

2006 MADISON COUNTY DEPARTMENT OF SOCIAL SERVICES
ANNUAL REPORT

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DEPUTY COMMISSIONER

In 2006, a total of eight employees left the Department of Social Services. Six employees resigned and two retired. Six employees requested, and were granted, leaves of absence. Four were medical and two were maternity leaves.

The vacancies that resulted from persons leaving the department occurred at many levels. Retirements included a Data Entry Machine Operator and a Social Welfare Examiner. Vacancies due to resignations included two Caseworkers, three Office Assistants I and one Transportation Aide.

The Data Entry Machine Operator vacancy, which was reclassified to Office Assistant II, was filled by promoting an Office Assistant I. The Social Welfare Examiner vacancy was filled by promoting an Office Assistant II. The two Caseworker vacancies were filled with the hiring of new employees. The three Office Assistant I vacancies were also filled with the hiring of new employees. The Transportation Aide vacancy had not yet been filled as of the time this report was written.

There were a total of four promotions within the department during 2006. Two Office Assistant I employees were promoted to Office Assistant II. One Office Assistant II was promoted to Social Welfare Examiner. One Caseworker was promoted to Senior Caseworker.

Three new positions were created during 2006 – two Caseworker positions and one Senior Caseworker. One of the Caseworker positions was added in order to be able to adequately respond to the increasing numbers of child protective hotline reports. The other Caseworker and Senior Caseworker positions were added to handle the PINS intake function,

which was taken out of the Probation Department and placed within the DSS Children's Services unit during 2006.

One position was reclassified during 2006. Upon becoming vacant due to retirement, the Data Entry Machine Operator position was reclassified to an Office Assistant II position. This was done in response to changing duties within the Supportive Services (clerical) unit, where more staff resources were needed in order to implement the new imaging program.

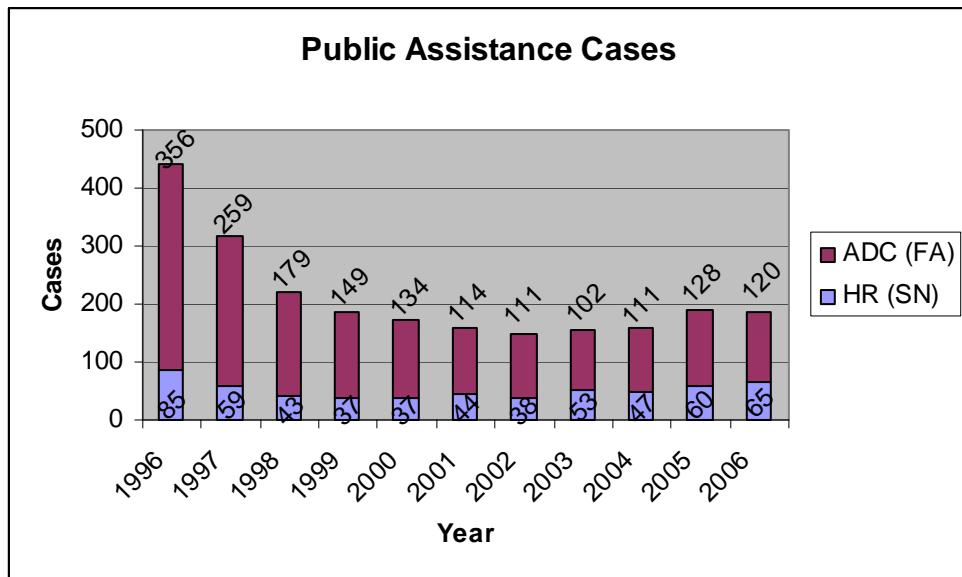
Twenty-four employees of the department qualified for the attendance bonus in 2006, compared to twenty-one in 2005, in accordance with Bargaining Unit Agreements. To be eligible for this, employees must be on full pay status for the entire previous year and not incur more than three days of sick leave in that 12-month period.

At the end of 2006, there were 118.5 positions within the Department of Social Services plus four Sheriff's Deputies provided through a contract with the Sheriff's Department to conduct fraud investigations and provide building security.

Submitted by Stephen Garneau, Deputy Commissioner

ECONOMIC SECURITY

The year 2006 consisted of the Madison County Department of Social Services Economic Security unit's continuation of success in keeping the Family Assistance caseloads reasonably low. Motivating families to self-sufficiency continued to be our number one goal. This has been accomplished through a variety of programs operated under the Temporary Assistance unit.



Temporary Assistance saw an overall very slight decrease in the number of cash assistance cases in 2006. The average number of Family Assistance cases decreased 6 percent (128 cases in 2005 to 120 cases in 2006) while Safety Net cases increased 8 percent (60 cases in 2005 to 65 cases in 2006). This resulted in a total caseload decrease of 2 percent (188 cases in 2005 to 185 cases in 2006). Considering the struggling local economy, Madison County Department of Social Services was fortunate to see any decrease in the caseload.

We continued to operate or started a wide assortment of services this past year. We continued to serve as a Volunteer Income Tax Assistance (VITA) site. The VITA program allows low-income families free electronic filing of income tax information. The program continues to be a successful collaboration among the department, Community Action Partnership (CAP), and Colgate University. Students from the college prepared 342 tax returns, bringing \$578,347 of federal/state income tax refunds into the county in 2006. This effort also resulted in Earned Income Tax Credits (EITC) totaling \$276,654.

The unit was also involved in collaboration with the Upstate Institute of Colgate University. A student intern conducted a research project which assessed the rental properties of Madison County while considering affordability, availability, and quality of stock. This study calls attention to major issues concerning the rental situation in Madison County for low-income families.

County residents continued to utilize the department's online food stamp screening and application process. During 2006, we had 247 residents of Madison County apply for food stamps online. The goal of this initiative was to increase the number of households participating in this program. This continues to show success as, on average, the food stamp caseload increased by three percent as compared to 2005.

The unit continues to participate in a number of other initiatives currently underway. CAP and SUNY Morrisville, in collaboration with the Temporary Assistance unit continued to receive TANF funding from a grant through the Office of Temporary and Disability Assistance (OTDA) that has allowed the purchase of automobiles for low-income, working families. The DSS Deputy Commissioner, who oversees the financial program areas, continues to participate in a Forensic Case Management initiative with representatives of the

Mental Health and Probation Departments. The purpose of the initiative is to successfully transition county jail inmates with mental health issues back into the community after they have completed their sentence. The Deputy Commissioner serves on a task group related to this initiative, which meets monthly with the forensic (mental health) case manager in an effort to coordinate services such as temporary assistance, food stamps, Medicaid, or adult services for those clients who have recently come out of the jail.

This past year also saw the finalization and implementation of new regulations governing the enrollment of legally-exempt informal child care providers. These regulations were established in order to increase the basic safeguards for the health and safety of children whose families are seeking services from legally-exempt informal child care providers. The Department of Social Services worked collaboratively with staff of the Mid-York Child Care Coordinating Council to successfully implement these new enrollment requirements, which involve Child Welfare database checks, New York State Sex Offender Registry checks, onsite inspections of caregivers of informal child care, etc. This effort requires close coordination between DSS Day Care staff and staff of the Mid-York Child Care Coordinating Council.

The Mid-York Child Care Coordinating Council also received funding through the Child Care Development Block Grant to provide for a fulltime staff person to be housed at the DSS office. This person works closely with the DSS Day Care unit in the day-to-day operations of assisting parents with procuring child care so they can maintain gainful employment. This staff person also conducts recruitment/training activities in an effort to enlist more providers of registered child care.

During 2006, DSS continued to utilize TANF services dollars from the Combined TANF allocation to fund several TANF services projects. The Community Action Partnership received funding to continue with provision of a housing stabilization program and also a transportation services program. The housing stabilization program funded such items as first month's rent, moving expenses, and minor rehabilitation to name a few. During the year, this program served 363 low-income families.

An example of the kind of assistance the funding provides was a single mom of two who had a medical emergency, required surgery, and was out of work for two months. CAP was able to negotiate with the bank and provide a partial mortgage payment, which kept this family in their home until mom was able to resume working.

The CAP transportation services program provides direct client transportation services to assist low-income individuals in obtaining or maintaining employment. This program provides for direct client disbursement of funds for the cost of vehicle repairs, maintenance, purchase, rental, gas vouchers and driving lessons. During the year, this program served 452 participants.

Funding was also granted to Liberty Resources, Inc., to provide an Enhanced Drug and Alcohol Case Management program. This program provides drug and alcohol assessments/referrals and case management services to individuals in an effort to help them become employable. During the year, 57 persons received drug/alcohol assessments and an average of 13 individuals per month received case management services. These services resulted in 44 individuals' achieving an employment goal.

During 2006, Liberty Resources, Inc., also provided case management services to Safety Net recipients involved in drug and alcohol services. This was funded through a

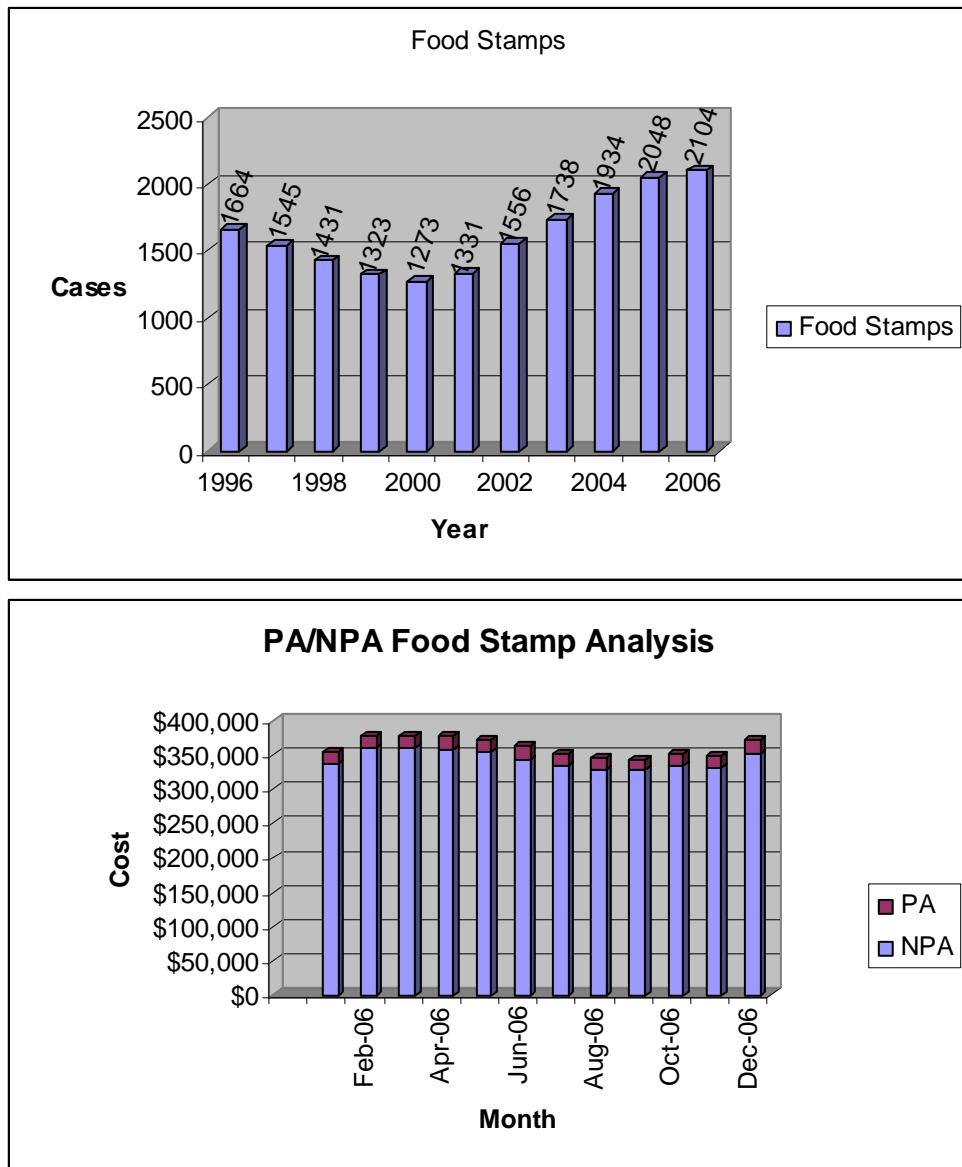
competitive grant secured by DSS through OTDA in the amount of \$65,621. The program started in March of 2006 and served 17 individuals throughout the year.

During 2006, DSS continued to have funding available through a separate allocation of Non-Residential Domestic Violence Services TANF funds. This funding was utilized to continue a contract with Liberty Resources, Inc., for a program that provides therapy services to children who live in Madison County and have witnessed and/or are victims of sexual assault, domestic violence, child abuse, and other violent crimes. Parents and caregivers are encouraged to also participate in the treatment. Through providing these services to children and their families, it is believed that physical and emotional abuse, neglect, and domestic violence will be significantly decreased.

We saw a continued caseload increase in food stamps with a high of 2,167 cases in January and a low of 2,030 in September. We averaged 2,104 cases for the year, representing 4,364 residents of the county. The food stamp caseload has increased by 35 percent over the past five years, indicating that more of our neighbors need the nutrition that food stamps provide. In fact, it is important to note that food stamps, a totally federally subsidized benefit, adds \$372,219 monthly and over \$4.3 million annually to our local economy by the food purchases made at local grocery stores.

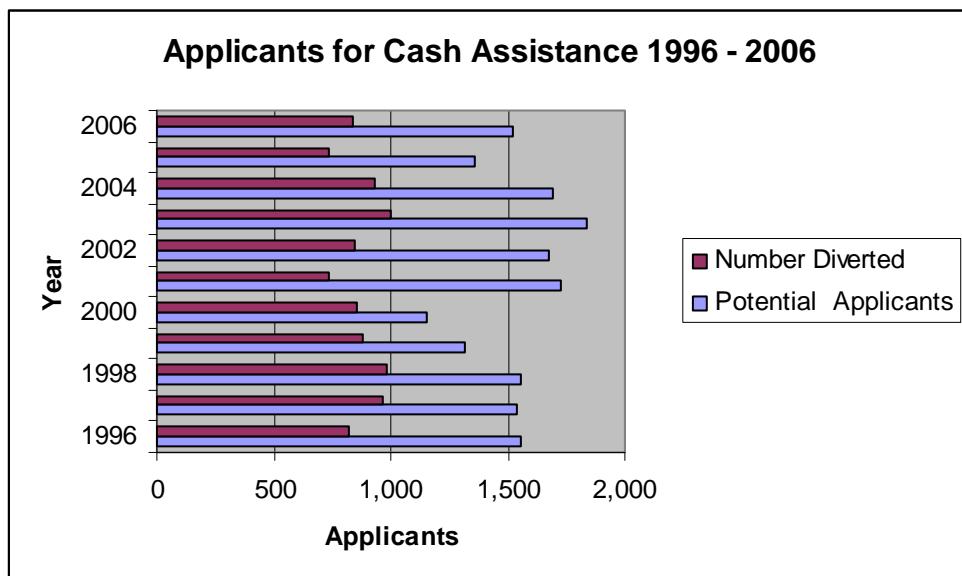
As a means to provide nutrition education to food stamp recipients, DSS continues to partner with Cornell Cooperative Extension to secure funding through the USDA for a food stamp nutrition education program. The program, called Eat Smart New York, teaches people to budget and stretch food dollars, prepare healthy meals and snacks, plan and prepare low-cost easy menus and recipes, handle and store food safely, and add more fruits and

vegetables to their diet. During 2006, this program served 88 families consisting of 286 persons.



