



2022 Annual Report

Michael Fitzgerald
Commissioner



Michael A. Fitzgerald, Commissioner
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John M. Becker, Chairman
Madison County Board of Supervisors

Mary B. Cavanagh, Chairwoman
Health and Human Services Committee

Mark Scimone, County Administrator
Madison County

Dear Lady and Gentlemen:

Following is the Madison County Department of Social Services "2022 Annual Report."

As I sit down to write what will be the 20th edition of the Annual Report for the Department of Social Services for Madison County, I can't help but reflect on the enormous pride I have. Leading an organization for 20 years is such an incredible honor, but to think about how much DSS has done over those years is remarkable.

After four terms as DSS Commissioner (beginning in 2003) and another 13 years in various roles within the department, I believe it is time for the next DSS Commissioner to leave their imprint on the agency. As a transplant to Madison County in 1991, I can say that I have enjoyed my having lived and worked here and I will remain a County resident long after I hang up my "Commissioner's hat."

The number of Board of Supervisor's members I have had the honor to work with is enumerable, but I consider myself fortunate to have had three Committee Chairmen (Mary will be the fourth and the first Chairwoman!) and the honor to have only two Board Chairmen. I will also be remiss if I didn't mention the incredibly talented staff at DSS, beginning with former Commissioner James L. Cary, who left the department in 2003.

The last year has been a year of rebirth as we continued to come out of the COVID-19 pandemic and return to a new normal. Challenges were plenty but a few highlights include:

- Continued recruitment and hiring difficulties resulting in positions being unfilled and staff working harder to cover these vacancies;
- The ever-increasing number of residents coming to DSS as homeless and the increase in this past year of women and families; and
- The incessant and unrelenting demands of our State oversight agencies and their need to do surveys, questionnaires and other meaningless tasks, all of which make the job harder.



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

Brett Hembach, Deputy Commissioner for Administrative Services

Jesica Prieto, Deputy Commissioner for Family Services

Patricia Platt, Deputy Commissioner for Financial Assistance

Kayla Dye, Director of Financial Assistance

Colin Mackey, Director of Administrative Services

Daphne Dickenson, Assistant Director of Administrative Services

Tina Louis, Director of Youth Bureau

Julie Jones, Supervising 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 are offered both online and in person.

Training Attendance	Training Hours	Training Costs
979 State Attendees	2,799 State Training Hours	\$4,536 State Training Costs
226 Local Attendees	2,275 Local Training Hours	\$4,991.95 Local Training Costs
1,205 Total Attendees	5,074 Total Training Hours	\$7,966.95 Total Training Costs

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.

In 2022:

The TA unit processed 684 applications for Temporary Assistance, with 323 residents of Madison County receiving benefits.

Family Assistance benefits valued at \$619,313 were issued.

Safety Net Assistance benefits valued at \$828,376 were issued.

Important changes in 2022:

Individuals applying for or receiving Temporary Assistance are no longer required to sign a real property lien as a condition of eligibility for TA.

Elimination of the 45-day waiting period for Safety Net Assistance applicants.

Increases to the TA resource limits for both applicants and recipients.

Elimination of the gross income test & poverty level income test.

Households in receipt of SNA are now eligible for an earned income disregard.

FRAUD

In addition to administrating 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 70 fraud referrals received in 2022 resulting in 39 investigations and 10 arrests. Restitution in the amount of \$5,168.06 was paid back to DSS.

2022 FRAUD ACCOMPLISHMENTS

<i>Fraud</i>	<i>2020</i>	<i>2021</i>	<i>2022</i>
<i>Referrals</i>	<i>75</i>	<i>98</i>	<i>70</i>
<i>Investigations</i>	<i>33</i>	<i>48</i>	<i>39</i>
<i>FEDS</i>	<i>4</i>	<i>0</i>	<i>23</i>
<i>Validations</i>	<i>53</i>	<i>0</i>	<i>121</i>
<i>Arrests</i>	<i>13</i>	<i>3</i>	<i>10</i>
<i>IPV Restitution Paid back to DSS</i>	<i>\$37,615.32</i>	<i>\$19,288.31</i>	<i>\$5,168.06</i>

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	2020	2021	2022
Caseload	3263	3277	3488
Applications Registered	2715	2631	3125
Online Applications	1678	1335	1489

Applicants for SNAP have the ability to apply online through the Office of Temporary and Disability Assistance (OTDA) MyBenefits website – www.myBenefits.ny.gov. The website allows a person to apply for SNAP without having to come to the agency. The website is available 24 hours per day, 7 days per week, providing a safe and convenient way for individuals to apply.

