	30	21	40	40	34	19	32	34	20	21	<b>352</b>
<b>Smithfield</b>	0	1	0	0	1	1	0	0	0	0	0	0	<b>3</b>
<b>Stockbridge</b>	4	3	7	6	3	4	0	3	1	5	1	3	<b>40</b>
<b>Sullivan</b>	14	12	12	13	10	22	8	5	9	22	8	14	<b>149</b>
<b>Other Reports</b>	32	20	19	31	34	34	26	30	27	23	15	26	<b>317</b>
<b>Total</b>	<b>136</b>	<b>115</b>	<b>132</b>	<b>121</b>	<b>166</b>	<b>164</b>	<b>112</b>	<b>104</b>	<b>114</b>	<b>142</b>	<b>89</b>	<b>101</b>	<b>1496</b>

### **Multidisciplinary Team**

MDT cases come in as Child Protective Reports and are top priority for the Investigative Unit. These reports are of the most serious nature and involve the Abuse of a child. All of the Child Protective Caseworkers continue to receive specialized training in this area. Team members consist of Law Enforcement (local and state agencies), Mental Health, Medical, District Attorney's Office, Child Protective Services and Victim's Advocacy. The purpose of the MDT Team is to provide a cooperative teamwork approach to minimize trauma on the subject children of those CPS reports. The CPS Caseworkers also collaborate with law enforcement in what is referred to as "police assists" in working with children even when there is not a CPS report that needs to be made.

#### **MDT Cases:**

<b>January</b>	11 cases, 3 were police assist
<b>February</b>	19 cases, 5 were Police Assists
<b>March</b>	24 cases, 4 were police assists
<b>April</b>	13 cases, 4 were police assists
<b>May</b>	29 cases, 13 were police assists
<b>June</b>	21 cases, 6 were police assists
<b>July</b>	17 cases, 6 were police assists
<b>August</b>	15 cases, 1 was police assists
<b>September</b>	25 cases, 4 were police assists
<b>October</b>	20 cases, 7 were police assist
<b>November</b>	16 cases, 2 were police assists
<b>December</b>	13 cases, 4 were police assists
<b>Total</b>	223 cases, 59 were police assists

When a Child Protective Report is determined to be "indicated"; meaning that there is evidence of abuse and/or neglect, a petition is filed in Madison County Family Court. This is where the Department offers ongoing casework to assist the family in rectifying any safety concerns with the ultimate goals of reunification of the family unit when it is determined to be safe to do so.

#### **Preventive cases statistics**

Month	Open Cases	Children
Jan	<b>83</b>	<b>166</b>
Feb	<b>84</b>	<b>172</b>
Mar	<b>82</b>	<b>171</b>
Apr	<b>85</b>	<b>177</b>
May	<b>77</b>	<b>161</b>
June	<b>79</b>	<b>163</b>
July	<b>85</b>	<b>178</b>
Aug	<b>83</b>	<b>177</b>
Sept	<b>86</b>	<b>186</b>
Oct	<b>83</b>	<b>173</b>
Nov	<b>88</b>	<b>187</b>
Dec	<b>90</b>	<b>191</b>

## **Adult Services**

Family Services in Madison County has a caseworker that focuses solely on Adult Protective Services (APS). These services cover individuals 18 years of age or older who, due to mental or physical impairments, are unable to meet their own essential needs for food, shelter, clothing, or medical care and have no one available who is willing and able to assist them responsibly. The following program stats are for 2021:

- \* 80 total referrals
- \* 3 open ongoing cases
- \* 2 rep-payee cases
- \* 6 cases opened for short-term services and closed
- \* 12 consumer direct cases
- \* 4 cd cases close

## **Madison County Youth Bureau**

The Leadership Program's first year Personal Skill Development Program involved 38 youth from Morrisville, Cazenovia, and Chittenango. Topics included setting boundaries, teambuilding, managing emotions, and healthy relationships.