The cornerstone of the Temporary Assistance unit remains “Front Door Diversion.” The concept was instituted in July 1995 by a group of employees who wanted to offer our clients something more than an application for assistance every time the person came into the Social Services office. This group felt that we could possibly “divert” up to 20 percent of the

applications into some other form of assistance (Medicaid, food stamps, day care, HEAP, or directly into private sector employment). We have seen an average of 56 percent or 76 per month since the beginning of the program, of the persons applying for public assistance diverted into some other form of help. The program has saved the county an average of \$32,261 per month or a total savings of \$4,553,640 since we began. In 2006, we continued to see impressive results – 1,519 persons came into the Social Services Building to apply for public assistance with 836 diverted (55 percent) for a yearly savings of \$380,380.



Submitted by Stephen Garneau, Deputy Commissioner

MEDICAL ASSISTANCE (MEDICAID)

Included in the millions of dollars paid out for the Medicaid program is a substantial amount paid out to providers located in Madison County. Listed below is a breakdown of payments by provider. Medicaid payments to these providers assist the community by providing jobs and services to the residents of Madison County. A complete list of Medicaid expenditures can be found in the Administrative Services unit report.

Medicaid Payments to Madison County Employers

Oneida HealthCare Center

Inpatient	\$1,501,786
Outpatient	897,381
Skilled Nursing (ECF)	<u>4,296,751</u>
Total	\$6,695,918

Community Memorial Hospital

Inpatient	\$743,223
Outpatient	599,250
Skilled Nursing	<u>860,517</u>
Total	\$2,202,990

Crouse Community Center

Skilled Nursing	\$4,037,150
Adult Day Care	473,599
Total	\$4,510,749

Stonehedge, Chittenango

Skilled Nursing	
Total	\$1,120,482

Madison County Mental Health

Clinical Services	
Total	\$2,659,315

Madison County Public Health

Clinical Services	456,698
Personal Care	49,358
Nursing	205,260
Home Health Care	86,163
Rehabilitation	3,601
Preschool	417,574
Early Intervention	218,853
Case Management	36,224
Long Term Home Health Care Program	
Personal Care	43,154
Home Health Aide	310,439
Nursing	138,769
Waivered Services	66,294
Rehabilitation	<u>2,872</u>
Total	\$2,035,259

Madison-Cortland ARC

Clinical Services	464,096
Transportation (Madison Transit ended 5/05)	33,924
Case Management	500,308
Home and Community Based Waivered Services	<u>4,933,890</u>
Total	\$5,932,218

Oneida Indian Nation

Clinical Services	
Total	\$28,414

Liberty Resources

Case Management	595,168
Rehabilitation	262,798
Home and Community Based Waivered Services	<u>2,369,513</u>
Total	\$3,227,479

Consumer Services of Madison County

Case Management	
Total	\$126,898

Hamilton Manor	
Homecare Services	57,728
Transportation	38,683
Total	\$96,411

Heritage Farm	
Home and Community Based Waivered Services	
Total	\$607,366

School supportive services provided by the following school districts:

Canastota	463,786
Chittenango	458,169
Oneida	335,164
Morrisville-Eaton	225,268
Cazenovia	97,460
Brookfield	33,710
Hamilton	29,591
Stockbridge	25,835
DeRuyter	25,021
Total	\$1,694,004

Medical Assistance Program Changes and Caseload Figures

Medicare Part D prescription drug coverage was implemented January 1, 2006. All Medicaid recipients eligible for Medicare benefits were enrolled in a Medicare Part D plan. The resulting savings to the Medicaid program are substantial and can be found in the Administrative Services report. The Deficit Reduction Act of 2005 (DRA) was implemented in 2006. The DRA changed asset transfer rules, requiring the disclosure of annuities and counting as a resource certain entrance fees at continuing care retirement communities. The largest impact will be reflected in the increase in the look-back date for all transfers of assets made on or after February 8, 2006, from three years to five years. This change will be introduced incrementally with a full five-year look-back effective in February 2011.

Also implemented is a change in the begin date for the penalty period to the month after which the assets have been transferred for less than fair market value or the date the institutionalized individual is otherwise eligible for and receiving nursing facility services, whichever is later. Both of these changes will tighten loopholes in eligibility.

Medicaid caseloads increased from 5,160 in January to 5,227 in December 2006. The average number of applications filed per month was 195.

Submitted by LuAn Judd, Director of Medical Assistance/Financial Programs

MEDICAID HOME CARE PROGRAMS

Madison County's Medicaid home care programs provided in home care to 111 individuals in 2006. The Long Term Home Health Care Program provided 60 clients with expanded home care services. The program admitted 11 individuals in 2006. Two were admitted from extended care facilities. The average participant age was 72, while the age range was 40 to 98. The average DMS (state medical assessment form) score was 200. Twenty-two percent of participants were male, while 78 percent were female. Skilled care was provided at approximately 34 percent of the program's monthly allowable cap of \$4,154. This reflects a 75 percent savings compared to nursing home placement costs. Health-related care was provided at approximately 39 percent of the monthly allowable cap of \$2,805. This reflects a monthly savings of 71 percent compared to nursing home placement. The Long Term Home Health Care program continues to maintain residents of Madison County in their homes in a cost-effective manner.

The Personal Care program provided personal care assistance to five county residents in 2006. The Care at Home Medicaid Waiver program served one child. The Consumer Directed Personal Assistance program admitted seven new clients. A total of 32 clients received personal care through this program. Thirteen residents at Hamilton Manor received personal care through the Limited Licensed Home Care Services program.

Submitted by Tracy DiVeronica, Caseworker

ADULT PROTECTIVE SERVICES

During 2006, the Adult Services unit received and investigated 115 referrals, which were investigated by two Caseworkers. A “referral” is contact from anyone in the Community that has a concern regarding the welfare of someone age 18 and over. The goal of the unit is to ensure that adults in need are provided help to alleviate the immediate concern and to provide services to those who need ongoing services. Referrals are received for a variety of reasons, including, but not limited to, people who are homeless and need assistance finding housing, adults who suffer from dementia or may have issues surrounding mental illness, those who have been financially exploited, and persons who are physically or sexually abused.

The Adult Services unit works closely with other agencies including the Madison County Public Health Department, the Madison County Mental Health Department, the Madison County Office for the Aging, Madison County Community Action Partnership, and Madison-Cortland ARC.

The Adult Services unit went through some changes in 2006. One of the changes involved the resignation of one Caseworker and the hiring of a Caseworker to fill this vacancy. The other change involved the addition of a third Caseworker to the unit. This additional Caseworker transferred from the Medicaid unit with a focus on homecare. This Caseworker’s responsibilities include working closely with Madison County Public Health to assess client need and coordinate all Medicaid-covered home care programs. Programs available that allow adults to stay at home as long as possible before entering into a higher level of care are detailed under the “Medicaid Home Care Programs.

Following are two examples that highlight the outstanding work the unit does: The first one involved a client who was bedridden, incontinent, and was bloated with fluid buildup. There was also a concern there was liver failure; however, during several Adult Services visits, the client continued to say that all was “fine” and that they would know when the person needed to go to a doctor.

This case demonstrates collaboration between departments and agencies. The Adult Services unit worked closely with the Public and Mental Health Departments, the Department of Social Services Legal unit, and the Supreme Court Justice to obtain a Short Term Involuntary Protective Services Order (STIPSO), a rarely applied provision of the New York State Social Services Law that allows the Adult Services unit to file a petition in New York State Supreme Court to request a court order so that a person who is believed to be an endangered adult may be admitted to a hospital for evaluation of very specific health issues. Through the use of the STIPSO order, the client’s medical condition was re-evaluated and a plan of action was formulated to provide services needed.

The second example involved the homecare Caseworker. The case involved a client who suffers from severe dementia. The person lives with her sons, and her daughter lives nearby. They receive homecare services through the Consumer Directed Personal Assistance Program. The client’s daughter felt that her mother needed more hours of aide services and had written letters to various government officials, including New York State Assemblyman William Magee and State Senator David Valesky, stating her concerns. A meeting was scheduled that included Madison County Office for the Aging, Madison County Public Health, Assemblyman Magee, Senator Valesky, the Caseworker, this writer, and the daughter of the client. The Caseworker provided valuable information regarding Medicaid homecare

programs while answering the questions asked of her by both Senator Valesky and Assemblyman Magee. Discussion included the Consumer Directed Personal Assistance program that the client is enrolled in. Senator Valesky stated that he would speak with some of his fellow senators about potential legislation that could be introduced to improve the program. This example highlights the involvement of the Adult Services staff in the provision of care and concern for client's wellbeing, present and future.

These examples highlight some of the many issues that the Adult Services unit handles.

Submitted by Timothy Collins, Case Supervisor Grade B

CHILD SUPPORT ENFORCEMENT

Madison County Child Support Enforcement unit continues to work hard to support New York State's Division of Child Support mission: "The Child Support Enforcement program helps to strengthen families and reduce welfare spending by placing the responsibility for supporting children on those parents with the financial resources to provide such support. For families receiving public assistance, the establishment and enforcement of support obligations provide a step toward self sufficiency. If the child support collected is high enough, the family is able to leave the welfare rolls altogether, which has the added benefit of providing relief to taxpayers. Furthermore, by providing child support and enforcement services to families not in receipt of public assistance, future dependence on public assistance is avoided."

The Child Support Collection unit provides the following services free of charge to custodial parents who request our services:

- Create a computerized case file for each child support case.
- Initiate location of absent parents through a variety of computer matches available within state and federal systems.
- Prepare and file petitions on behalf of children receiving family assistance, foster care, residential care, and in Division for Youth facilities. Medicaid recipients/applicants are also required to cooperate with child support to establish paternity and obtain medical support.
- Support collection and monitoring of case for compliance.
- Prepare and file acknowledgments of paternity.
- Income execution when there is an employer, locate current employers of child support debtors, keep income executions in place and enable new executions to begin.
- Collection of arrears from federal and state tax refunds, Off Track Betting (OTB) and lottery winnings, and bank accounts.

- Referral to the New York State Department of Taxation and Finance's program for collection and seizure of assets, which targets individuals over four months in arrears in their child support payments.
- Medical benefits execution to require enrollment of dependents in third party health insurance.
- Suspension or denial of New York State driver's or professional license.
- Issue orders for genetic marker testing in contested paternity cases.

Anticipated increased collections are expected in 2007 due to several collection methods being improved including:

- Effective January 23, 2007, United States citizens traveling among the United States and Canada, Mexico, Central and South America, the Caribbean, and Bermuda by air are required to have a passport to enter or re-enter the United States. These new travel restrictions, combined with the passport threshold's being lowered to \$2,500 in October 2006 are expected to bring increased collections for custodial parents.
- The suspension of recreational licenses (hunting and fishing licenses) for the non-payment of child support is a court-based process. The Child Support unit has begun filing petitions with the Family Court to request an order to instruct the licensing agency to suspend the non-custodial parent's recreational license.

Accomplishments for 2006:

- The Support Collection unit increased its overall child support collections by 6.24 percent, the third highest collection increase in New York State.
- The unit filed 907 petitions for paternity establishment, support or enforcement.
- 97 individuals were scheduled for genetic testing at the department to establish paternity.
- 760 audits were completed in preparation for filing petitions in Family Court.
- 1363 child support orders were received and processed by the unit.
- 386 state and federal income tax refunds were intercepted.
- \$220,054.40 income tax refunds were received from obligors' state and federal taxes.

- \$172,492.56 received from unemployment insurance benefits for child support.
- \$6,002,406.00 – total amount of child support collected.

Submitted by Inez DeGroat, Director of Child Support Enforcement/Financial Programs

EMPLOYMENT

The Employment Unit has experienced some changes during the year of 2006:

- The unit has begun to utilize an independent medical provider to provide consultative medical and psychological examinations and/or intelligence assessments for local district clients. These examinations are to be used in determining the employability status of persons who are applying for or receiving temporary assistance. These examinations also may be used to make recommendations regarding referrals to the Social Security Administration for federal disability benefits, primarily Supplemental Security Income.
- The unit has worked hard to meet the new work participation rate requirements for households with dependent children that took effect October 1, 2006. We identified the changes the district had to implement to ensure that the work activities in which temporary assistance applicants and recipients are engaged in and the corresponding reported hours of participation are consistent with federal requirements. The Madison County unit was one of six counties in New York State to meet the 50 percent participation rate.

Essential to becoming and remaining self-sufficient is helping people to afford day care. During 2006, an average of 226 children per month was provided day care services through Child Care Development Block Grant funding for a total of \$691,316.

The Mobile Work Crew completed 7,322 hours of work this year. A list of the completed projects includes:

Major Projects

- Agency Operated Foster Home – finished basement, fixed septic, and completed other repairs
- Canastota Little League – built dugouts, poured concrete, painted, and completed other repairs
- Canastota VFW – cleaned and painted interior of the building, and poured concrete
- Cedar House – painted and repaired the interior of building

- Elks Club – painted and completed repairs
- Madison County Highway – painted four buildings, applied new roof on two buildings, cleaned, washed vehicles, and completed other minor jobs
- Madison County Landfill – painted, repaired, and cleaned at the landfill shop
- Madison County Landfill – built three buildings at the substations located in the Towns of Cazenovia, Sullivan, and Hamilton; and built two buildings at the main landfill
- Madison County Public Health Department – assisted in moving the Public Health Department into their refurbished building
- Town of Sullivan – cleaned, painted, and repaired pavilions; and built picnic tables at Chapman Park

Minor Projects

- Madison County DSS – wash, wax and remove snow from county vehicles
- OHG Fishing Derby – set up and tear down in preparation for event
- Canal Days – set up and tear down in preparation for event
- V.I.P.S. of Madison County – set up and cooked for annual picnic
- Tri-Valley Pop Warner – cleaned and moved mats
- Madison County Courts – moved files
- Town of Stockbridge, Gravity Fest – moved and cleaned up hay required for races

ADMINISTRATIVE SERVICES

FISCAL SUMMARY - 2006

	<u>Expenditures</u>	<u>Credits</u>
General Administration	\$ 6,774,824	\$ 6,390,364
Public Facility for Children (AOFH)	\$ 144,047	\$ -
Child Care Block Grant (Day Care)	\$ 697,005	\$ 827,292
Title XX (Purchase of Services)	\$ 603,691	\$ 468,435
Medical Assistance	\$ 94,513	\$ 93,925
MMIS (Medicaid)	\$ 9,436,340	\$ -
TANF/Family Assistance	\$ 2,833,122	\$ 1,477,102
Child Welfare	\$ 1,650,705	\$ 1,384,838
Juvenile Delinquent	\$ 881,939	\$ 525,049
Safety Net	\$ 416,029	\$ 284,359
Home Energy Assistance Program (HEAP)	\$ 2,414,551	\$ 2,405,887
Emergency Assistance for Adults (EAA)	\$ 4,762	\$ 2,594
Burials	\$ 68,597	\$ 23,514
Title IV-D (Child Support)	<u>\$ -</u>	<u>\$ 40,307</u>
Total	\$ 26,020,127	\$ 13,923,665
 Net Local Cost		 \$ 12,096,462
		 Increase/ (Decrease)
 Gross Cost	 \$26,677,191	 \$26,020,127 (\$657,064)
 Net Local Cost	 \$11,384,181	 \$12,096,462 \$712,281

Modified Budgeted Amount vs Actual Adjusted Gross Amount - 2006

	<u>Budgeted</u>	<u>Actual</u>	<u>Surplus/ (Deficit)</u>
General Administration	\$ 7,055,319	\$ 6,774,824	\$ 280,495
Public Facility for Children (AOFH)	\$ 168,840	\$ 144,047	\$ (24,793)
Child Care Block Grant (Day Care)	\$ 1,118,267	\$ 697,005	\$ 421,262
Title XX (Purchase of Services)	\$ 755,512	\$ 603,691	\$ 151,821
Medical Assistance	\$ 94,514	\$ 94,513	\$ 1
MMIS (Medicaid)	\$ 11,069,520	\$ 9,436,340	\$ 1,633,180
TANF/Family Assistance	\$ 3,589,506	\$ 2,833,122	\$ 756,384
Child Welfare	\$ 2,079,744	\$ 1,650,705	\$ 429,039
Juvenile Delinquent	\$ 1,027,975	\$ 881,939	\$ 146,036
Safety Net	\$ 416,030	\$ 416,029	\$ 1
Home Energy Assistance Program (HEAP)	\$ 2,406,046	\$ 2,414,551	\$ (8,505)
Emergency Assistance for Adults (EAA)	\$ 9,000	\$ 4,762	\$ 4,238
Burials	\$ 69,970	\$ 68,597	\$ 1,373
Title IV-D (Child Support)	<u>\$ (38,287)</u>	<u>\$ (40,307)</u>	<u>\$ 2,020</u>
Total	\$ 29,821,956	\$ 25,979,820	\$ 3,842,136

*Burials paid out of Department A6140.