The SNAP unit provided SNAP benefits valued at \$20,860,996 to approximately 6,219 residents of Madison County in 2022. Emergency allotment benefits continued to be issued in 2022 to all households in receipt of SNAP so that they received the maximum monthly benefit amount for their household size. The issuance of these benefits will conclude in February 2023.

SNAP	2020	2021	2022
YTD Net Expenditures	\$12,408,520	\$17,410,538	\$20,860,966
Individuals Served	5,743	5,817	6,219



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 one Senior Welfare Employment Representative (Sr. WER) and two 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.



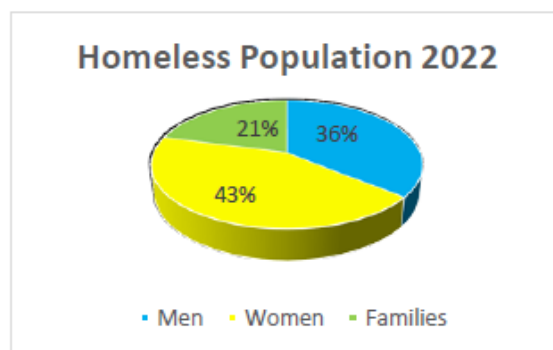
<u>Statistics</u>	<u>2020</u>	<u>2021</u>	<u>2022</u>
Total Cases	175	140	148
Non-Exempt			
Employable, Work Limited	8	10	6
Exempt-Medical	137	104	115
Exempt			
Age 16-18 in school, 60+, DV	30	26	27

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 2022, there has been a large increase in the number of individuals/families reaching out to DSS for help with housing. The agency also saw a rise in the number of families and women seeking assistance.

	<u>2020</u>	<u>2021</u>	<u>2022</u>
Total Homeless Served	224	208	284
Single Men	123	101	102
Single Women	73	74	123
Families	28	33	59
Placed in Housing	45	40	55
Not Placed	179	168	229



In the past year, the WER placed 55 into temporary shelter (28 in a private hotel, 23 in commercial hotels, 1 at a respite bed, 2 in private apartments, and 1 at the Utica Rescue Mission).

There were 229 individuals that were not placed, either refusing assistance or choosing to make their own plan. Unfortunately, this occurs often when individuals are not agreeable to the housing options made available to them or do not follow through with the required application process at DSS.

DSS keeps a record of individuals coming into the agency or in contact by phone with the WER due to homelessness, and the reasons causing them to be homeless. The top five reported reasons for homelessness in 2022 were loss of family/friend's support, eviction, return to NYS, codes violations and county to county moves.

	<u>2022</u>
Loss of friends/family support	101
Eviction	63
Return to NYS	23
Codes violations	21
County to County moves	19

DSS staff spent approximately 132 hours in 2022 assisting homeless individuals and families in finding shelter, temporary and or permanent housing. This process involves making phone calls to other agencies, landlords, hotels, as well as attempts to coordinate the transportation and to ensure the client has the basic necessities, including 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 each year, and any day outside these dates that the air temperature is at or below 32 degrees. Madison County does not have a homeless shelter within the county, so DSS uses private apartments, commercial hotels/motels or shelters located outside of Madison 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. NYS Office of Temporary and Disability Assistance (OTDA) requires DSS to inspect all hotels/motels semi-annually where homeless persons are placed.



In 2022, there were a total of 42 persons assisted under Code Blue requirements:

Housing Provided	2020	2021	2022
January 1st – March 31st	17	16	22
October 1st-December 31st	6	13	20

DSS partners with Community Action Partnership (CAP) with the establishment of warming sites where homeless individuals can go during Code Blue months. There are several places within Madison County that serve as warming sites, offering a heated facility and resource information listing DSS and other agency phone numbers and contacts. Madison County warming sites are:

- Canastota Public Library
- Cazenovia Public Library & Museum
- Morrisville Public Library
- DeRuyter Free Library
- Bridgeport Public Library
- Oneida Public Library
- Sullivan Free Library-Chittenango
- Madison County Office for the Aging, Inc.-Canastota
- Church on the Rock-Oneida
- Hamilton Public Library

Housing of the homeless and those needing a safe, stable shelter continues to be a struggle. Affordable housing is in short supply to find. This is a struggle that has become more persistent over the last few years and continues to grow. DSS will continue to work to overcome these barriers with the residents of Madison County who are in need.