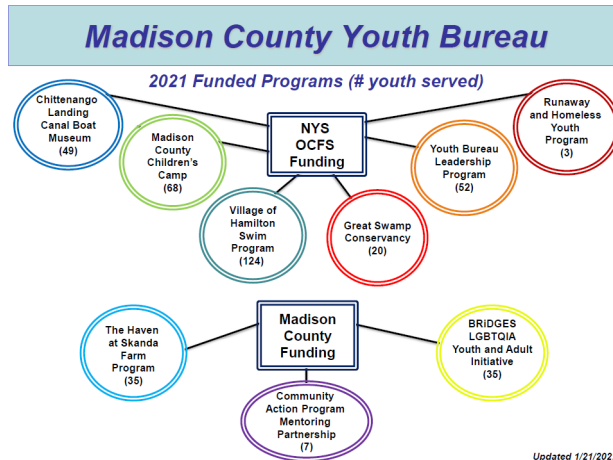
The Leadership Program's second year Service-Learning Component has involved 6 students from Cazenovia, Chittenango, and Stockbridge. Students gave back to their community by volunteering at food distribution events during the pandemic at Morrisville-Eaton High School, at the Great Swamp Conservancy for different events, cleaning animal areas at the Haven at Skanda and completing holiday cards for seniors. In total, students completed 15 service-learning opportunities for a total of 107.75 service hours.

The Youth Bureau has teamed up with BRIDGES and Cornell Cooperative Extension to plan and start the first Madison County Youth Council. This will empower youth, give them a voice, and encourage them to become more involved with the community. The Council is made up of eight students from four different school districts. Members are currently working on a food drive, having decided to focus on poverty in Madison County for their first project. The Council is currently seeking out more members and hoping to grow.

The Youth Bureau developed and ran a summer program for Madison County Youth going into 6<sup>th</sup> and 7<sup>th</sup> grade. The program was held for 8 days and served 26 Madison County Youth from 6 different school districts. Staff took the kids to Nichols Pond, the Stone Quarry Hill Art Park in Cazenovia, Rogers Conservation Center, and Oxbow Falls. The kids were engaged in different projects, teambuilding activities, and presentations from the Madison County Sheriff's office, a local EMT, and a therapist.

Five Program Quality Assessment reviews was completed by School and Youth Development Coordinators for Youth Bureau funded agencies to ensure the agencies addressed the eight features of positive youth development as stated in their contracts.

Seven agencies were allocated funds to support youth development programming, four with Office of Children and Family Services Funds and three with Madison County funds. These programs impacted over 350 youth.



In February, Youth Bureau staff and youth met virtually with Assembly Member John Salka and Senator Rachel May and her staff. In these meetings, members of the Youth Bureau's Leadership Program and Madison County's Youth Council talked about their experience withing these two programs and the value of youth services, opportunities and supports in Madison County. The group advocated for continued support of youth development funding at the state level.

*A Place for Me*, the Madison County Runaway and Homeless Youth program was certified in March. Moving the program from a contracted service to a collaborative effort under Social Services has allowed the program to consolidate under one roof to support youth in planning their present and future. The program was featured on Channel 9 News in October in an effort to recruit interim families to support youth during challenging times. The priority for 2022 will be to recruit and train interim families and publicize the RHY program throughout the county.

The New Visions Government, Public Administration and Law program, a partnership with Madison Oneida BOCES, continued into its third school year. In October, BOCES was presented with the Champions of Change Award in recognition of the students' staffing a COVID-19 vaccine call center to assist Madison County residents. The Champion of Change for Kids Recognition Program celebrates programs that optimize existing resources to address issues of equity, demonstrate strong student academic performance and introduce unique learning environments that are cutting-edge and future oriented. The recognition is presented quarterly to a few select districts. Patrick Longo, Member Relations Manager for the New York State School Boards Association, presented a banner at the BOCES Board of Education meeting on October 7<sup>th</sup>.



Tina Louis, Director for the Madison County Youth Bureau; Scott A. Budelmann, District Superintendent for MOBOCES; Patrick Longo, Member Relations Manager for NYSSBA; Donna Isbell, Board President and Cindy Ciaralli, Instructor of the New Visions Law Class.

**Family Services Case Assistants:**

# of Parent Aide referrals- **14** (last year's 8)

# of home visits- **284** (last year's 170)

# of Coached Family Visits- **360** (last year's 256)

# of Mentoring visits with youth- **81**

# of Parenting Classes- **30** (3- 10 week sessions held each year in Spring/Fall; Spring session was

offered as an evening session only. The Fall sessions were offered as two separate sessions for morning and evening to accommodate parents' schedules. All three sessions were successfully held virtually which increased attendance for the group to avoid transportation issues, illnesses as well as isolation/quarantine orders.)

# of DADS Group Meetings- **26** (2-12 to 14 week sessions held each year in Spring/Fall; Due to the continued pandemic, the sessions resumed virtually this year. This allowed Madison County fathers, who normally would not have attended due to transportation issues, an opportunity to participate in the program).

