



MADISON COUNTY
— NEW YORK —

Department of Social Services

2023 Annual Report

Jesica L. Prieto
Commissioner



Madison County
Department of Social Services

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John M. Pinard, Chairman
Madison County Board of Supervisors

Mary B. Cavanagh, Chairwomen
Health and Human Services Committee

Mark Scimone, County Administrator
Madison County

Greetings,

As the newly appointed Commissioner, I am proud to present you with the 2023 Annual Report for the Department of Social Services for Madison County. Dedication is often intangible and unmeasurable, but the following pages will hopefully give you a very clear picture of dedication from our perspective. It truly takes a team to lead the Department of Social Services and we have an experienced and valuable team of all stars collaborating every day to provide the best services possible to Madison County Residents. Our exceptional team leaders are:

Michele Browell, Confidential Secretary
Julie Jones, Supervising Attorney
Patricia Platt, Deputy Commissioner for Financial Assistance
Emily Pushlar, Deputy Commissioner for Family Services
Brett Hembach, Deputy Commissioner for Administrative Services

As we start off 2024 with a lot of change, we are focused on goals of simplifying and streamlining those things within our control. Collectively, we believe that there are great things in store for Madison County and we are all excited to travel down the path of 2024.

Respectfully Submitted,

Jesica L. Prieto
Commissioner



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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.

In 2023:

- The TA unit processed **673** applications for Temporary Assistance, with **330** residents of Madison County receiving benefits.
- Family Assistance benefits valued at **\$638,468** were issued.
- Safety Net Assistance benefits valued at **\$847,473** were issued.

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 **76** fraud referrals received in 2023 resulting in **42** investigations and **6** arrests.
- Restitution in the amount of **\$33,588.18** was paid back to DSS.

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	2022	2023
Caseload	3488	3548
Applications Registered	3125	2957
Online Applications	1489	1344

The SNAP unit provided SNAP benefits valued at \$15,600,641 to approximately 6,264 residents of Madison County in 2023.

SNAP	2022	2023
YTD Net Expenditures	\$20,860,966	\$15,600,641
Individuals Served	6,219	6,264

MEDICAID

The total Medicaid expenditures for Madison County in 2023 were \$159,123,273 with the local share being approximately \$9,896,887.

Medical Expenditures for 2023		
<i>Hospital</i>	\$ 4,961,623.18	
<i>Skilled Nursing</i>	15,019,701.68	8.75% decrease (\$1,440,020)
<i>Clinics</i>	1,561,759.24	
<i>Hospice Services</i>	16,301.33	
<i>Physicians</i>	678,417.98	
<i>Dental</i>	24,028.66	
<i>Other Practitioners</i>	997,011.68	30.47% decrease (\$436,942)
<i>Child Inst. Medical</i>	53,939.35	
<i>Personal Care</i>	531,353.66	
<i>Home Health Aide</i>	68,608.07	
<i>Home Nursing</i>	3,885.90	
<i>Assisted Living Program</i>	93,883.70	
<i>Waiver Services</i>	31,523,844.06	
<i>Therapists</i>	9,364.70	
<i>Rehab Option Services</i>	3,225,849.85	
<i>Drugs</i>	17,711,911.93	1119.52% increase (\$16,259,545)
<i>Sick Room Supplies</i>	596,279.97	433.39% increase (\$484,490)
<i>Eyeglasses</i>	3,465.69	
<i>Durable Medical Equipment</i>	86,842.07	
<i>HMO Services</i>	67,869,544.70	14.33% decrease (\$11,354,563)
<i>Managed Long Term Care</i>	6,030,165.51	10.41% increase (\$568,378)
<i>Case Management</i>	2,875,295.43	
<i>HIPP Payee</i>	286,770.09	69.99% decrease (\$668,656)
<i>Transportation</i>	4,649,597.85	
<i>Lab & X-Ray</i>	164,021.49	
<i>Other</i>	79,805.39	
Total	\$ 159,123,273.16	1.88% increase from 2022

2023 Medicaid Program

<i>Individuals enrolled thru NYSOH</i>	12,823
<i>Individuals enrolled thru DSS</i>	4,770
<i>Application referrals from NYSOH</i>	204
<i>Applications registered thru DSS</i>	1,340
<i>Community Medicaid Cases</i>	2,148
<i>Chronic Care Nursing Home cases</i>	197
<i>Waiver cases</i>	355
<i>SSI Medicaid cases</i>	1,294

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 works with two groups of individuals between the ages of 16 and 59.