RENTAL SUPPLEMENT PROGRAM

New to Madison County in 2022 is the Rental Assistance Program (RSP). New York State offered districts funding to administer their own Rental Supplement Program (RSP). The program is funded annually by NYSOTDA, which allocated over \$120,000 to Madison County in 2022. The program was approved in Madison County starting April 1, 2022. The Sr. Welfare Employment Representative (Sr. WER) administers the program.

The RSP is a program established to provide vital rental assistance to individuals and families, regardless of immigration status, who are experiencing homelessness or are facing an imminent loss of housing. The RSP is available to individuals and families both with and without children.

The target population for RSP eligibility are those Madison County residents either homeless or facing imminent loss of housing, with income at or below 50% Area Median Income (AMI). Priority households will include those at or below 30 % AMI level, families with children, veterans, individuals/families experiencing DV and single individuals. Applications are accepted for clients with income between 30 % and 50 % AMI, with priority given to applicants earning 30 % or less of AMI.

Eligible participants are responsible to pay 30 % of their income towards rent and the Rental Supplement Program will cover the remaining balance up to 85% of HUD Fair Market Rate. These payments are sent directly to the landlord.

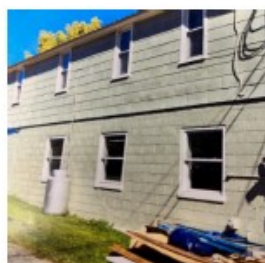
Clients who are enrolled in the program will work with the Sr. WER to locate affordable housing, find employment opportunities to increase income if possible, and completion of HUD Section 8 application for long-term subsidy. The RSP is a great asset to residents of Madison County who are struggling to pay rent or find affordable housing based on their income.

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 work crew provides work experience for Temporary Assistance and SNAP recipients in Madison County, teaching valuable skills. The mobile work crew performs jobs for Madison County non-profit agencies and municipalities. These projects allow recipients to obtain their required countable work activities participation hours, while providing work to agencies at no cost.

During 2022, the Mobile Work Crew Leader coordinated and completed many worthwhile projects throughout Madison County. Some of those projects are as follows:

- Repaired and painted interior of lobby and office entrance at Madison County Office for the Aging, Inc.
- Remodeled bathroom, replaced floor and stair landing, updated electrical, remodel interior and exterior, painting at Smithfield Fire Department.
- Renovation of restrooms and pavilions at Town of Sullivan Parks.
- Moved office furniture, interior painting, assembly of desks, removal of carpet from office, transport electronic waste to recycling and cleaned out garage for Village of Morrisville.
- Painted exterior of the front half of facility and assessed repairs needed for Wanderers' Rest Humane Association.
- Assisted Maintenance Department and Highway Department with parking lot paving project.
- DSS - moved furniture, disassembled and re-assembled cubicles and offices, and minor miscellaneous jobs.
- Snow removal from county cars.



Submitted by Kerry Highers, Director of Financial Assistance

BURIALS

In 2022, DSS received 78 applications for indigent burials, with 63 of those applications processed for payment by DSS and 15 applications denied.

The total amount paid for burials was \$164,737.02, which is approximately an 13.6% increase from the 2021 amount of \$144,999.04.

Below is the amount paid to our local funeral homes:

Funeral Provider	Costs
Burgess & Tedesco Funeral Home	\$20,876.45
Campbell Dean Funeral Home	\$21,604.11
Coolican & McSweeney Funeral Home	\$5,649.68
Fiore Funeral Home	\$4,211.32
G.F. Zimmer Funeral Home	\$7,390.19
Ironside Funeral Home	\$29,954.20
J. Homer Ball Funeral Home	\$15,292.94
Paul Funeral Home	\$7,265.50
Smith Funeral Home	\$2,559.00
Non-Local Funeral Homes	\$49,933.63
Total	\$164,737.02

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 2022 were \$156,180,813 with the local share being approximately \$9,209,548.