#of MOMS Group Meetings- **7** (Our first 12 week session started in November 2021 and is scheduled to finish on February 1, 2022. We were able to hold this session in person weekly at the Oneida Public Library.)

**School Services:**

# of referrals- **129** (last year's 107 referrals)

Referrals	
<b>School</b>	102
<b>Outside Private Agencies</b>	3
<b>County Departments</b>	17
<b>Family</b>	7

Referral Needs	
<b>Mental Health Services</b>	58
<b>Medical Services</b>	9
<b>Juvenile Justice</b>	11
<b>Education</b>	65
<b>Basic Needs (food, clothing, shelter, financial, etc.)</b>	30
<b>Mentoring Services</b>	35
<b>Behavioral issues</b>	22
<b>OPWDD Services/Developmental Evaluations</b>	3
<b>Case Management</b>	16
<b>Accessing Services</b>	98

**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
2. To provide services to victims of sex trafficking or to youth who are at risk of becoming victims.

Safe Harbour received 26 referrals in 2021 (2 being repeat referrals, making 24 youth referred). The Safe Harbour Coordinator contacted every youth referred and/or their family to offer services. The Safe Harbour program provided basic needs such as food and clothing to 9 at risk youth, and case management and prevention education to 7 at risk youth.

**PINS/PINS Diversion Stats**

Month	# of Refs	From Schools	From Parents	Other	Males	Fe- males	Ave Age	Incorr. Ungov	Truancy	Marijuana	Petitions Filed
Jan	12	3	9	0	7	5	14	8	4	0	2
Feb	17	6	11	0	8	9	14	12	5	0	1
March	19	6	13	0	13	6	15	15	3	1	3
April	14	3	11	0	6	8	14	13	1	0	1
May	13	4	8	1	6	7	14	11	2	0	1
June	14	5	6	3	9	5	14	13	1	0	2
July	6	0	6	0	4	2	16	5	0	1	0
Aug	11	4	6	1	7	4	14	11	0	0	0
Sept	14	3	8	3	9	5	15	11	3	0	0
Oct	18	6	12	0	11	7	14	16	2	0	1
Nov	24	9	14	1	16	8	15	19	5	0	3
Dec	10	4	6	0	3	7	14	7	3	0	0
<b>Total</b>	<b>172</b>	<b>53</b>	<b>110</b>	<b>9</b>	<b>99</b>	<b>73</b>	<b>14.42</b>	<b>141</b>	<b>29</b>	<b>2</b>	<b>14</b>

**Foster Homefinding Stats**

Month	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	28	0	3
February	1	1	2	27	1	0
March	0	2	0	27	0	1
April	2	0	1	28	2	1
May	1	0	2	27	1	3
June	1	2	1	27	1	3
July	3	2	1	29	3	3
August	1	1	0	30	1	1
September	1	0	0	31	1	3
October	0	0	1	30	0	4
November	1	1	0	31	1	3
December	0	0	0	31	0	0
<b>Total</b>	<b>11</b>	<b>11</b>	<b>8</b>	<b>31</b>	<b>11</b>	<b>25</b>

*Submitted by: Jessica Prieto , 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*

*Emily Pushlar, Senior Caseworker*

*Karen Bellotti, Senior Caseworker*



## LEGAL DEPARTMENT

For the year 2021, the Legal Department maintained the following as it relates to its work with Child and Family Services:

Active Cases	64	Cases Opened	46
Petitions Files	79	Cases Resolved	38
Court Orders	234	Trials	20
Permanency Hearings	55	Permanency Reports	55
Court Ordered Investigations	22	*Total Court Appearances	437

\*(Includes DSS noticed as Interested Party)

### Child Care Review Service (CCRS)

The Federal and State governments reimburse the Madison County Department of Social Services a portion of the expense of foster care services it provides to the children of Madison County. In order to maximize that reimbursement, accurate and timely recording of information into Connections, WMS (Welfare Management System) and by the Madison County Department of Social Services Legal Department is required.

For the year 2021, **293** entries were input by the Legal Department to effectuate reimbursement from the Federal and State governments.

### Fair Hearings

For the year 2021, the Legal Department participated in **24** Fair Hearings.