Exempt: individuals	2022	2023
Total Cases	148	154
Non-Exempt		
Employable, Work Limited	6	11
Exempt-Medical	115	114
Exempt		
Age 16-18 in school, 60+, DV	27	29

HOMELESS SERVICES

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.

	2022	2023
Total Homeless Served	284	247

There were 198 homeless individuals that were not placed, either refusing assistance or choosing to make their own plan.

DSS staff spent approximately 117 hours in 2023, assisting homeless individuals and families in finding shelter, temporary and/or permanent housing.

CODE BLUE

DSS is mandated by New York State to place individuals in temporary and/or permanent shelter when temperatures drop to 32 degrees or below from October 1 to March 31 and any other dates that the temperature is at or below 32 degrees. DSS uses private apartments, commercial hotels/motels or shelters located outside of Madison County.

In 2023, there were a total of 32 persons assisted under Code Blue requirements.

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.

RENTAL SUPPLEMENT PROGRAM

The Employment Unit also manages the Rental Supplement Program (RSP) which is funded annually by NYS OTDA. This program provides vital rental assistance to individuals and families who are experiencing homelessness or are facing an imminent loss of housing. In 2023, DSS assisted 23 households with rent assistance payments.

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 2023, the Mobile Work Crew Leader coordinated and completed many worthwhile projects throughout Madison County. Some of those projects are as follows:

- Town of Eaton: Interior repairs of walls, ceilings and floors; painted entire interior of the office building; moved and organized filing for court and planning departments.
- Village of Morrisville: Built filing shelves, moved filing cabinets, removed carpet, finished sheetrock in restroom, repaired walls, painted walls and trim through village office building.
- Bridgeport Fire Dept: Removed old stage from pavilion and took remnant waste to landfill; cleaned and pressure washed picnic tables; began construction of new walls.
- Greater Lenox Ambulance Co: repaired and stained several exterior panels.
- Wanderer's Rest Animal Shelter: painted exterior sections of building; removed sheathing and installed new insulation, new siding/sheathing.
- Office for the Aging: general repairs and painting; transported new furniture from USDA office in Syracuse to OFA for building and set up.
- Whitelaw Presbyterian Church: set up and tear down for Old Home Days fundraiser; cleaned out pavilions, making several trailer hauls to county landfill; redesigned pavilions, built counters, shelves, benches and installed doors.
- Bicycle Program: worked with community bikes to obtain 6 bicycles for clients to assist with transportation needs.

BURIALS

DSS received 72 applications for indigent burials, with 60 of those applications processed for payment by DSS. The total amount paid for burials was \$194,090.15 which is approximately a 17.8% increase from the 2022 amount of \$164,737.02.

Below is the amount paid to our local funeral homes:

Funeral Provider	Costs
Ayer & Zimmer Funeral Home	\$2,558.00
Burgess & Tedesco Funeral Home	\$33,255.88
Campbell Dean Funeral Home	\$38,585.28
Coolican & McSweeney Funeral Home	\$20,587.32
Fiore Funeral Home	\$4,428.00
G.F. Zimmer Funeral Home	\$3,028.00
Ironside Funeral Home	\$37,418.15
J. Homer Ball Funeral Home	\$4,825.47
Michael Brown Funeral Home	\$6,989.24
Paul Funeral Home	\$10,722.53
Smith Funeral Home	\$2,555.00
Total	\$164,952.87

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 2023:

- 52,473 incoming phone calls were received by switchboard, logged, and forwarded to DSS employees.
- 15,273 individuals either utilized the drop box or came into the agency.
- Supportive Services staff ordered 1,113 vault cards for recipients of SNAP and Temporary Assistance and 88 permanent cards were ordered for Medicaid clients.
- 46 fair hearings requested by clients were coordinated by Supportive Services staff with the DSS staff and the Office of Administrative Hearings.
- 161 voter registration forms for new voters were sent to the Board of Elections

HOME ENERGY ASSISTANCE PROGRAM (HEAP)

HEAP is a federally funded program, administered locally by DSS. It assists low-income residents of New York with the cost of meeting their home energy needs. HEAP consists of five components: a Regular benefit for heat, Emergency benefits for households in a heat or heat-related energy emergency, the Home Energy Repair/Replacement Program (HERR), the Cooling Assistance Component (CAC) and the HEAP Heating Equipment Clean and Tune Program.