Medical Expenditures for 2022			
<i>Hospital</i>	\$	5,300,742.26	8.22% increase (\$402,635)
<i>Skilled Nursing</i>		16,459,721.87	8.49% increase (\$1,288,238)
<i>Clinics</i>		1,494,567.23	
<i>Hospice Services</i>		36,736.76	
<i>Physicians</i>		643,919.23	
<i>Dental</i>		34,546.96	
<i>Other Practitioners</i>		1,433,953.34	33.31% increase (\$358,301)
<i>Child Inst. Medical</i>		43,594.68	
<i>Personal Care</i>		644,288.05	
<i>Home Health Aide</i>		72,499.34	
<i>Home Nursing</i>		1,156.66	
<i>Assisted Living Program</i>		124,419.93	
<i>Waiver Services</i>		31,819,451.55	12.48% increase (\$3,530,259)
<i>Therapists</i>		6,221.01	
<i>Rehab Option Services</i>		3,153,273.33	22.40% increase (\$577,081)
<i>Drugs</i>		1,452,366.78	
<i>Sick Room Supplies</i>		111,789.80	
<i>Eyeglasses</i>		4,163.59	
<i>Durable Medical Equipment</i>		102,354.70	
<i>HMO Services</i>		79,224,107.56	
<i>Managed Long Term Care</i>		5,461,787.59	30.57% increase (\$1,278,635)
<i>Case Management</i>		2,803,560.62	27.11% increase (\$597,945)
<i>HIPP Payee</i>		955,425.82	61.60% increase (\$364,182)
<i>Transportation</i>		4,527,659.11	61.40% increase (\$1,722,349)
<i>Lab & X-Ray</i>		177,317.19	
<i>Other</i>		91,188.17	
Total	\$	156,180,813.13	6.94% increase from 2021

2022 Medicaid Program Statistics:

- 2,236 Community Medicaid Cases
- 1,345 Supplemental Security Income (SSI) Medicaid Cases
- 200 Chronic Care Nursing Home Cases
- 320 Waiver Cases
- 840 Medicaid Applications registered
- 4,873 Phone calls received by the Medicaid Unit.
- 351 Individuals seen by the Medicaid Unit.

2022 Medicaid Program Highlights:

- **12,128** Madison County individuals enrolled in Medicaid through the New York State of Health Exchange, which is 0.24% of the Statewide total of **5,037,871**.
- **4,510** Madison County individuals enrolled in Medicaid through Department of Social Services.
- **154** - 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.
- **85** - Individuals have their Medicare Part B premiums paid under one of the Medicare Savings Program/Medicare Insurance Premium Payment (MIPP)
- **7** - Individuals have their employer-sponsored health insurance premiums paid under Health Insurance Premium Program (HIPP).
- **114** - MIPPA (Medicare Improvement for Patients and Providers Act of 2008) referrals were received in 2022. 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.
- 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.

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.



2021-2022 Program Dates:

Component	Opening	Closing
Regular	October 1, 2021	April 29, 2022
Emergency	January 4, 2021	July 20, 2022
Second Emergency	March 8, 2021	July 20, 2022
Third Emergency	April 15, 2021	July 20, 2022
HERR	October 1, 2021	September 30, 2022
Clean and Tune	October 1, 2021	September 30, 2022
Cooling Assistance	May 2, 2022	July 8, 2022

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

2021-2022 Statistics:

- The HEAP Unit processed 1,941 applications for Regular HEAP
- The HEAP Unit handled 6,588 phone calls.

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.

- 43 repair or replacement referrals were made to Stoneleigh Housing
- 17 furnace repairs were completed at a cost of \$9,633.48
- 12 furnace replacements were completed at a cost of \$63,209.00

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 households. In 2022, eligibility for this benefit was no longer dependent on a household containing at least one individual with a documented medical condition that is exacerbated by extreme heat.

- 180 applications were received
- 170 applications were approved at a cost of \$99,876.33

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.

- 65 applications were received
- 57 applications were approved at a cost of \$16,865.95

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

Town	#of referrals
Brookfield	47
Cazenovia	38
DeRuyter	22
Eaton	58
Fenner	8
Georgetown	4
Hamilton	63
Lebanon	5
Lenox	301
Lincoln	10
Madison	48
Nelson	10
Oneida	388
Smithfield	1
Stockbridge	49
Sullivan	164
Other Reports	303
Total	1519

2022 Preventive cases statistics

Month # open cases #children

Jan	95	210
Feb	96	212
Mar	101	221
Apr	96	217
May	102	230
June	112	246
July	118	265
Aug	122	271
Sept	121	270
Oct	124	281
Nov	124	280
Dec	74	180