### Child Support Collection

For the year 2021, the Legal Department participated in the following as it relates to child support:

**Initial Appearances:** 211      **Continuances:** 76      **Fact-Findings:** 47

**Total Number of Child Support Appearances:** 334

For the year 2021, the Legal Department drafted and submitted the following orders to the Court as it relates to child support:

**Violation of a Child Support Order:** 61

**Modification of a Child Support Order:** 24

**Original Support Order:** 37

**Total Number of Child Support Orders Submitted to the Court:** 122

#### Money Judgments and Satisfactions of Money Judgments Filed

For the year 2021, the Legal Department filed [68](#) money judgments with the County Clerk's Office regarding monies due and owing to the Department totaling [\\$104,074.13](#).

For the year 2021, the Legal Department filed [38](#) satisfactions of money judgments with the County Clerk's Office totaling [\\$34,702.05](#).

#### Personal Service

For the year 2021, the Legal Department personally served or attempted to serve approximately [68](#) individuals.

For the year 2021, the Department cost for personal service was approximately [\\$2,544.70](#).

#### Family Treatment Program

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. In conjunction with the Madison County Family Court, the Madison County Legal Department, caseworkers, service providers and the participant's legal counsel meet twice per month to assess the participant's progress through the program. Since Ashley Hosmer became the Family Treatment Coordinator in 2020, there have been two graduates, three current participants and, for the year 2021, twenty-one referrals.

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*Submitted by Kelly Yonnick-Smith, Paralegal*

## Child Support Enforcement

### Caseloads

The unit ended the year of 2021 with 2,174 cases, serving 2,283 children.

### Collections

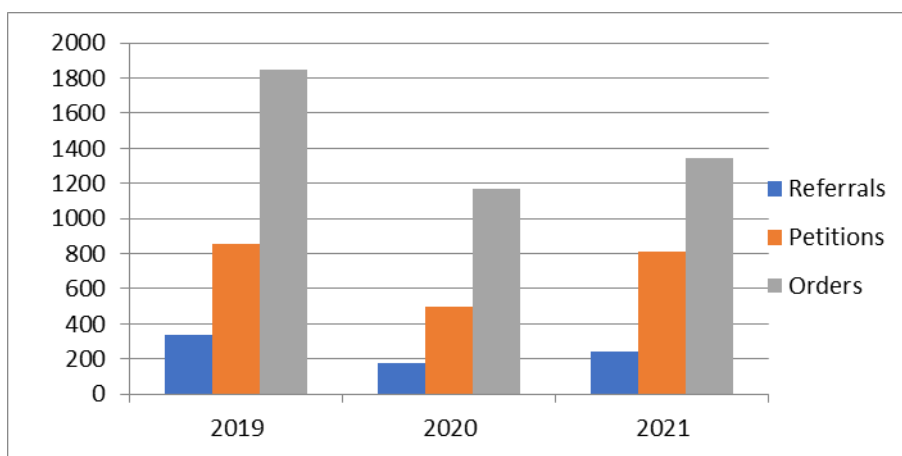
Collections for 2021 totaled \$5,776,831.00 a 6.68% decrease from 2020.

\* \$47,787.95 was collected in child support from non-custodial parents' New York State Income Tax Refunds and \$221,883.71 from non-custodial parents' Federal Income Tax Refunds.

\*\$737,946.53 was collected from the respondents' Unemployment Insurance Benefits.

\*a combined total of \$43,620.05 was received by Property Execution methods and Lottery interceptions.

### Support and Enforcement



240 referrals from Temporary Assistance, Medical Assistance, and Foster Care units, were received

809 petitions were filed.

1348 child/medical support orders were received and processed.

619 appearances were made at Family Court.

161 cooperation interviews were conducted and processed.

### Medical Insurance

80.57% of 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

In conjunction with Laboratory Corporation of America Holdings (Lab Corp), fifty-six (56) individuals were tested to assist in establishing paternity.

### Summary and Future Goals

Court procedures and appearances have continued to change resulting in both virtual and in person appearances as well as different procedures for court communication and preparation. The Support Collection Unit will continue to stay updated and adapt to any changes 2022 will bring, while working toward its goal of improved utilization of establishment and enforcement methods.