Net Local Cost - 2006

	<u>Budgeted</u>	<u>Actual</u>	<u>Surplus/ (Deficit)</u>
General Administration	\$ 1,991,038	\$ 384,461	\$ 1,606,577
Public Facility for Children (AOFH)	\$ 168,840	\$ 144,047	\$ (24,793)
Child Care Block Grant (Day Care)	\$ 32,548	\$ (130,287)	\$ 162,835
Title XX (Purchase of Services)	\$ 324,435	\$ 135,257	\$ 189,179
Medical Assistance	\$ 10,153	\$ 588	\$ 9,565
MMIS (Medicaid)	\$ 11,069,520	\$ 9,436,340	\$ 1,633,180
TANF/Family Assistance	\$ 2,014,626	\$ 1,356,020	\$ 658,606
Child Welfare	\$ 859,437	\$ 265,867	\$ 593,570
Juvenile Delinquent	\$ 456,288	\$ 356,891	\$ 99,397
Safety Net	\$ 200,270	\$ 131,670	\$ 68,600
Home Energy Assistance Program (HEAP)	\$ -	\$ 8,665	\$ (8,665)
Emergency Assistance for Adults (EAA)	\$ 4,500	\$ 2,168	\$ 2,332
Burials	\$ 50,900	\$ 45,083	\$ 5,817
Title IV-D (Child Support)	<u>\$ (38,287)</u>	<u>\$ (40,307)</u>	<u>\$ 2,020</u>
Total	\$ 17,144,268	\$ 12,096,462	\$ 5,047,807

Adjusted Gross Cost 2005 vs Adjusted Gross Cost 2006

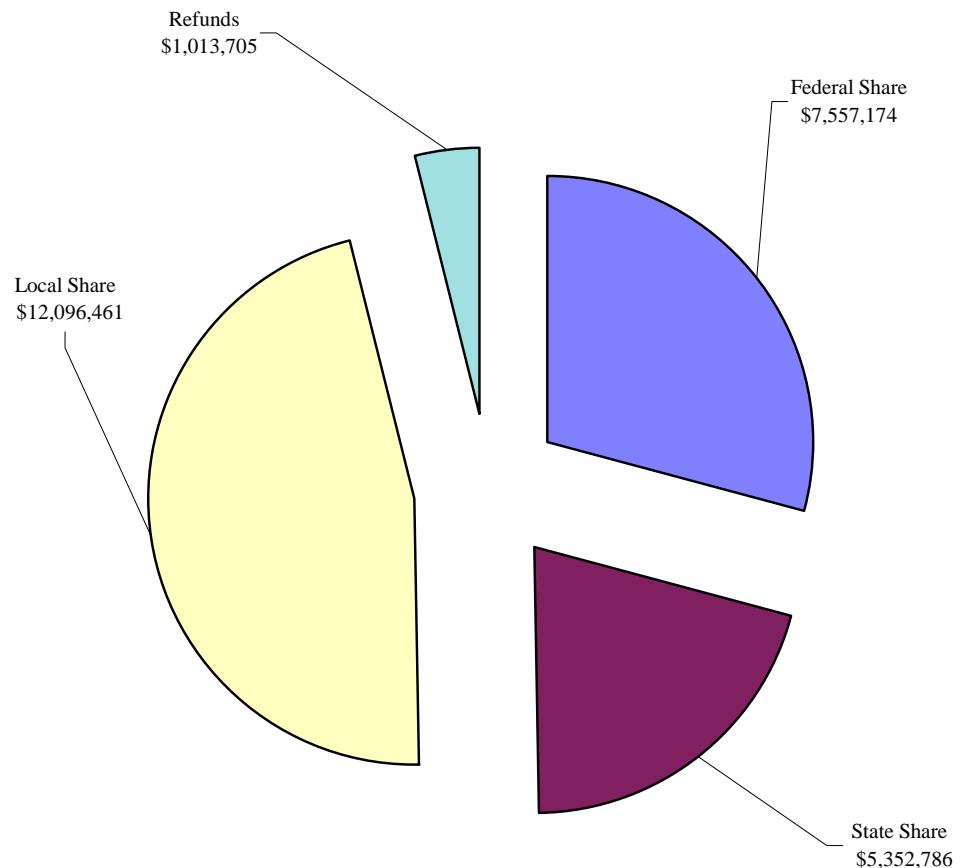
	<u>Actual - 2005</u>	<u>Actual - 2006</u>	Surplus (Deficit)
General Administration	\$ 6,347,041	\$ 6,774,824	\$ 427,783
Public Facility for Children (AOFH)	\$ 61,022	\$ 144,047	\$ 83,025
Child Care Block Grant (Day Care)	\$ 581,995	\$ 697,005	\$ 115,010
Title XX (Purchase of Services)	\$ 517,166	\$ 603,691	\$ 86,525
Medical Assistance	\$ 284,680	\$ 94,513	\$ (190,167)
MMIS (Medicaid)	\$ 10,649,413	\$ 9,436,340	\$ (1,213,073)
TANF/Family Assistance	\$ 3,158,074	\$ 2,833,122	\$ (324,952)
Child Welfare	\$ 2,054,516	\$ 1,650,705	\$ (403,811)
Juvenile Delinquent	\$ 790,366	\$ 881,939	\$ 91,573
Safety Net	\$ 365,849	\$ 416,029	\$ 50,180
Home Energy Assistance Program (HEAP)	\$ 1,784,918	\$ 2,414,551	\$ 629,633
Emergency Assistance for Adults (EAA)	\$ 8,068	\$ 4,762	\$ (3,306)
Burials	\$ 74,081	\$ 68,597	\$ (5,484)
Title IV-D (Child Support)	<u>\$ (37,791)</u>	<u>\$ (40,307)</u>	<u>\$ (2,516)</u>
Total	\$ 26,639,398	\$ 25,979,820	\$ (659,578)

2006 Reimbursement Breakdown

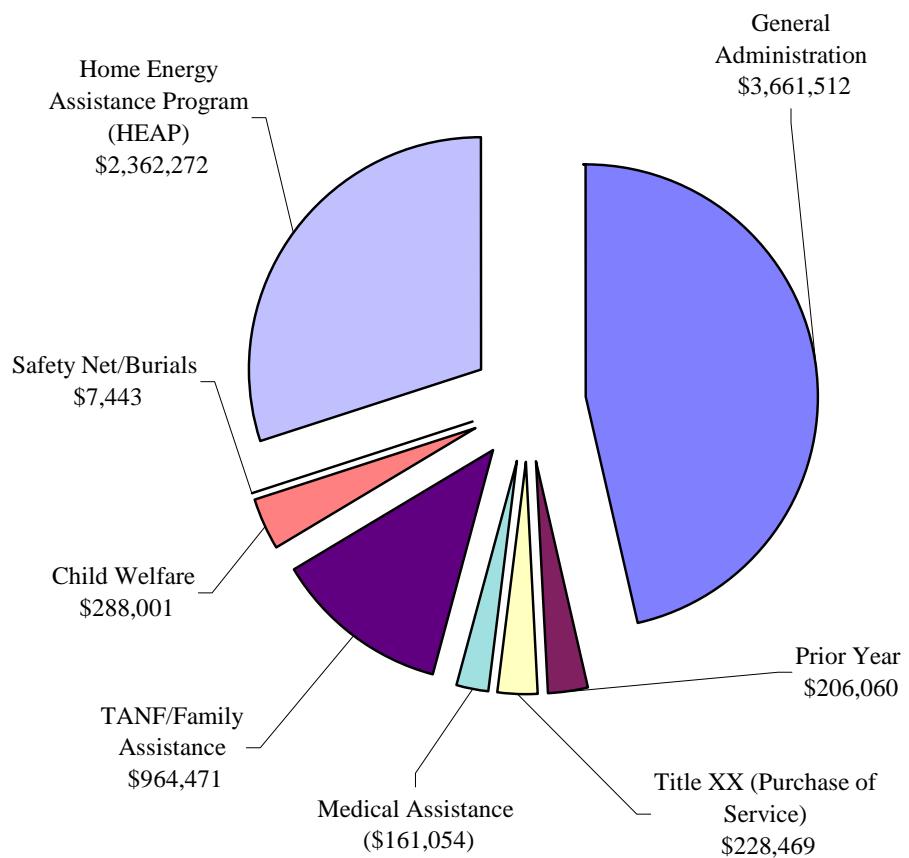
	Federal Share	State Share	Refunds	Local Share	Total Cost
General Administration	\$ 3,867,572	\$ 2,512,079	\$ 10,713	\$ 384,461	\$ 6,774,824
Public Facility for Children (AOFH)	\$ -	\$ -	\$ -	\$ 144,047	\$ 144,047
Child Care Block Grant (Day Care)	\$ -	\$ 825,788	\$ 1,504	\$ (130,287)	\$ 697,005
Title XX (Purchase of Services)	\$ 228,469	\$ 239,919	\$ 47	\$ 135,257	\$ 603,691
Medical Assistance	\$ (161,054)	\$ (191,915)	\$ 446,894	\$ 588	\$ 94,513
MMIS (Medicaid)	\$ -	\$ -	\$ -	\$ 9,436,340	\$ 9,436,340
TANF/Family Assistance	\$ 964,471	\$ 263,123	\$ 249,508	\$ 1,356,020	\$ 2,833,122
Child Welfare	\$ 288,001	\$ 1,038,303	\$ 58,534	\$ 265,867	\$ 1,650,705
Juvenile Delinquent	\$ -	\$ 514,886	\$ 10,163	\$ 356,891	\$ 881,939
Safety Net	\$ 7,443	\$ 127,345	\$ 149,571	\$ 131,669	\$ 416,028
Home Energy Assistance Program (HEAP)	\$ 2,362,272	\$ -	\$ 43,615	\$ 8,665	\$ 2,414,551
Emergency Assistance for Adults (EAA)	\$ -	\$ 2,594	\$ -	\$ 2,168	\$ 4,762
Burials	\$ -	\$ 20,664	\$ 2,850	\$ 45,084	\$ 68,599
Title IV-D (Child Support)	\$ -	\$ -	\$ 40,307	\$ (40,307)	\$ -
Total	\$ 7,557,174	\$ 5,352,786	\$ 1,013,705	\$ 12,096,461	\$ 26,020,127

Notes: Child Care Block Grant revenues are normally claimed as state aid, but settlement as federal aid.

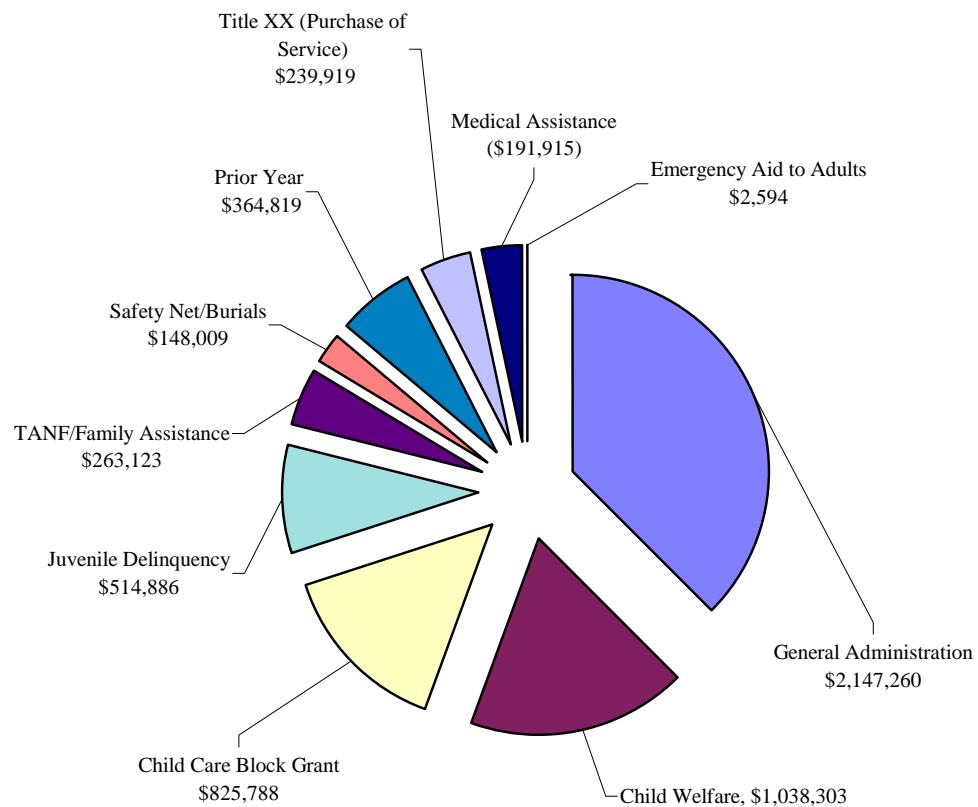
2006 Reimbursement Analysis



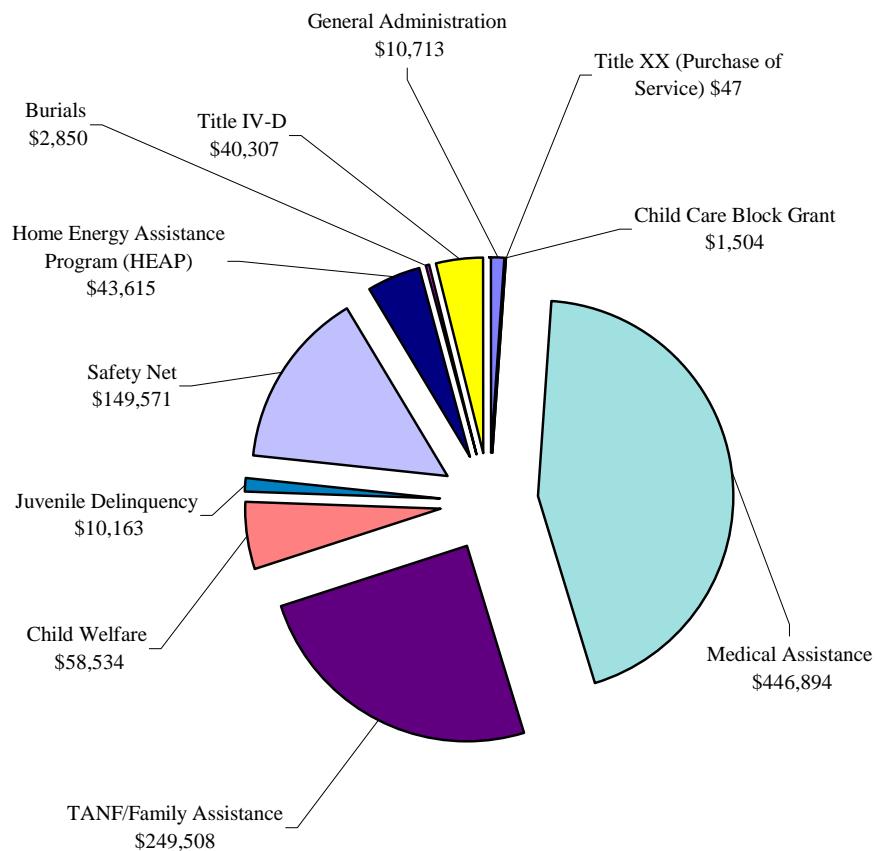
2006 Federal Share Analysis



2006 State Share Analysis



2006 Refund Analysis



General Administration - 2006

Disbursements:

Personal Services	\$ 3,745,304
Equipment	\$ 77,702
Contractual	\$ 1,377,175
Employee Benefits	<u>\$ 1,574,643</u>
Total	\$ 6,774,824

Credits:

Refunds	\$ 4,119
Refunds - Other Agencies	\$ 6,594
State Aid	\$ 2,046,552
State Aid - Operations & Maintenance & Interest	\$ 100,708
State Aid - Prior Year	\$ 364,819
Federal Aid	\$ 3,514,603
Federal Aid - Operations & Maintenance & Interest	\$ 146,909
Federal Aid - Prior Year	\$ 206,060
Total	\$ 6,390,364
Net Local Cost	\$ 384,461

Net Local Cost \$ 384,461

	<u>2005</u>	<u>2006</u>	<u>Increase / (Decrease)</u>
Gross Cost	\$6,347,041	\$6,774,824	\$427,783
Net Local Cost	\$663,940	\$384,461	(\$279,479)

Notes: General Administration is made up of four main accounts (Personal Services, Equipment, Contractual Costs, and Employee Benefits.)