2022-2023 Statistics:

- The HEAP Unit processed 1,791 applications for Regular HEAP.
- The HEAP Unit handled 5,308 phone calls.
- 3,308 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 \$2,298,021.
- 1,298 Emergency benefits were issued through the SNAP and HEAP units at a cost of \$975,170.
- 52 heating equipment repair or replacement referrals were made to Stoneleigh Housing. 13 furnace repairs were completed at a cost of \$13,623 and 22 furnace replacements were completed at a cost of \$120,890.
- 102 applications were received for the heating equipment clean & tune component, 95 of which were approved at a cost of \$27,100.
- 110 applications were received for the cooling assistance program, 101 of which were approved at a cost of \$75,551.

FAMILY SERVICES

Child Protective Investigations

Township	Total
Brookfield	64
Cazenovia	51
DeRuyter	32
Eaton	47
Fenner	12
Georgetown	6
Hamilton	46
Lebanon	16
Lenox	281
Lincoln	29
Madison	68
Nelson	19
Oneida	413
Smithfield	4
Stockbridge	31
Sullivan	126
Other Reports	291
Total	1536

Adult Protective

Total referrals	101
Open ongoing cases	3
Rep-payee	2
Short-term opened cases	0
Consumer Directed cases	16
Consumer Directed cases opened/closed	7/4

Prevent

41 Prevent cases opened with 96 children.

15 Foster Care case opened with 21 children placed.

Homefinding/**Kinship**

	# of Homes Opened	# of Homes Recertified	# of Homes Closed	Current Number of Homes	Homestudies Completed	GPSII/MAPP Meetings
Total	6/1	16	3/3	29	2/1	13

MDT

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
MDT	9	5	8	10	12	7	4	6	7	9	15	8
PA	7	8	7	7	14	6	4	10	2	8	6	4
Total	16	13	15	17	26	13	8	16	9	17	21	12

Total MDT Reports from SCR: 100

Total Police Assists: 83

Tracked MDT: 183

PINS/PINS Diversion

PINS (Person In Need of Supervision)- 100 referrals
PINS Court Petitions filed- 4
STSJP (The Supervision and Treatment of Juveniles Program)- 19 Youth
Residential Placements QRTP (Qualified Residential Treatment Program)- 7 Youth – 3 of the 7 moved up to OCFS custody due to behaviors.
Skeele Valley Non-Secure Detention closed June 2023 -where Youth were remanded to from Madison County Family Court prior to finding a Residential Program Placement.

YOUTH BUREAU

Three agencies were allocated funds to support youth development programming. These programs impacted 194 Madison County youth. Funding through the OCFS allowed for the implementation of the YMCA Character Development Through Archery Program involving Oneida and Stockbridge youth.

The school-based **Leadership Program** involved 57 youth from Oneida, Cazenovia, Chittenango, and Hamilton.

The Youth Bureau partnered with BRIDGES, Madison County Council on Alcoholism and Substance Abuse, to hold a summer day camp for 12 LGBTQIA+ youth in Madison County. Staff also partnered with BRIDGES and facilitated a training for 12 DSS staff on LGBTQIA+ identities, issues.

The DADS of Madison County held two full 12–14-week sessions as well as a shortened summer session. There were 39 attendees throughout the three sessions.

The annual **Summer Program** served over 40 children from Oneida, Canastota, Cazenovia, Chittenango, Morrisville, Madison, and Stockbridge.

The New Visions Government, Public Administration and Law program, a partnership with Madison Oneida BOCES, continued into its fifth school year with six students from Camden, Canastota, Oneida and VVS.

There was a total of 97 referrals for the **Family Outreach Program**.