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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 2021:

- ◇ 48,299 incoming phone calls were received by switchboard, logged, and forwarded to DSS employees.
- ◇ 8,374 individuals either utilized the drop box or came into the agency.
- ◇ Supportive Services staff ordered 1,067 vault cards for recipients of SNAP and Temporary Assistance and 56 permanent cards were ordered for Medicaid clients.
- ◇ 50 fair hearings requested by clients were coordinated by Supportive Services staff with the DSS staff and the Office of Administrative Hearings.
- ◇ 125 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*

Expenditure/Revenue Analysis - 2021					
		2021		2021	Local
		<u>Expenditures</u>	-	<u>Revenues</u>	<u>Share</u>
General Administration		\$9,532,235		\$7,405,819	\$2,126,416
Affordable Housing Project - ARPA		\$0		\$0	\$0
Child Care Block Grant		\$688,227		\$833,779	(\$145,552)
Title XX		\$859,965		\$557,361	\$302,604
Medical Assistance		\$1,838		\$1,840	(\$2)
MMIS		\$9,027,372		\$0	\$9,027,372
TANF/Family Assistance		\$1,581,634		\$1,415,708	\$165,926
Child Welfare		\$2,278,787		\$1,660,202	\$618,585
Juvenile Delinquent		\$2,055,020		\$938,046	\$1,116,975
Safety Net		\$756,622		\$380,083	\$376,539
HEAP		\$35,218		\$35,176	\$42
Emergency Aid to Adults		\$782		\$535	\$247
Burials		\$144,999		\$14,239	\$130,760
Title IV-D		\$0		\$105,713	(\$105,713)
Total		\$26,962,700		\$13,348,501	\$13,614,199
Please note that this financial report is based on the Finance Office's Financial Reports dated 3/12/22.					
The Madison County Finance Office has not finalized the financial information for 2021 as of this date,					
therefore, this information is subject to change as more information becomes available.					

Modified Budgeted Amount vs. Actual Adjusted Gross Amount - 2021					
					Surplus/
Expense		<u>Budgeted</u>	-	<u>Actual</u>	- <u>(Deficit)</u>
General Administration		\$10,278,893		\$9,532,235	\$746,658
Affordable Housing Project - ARPA		\$400,000		\$0	\$400,000
Child Care Block Grant		\$750,000		\$688,227	\$61,773
Title XX		\$1,023,428		\$859,965	\$163,463
Medical Assistance		\$12,000		\$1,838	\$10,162
MMIS		\$10,215,166		\$9,027,372	\$1,187,794
TANF/Family Assistance		\$2,498,379		\$1,581,634	\$916,745
Child Welfare		\$2,431,046		\$2,278,787	\$152,259
Juvenile Delinquent		\$1,952,148		\$2,055,020	(\$102,872)
Safety Net		\$1,200,000		\$756,622	\$443,378
HEAP		\$35,218		\$35,218	\$0
Emergency Aid to Adults		\$32,000		\$782	\$31,218
Burials		\$176,000		\$144,999	\$31,001
Title IV-D		<u>\$0</u>		<u>\$0</u>	<u>\$0</u>
Total		\$31,004,278		\$26,962,700	\$4,041,578
Please note that this financial report is based on Finance Office's Financial Reports dated 3/12/22.					
The Madison County Finance Office has not finalized the financial information for 2021 as of this date,					
therefore, this information is subject to change as more information becomes available.					

Local Share - Budgeted vs Actual - 2021					
	2021		2021		Surplus/
	<u>Budget - Local Share</u>	-	<u>Actual Local Share</u>	-	<u>(Deficit)</u>
General Administration	\$3,387,535		\$2,126,416		\$1,261,119
Affordable Housing Project - ARPA	\$400,000		\$0		\$400,000
Child Care Block Grant	(\$32,997)		(\$145,552)		\$112,555
Title XX	\$310,490		\$302,604		\$7,886
Medical Assistance	\$0		(\$2)		\$2
MMIS	\$10,215,166		\$9,027,372		\$1,187,794
TANF/Family Assistance	\$563,368		\$165,926		\$397,442
Child Welfare	\$996,699		\$618,585		\$378,114
Juvenile Delinquent	\$1,452,016		\$1,116,975		\$335,041
Safety Net	\$694,230		\$376,539		\$317,691
HEAP	\$0		\$42		(\$42)
Emergency Aid to Adults	\$15,600		\$247		\$15,353
Burials	\$161,645		\$130,760		\$30,885
Title IV-D	<u>(\$30,336)</u>		<u>(\$105,713)</u>		\$75,377
Total	\$18,133,416		\$13,614,199		\$4,519,217
Please note that this financial report is based on the Finance Office's Financial Reports dated 3/12/22.					
The Madison County Finance Office has not finalized the financial information for 2021 as of this date,					
therefore, this information is subject to change as more information becomes available.					