Agency Operated Foster Home - 2006

Disbursements: \$144,047

Credits:

Refunds	\$0
State Aid	\$0
Total	\$0

Net Local Cost **\$144,047**

	<u>2005</u>	<u>2006</u>	<u>Increase/ (Decrease)</u>
Gross Cost	\$61,022	\$144,047	\$83,025
Net Local Cost	\$61,022	\$144,047	\$83,025

Child Care Block Grant Expense - 2006
--

Disbursements: \$697,005

Credits:

Refunds	
State Aid	\$ 1,504
Total	\$ 825,788
	\$ 827,292
Net Local Cost	\$ (130,287)

	<u>2005</u>	<u>2006</u>	<u>Increase/ (Decrease)</u>
Gross Cost	\$581,995	\$697,005	\$115,010
Net Local Cost	(\$140,547)	(\$130,287)	\$10,260

Number of Children			
Month of Payment	2005	2006	Inc/(Dec)
January	212	213	1
February	207	218	11
March	219	237	18
April	198	229	31
May	169	210	41
June	163	227	64
July	139	232	93
August	176	256	80
September	179	234	55
October	210	215	5
November	222	214	(8)
December	250	228	(22)
Average/Month	195	226	31

Breakdown by Provider Type		
Type of Provider	Average # of Child/Month	Average Cost Child/Month
Family Day Care FT	10	\$353
Family Day Care PT	11	\$275
Day Care Center FT	34	\$440
Day Care Center PT	39	\$215
Group Family Day Care FT	8	\$337
Group Family Day Care PT	8	\$203
Informal Day Care Relative FT	26	\$272
Informal Day Care Relative PT	30	\$181
Informal Day Care Non-Relative FT	23	\$239
Informal Day Care Non-Relative PT	31	\$123
School Age Day Care	4	\$122
Legally Operating Center FT	1	\$293
Legally Operating Center PT	4	\$126
Average/Month	229	\$251

Purchase of Service - 2006

Disbursements:

Purchase of Services	\$ 63,867
Nonresidential Victims of Domestic Violence	\$ 103,120
Public Purchase of Services - Mental Health	\$ 118,421
Family Unification Program	\$ 288,032
Prevent Detention	<u>\$ 30,250</u>
Total	\$ 603,691

Credits:

Refunds	\$ 47
State Aid	\$ 239,919
Federal Aid	<u>\$ 228,469</u>
Total	\$ 468,435
 Net Local Cost	 \$ 135,257

	<u>2005</u>	<u>2006</u>	Increase / (Decrease)
Gross Cost	\$517,166	\$603,691	\$86,525
Net Local Cost	\$188,178	\$135,257	(\$52,922)

Medical Assistance & MMIS (Local Share) - 2006

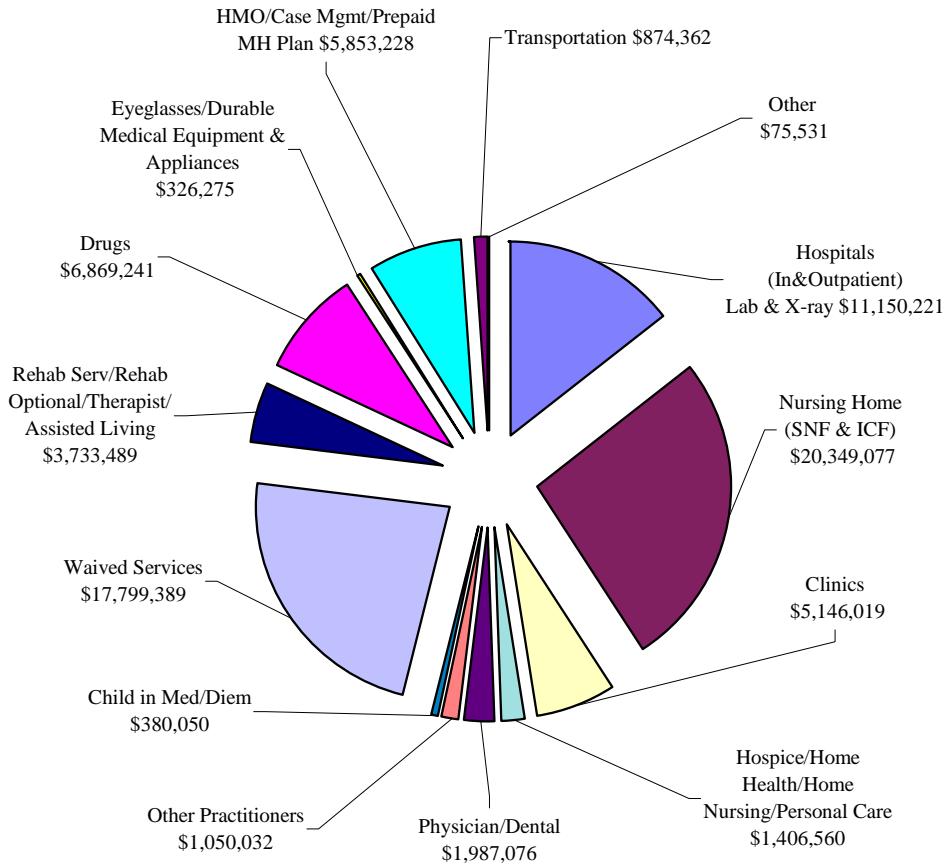
	<u>Medicaid</u>	<u>MMIS</u>	<u>TOTAL</u>
<u>Disbursements:</u>	\$ 94,513	\$ 9,436,340	\$ 9,530,853
<u>Credits:</u>			
Refunds	\$ 446,894	\$ -	\$ 446,894
State Aid	\$ (191,915)	\$ -	\$ (191,915)
Federal Aid	<u>\$ (161,054)</u>	<u>\$ -</u>	<u>\$ (161,054)</u>
Total	\$ 93,925	\$ -	\$ 93,925
Net Local Cost	\$ 588	\$ 9,436,340	\$ 9,436,928
		Increase / <u>2005</u> <u>2006</u>	(Decrease)
Medicaid/MMIS Net Local Cost	\$ 7,971,077	\$ 9,436,928	\$ 1,465,851
Type of Service	2005	2006	Increase/ (Decrease)
Hospitals (In & Outpatient), Lab & X-Ray	\$ 10,448,586	\$ 11,150,221	\$ 701,635
SNF (SNF & ICF) Nursing Homes	\$ 18,549,287	\$ 20,349,078	\$ 1,799,791
Clinics	\$ 5,288,484	\$ 5,146,019	\$ (142,465)
Hospice/Home Health/Home Nursing/Personal Care	\$ 1,328,642	\$ 1,406,560	\$ 77,918
Physicians/Dental	\$ 2,060,371	\$ 1,987,076	\$ (73,295)
Other Practitioners	\$ 1,091,102	\$ 1,050,032	\$ (41,070)
Child in Med Per Diem	\$ 398,111	\$ 380,050	\$ (18,061)
Waived Services	\$ 15,017,554	\$ 17,799,389	\$ 2,781,835
Rehab Services/Rehab Optional/Therapist/Assisted Living	\$ 2,950,290	\$ 3,733,489	\$ 783,199
Drugs/Sick Room Supplies	\$ 11,675,674	\$ 6,869,241	\$ (4,806,433)
Eyeglasses/Durable Medical Equipment & Appliances	\$ 305,836	\$ 326,275	\$ 20,439
HMO Services/Case Management/Prepaid Mental Health Plan	\$ 6,180,927	\$ 5,853,228	\$ (327,699)
Transportation	\$ 691,128	\$ 874,362	\$ 183,234
Other Practitioners	<u>\$ 68,237</u>	<u>\$ 75,531</u>	<u>\$ 7,294</u>
Total	\$76,054,229	\$77,000,550	\$ 946,321

Notes: In 2005 the Medicaid (MA) cap was implemented. This change resulted in a considerable savings to Madison County.

Madison County was no longer required to use the accrual method of accounting for recognizing expenditures relating to the MMIS lag and the MA Buy-In Program.

Also, revenues related to MA recoveries - local share distribution were no longer required to be picked up as

2006 MMIS Gross Cost Analysis



Temporary Assistance for Needy Families (TANF)/Family Assistance - 2006

Disbursements:

Family Assistance/EAF	\$ 773,726
EAF-Foster Care	\$ 411,660
EAF JD/PINS	\$ 1,445,504
EAF-Services	\$ 164,150
TANF-Preventive Services	\$ 38,083
Total	\$ 2,833,122

Credits:

Refunds	\$ 249,508
State Aid	\$ 263,123
Federal Aid	<u>\$ 964,471</u>
TOTAL	\$ 1,477,102

Net Local Cost \$ 1,356,020

	<u>2005</u>	<u>2006</u>	<u>Increase/ (Decrease)</u>
Gross Cost	\$3,158,074	\$2,833,122	(\$324,952)
Net Local Cost	\$1,736,404	\$1,356,020	(\$380,384)

	Family Assistance		EAF - Foster Care		EAF JD/PINS		EAF - Services	
	Caseload		Care Days		Care Days		Caseload	
	2005	2006	2005	2006	2005	2006	2005	2006
January	\$ 123	\$ 121	\$ 385	\$ 465	\$ 671	\$ 644	\$ 3	\$ 7
February	127	118	280	462	640	676	8	7
March	130	120	356	448	576	555	5	6
April	126	121	333	462	653	620	8	3
May	129	120	264	403	561	600	6	7
June	129	116	331	461	635	673	8	14
July	126	110	329	348	626	724	7	15
August	124	114	329	308	658	498	18	36
September	127	123	387	242	605	505	21	25
October	136	124	420	283	586	525	19	20
November	130	131	465	268	672	464	13	11
December	128	126	571	255	667	401	14	4
Average	\$ 128	\$ 120	\$ 371	\$ 367	\$ 629	\$ 574	\$ 11	\$ 13
Gross Cost/Case	\$ 523	\$ 460					\$ 567	\$ 598
Gross Cost/Day			\$ 89	\$ 96	\$ 228	\$ 216		

Child Welfare - 2006

Disbursements: \$ 1,650,705

Credits:

Refunds	\$ 58,534
State Aid	\$ 1,038,303
Federal Aid	\$ 288,001
Total	\$ 1,384,838

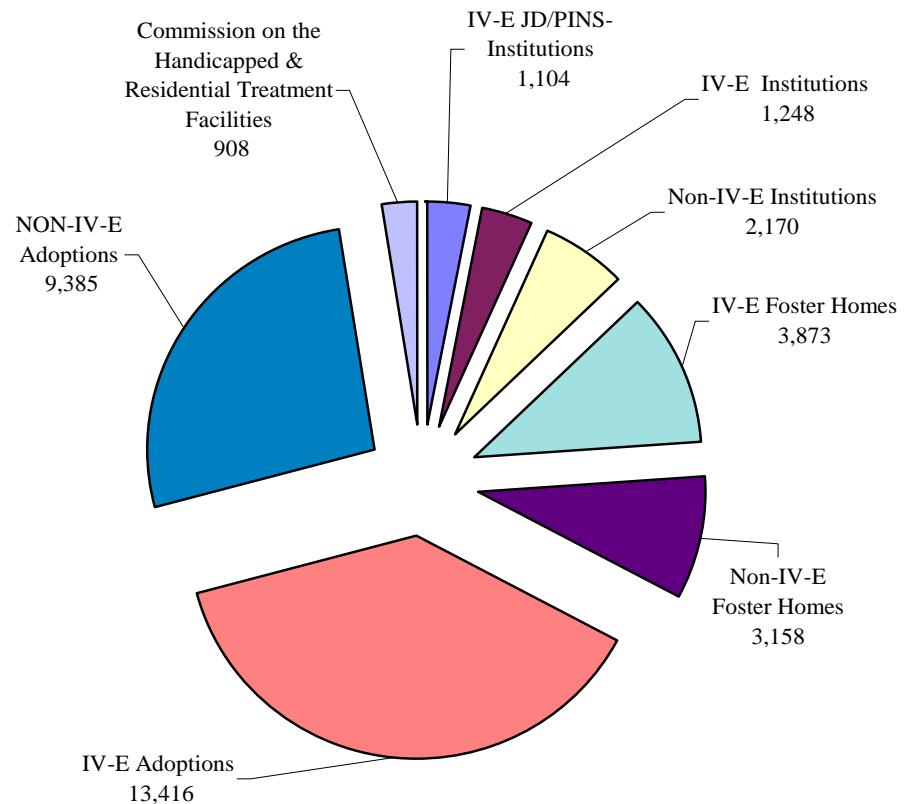
Net Local Cost \$ 265,867

	<u>2005</u>	<u>2006</u>	<u>Increase/ (Decrease)</u>
Gross Cost	\$ 2,054,516	\$ 1,650,705	\$ (403,811)
Net Local Cost	\$ 451,349	\$ 265,867	\$ (185,482)

Month of Payment	2005	2006	Inc/(Dec)
January	2,976	2,969	-7
February	2,911	3,064	153
March	2,864	2,666	-198
April	2,837	2,829	-8
May	2,948	2,919	-29
June	3,277	3,072	-205
July	3,106	2,855	-251
August	3,258	2,927	-331
September	3,235	2,904	-331
October	3,107	2,903	-204
November	3,026	3,152	126
December	2,832	3,002	170
Total	36,377	35,262	-1,115
Average/Month	3,031	2,939	-93

NOTES: Title IV-E program funding relating to these costs equaled 17.48 percent of the total. The additional state aid was the result of a change in methodology that did not require a 50% reduction in the Foster Care Block Grant monies that were shifted over to EAF JD/PINS.