QI assessments and QRTP placements

As a result of the Federal “Family First” legislation, change was implemented in New York State and Madison County in order to place a child in a residential treatment center, a higher level of foster care designed to care for and treat the special needs of children who cannot be cared for in a traditional foster home setting. In 2022, nine children, between the ages of 12 and 16, who had been placed into Madison County foster care, were referred for a QI (qualified individual) assessment. A QI assessment determines the appropriateness of placing the youth in a QRTP (qualified residential treatment facility). The Madison County Mental Health Department conducts the QI assessments. The QI assessments, written in 2022, clearly demonstrated that each of the children’s needs would best be met in a residential treatment program. As a result, the Madison County Family Court approved each of these nine QRTP placements. Madison County DSS placed the nine children in the following QRTPs: Elmcrest Children’s Center in Syracuse, Hillside Grow Program in Auburn, Gateway- Longview in Buffalo and William George Agency in Freeville. The Department conducted one “Long-Stayer Review” for a youth placed into a QRTP at the age of twelve. Children under the age of thirteen are only allowed six months of QRTP placement unless an extension is approved by the Commissioner of OCFS after a lengthy application, and review, of the child’s continued need for specialized treatment in a residential setting. The long- Stayer Review application requested an additional six months of residential treatment for this child, who was under the age of thirteen, was approved by the Commissioner of OCFS.

Children entering Foster Care 2022

Month	# of children
January	1
February	1
March	2
April	0
May	1
June	1
July	2
August	0
September	0
October	4
November	0
December	3
Total	15

Home finding Statistics 2022

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	1	30	0	0
February	2	4	0	32	2	0
March	1	0	4	29	1	1
April	0	2	0	29	0	2
May	0	0	0	29	0	5
June	0	3	0	29	0	3
July	1	2	0	30	1	0
August	0	1	0	30	0	0
September	0	0	9	29	0	0
October	0	0	0	29	0	0
November	0	2	1	28	0	0
December	0	2	0	28	0	0
Total	4	18	6	28	4	11

PNS/PINS Diversion Stats

2022	# of Refs	From Schools	From Parents	Other	Males	Females	Ave Age	Incorr. Ungov	Truancy	Marijuana	I/U	Petitions Filed
	115	32	34	128	46	62	13	63	74	7	63	*1
												*Petition withdrawn

MDT Totals and Type

2022	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
TOTAL	15	25	20	20	10	13	8	14	15	10	20	11

	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
IND	1	5	1	4	1	-	1	1	1	2	3	1
UNF	4	5	3	3	3	6	2	6	8	1	6	4
CONS	3	5	3	2	1	1	1	4	2	1	4	-
PRI	8	15	10	17	10	13	8	11	9	2	13	5
SEC	-	-	4	2	-	-	-	-	-	1	2	1
POL	6	10	6	8	5	6	4	3	4	5	5	5
INI	4	10	8	9	4	6	2	5	9	2	9	2
SUB	3	5	4	1	2	1	2	5	2	2	4	3
ADD	1	-	2	1	-	-	-	1	-	-	1	-

Adult Protective Services 2022 statistics

88 - total referrals
 4 - open ongoing cases
 2 - rep-payee cases
 0 - cases opened for short-term services and closed
 13 - consumer direct cases
 1 - cd cases closed

Submitted by:
 Jessica Prieto, Deputy Commissioner for Family Services
 Catherine Fowler, Case Supervisor Grade B
 Cassie Wolcott, Case Supervisor Grade B
 Timothy Brown, Case Supervisor Grade B
 Emily Pushlar, Case Supervisor Grade B
 Karen Swartz, Senior Caseworker
 Tayah Beebe, Senior Caseworker
 Katie Ferguson, Senior Caseworker

Madison County Youth Bureau

Six agencies were allocated funds to support youth development programming, three with state Office of Children and Family Services funds and three with Madison County funds. These programs impacted 775 Madison County youth over the course of 2022

The Youth Bureau was awarded additional funds to provide youth sports education and opportunities through the Office of Children and Family Services. These funds were used by the Madison County Children's Camp to create a geocaching program within the camp experience. Campers hiked through the trails to locate cache boxes.

The Leadership Program involved 50 youth from Morrisville, Cazenovia, Chittenango, and Hamilton. Topics included setting boundaries, teambuilding, decision making, and healthy relationships.

The Youth Bureau's partnership with BRIDGES, Madison County Council on Alcoholism and Substance Abuse, and Cornell Cooperative Extension, continued to work on development of the Madison County Youth Council.

In March, Youth Bureau staff and youth met virtually with Assembly Member John Salka and Senator Rachel May and their staff. The group advocated for continued support of youth development funding at the state level.

The Youth Bureau held its annual Summer Program for youth between the ages of 9-12. The goal again this year was to get children outside and focused on teamwork, building self-confidence, developing positive life skills, and reinforcing positive peer relationships



James Norrs, Tina Louis, Aubrey Kirley, and Chris Wajda

The New Visions Government, Public Administration and Law program, a partnership with Madison Oneida BOCES, continued into its fourth school year with six students from Camden, Canastota, Madison, and Hamilton. Students are engaged in their coursework with BOCES instructors and have incredible opportunities to intern in various county departments.