Youth Bureau					
2021 Expenditure/Revenue Analysis					
Program Type	<u>2021</u> <u>Expenditure</u>	-	<u>2021</u> <u>Revenue</u>	-	<u>Local</u> <u>Share</u>
Youth Bureau Administration	\$ 181,741.60		\$ 30,732.00		\$ 151,009.60
Youth Bureau Program	\$ 101,730.03		\$ 54,999.90		\$ 46,730.13
<b>Total</b>	<b>\$ 283,471.63</b>		<b>\$ 85,731.90</b>		<b>\$ 197,739.73</b>
Please note that this financial report is based on the Finance Office's Financial Reports dated 3/12/22.					
The Madison County Finance Office has not finalized the financial information for 2021 as of this date,					
therefore, this information is subject to change as more information becomes available.					

Youth Bureau					
Local Share - Budgeted vs Actual - 2021					
Program Type	<u>2021</u> <u>Budget - Local Share</u>	-	<u>2021</u> <u>Actual - Local Share</u>	-	<u>Surplus/</u> <u>(Deficit)</u>
Youth Bureau Administration	\$ 158,071.00		\$ 151,009.60		\$ 7,061.40
Youth Bureau Program	\$ 65,000.00		\$ 46,730.13		\$ 18,269.87
<b>Total</b>	<b>\$ 223,071.00</b>		<b>\$ 197,739.73</b>		<b>\$ 25,331.27</b>
Please note that this financial report is based on the Finance Office's Financial Reports dated 3/12/22.					
The Madison County Finance Office has not finalized the financial information for 2021 as of this date,					
therefore, this information is subject to change as more information becomes available.					

## **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 lien. Area banks are checked for undisclosed assets, and determinations are made for the availability of third-party health insurance.

### **Recoveries for 2021**

Non-Probate – PNA	\$ 78,183
Supplemental Needs Trusts & Annuities	\$ -0-
Accident Liens	\$ 160
Medicaid Liens	\$ 93,759
Burials	\$ 8
Excess Resources	\$ 357
Estates – Surrogate’s Court	<u>\$ -0-</u>
<b>Total</b>	<b>\$ 172,468</b>

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.

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*Submitted by Colin Mackey, Director of Administrative Services*

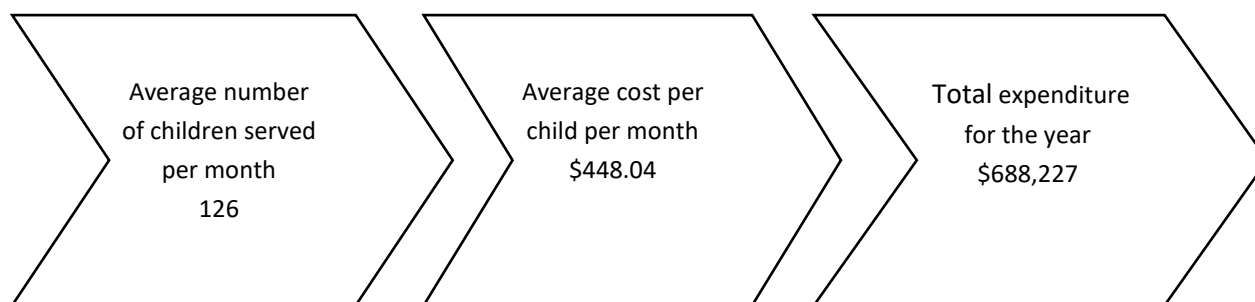
## DAY CARE

The Day Care Subsidy 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.

In June 2021, the Office of Children and Family Services (OCFS) issued 21-OCFS-ADM-14, which required the Department of Social Services (DSS) to change the family share from 25% to 10% retroactive to April 16, 2021. Additionally, this guidance required that the retro amount due was issued directly to the parents and not to the day care providers. This family share change resulted in DSS having to make updates in the Child Care Time and Attendance System as well as the county's Title XX matrix.

The State also initiated changes to the Day Care Subsidy Program, effective in December of 2021 with 21-OCFS-ADM-30. These changes included an increase in the minimum number of allowed absences per child per year to twenty-four, a twelve month no-closing policy on eligible cases and a change in the eligibility determination calculation. We have been updating our processes, and use of the state system, to accommodate these changes.

The chart below indicates the averages for 2021 Day Care costs.



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*Submitted by Colin Mackey, Director of Administrative Services*