2006 Foster Care Day Analysis



Juvenile Delinquents - 2006

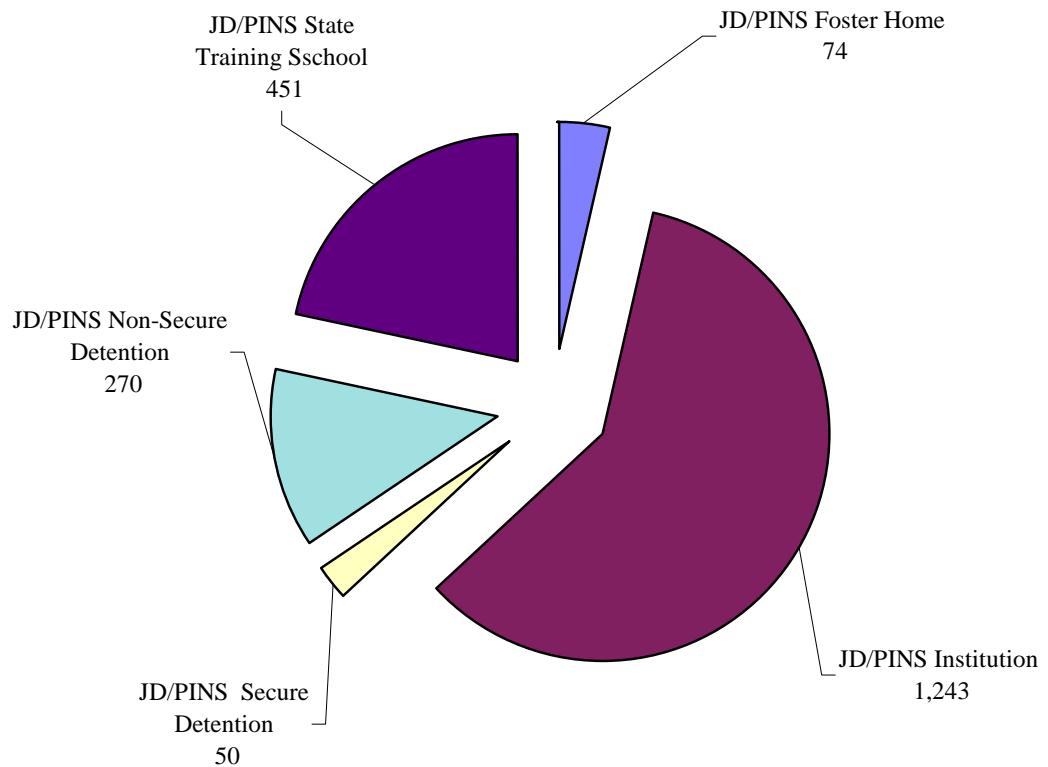
Disbursements:						
JD/PINS	\$ 881,939					
Total	\$ 881,939					
Credits:						
Refunds	\$ 10,163					
State Aid	\$ 514,886					
Total	\$ 525,049					
Net Local Cost	\$ 356,891					
					Increase/ (Decrease)	
	2005		2006		(Decrease)	
Gross Cost	\$790,366		\$881,939		\$91,573	
Net Local Cost	\$315,018		\$356,891		\$41,873	

Care Day Analysis -Based on Date of Payment

Month of Payment	2005 JD/PINS FC/Inst	2006 JD/PINS FC/Inst	2005 JD/PINS NS Det	2006 JD/PINS NS Det	2005 JD/PINS Sec Det	2006 JD/PINS Sec Det	2005 State Training School	2006 State Training School
January	186	124	253	10	50	0	0	0
February	204	124	173	15	0	16	0	0
March	112	85	115	14	0	0	92	0
April	133	129	0	0	0	0	0	0
May	137	120	241	49	0	0	0	0
June	171	124	119	9	0	0	81	0
July	171	87	129	39	0	0	0	0
August	201	124	86	56	0	20	0	0
September	211	94	28	53	16	0	0	0
October	124	67	14	21	0	0	0	0
November	124	149	32	0	0	0	0	199
December	98	90	28	4	0	14	62	252
Total	1872	1317	1218	270	66	50	235	451
Avg/Month	155	102	102	23	6	4	20	38

Notes: The number of care days in the Foster Care/Institutional category decreased 1,303 days in 2006.

2006 JD/PINS Care Day Analysis



Safety Net - 2006

Disbursements: \$ 416,029

Credits:

Refunds	\$ 149,571
State Aid	\$ 127,345
Federal Aid	\$ 7,443
Total	\$ 284,359

Net Local Cost \$ 131,670

	<u>2005</u>	<u>2006</u>	<u>Increase/ (Decrease)</u>
Gross Cost	\$365,849	\$416,029	\$50,180
Net Local Cost	\$121,127	\$131,670	\$10,543

Caseload Average/Average Gross Cost Per Case

Month	2005 Caseload	2005 Cost/Case	2006 Caseload	2006 Cost/Case
January	53	\$434	67	\$565
February	50	\$520	63	\$638
March	62	\$485	65	\$532
April	53	\$588	60	\$442
May	60	\$421	62	\$470
June	57	\$563	62	\$608
July	56	\$526	55	\$641
August	60	\$591	60	\$571
September	62	\$583	60	\$600
October	65	\$522	62	\$459
November	66	\$465	64	\$567
December	67	\$514	67	\$617
Average	59	\$518	62	\$559

HEAP - 2006

Disbursements: \$ 2,414,551

Credits:

Refunds	\$ 43,615
Federal Aid	<u>\$ 2,362,272</u>
Total	\$ 2,405,887

Net Local Cost \$ 8,665

	<u>2005</u>	<u>2006</u>	Increase/ (Decrease)
Gross Cost	\$1,784,918	\$2,414,551	\$629,633
Net Local Cost	\$1,401	\$8,665	\$7,264

Emergency Aid to Adults - 2006

Disbursements: \$ 4,762

Credits:

Refunds	\$	-
State Aid	\$	2,594
Total	\$	2,594

Net Local Cost \$ 2,168

	<u>2005</u>	<u>2006</u>	<u>Increase/ (Decrease)</u>
Gross Cost	\$8,068	\$4,762	(\$3,306)
Net Local Cost	\$3,488	\$2,168	(\$1,320)

Burials - 2006

Disbursements: \$ 68,597

Credits:

Refunds	\$ 2,850
State Aid	<u>\$ 20,664</u>
Total	\$ 23,514

Net Local Cost \$ **45,083**

	<u>2005</u>	<u>2006</u>	<u>Increase/ (Decrease)</u>
Gross Cost	\$74,081	\$68,597	(\$5,484)
Net Local Cost	\$49,514	\$45,083	(\$4,431)

Burials Paid By Month		
	2005	2006
January	5	2
February	1	4
March	4	0
April	1	4
May	3	0
June	3	1
July	3	2
August	2	2
September	7	3
October	8	7
November	0	2
December	3	7
Total	40	34
Net Cost/Burial	\$1,953	\$1,874

Title IV-D Program - 2006

Disbursements: \$ -

Credits:

Incentives \$ 40,307

Net Local Cost \$ (40,307)

	<u>2005</u>	<u>2006</u>	Increase/ (Decrease)
Net Local Cost	(\$40,441)	(\$40,307)	\$134

Submitted by Steven Chaires, Deputy Commissioner for Administrative Services

RESOURCES

Resource recovery is the return of revenues to this agency. This includes insuring the collection of money from mortgages, estates, assignment of proceeds, and accident liens. Area banks are checked for undisclosed assets, determinations are made for the availability of third party health insurance, and collection of medical information for disability determinations are done.

Recoveries for 2006

Estates	\$ 69,728
Assignment of Proceeds	1,072
Accident Liens	109,116
Excess Resources	20,654
Mortgages	11,040
Burial Reimbursement	<u>2,850</u>
Total	\$214,460

Submitted by Steven Chaires, Deputy Commissioner for Administrative Services

STAFF DEVELOPMENT

The Staff Development office is responsible for securing and providing training that develops and maintains the skills needed by our staff to successfully perform their job functions and to cope with their ever-increasing job demands. Agency staff completed a total of 3,930 hours of locally-arranged and state-provided training in the year 2006. Staff participated in a total of 256 different training events, including everything from new worker orientation to college credit courses. The agency spent \$7,741 on training expenses for the year. This represents monies used for registration fees, lodging, meals, and travel.

New worker training was provided in house to 16 employees. This included both new hires and promoted employees. In-house training is provided as a joint effort among the Director of Staff Development, the director of the program area, and the employee's supervisor. Some staff members have their training enhanced with programs provided under state contract with one of several colleges, including Brookdale Center on Aging, SUNY Albany, and SUC at Buffalo. State training is provided at a cost to the local district of \$14 per day. Necessary lodging and the cost of some meals are included in this fee.

It can take a new worker anywhere from two weeks to six months to be fully trained to perform independently in his/her position. For example, let us take a look at training a new worker assigned to the Child Protective Services (CPS) unit receives.

On day one, the Caseworker meets with the Director of Staff Development/IT for an orientation session. This includes informing the employee of agency policies and procedures, securing an ID badge, getting a tour of the agency, and being introduced to coworkers. The two will also get together on day two for hands-on computer training, including inquiry into the many state systems. The rest of the first

week is spent with the supervisor or another experienced Caseworker. During this time, the Caseworker will be observing, accompanying another worker on home visits and investigations, and reading program manuals. If possible, the new worker will accompany an experienced worker to court to observe. The first two weeks are spent in giving a new worker a good overview of the job so he/she will have a frame of reference when the training becomes more specific.

New York State has mandated that all Caseworkers attend new worker core training. Sometime after the first week, a Caseworker will start his/her state-sponsored core training. This 20-day training program enhances the Caseworker's competencies by providing knowledge and skills to effectively work with families. Core training is held on an alternating schedule in Buffalo, Rochester, Syracuse, or Albany. If the employee has to travel more than 35 miles one way to the training, then the state pays the lodging and travel costs. If the distance to the training is less than 35 miles, then the worker must commute each day. The training is spread out over an 8-to-10-week period. When the employee is not at training, there are specific activities that he/she must complete at the office.

After completing core training, the Caseworker must attend six additional days of training that concentrates on Child Protective investigations. Once these two state training courses are complete, the worker is allowed to conduct CPS investigations on his/her own. This initial training can cover a period of almost four months. During this time, the worker has not been able to pick up a caseload or be a fully functioning worker, which causes his/her coworkers to pick up the slack.

In addition, there are other specialized state courses that we want all CPS Caseworkers to take. These include Sexual Abuse Interviewing, Medical Issues in CPS, and Legal Issues in CPS. These three courses are all two days in length. We must wait for these courses to be offered locally since the state does not pay for overnight stays for these trainings.

We were fortunate to be able to offer the state's domestic violence training for Income Maintenance staff onsite. This training includes an exercise called "In Her Shoes," where participants are taken through an experiential scenario. Workers are able to experience the many obstacles encountered by a victim of domestic violence when they are trying to seek help from us and other various agencies.

We were well represented at the state's conferences this year with employees attending the New York Public Welfare Association (NYPWA) Winter and Summer Conferences, the Child Support Enforcement Conference, the LAN Administration Conference and the Welfare Fraud Investigator's Conference, among others. One new conference this year was the Indian Child Welfare Act.

Two of the state's multiple-day institutes are held right here in Madison County at the White Eagle Conference Center. These are the Executive Leadership Institute for Commissioners and the new Executive Leadership Institute for Directors of Services.

Staff participated in 10 teleconferences and 35 LearnLinc courses. Teleconferences have more informational rather than instructional content. LearnLinc courses allow trainees from across the state to gather together in a classroom environment using their desktop computers. Instructors and trainees can interact (speak) with each other while viewing common content on the computer screen. As of this year, all of Child Support's system

training is offered through LearnLinc. These methods for delivering training have saved the county in the time the worker is away from the office and in travel costs.

Another way that workers can receive state training without leaving the office is through Training Space. Training Space offers computer-based training on specialized topics. A worker can participate in these types of training at a time of his/her choosing. Workers took advantage of five different classes offered through this medium in such areas as HEAP eligibility and certification and food stamp budgeting topics.

Seven employees took advantage of tuition reimbursement offered through their union contracts. Six of these participants are pursuing a Bachelor's Degree and one is pursuing an Associate's Degree. One of the Foster Care supervisors is pursuing a Master's Degree in Social Work through Syracuse University. Tuition and books for this class are being paid out of the state's Social Work Consortium Fund. A total of \$12,653 was paid out in tuition reimbursement during 2006.

The year ahead sees more employees taking part in Training Space courses. New mandates for Child Protective workers and supervisors will be taking effect that expands the number of hours of yearly training they must complete. This will impact our training budget and other related areas.

Submitted by Diane Myers, Director of Staff Development/IT

BURIALS

Forty burial applications were taken in 2006. Of these, five were denied for various reasons, including being referred to the Veteran's agency. The total amount paid for the remaining burial applications was \$68,597.18. Below is the amount paid to our local funeral homes.

Funeral Home Payments

Burgess and Tedesco, Hamilton	\$ 12,252.28
Campbell Dean, Oneida	19,080.00
Coolican-McSweeney, Oneida	8,616.70
Fiore Funeral Home, Oneida	5,506.00
Ironside Funeral Home, Oneida	1,247.50
J. Homer Ball, Canastota	2,141.70
Smith Funeral Home, DeRuyter	2,895.00
Tait Funeral Home, Cazenovia	2,214.00
Ayer & Zimmer Funeral Home, Cazenovia	5,922.00
All Others	8,722.00
Total	\$68,597.18

AID TO DISABILITY DETERMINATIONS

One of the most successful ways of securing money for the agency is through the disability review process. This involves identifying those clients with long-term ailments, interviewing them, and collecting medical records from their doctors and from any inpatient hospital stays. Once all the information is collected, a packet is sent to a New York State Review Team for a disability determination. If the client is determined to be disabled, then we are able to claim federal reimbursement for a portion of the monies paid out for this individual. In 2006, out of 65 disability packets submitted, we were successful in getting a determination of disability on 54 of them or 83 percent. Ten reviews are pending a final determination.

Submitted by Diane Myers, Director of Staff Development/IT

HOME ENERGY ASSISTANCE PROGRAM

The Home Energy Assistance Program (HEAP) assists households with the cost of heat and energy related expenses. Following are highlights for 2005/2006 HEAP Season:

MOR OIL: In an effort to help HEAP recipients get the most fuel for their money, Madison County was chosen to participate in the MOR OIL project. The goal of this program is to establish a maximum price that a participating heating oil company can charge HEAP clients for their product. The program includes a margin over rack (MOR) and a discount off retail (DOR) option for the fuel vendors to determine the best pricing policy for their company. With these options, the company is able to make a larger delivery for our clients than they would in the traditional HEAP program. Another benefit in participating in this program was the fact that we received our money earlier in the HEAP season so that we could pay our fuel vendors on a timely basis. For the 2005/2006 HEAP season, Madison County paid out \$686,132 to 21 heating vendors.

STATE-ISSUED APPLICATIONS: This year, we were able to start processing the mail-in applications from our vulnerable households (households with a child under the age of six, the head of household over 60, or disabled individual) in August instead of having to wait until the end of September. By participating in this initiative, the state agreed to mail out our HEAP applications at no cost to the county.