School Services

School and Youth Development Coordinators provide assistance such as: needs assessments, information, referrals to appropriate services, outreach and home visits, networking with community agencies as well as short term case management.

Referral Needs	Total	Referrals	Total
Mental Health Services	49	Schools	74
Medical Services	6	Outside Private Agencies	5
Juvenile Justice	6	County Departments	5
Education	21	Family	2
Basic Needs (Food, Clothing, Shelter)	19	Doctor	2
Mentoring Services	29	Grand Total	88
Behavioral Issues	19		
Case Management	37		
Accessing Services	76		

Safe Harbour

Safe Harbour received 43 referrals in 2022. 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 youth and their caregivers. Safe Harbour also presented internet safety presentations in 3 schools, did 2 trafficking awareness trainings for child serving professionals, held 1 Not A Number facilitated group for teenagers, and participated in 7 tabling events where trafficking awareness information was provided to the public.

Submitted by:

Tina Louis, Director

Aubrey Kirley, School & Youth Development Coordinator

James Norrs, School & Youth Development Coordinator

Chris Wajda, School & Youth Development Coordinator

LEGAL DEPARTMENT

For the year 2022, the Legal Department maintained the following as it relates to its work with Child and Family Services:

Active Cases	66	Cases Opened	46
Petitions Files	103	Cases Resolved	43
Court Orders	252	Trials	19
Permanency Hearings	65	Permanency Reports	65
Court Ordered Investigations	20	*Total Court Appearances	532

*(Includes DSS no-

ticed as Interested Party)

Child Care Review Service (CCRS)

For the year 2022, [218](#) entries were input by the Legal Department to effectuate reimbursement from the Federal and State governments.

Fair Hearings

For the year 2022, the Legal Department participated in [38](#) Fair Hearings.

Child Support Collection

For the year 2022, the Legal Department participated in the following as it relates to child support:

[Initial Appearances:](#) 202 [Continuances:](#) 90 [Fact-Findings:](#) 48

[Total Number of Child Support Appearances:](#) 340

For the year 2022, the Legal Department drafted and submitted the following orders to the Court as it relates to child support:

[Violation of a Child Support Order:](#) 50

[Modification of a Child Support Order:](#) 21

[Original Support Order:](#) 37

[Total Number of Child Support Orders Submitted to the Court:](#) 108

Money Judgments and Satisfactions of Money Judgments Filed

For the year 2022, the Legal Department filed [60](#) money judgments with the County Clerk's Office regarding monies due and owing to the Department totaling [\\$80,400.58](#).

For the year 2022, the Legal Department filed [29](#) satisfactions of money judgments with the County Clerk's Office totaling [\\$31,180.33](#).

Personal Service

For the year 2022, the Legal Department personally served or attempted to serve approximately [62](#) individuals.

For the year 2022, the Department cost for personal service was approximately [\\$2,120.18](#).

Family Treatment Program

There have been four graduates, sixteen participants and, for the year 2022, twenty referrals.

Submitted by Kelly Yonnick-Smith, Paralegal

CHILD SUPPORT ENFORCEMENT

Caseloads

The unit ended the year of 2022 with 2,081 cases, serving 2,124 children.

Collections

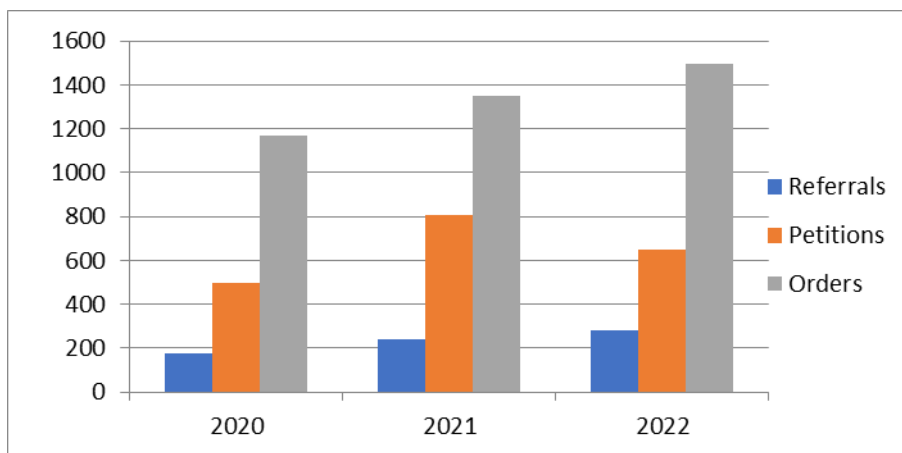
Collections for 2022 totaled \$5,136,027 a 11.09% decrease from 2021.