Safe Harbour received 41 referrals. Case management was provided to 11 youth. Short-term mentoring was provided to 10 youth. The Safe Harbour coordinator did 24 group presentations.

LEGAL DEPARTMENT

Active Cases	67	Cases Opened	42
Petitions Files	98	Cases Resolved	41
Court Orders	251	Trials	27
Permanency Hearings	72	Permanency Reports	72
Court Ordered Investigations	24	*Total Court Appearances	601

*(Includes DSS noticed as Interested Party)

Total Number of Child Support Appearances: 360

The Legal Department drafted and submitted the following orders to the Court as it relates to child support:

Violation of a Child Support Order: **41**

Modification of a Child Support Order: **22**

Original Support Order: **37**

Total Number of Child Support Orders Submitted to the Court: 100

The Legal Department filed **62** money judgments with the County Clerk's Office regarding monies due and owing to the Department totaling **\$95,185.27**.

CHILD SUPPORT ENFORCEMENT

The Support Collection Unit ended the year of 2023 with 1,995 cases, serving 2,014 children.

Collections for 2023 totaled \$5,175,612 which is a .77% increase from 2022.

* \$48,351.20 was collected in child support from non-custodial parents' New York State Income Tax Refunds and \$136,295.29 from non-custodial parents' Federal Income Tax Refunds.

*\$112,596.29 was collected from the respondents' Unemployment Insurance Benefits.

*a combined total of \$32,392.01 was received by Property Execution methods and Lottery interceptions.

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.

2023 Highlights:

- The income guidelines for parents to qualify for subsidy was increased from 300% SIS (State Income Standard) to 85% SMI (State Median Income). 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 to \$99,250.
- The family share was decreased from 10 % to 1%.
- The district is required to reimburse up to 80 absences per child, per provider, per State fiscal year and up to 20 program closures per licensed, registered, or legally exempt group program per State fiscal year.



**Average Monthly
Children Assisted**
2023
181



**Average Monthly
Cost Per Child**
2023
\$703



**Total Annual
Expenditure**
2023
\$1,566,027

ACCOUNTING

The Accounting Unit is responsible for: monitoring and processing all cash receipts and disbursements of the department including payments to clients and vendors, payroll, and Rep Payee payments. The unit must accurately record and report all agency expenditures and revenues to the County Finance Office. Other functions include budget preparations, participation in statewide professional associations, completing numerous reconciliations, and processing retroactive SSI reimbursements.

The Accounting Unit is also responsible for preparing and submitting monthly and quarterly claims in a timely manner to state agencies. The unit must analyze and interpret all state issued policy directives to ensure the county receives maximum reimbursements of Federal and State aid. By obtaining Federal and State funding the county can provide required, mandated services utilizing the least amount of local tax dollars possible. The unit submitted claims in 2023 resulting in approximately \$13,517,000, in State and Federal reimbursements.

2023 EXPENDITURE & REVENUE ANALYSIS

Department of Social Services

	<u>Expenditures</u>	<u>Revenues</u>	<u>Local Share</u>
General Administration	10,078,403	7,680,302	2,398,101
Affordable Housing Project	268,989	-	268,989
Child Care Block Grant	1,566,027	1,673,426	(107,399)
Title XX	787,720	515,290	272,430
Medical Assistance	54,928	54,925	3
Medicaid	9,896,887	-	9,896,887
Family Assistance	1,384,126	1,170,316	213,810
Child Welfare	2,671,204	1,718,781	952,423
Juvenile Delinquency	1,712,099	842,248	869,851
State Training School	597,609	-	597,609
Safety Net	847,473	459,664	387,809
Home Energy Assistance Progr	26,333	22,671	3,662
Emergency Aid to Adults	2,525	1,586	939
Burials	207,856	3,631	204,225
Title IV-D	-	97,298	(97,298)
Total	30,102,179	14,240,139	15,862,040

Youth Bureau

	<u>Expenditures</u>	<u>Revenues</u>	<u>Local Share</u>
Administration	199,290	20,768	178,522
Program	54,667	56,398	(1,731)
Total	253,957	77,166	176,791

Please note that this financial information is as of 3/4/2024 and is subject to change.