OUTREACH: It is the local district's responsibility to inform the general public about the availability of the HEAP program and benefits. Prior to the start of the 2006/2007 HEAP season, three outreach initiatives were undertaken by the Social Services staff. In October, Madison County DSS hosted its first energy seminar. The mission of the seminar was to have the various agencies in Madison County come together to discuss how they meet

the energy needs of the low-income and elderly populations. In addition to the 11 participating local organizations, representatives from New York State Electric & Gas (NYSEG) and the Public Service Commission were present to provide background information along with the legalities that govern the energy providers. This seminar was so well received that another agency has offered to host a similar event next year.

Another outreach opportunity occurred when the two HEAP Examiners were invited to attend Oneida-Madison Electric Coop's annual meeting to provide their members with information regarding the HEAP program. An additional outreach opportunity occurred when the HEAP supervisor conducted training with staff from Madison County Office for the Aging on how to electronically apply for HEAP benefits.

One question that is often asked is "How many heating benefits can a household receive?" The answer for most households is "one"; however, those experiencing a true emergency situation may be eligible for more than one. A regular HEAP benefit assists eligible households with the cost of heat. For the 2005/2006 HEAP season, this was a one-time payment of up to \$400 paid directly to the heating vendor. The eligibility for this benefit is based solely on the household's monthly income. An emergency benefit of up to \$635 is available to households who have a heating emergency defined as having less than seven days of fuel or having a disconnect notice.

Due to the high cost of heating fuel, HEAP recipients could apply for a supplemental emergency benefit that was equal to the first emergency benefit amount. Making a supplemental emergency benefit available is not a yearly occurrence and only happens in extreme heating seasons. A second emergency benefit may be available for a heat-related domestic utility emergency.

The maximum benefit for a utility emergency is \$225. Eligibility for emergency benefits is based not only on the household's income, but also on their available resources and on who is responsible to pay that expense. During the 2005/2006 season, Madison County paid out \$1,127,789 in regular benefits and another \$980,136 in emergency benefits.

In some situations, a household may be eligible for help with a furnace repair or replacement. This eligibility takes into account not only the household's income and resources, but also home ownership. The department continues to contract with Stoneleigh Housing of Canastota to oversee furnace repairs and replacements. As the county's weatherization agent, they are better suited to determine the heating needs of eligible households and better able to communicate those needs to the local heating contractors. For the 2005/2006 heating season, Madison County paid for 49 furnace repairs and replaced another 39 furnaces. The total cost of this program was \$116, 067

The 2006/2007 HEAP year will see an increase in the regular and emergency benefit amounts. With the hiring of a seasonal HEAP worker, we are anticipating the best run HEAP season yet!

Submitted by Tammy Hayes, Senior Social Welfare Examiner

TRANSPORTATION

Madison County is responsible to pay the cost of transportation to and from medical appointments for our Medicaid recipients in hardship situations. We have one Office Assistant II who is responsible for assuring payment for all prior-approved medical transports. This is done either by issuing a voucher to reimburse the client or by entering prior approvals on the state's eMedNY system. The year 2006 proved to be a very interesting year for Madison County's medical transportation program.

One of our first challenges came about when one of our "tried and true" taxi providers decided to retire. Even though we are grateful for all the years Jack's Taxi has provided service to our customers, we were not sure we could continue to accommodate the growing need for taxi transports without him. As luck would have it, we were able to find some new taxi companies out of Onondaga County who were willing to help pick up the slack.

We also experienced some challenges when First Transit had several personnel changes. The first change was with the person responsible for coordinating Madison County's Medicaid transportation. About the same time, there was a change in the general manager. These changes created a slowdown in our getting the prior approvals on a timely basis, which created a lag in getting the prior approvals data entered. We feared that some of the transport companies would refuse to provide their valuable service to us without receiving more timely payment for their services.

Some of the transport companies based outside of Madison County received a rate increase in their home county, which we honored. One interesting situation occurred when one of the taxi companies we use in Onondaga County requested a rate increase. After the

request was granted, the owner turned around and requested a rate *decrease* in order to remain competitive with other Madison County taxi transporters. He found he did not get as many trips when his rates were higher and this was adversely affecting his business.

Our Medicaid customers are encouraged to drive themselves to their medical appointments and be reimbursed at the American Automobile Association (AAA) mileage rate. In 2006, the reimbursement rate increased from \$.15/mile to \$.16/mile. We had one Medicaid recipient who received a transplant procedure in Pennsylvania. We had to reimburse the family for travel miles, lodging, and meals for all the times the patient was required to be there, which totaled \$6,412.

Towards the end of 2006, our state representative met with First Transit representatives and us to explore ways to reduce our medical transportation costs. We will be implementing some of these ideas in 2007, such as discounting reimbursement for medical transportation on trips that are five miles or less one way. Stretcher transports remain a big concern for us since there are no providers based in Madison County. It is not cost-effective for stretcher companies from neighboring counties to transport our residents due to the number of miles they must travel without the patient and the time involved for both vehicle use and manpower hours.

**2006 Medical Transportation Expenses Paid to our
Most-Frequently Used Vendors**

<u>Ambulance</u>	<u># of Trips</u>	<u>Amount Paid</u>
Vineall Ambulance, Inc.	955	\$ 91,706
Eastern Paramedics (Rural Metro), Syracuse*	353	23,433
Greater Lenox Ambulance Service	328	25,373
Cazenovia Area (CAVAC)	129	10,601
Superior Ambulance Service, Norwich	64	8,158
Amcare Ambulance Service, Inc., Rome	77	5,153
Smithfield/Eaton Volunteer	96	4,608
Southern Madison County Volunteer	94	4,477
All others	<u>418</u>	<u>32,471</u>
Total Ambulance	2,514	\$205,980
<u>Invalid Coach (Wheelchair Van, etc.)</u>		
Suburban, East Syracuse	2,473	\$131,203
Julie Jean Taddeo (Affordable), Syracuse	153	18,877
Speedy Medical Transport, Syracuse	115	8,142
Birnie Bus Service, Rome	72	7,212
Able Medical Transport, Syracuse	139	5,993
TLC Medical Transport, Syracuse	46	5,815
Kunkel Limousine Service, Utica	60	3,968
All Others	<u>69</u>	<u>7,614</u>
Total Invalid Coach	3,127	\$188,824
<u>Taxi</u>		
Oneida Taxi	1,139	\$121,210
First Transit, Inc., Norwich	3,264	94,591
Suburban, East Syracuse	1,004	90,490
RB Transport, Mattydale	597	66,566
D.A.D.'s Taxi	445	34,558
Jack's Taxi	147	16,189
Fiore Funeral Home	190	6,074
All Others	<u>44</u>	<u>4,481</u>
Total Taxi	6,830	\$434,159
<u>Day Treatment Transportation</u>		
Gregory P. Collis	1,383	\$ 45,399
<u>Office for the Aging</u>		
Reimbursed at \$5/trip + .75/mile + tolls & parking	291	\$ 6,367

Paid by voucher **\$ 21,387**

Reimbursement at \$.16/mile + tolls + parking: Some meals, lodging and other means of transportation may also be paid in this manner.

*The city is listed if the company is based outside of Madison County.

Submitted by Diane Myers, Director of Staff Development/IT

SYSTEMS

The Systems staff is responsible for the management and functioning of all local and state computer systems, including the Welfare Management System (WMS). Our functions include planning and coordinating the installation of new systems, upgrading and maintaining existing systems, performing daily computer operations such as data entry, registering cases, assigning case numbers, and providing technical and end user support. This unit is also responsible for the Benefit Issuance and Control System (BICS) operations, providing training, and administering system security and access. It is our job to be sure that all computer equipment is in place and functioning correctly.

It was a busy year for Systems staff in 2006! Our accomplishments include the following:

- Obtained 42 Welfare-to-Work computers and seven networked printers from the state that were deployed primarily to Employment and Income Maintenance staff. These all came with flat screen monitors that the workers really liked!
- In March, a Computer Technician position from our Information Technology Department was assigned to our building to help troubleshoot our system problems.
- All staff participated in a PC skills assessment to determine what type of computer skills training is needed. This was accomplished as a joint effort between the state's contracted services and our Staff Development Coordinator.
- After nine months of preparation, our pilot group started scanning their case files into our OnBase system. This came about as part of the county's Electronic Document Management System with funding from a state archive grant.
- Sidney on SQL (SOS) was purchased to interact with our imaging system to auto fill the indexes of imaged documents. Also, using Cognos Upfront, in-house programs were developed to assist staff with their daily jobs.

- The permanent documents imaged on our outdated Watermark system were converted to the OnBase system.
- In October, our lone Data Entry Machine Operator retired. That position was replaced with an Office Assistant II and the duties were expanded to include a quality control function for our imaging system.
- Phase II of direct data entry was implemented. This phase allows the Income Maintenance Examiners to data enter their own payment line changes and recertifications.
- Eligibility workers received training on State Online Query, a new capability known as SOLQ. This capability allows workers to access Social Security Administration records online. Information needed to determine a client's eligibility is available instantly rather than having to wait for written documentation through the mail system.
- Systems staff registered 5,733 applications in 2006.
- New case numbers issued totaled 1,538.
- The BICS operator printed 6,246 checks in 2006.
- Electronic calendars were made available on the state system for our resource rooms. This allows more staff to be able to access these calendars and know what rooms are available to be reserved for any set time.

Below is a list of the computer systems currently supported at Madison County Department of Social Services and the number of PCs associated with each system:

State Systems

2	Accounting
1	AFIS (Automated Finger Imaging)
14	ASSETS (Child Support)
1	BICS (Benefit Issuance Control System)
1	CCFS (Child Care Facility System)
1	COMM (Commissioner's)
1	COMM (laptop)
25	CONNECTIONS + 6 laptops
3	EBT (Electronic Benefit Transfer)
15	EEDSS (Medicaid eligibility)
1	STARS (Statewide Training Automated Registration System)
10	WMS (Welfare Management System) these are "dummy" terminals
42	WTW (Welfare-to-Work)

Local Systems

- 18 PCs connected to our LAN + 2 laptops
- 7 CONNECTIONS terminals
- 3 Scanning stations with PCs and dual monitors

Submitted by Diane Myers, Director of Staff Development/IT

SUPPORTIVE SERVICES CLERICAL STAFF

The Supportive Services unit's clerical staff is the front line for all of the clientele entering the Department of Social Services, whether they are greeted in person at the front desk or calling the agency's main switchboard. Both areas provide assistance and routing for the entire agency. The clerical staff plays an essential part of a person's receiving assistance from any financial program or service from the various other units in the agency.

The clerical staff includes five Office Assistant I positions that complete the daily functions:

2006 Supportive Services Statistics

- 81,273** The number of phone calls answered by the agency's switchboard. This includes the phone calls for the Child and Family Services unit and the Support Collection unit.
- 4,416** The number of phone messages taken by the clerical staff in a 48-day period.
- 28,100** The number of individuals entering the agency seeking assistance.
- 2,000** The number of clients that had automated finger imaging completed as part of their eligibility requirement for the financial programs. This consists of imaging the index fingers, a photo, and an electronic signature.
- 1,533** The number of individuals applying for public assistance. The clerical staff completes a series of inquiries prior to the Social Welfare Examiner's interview.
- 1,215** The number of Client Issuance Benefit Cards (CBIC) created at the request of the Social Welfare Examiners in the financial programs.
- 916** The number of Medicaid authorization cards created at the request of the Social Welfare Examiners in the financial units, primarily in the Medicaid unit.
- 223** The number of cards returned to the agency. The staff is responsible for determining if cards should be reissued or destroyed.
- 565** The number of local forms created in house for the agency.

- 100** The number of forms that were determined obsolete and removed from the active forms

- 90** The number of boxes of cases removed from the record room with the case retention system. The cases were cataloged, labeled, and placed in the basement for future use or eventual destruction.

CHILDREN'S SERVICES

The Children's Services unit has continued to investigate reports of child abuse and maltreatment, with another record-breaking 1,174 reports in 2006, as compared to 1,118 in 2004 and 1,103 in 2005. We have provided preventive services to over 300 children and foster care services to those who could not remain in their own homes safely. We have continued with a significant decrease in the number of children placed in foster care. The majority of that decrease has been with older teenagers, who typically require a congregate (or institutional) level of care, so now slightly more than half of our foster care population is younger children in family foster homes.

We have also adjusted quite well to the permanency legislation that went into effect at the end of 2005, which provided new timeframes for when permanency hearings needed to be held in Family Court and new, extensive permanency reports prepared by the Caseworker. In addition, we applied for and received a special allocation of \$40,000 to continue to provide preventive services to children at risk of placement due to acting out behaviors. We are pleased to report we had a very low, less than 5 percent, turnover in staff, which is an excellent rate for Children's Services.

One program that has been especially meaningful for us this year is the Agency Operated Foster Home (AOFH). This program is now one year old, and we have seen a great deal of success with it. Besides the financial benefits, which will be listed in the Accounting section of this report, we have been able to keep boys in the local area, attending public school and in a family environment rather than in an institutional setting.

The AOFH has been able to accommodate 11 boys, ages 8 to 18 with varying needs, throughout the course of the year. One boy is spending his senior year of high school there,

as he readies for college and being more independent. He also acts as a big brother to the other boys. Another boy has been able to use the home as a transitional setting – a safe place while he prepares to go to an adoptive home.

Many other boys throughout the year have called it home. One boy, who has returned to his birth family, still calls the other boys at the house his brothers and returns at times for family meals.

Our new program for this past year has been the addition of the Persons In Need of Supervision (PINS) Diversion program. These services were previously provided by the Probation Department, but transferred to Children's Services in September 2006. So far, we have taken 59 referrals for services and by the end of the year, there were no petitions to Family Court for intervention, although some are expected in early 2007. Two caseworkers are assigned to provide case management services for any case referred for diversion services, which includes home visits, supportive counseling, and referrals for appropriate services.

We are looking forward to new challenges and improving services in 2007. We have a much better understanding of the state computer system, Connections, and feel ready to handle the next major change to that system, which will occur in 2007. Our three year integrated county plan, which had to be submitted to New York State in 2006, outlines a number of goals. Some of the goals we will be spending a great deal of time on in 2007 are: to maintain a placement rate of no more than 20 children due to PINS/JD behavior for the year, to maintain no more than 40 children in a congregate care setting and to decrease the recurrence rate of maltreatment to 10 percent from its present rate of 20 percent.

Submitted by Melissa Maine, Deputy Commissioner for Family Services

FOSTER CARE AND INSTITUTION PLACEMENTS

During 2006, a total of 55 children were placed in Department of Social Services (DSS) custody. Along with 63 children that were discharged from custody, we ended the year with 68 children in foster care. Thirty-five of these were in foster care and 33 were in higher levels of care such as therapeutic foster care, group home, or a residential treatment center. This represents a decline in placements in higher levels of care, which is indicative of the early success of our Agency Operated Foster Home (AOFH).

This new project of the department has completed its first year. During its inaugural year of 2006, the AOFH served a total of nine boys from seven different families. These are boys whose specific needs would, in the past, have required placement in a therapeutic foster home, group home, or residential facility. This has led to a substantial savings for the department. The home is ably staffed by the Community Action Program who has worked wonderfully with the boys, their families, and with DSS.

One boy has been a resident of the AOFH almost since its opening and his story is illustrative of the potential for success the AOFH has. “Peter,” age 14, with the exception of two short periods of time in 2000 and 2001, has been in DSS custody in one placement or another since November 2000. For various reasons, some due to his own behaviors and others through no fault of his own, he moved through four different foster care settings between November 2000 and June 2002. At that time, he was discharged home to his father’s custody. By August of 2002, he was removed from his father’s custody due to his sexually acting out with one of his younger sisters and attempting to do so with another. “Peter” was placed at Elmcrest Children’s Center. At Elmcrest, “Peter” received treatment in their specialized program for boys who have been sexually abused and are acting out.