*\$42,130.95 was collected in child support from non-custodial parents' New York State Income Tax Refunds and \$144,346.48 from non-custodial parents' Federal Income Tax Refunds.

*\$93,531.69 was collected from the respondents' Unemployment Insurance Benefits.

*a combined total of \$45,020.98 was received by Property Execution methods and Lottery interceptions.

Support and Enforcement



279 referrals from Temporary Assistance, Medical Assistance, and Foster Care units, were received
647 petitions were filed.

1,498 child/medical support orders were received and processed.

638 appearances were made at Family Court.

222 cooperation interviews were conducted and processed.

Medical Insurance

79% 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), forty-eight (48) 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 2023 will bring, while working toward its goal of improved utilization of establishment and enforcement methods.

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 2022:

- 55,868 incoming phone calls were received by switchboard, logged, and forwarded to DSS employees.
- 13,196 individuals either utilized the drop box or came into the agency.
- Supportive Services staff ordered 1,379 vault cards for recipients of SNAP and Temporary Assistance and 52 permanent cards were ordered for Medicaid clients.
- 54 fair hearings requested by clients were coordinated by Supportive Services staff with the DSS staff and the Office of Administrative Hearings.
- 185 voter registration forms for new voters were sent to the Board of Elections



Submitted by Kayla Dye, Director of Financial Assistance

ADMINISTRATIVE SERVICES

Department of Social Services

Expenditure / Revenue Analysis

	2022 <u>Expenditures</u>	2022 <u>Revenues</u>	Local <u>Share</u>
General Administration	\$9,512,059	\$7,426,574	\$2,085,484
Affordable Housing Project - ARPA	\$0	\$0	\$0
Child Care Block Grant	\$1,078,686	\$1,209,151	(\$130,465)
Title XX	\$933,870	\$591,319	\$342,552
Medical Assistance	\$12,314	\$12,315	(\$2)
MMIS	\$9,209,548	\$0	\$9,209,548
TANF/Family Assistance	\$1,703,101	\$1,326,909	\$376,192
Child Welfare	\$2,654,756	\$1,690,320	\$964,436
Juvenile Delinquency	\$2,654,130	\$895,566	\$1,758,564
Safety Net	\$828,376	\$380,717	\$447,659
HEAP	\$5,318	\$1,446	\$3,872
Emergency Aid to Adults	\$7,462	\$4,090	\$3,372
Burials	\$165,737	\$20,327	\$145,410
Title IV-D	\$0	\$32,779	(\$32,779)
Total	\$28,765,355	\$13,591,513	\$15,173,842

Local Share - Estimated Final Budget vs Actual

	2022 <u>Budget</u>	2022 <u>Actual</u>	Surplus (Deficit)
General Administration	\$3,439,658	\$2,085,484	\$1,354,174
Affordable Housing Project - ARPA	\$400,000	\$0	\$400,000
Child Care Block Grant	(\$49,566)	(\$130,465)	\$80,899
Title XX	\$353,291	\$342,552	\$10,739
Medical Assistance	\$0	(\$2)	\$2
MMIS	\$9,472,426	\$9,209,548	\$262,878
TANF/Family Assistance	\$749,715	\$376,192	\$373,523
Child Welfare	\$1,343,187	\$964,436	\$378,751
Juvenile Delinquency	\$1,768,572	\$1,758,564	\$10,008
Safety Net	\$646,287	\$447,659	\$198,628
HEAP	\$0	\$3,872	(\$3,872)
Emergency Aid to Adults	\$14,500	\$3,372	\$11,128
Burials	\$152,688	\$145,410	\$7,278
Title IV-D	(\$30,972)	(\$32,779)	\$1,807
Total	\$18,289,756	\$15,173,842	\$3,115,914

Please note that this financial information is as of 3/6/23 and is subject to change.