During his time at Elmcrest, “Peter’s” father was minimally involved with his treatment and visited with him sporadically; his mother even less so. In January of 2005, “Peter’s” father moved out of state with his fiancé and her children. He was hoping that “Peter” would join them there. With such distance between them, his father’s ability to work with “Peter” and the therapists in the program was pretty much eliminated. His father then had twin children born with his fiancé and the family moved to another state. Due to issues involving the father’s new family, he became less and less of a resource for “Peter.”

In the meantime, “Peter” made significant progress in his own treatment issues at Elmcrest and no longer required that type of programming. By this time, “Peter” had come to the decision that he could not count on his father and he agreed to have his permanency goal changed to discharge to independent living. With such a goal, DSS would help “Peter” develop some of the skills he would need to live on his own when he was ready to leave foster care. In January 2006, “Peter” was admitted to the AOFH as the second child placed there. There, “Peter” has been able to be reincorporated into the Madison County community in which he grew up. He has returned to the school district he was attending when he was first placed in foster care. This has enabled him to reestablish some old friendships. With the staff’s support, he is doing very well academically and socially. He has participated in the independent living training group run by DSS and he is in ongoing counseling through Madison County Department of Mental Health.

Along with other boys in the home, he has participated in “normal” family activities. They have enjoyed activities at the YMCA in Oneida, gone camping, and taken trips to Darien Lake. They perform regular chores around the home – many of the same things most families do together. “Peter” has recently begun to learn to sew and has shown an affinity

toward it. With the regular per diem for a specialized institutional program such as “Peter’s” at Elmcrest at \$265.20 a day and the per diem cost for placement at the AOFH at \$16.00 a day, the cost savings for this one placement alone is \$249.20 per day. As you can see, a successful program like this can be done in a much more cost effective way, even for a child with the high needs that “Peter” has.

Of the rest of children placed in Madison County foster homes, these families, using DSS funds as well as their own, have contributed to the local economy by making clothing and other essential purchases through businesses in Central New York. The following amounts were paid to local businesses by the department for the needs of Madison County foster children: Fashion Bug - \$2,689; Herb Phillipson’s - \$2,058; K-Mart, New Hartford - \$4,774; and K-Mart, Dewitt - \$1,812.

The children placed in higher levels of care have also provided an opportunity for the department to contribute to the Central New York economy. We have paid the following amounts in 2005 to these facilities for the care of children in the custody of Madison County Department of Social Services: Elmcrest Children’s Center, Syracuse - \$939,624.49; The House of the Good Shepherd, Utica - \$338,918.34; and Liberty Resources, Syracuse/Oneida - \$552,485.51.

One of the programs that DSS contracts for with Liberty Resources is the DSS/Liberty Resources Mental Health Program. Through this program, Liberty Resources has three staff persons, two fulltime therapists, and a supervisor, who provide assessments and treatment for families that have open preventive or foster care cases with the department. They are based in the DSS building in Wampsville, but are able to meet with families in their Oneida office and, on occasion, they have provided therapy sessions in the families’ homes

when transportation has been a problem that could not be resolved. These services are provided free of charge to the families we work with and being an exclusive contract between DSS and Liberty Resources, it has allowed families in need to access mental health services in a much more timely manner. It has also resulted in clear and efficient communication between the Caseworkers and Liberty therapists resulting in increased services for our families.

All in all, the DSS Children and Family Services Foster Care/Preventive unit has continued its commitment to provide quality case management services to families in need of them and to keep children safe. We have worked hard to help families resolve their respective issues that have placed their children at risk and, where possible, reunite them so that they can provide a safe and nurturing environment in which their children can not only grow, but also thrive.

Submitted by Timothy Brown, Case Supervisor Grade B

FOSTER AND ADOPTIVE HOMEFINDING

The Homefinding unit is responsible for recruiting, training and certifying foster parents, as well as families interested in adopting. The unit uses The Model Approach to Partnerships in Parenting /Group Preparation and Selection II Program to educate families about the children and families the agency works with. Throughout the 10-week training program, families undergo extensive criminal history checks, as well as individual interviews, medical exams, and safety assessments of the home in addition to topics such as discipline, birth family connections, and behavior difficulties children may have when they enter foster care. Once all information is gathered and all parties agree that the family is ready to take foster care and adoptive placements, the family is issued a certificate to board a specified number of children. Families are required to sign and agree to the agency regulations each year and are required to submit medical exams every two years.

In 2006, the unit offered two 10-week certification programs – one in the spring and one in the fall. A total of eight families were certified for the year 2006 with three more families from the fall certification program ready to take placements in January 2007.

In 2006, three families voluntarily ended their certification with the agency. The agency closed two homes due to non-compliance with agency, state, or federal regulations.

Adoptions

The Adoptions unit is responsible for the planning and implementation of adoption placements. The children served in this program come from the Foster Care Preventive unit. They are transferred to an adoptions Caseworker once their birth parents' rights have been legally terminated. Foster families often adopt the children they are caring for when the

children's birth parents' rights are terminated. On rare occasions, the unit must seek out adoptive families for those children whose foster families are not adopting. The unit can seek out families through New York State's Adoption Services photo listing program. Families interested in a particular child can submit a home study of their family for our review. The families chosen must be a certified foster/adoptive home and must meet all agency and state regulations. The unit narrows down the families to the ones they feel will best meet the child's needs.

This year, we were able to identify a family from Long Island for a 13-year-old boy. This child spent many years in residential care and has experienced many losses in his life. He spent over six years in the foster care system, leaving him with some challenging behaviors. The family we identified turned out to be the right family for this child. He has been there over a year now and is doing great. We expect the adoption will be finalized by spring 2007.

In 2006...

3 children were photo listed with New York State Adoption Services.

6 children were adopted. All six children were adopted by their foster parents.

4 children were freed for adoption.

At the end of 2006.....

2 children were awaiting adoptive placements.

3 children were in adoptive placements awaiting finalization.

Interstate Compacts and Intercounty Home Studies

The Homefinding and Adoptions Caseworkers are responsible for completing home studies for families and relatives interested in fostering and adopting children from other states. The unit works with the New York State Office of Children and Family Services Interstate Compact staff in Albany to facilitate the completion of the home study and supervision of the placement. The unit handled four interstate compacts in 2006. The unit completed five home studies for surrounding counties. Those counties included Ulster, Chenango, Cortland, Herkimer and Otsego.

Special Events

Foster/Adoptive Parent Dinner

On May 12, 2006, the Homefinding and Adoptions unit held a foster and adoptive parent appreciation dinner and training at the Rusty Rail in Canastota. Staff and families enjoyed a nice buffet dinner. Commissioner Fitzgerald spoke on behalf of the department, Executive Director Stacy Alvord from Community Action and State Senator David Valesky also spoke on behalf of the community, who appreciate the hard work our foster and adoptive families do each day. The dinner ended with an inspirational training provided by Charles (Chaz) Parker from the Rescue Mission in Syracuse.

Birthday Party at Colgate

On April 8, 2006, Colgate University sponsored a “birthday party” for all children in Madison County foster homes. They provided games and refreshments, as well as a gift for

each child. The event was a great success and well appreciated by the staff and families who attended.

Submitted by Jennifer Mastrangelo, Senior Caseworker

YOUTH AND DIVERSION SERVICES

Madison County Department of Social Services assumed responsibility for Persons In Needs of Supervision (PINS) diversion services on September 5, 2006. We reorganized the Foster Care/Preventive Services unit and created a Youth and Diversion Services sub-unit. This sub-unit consists of two Caseworkers providing PINS diversion services, two Caseworkers handling children placed with the department due to PINS and juvenile delinquency (JD) behaviors, one Caseworker managing cases involved with Liberty Resources and one Caseworker handling foster care cases where the permanency goal for the child is to be discharged into another planned living arrangement (formerly Independent Living).

Between September and December 2006, meetings were held throughout the county with school personnel to explain the PINS diversion process. We had 59 referrals for PINS diversion services from September 2006 to December 2006. No PINS petitions were filed during this period of time; however, some will be filed in early 2007. Families requesting PINS diversion services are offered Caseworker counseling and are referred to a variety of community resources available to help them change the disruptive behaviors that threaten their wellbeing.

Two helpful programs that are used frequently by the Youth and Diversion Services unit are the Family Reunification and Placement Diversion programs through Liberty Resources. These contracted preventive services employ six Social Workers and one supervisor. Family Reunification served 13 children and their families in 2006. This program is designed to shorten children's time in higher-level placements and to smooth the transition back home. The total number of care days saved with this program in 2006 was

248. This figure was computed by counting the number of days from when a child came home from residential treatment to the end date of his/her court order.

The goal of the Liberty Resources Placement Diversion program is to prevent children from being placed into residential treatment centers or foster care due to a PINS petition. The Liberty Resources therapists provide in home family counseling in order to meet this goal. This program served 34 children and their families throughout the year. Liberty Resources counts each day of treatment as a prevented care day for a total of 5,416 days in 2006.

In 2006, three caseworkers in the Youth and Diversion Services unit provided independent living services to teenagers in foster care who were at least 14 years old. DSS continued to work with the Peacemaker program to provide independent living instruction and experiences for four-to-nine teenagers. Peacemaker reports that they have enjoyed open communication with DSS in order to meet the needs of the youth involved.

The owner of Delmonico's restaurant in Utica taught an etiquette class in June 2006. The teenagers were then able to practice their etiquette skills at this restaurant the same day. All participants appeared to have mastered this skill.

In November, participants served meals at the Rescue Mission in Utica. They all agree that this activity is worthwhile and should be continued on a yearly basis.

In October 2006, the group went to Hamilton College in Clinton to participate in a trust building workshop.

Another field trip involved the annual "Youth Speak Out" held at Herkimer Community College. Foster care youth get together for a daylong event to attend workshops

and in the afternoon, there is an open dialogue for youth to talk about being in foster care and the changes they would like to see occur.

According to a survey taken by the Peacemaker program, the youths involved in these activities enjoyed their interaction with others, all the activities, and being treated like adults.

One example of a youth who has benefited from foster care and the Independent Living program is the case of a 19 year old that graduated from high school and began attending college in the fall of 2006. This particular young person has successfully completed the first semester of college majoring in Art. This youth lives on campus and the foster parents continue to be available for school breaks and holidays. The eventual goal for this youth is self-sufficiency.

Submitted by Linda Khan, Case Supervisor Grade B

CHILD PROTECTIVE SERVICES

The Madison County Child Protective Services (CPS) unit is responsible for investigating allegations of child abuse and maltreatment. The New York State Central Registry maintains a hotline from which CPS reports are generated and assigned to the county where the subject child resides. Often, multiple counties are involved in the same investigation.

An additional Caseworker was added to the CPS unit in January of 2006 to assist with the increased volume of CPS investigations. The CPS unit currently consists of nine CPS Caseworkers, one Senior Caseworker, and one Grade B Supervisor.

CPS Caseworkers must be proficient in time management and flexibility. There is no way to predict when a CPS report will be received or how many CPS reports will be received. Anyone concerned for the wellbeing of a person under the age of 18 may call the New York State Central Registry. If a report is accepted by the registry, it is transmitted via the Connections computer system to the county in which the child resides. Caseworkers must call the source of the report and interview all children and subjects listed. Most interviews with children are conducted in the school setting. This allows the children a neutral environment in which to speak freely.

The major role of CPS is to assess safety. CPS Caseworkers must make an initial assessment of safety within 24 hours. Continuous safety assessments are conducted both informally and in written form throughout the investigation. During the 60 days allotted for an investigation, additional information is often gathered through discussion with other agencies and the reviewing of any applicable records. The home environment of the children is also observed during each investigation.

Although the children's environment may not be the concern listed in the report, children are occasionally found to be living in substandard housing. Caseworkers are trained to look for safety hazards based on the ages of the children in the home. A floor strewn with small objects such, as coins, may not be hazardous for a 17 year old, but would be a risk to a 1 year old.

As all families are different, each investigation is different. The amount and type of contact varies for each investigation. At several intervals throughout 2006, one Caseworker spent countless hours gathering information and interviewing family members. This diligence paid off in the form of a lengthy order of protection for the children and prison sentence for the perpetrator.

During 2006, Madison County Child Protective Caseworkers investigated an all-time high of 1176 reports. In 319 of those reports, the Caseworker found credible evidence to substantiate the allegations for an indication rate of 27 percent. Of the numerous children interviewed, only 29 were found to be in imminent risk of life and health and placed in Madison County foster care. This is a decrease of two from 2005 despite an increase in total reports of 73. CPS Caseworkers consistently search for alternative resources when the situation is not safe at a child's home. For example, a family of three siblings was unable to reside with their mother. They are now all residing with the father of one of them. CPS Caseworkers transferred 40 cases to the Madison County Foster Care and Preventive unit for ongoing services. Families were also referred to a variety of community services such as Madison County Mental Health, Community Action, Consumer Services, and Liberty Resources.

Of the 1176 Child Protective reports received during 2006, 168 reports were investigated jointly with law enforcement by members of the Madison County Multidisciplinary Team. This team is comprised of specially trained members of Child Protective, law enforcement, the District Attorney's office, legal, and mental health service providers. Specialized training is funded through grants as opposed to local budget money. The team meets monthly to discuss specific cases, overall techniques, and best practices. Cases designated as Multidisciplinary Team cases are those involving allegations of sexual abuse or severe physical injury to a child. Using a multidisciplinary approach assures that the most skilled professionals in each discipline work closely together to lessen the trauma to a child.

New York State Law mandates that reports of abuse and maltreatment be responded to 24 hours per day, 7 days per week. All Children and Family Services Caseworkers are responsible for on-call coverage three or four weeks per year. This coverage is necessary to receive CPS reports outside of normal business hours. On-call Caseworkers respond to those reports, often making the necessary initial assessments of safety. A total of 244 CPS reports were received by on-call workers during 2006. This is an increase of 29 reports from 2005.

The Child Protective unit is responsible for monitoring the safety of all children who may be at risk of abuse and neglect. This is done through dedication and collaboration with other professionals and the community as a whole.