2021 vs 2022 Local Share

	2021	2022	Increase (Decrease)
General Administration	\$2,132,558	\$2,085,484	(\$47,074)
Affordable Housing Project - ARPA	\$0	\$0	\$0
Child Care Block Grant	(\$145,552)	(\$130,465)	\$15,086
Title XX	\$302,604	\$342,552	\$39,948
Medical Assistance	(\$2)	(\$2)	\$1
MMIS	\$9,027,372	\$9,209,548	\$182,176
TANF/Family Assistance	\$178,976	\$376,192	\$197,216
Child Welfare	\$618,585	\$964,436	\$345,850
Juvenile Delinquency	\$1,141,315	\$1,758,564	\$617,250
Safety Net	\$376,547	\$447,659	\$71,112
HEAP	\$42	\$3,872	\$3,829
Emergency Aid to Adults	\$247	\$3,372	\$3,124
Burials	\$130,760	\$145,410	\$14,650
Title IV-D	(\$105,713)	(\$32,779)	\$72,935
Total	\$13,657,739	\$15,173,842	\$1,516,103

Youth Bureau

Expenditure / Revenue Analysis

	2022 <u>Expenditures</u>	2022 <u>Revenues</u>	Local <u>Share</u>
Administration	\$191,414	\$24,077	\$167,337
Program	\$74,205	\$71,786	\$2,419
Total	\$265,619	\$95,863	\$169,756

Local Share - Budget vs Actual

	2022 <u>Budget</u>	2022 <u>Actual</u>	Surplus (Deficit)
Administration	\$173,074	\$167,337	\$5,737
Program	\$65,000	\$2,419	\$62,581
Total	\$238,074	\$169,756	\$68,318

2021 vs 2022 Local Share

	2021	2022	Increase (Decrease)
Administration	\$151,010	\$167,337	(\$16,327)
Program	\$36,715	\$2,419	\$34,296
Total	\$187,725	\$169,756	(\$17,969)

Please note that this financial information is as of 3/6/23 and is subject to change.

RESOURCES

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

Recoveries for 2022

Non-Probate - PNA	\$ 35,400
Supplemental Needs Trusts & Annuities	\$ 235,944
Accident Liens	\$ 14,305
Medicaid Liens	\$ 115
Burials	\$ -0-
Excess Resources	\$ -0-
Estates – Surrogate’s Court	<u>\$ 14,7606</u>
Total	\$ 433,370

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

CHILD CARE SUBSIDY

Child care assistance 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.

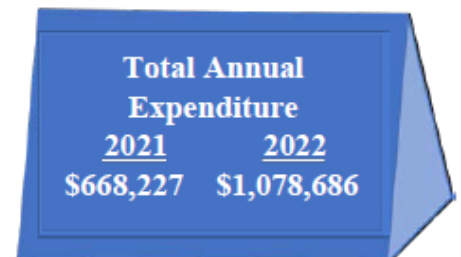
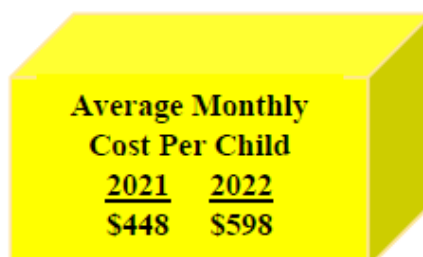
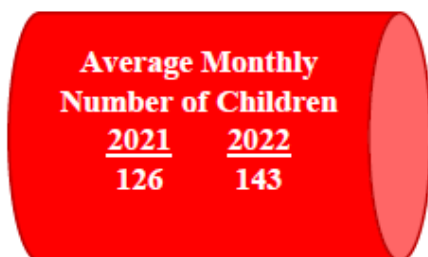
Effective June 1, 2022:

- Market rates were increased from the 69th percentile to the 80th percentile of the prices reported by providers on the most recent market rate survey. These rates help to provide equal access for subsidy eligible children.
- For example, the above rate adjustment increased the weekly rate paid to Day Care Centers in Madison County for a child (3 to 5 years old) from \$195 to \$253, which is a 30% increase. Additionally, the weekly rate paid for a child (3 to 5 years old) in Informal Child Care increased from \$98 to \$163, a 66% increase.

Effective August 1, 2022:

- The income guidelines for parents to qualify for subsidy was increased from 200% SIS (State Income Standard) to 300% SIS. This increase means many more families are now eligible for child care assistance.
- The maximum income for a family size of 4 to qualify for assistance increased from \$55,500 to \$83,250, a 50% increase.
- Child care assistance is now provided for 12 months at a time, provided the family income stays below 85% of the state median income, 93,259 for a family of 4 in 2022.

The graphics below document the increases in the averages from 2021 to 2022 related to Child Care Assistance:



Submitted by:

Brett Hembach, Deputy Commissioner for Administrative Services

Colin Mackey, Director of Administrative Services

Daphne Dickenson, Assistant Director of Administrative Services