Submitted by Catherine Fowler, Case Supervisor Grade B

Monthly Child Protective Reports Sorted by Township														
	January	February	March	April	May	June	July	August	September	October	November	December	Total	
Brookfield	6	3	2	1	3	0	3	4	3	3	4	3	35	
Cazenovia	1	2	2	4	4	1	0	2	4	2	2	3	27	
DeRuyter	2	0	2	0	1	1	1	1	0	2	3	1	14	
Eaton	1	3	10	7	3	2	1	5	12	4	0	4	52	
Fenner	2	0	0	2	0	0	1	0	1	1	0	0	7	
Georgetown	0	3	0	0	2	1	1	0	2	1	0	0	10	
Hamilton	4	5	1	5	7	7	7	3	8	4	5	3	59	
Lebanon	2	3	0	2	1	1	0	5	0	3	0	0	17	
Lenox	14	13	20	20	19	20	18	21	8	19	18	10	200	
Lincoln	4	1	1	4	2	1	3	0	1	3	0	1	21	
Madison	5	3	1	3	2	5	4	1	3	1	1	7	36	
Nelson	0	0	0	0	0	2	1	0	3	0	0	0	6	
Oneida	21	17	39	27	31	20	22	21	24	24	24	20	290	
Smithfield	0	0	2	0	1	2	0	0	2	0	0	1	8	
Stockbridge	3	2	5	5	5	2	2	8	2	3	2	3	42	
Sullivan	16	16	15	17	23	16	9	18	20	23	14	6	193	
Other Reports	16	12	12	20	20	12	9	10	12	16	7	13	159	
Total	97	83	112	117	124	93	82	99	105	109	80	75	1176	

Monthly CPS Report Comparison by Month/Year

	1994	1995	1996	1997	1998	1999	2000	2001	2002	2003	2004	2005	2006
January	42	59	61	48	61	54	72	90	100	90	77	90	97
February	54	56	57	45	74	56	81	70	68	79	82	86	83
March	53	71	70	70	85	56	81	86	118	93	115	94	112
April	57	57	66	78	59	70	66	83	106	85	89	90	117
May	52	55	49	76	74	51	69	88	96	95	85	116	124
June	54	66	63	60	61	74	87	67	95	93	125	98	93
July	51	52	49	49	63	59	62	89	87	102	101	87	82
August	51	68	48	74	85	68	61	112	77	96	86	88	99
September	49	55	50	52	58	58	71	82	85	103	96	85	105
October	62	69	81	66	79	67	86	105	111	94	97	107	109
November	52	60	57	65	55	66	76	75	62	58	80	77	80
December	47	42	46	45	59	50	64	78	78	72	85	85	75
Total	624	710	697	728	813	729	886	1025	1083	1060	1118	1103	1176

Summary of Madison County Child Protective Reports for 2006

	Indicated Reports	Unfounded Reports	Police Assists	Consolidated	Pending Reports	Additional Information/Duplicate Reports/Courtesy Contacts/Transfers	Total Reports
January	22	65	5	1	0	4	97
February	29	45	2	2	0	5	83
March	33	66	5	3	0	5	112
April	31	73	8	1	0	4	117
May	32	76	6	1	0	9	124
June	21	56	7	1	1	7	93
July	26	41	13	0	0	2	82
August	23	59	7	0	0	10	99
September	31	54	10	0	2	8	105
October	36	55	4	0	8	6	109
November	19	46	4	2	5	4	80
December	16	29	2	1	26	1	75
Totals	319	665	73	12	42	65	1176

CHILDREN'S SERVICES SOCIAL WORKER

The Children's Services Social Work Program is excited to announce the collaboration with the Madison County Mental Health Department to form the Madison County Adolescent Program for Sexual Behavior Problems (MCAP-SBP). This program works with children and adolescents in our community who have engaged in sexually inappropriate behaviors. MCAP is a comprehensive program which addresses all areas of functioning in order to foster healthy development and help youths address their acting-out behaviors by providing sexual assessment, individual treatment, group therapy, and family and home based treatment. The Children's Services Social Work Program will be providing intensive home-based services to families that are involved with MCAP-SBP.

In the past year, the Children's Services Social Worker has had the honor of working with numerous families, but while all families have had success on various levels, one family's success stands out. This is the story of "Kelly's" family.

"Kelly" is an 18-year-old female who has been in foster care over four years. "Kelly's" involvement with the Children's Services Social Work Program has provided "Kelly" with intensive counseling services, assistance with college applications, mentoring, and the transition in returning home to her family. Although "Kelly's" age did not put her at risk of higher placement, she was at significant risk of repeating her family's pattern of entering unhealthy relationships and abusing alcohol/drugs. "Kelly's" involvement in the Children's Services Social Work Program allowed her to grow as a young adult while providing her guidance that she may not have received had she not been involved with the program. "Kelly" is a true inspiration.

In the year 2006, the Children's Services Social Work Program engaged with seven families involving a total of 11 youths. Out of the 11 youths, eight remained at home; two youth are currently in foster care and will be returning home once their mother obtains housing; and one youth graduated from high school, was accepted into college, and returned home to her family.

The cost savings of the Children's Services Social Work Program for the year 2006 was approximately \$253,920.

Submitted by Debbie O'Connor, Child Welfare Social Worker

PARENT AIDES

During the year 2006, 125 families were offered Parent Aide services in Madison County. This included providing in-home services to families, supervising visits between parents and their children, and teaching the parenting skills class during the year. Madison County Department of Social Services currently has two Parent Aides, who work with parents on a variety of tasks, such as learning appropriate methods of discipline, supporting them to find appropriate housing, transporting family members to necessary appointments, and how to talk to school personnel and medical providers about their children. The Parent Aides complete these tasks while meeting with parents in their own homes. During these visits, they discuss everyday life situations and work on a variety of training materials. These visits are meant to be supportive and non-threatening instead of an authority figure simply telling parents what to do.

During 2006, the Parent Aides received 18 new referrals to work with families with each Parent Aide working with 13 different families at a time. The Parent Aides did a total of 974 announced and unannounced home visits with the families in Madison County who were referred for in-home services. The Parent Aides also supervised 71 visits between children and their parents when supervised visits were required to keep children safe.

The Parents Aides also taught a parenting class for parents who had been referred by Family Court or by a Caseworker to receive parenting skills training. In 2006, the Parent Aides continued to teach the program called “Parenting Skills.” This program allows the Parent Aides to work with a more “hands-on” approach with the parents. They teach a school age class and an early childhood class twice a year for eight weeks each session. A total of 109 parents were invited to participate in these classes. A total of 41 parents attended

the classes, 24 in the school age class and 17 in the early childhood class. Of those who attended, 17 earned completion certificates based on their attendance and participation, 12 received attendance certificates, and another 5 people attended part of the classes, but did not finish the program.

While working with one family, the Parent Aide helped the family cope with many complex problems that they had to deal with all at the same time. The mother suffered from years of physical and emotional abuse and her three children had multiple issues including sex abuse, suffering from a severe personality disorder, and one child suffering from a rare health disorder. The mother was consumed by depression, overwhelmed with her situation, and had no outlook for her future. The Parent Aide worked to get the family involved in counseling. The mom also learned the skills needed to make appropriate decisions for the family and to use the resources she had to manage money to meet the needs of the family. While the family still faces many challenges, they have worked hard to make several positive life changes already, such as learning how to be a better parent to her children, taking care of her own mental health issues, and looking at life with a more positive attitude.

The Parent Aides provide information, support, and skills to this mother, along with many other families in Madison County and their children. The Parent Aides' commitment to these families has helped the parents to become very successful in their parenting roles.

Submitted by Karen Bright, Senior Caseworker

TRANSPORTATION AIDES

The Children and Family Services Transportation unit last year employed two Transportation Aides, one fulltime position and one part-time position. These two Transportation Aides provided 1,100 transports in 2006 to foster care children and their families for a total cost savings of \$25,902.00.

Submitted by Dawn Hewitt, Principal Account Clerk

SCHOOL SERVICES PROGRAM

The School Services Program is a single point of contact for county schools needing assistance accessing or coordinating services for children and their families facing difficulties in and out of school. The School Services Program Coordinator acts as a liaison among the school, family, and service agencies. Referrals may be made to the program by all school staff, community agencies, all Madison County departments, and self-referrals from families. The only requirement is that the child needing assistance must reside within Madison County's borders. The objective is to provide those involved with youth a better opportunity to gain assistance in identifying available service options. By combining school supports with additional services directed at the home, a better chance exists of addressing the comprehensive needs of the child and family. The School Services Program works to prevent neglect, abuse, and teenaged delinquent behavior.

In the year 2006, this program received 138 referrals. The following is a breakdown of the referral sources:

5 - Superintendents	12 - Liberty Resources PIP Counselors
10 - Principals	1 - BOCES Alternative Middle School
35 - School social workers	3 - BOCES Alternative High School
22 - Guidance counselors	4 - BOCES Even Start Program
5 - Nurses	13 - Family/child self-referral
19 - Madison County Departments PH, DSS, MH, or Probation	9 - Other services providers

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

29 individual/group counseling	6 child care
9 psychiatric services	15 PINS/JD type behaviors
12 mental health assessment	16 PINS Diversion Services
13 health/medical/medication	3 summer youth activities

24 education: academic	11 depression
18 education: social	7 anger control
4 legal issues	3 bully/victim of bullies
6 drugs/ alcohol	3 ADHD issues
7 food	7 parents not responding to school
9 shelter	17 attendance issues/truancy
17 financial/employment	2 home sanitation/cleanliness
11 physical safety	15 homeless family/teenager
8 insurance	17 mentoring services
7 teenage parent	5 inflicting self-harm
19 assistance accessing services	10 parenting skills/support
16 transportation	

The 138 referrals broken down into the following age groups:

- (Ages 0 - 5) - 8
- (Ages 6 - 9) - 25
- (Ages 10 - 13) - 36
- (Ages 14 - 16) - 52
- (Ages 17 - 18) - 17

Home visits and school-based contacts were made in order to develop a plan to address goals identified by the family and/or school. Once goals were identified, referrals could be made to public and private service agencies. The coordinator was able to support families and service providers at an early point to prevent escalating difficulties or conflicts in the classroom and home. For example, one referral was for a 12-year-old girl with poor concentration and hyperactive behavior that interfered with her ability to work in the classroom. As a result, she was failing. The parent was non-responsive to the school's attempts at contact. The School Services Program coordinator went to the home and met with the mother to discuss the school's concerns. It was discovered that the child is medically frail in addition to already having been diagnosed as being ADHD. The mother was afraid to take the child to the doctor because she was afraid that they may put her on medication that might harm her. The mother then spoke to her daughter, who told her mother

she wanted to be able to learn and to sit still. The mother agreed to take her daughter to the doctor the following day, because she also saw that her daughter had tremendous problems focusing at home. The doctor prescribed medications to assist with the child's ability to concentrate and to be less hyperactive. The doctor assured the mother that it would not affect her medical condition, which had originally concerned her. The child's behaviors and grades improved over time.

The coordinator facilitated the relay of information from the school to the mother and initiated the medical attention the child needed in order to be successful at school and home. The coordinator also made a referral to Community Action Program's Intensive Mentoring Program. The young girl qualified as a result of receiving temporary assistance and having been involved with Child Protective Services. She has a mentor that spends two hours a week with her and she has blossomed under her guidance.

Community Action Program Intensive Mentoring Program 2006

The goal of the Community Action Intensive Mentoring Program is to link Madison County youth, ages 8 to 16, with an adult member of the community. With support from the mentoring program, the mentor and mentee work together to enhance the youth's social, personal, and educational growth. In 2006, there were five intensive mentors, each with the maximum of capacity of a caseload of four children. The children must be TANF eligible (200 percent federal poverty level) and/or have an open services case. Ten individual mentors were screened or on the payroll at separate times throughout the year. In 2006, 22 mentor/mentee matches were made. By the end of December 31, 2006, there were 14 active matches. The Intensive Mentoring Program enhances the Volunteer Mentoring Program

which in 2006 had 17 volunteers and by the end of December 31, 2006, had 11 active mentor/mentee matches.

In 2006, the outcomes that were to be met as goals for the program appear to have been successful – none of the mentees became pregnant, there was no increased court or probation involvement, and there has been satisfactory school attendance and school achievement. The children enjoyed activities such as fishing, canoeing, hiking, pie baking, playing basketball, and helping at Wanders Rest. They did group activities such as going to a Syracuse ice hockey game and going to free community events at the library. One mentor had all four of her mentees read the same book, so they started a book club. There were trips to zoos and museums, homework projects, and walks in the park. The youth overall seem to be more social, less withdrawn, and more connected to the community.

Life Skills Coaching – Dr. P. Scott Petosa 2006

This program focused on providing services to Madison County youth and their families who were “at risk” for a placement in non-secure or secure detention. The program has been designed to serve both male and female youth from 10-to-17 years of age. The program is designed to help youth who mirror the profile presently placed through the courts on Juvenile Delinquency (JD) and Persons In Need of Supervision (PINS) petitions. The youth may be at risk of having a PINS petition filed against him/her or may be facing JD charges or probation. The youth may be experiencing school truancy, disruptive or incorrigible behavior, running away, aggression, vandalism, and substance or alcohol abuse. The youth may also be experiencing strained or stressed family relationships, a chaotic home environment, or poor peer relationships.

The goals for families and youth involved in this program are to decrease the rate of delinquent or disruptive behaviors, increase educational success, and increase positive family interaction. This program seeks to build upon the youth's strengths. The candidates for this program will have strengths such as a desire to form healthy relationships, possessing a need to have a positive adult role model in their lives, and the potential to succeed academically with the appropriate support and guidance. This program is voluntary for families and youth and requires a level of commitment to the treatment program.

Dr. Petosa met with individuals at the local YMCA in Oneida. During sessions, he taught anger management, problem solving, and communication skills while incorporating various physical fitness and sporting techniques. Dr. Petosa also discussed positive parenting skills with parents and the importance of a positive adult role model in a child's life.

In 2006, 11 youth were actively enrolled in the life skills program. In addition to meeting with the children weekly at the YMCA, Dr. Petosa followed up on a weekly or bi-weekly basis, by telephone or home visits, to see how the children were doing at home and in school. An example is one boy, age 12, who had difficulty with school. Scott Petosa met with the teachers, spoke to the boy's mother, and they came up with a plan. Because he enjoyed seeing Dr. Petosa so much, the plan was that the homework had to be completed before any activities could be played at the YMCA. The boy is now caught up on his work and his grades are slowly improving. A close relationship has been formed and the boy is trusting Dr. Petosa's guidance regarding school life and day-to-day living, such as anger management and decision making skills

Submitted by Tayah Beebe, School Services Program Coordinator

TEENAGE SERVICES ACT (TASA) PROGRAM

The Teenage Services Act (TASA) program is provided to any young person under the age of 20 years (at the time of intake), who is the recipient of public assistance or Medicaid and is either pregnant, parenting, or at risk of pregnancy or parenting. Services are provided on a voluntary basis until the individual no longer wishes to participate or until he or she reaches 21 years of age. TASA provides case management services to help young people make appropriate use of their financial resources, reside in a healthy and safe environment, obtain appropriate healthcare, achieve educational success, secure and maintain employment, and improve their overall life skills. In Madison County, TASA services are provided through a contract between Madison County Department of Social Services and Liberty Resources, Inc. TASA case management services are fully funded by Medicaid.

In 2006, TASA case management services worked with a total of 118 families from a variety of townships as shown on the following chart:

Breakdown of TASA Services Provided by Townships for 2006

Township	Number Served
Brookfield	2
Cazenovia	0
DeRuyter	2
Earlville	1
Eaton	2
Georgetown	1
Hamilton	4
Lebanon	0
Lenox	35
Lincoln	3
Madison	7
Nelson	2
Oneida	40
Smithfield	1
Stockbridge	7
Sullivan	11

Some of the achievements by participants for this past year are 51 percent secured either fulltime or part-time employment; 89 percent maintained school or educational program participation; 87 percent secured appropriate infant/child care; 95 percent did not become pregnant while receiving TASA services; and 85 percent of those eligible graduated from high school, earned a GED, or completed their educational program.

Submitted by Melissa Maine, Deputy Commissioner for Family Services

LEGAL

The Legal unit continued to be extremely busy during 2006, providing legal counsel as necessary to all departments within the agency. The major caseload of the Legal unit continues to be divided between Children and Family Services and the Support Collection unit. Our current staff consists of two Attorneys, one Paralegal and one Office Assistant II.

Children and Family Services

Legal currently has 120 active cases that include child abuse and/or neglect, juvenile delinquent supervision and placement, PINS supervision and placement, and termination of parental rights proceedings. In 2006, Legal opened 48 new cases, filed over 143 new petitions, and prepared 175 court orders.

We have continued to actively work with Children and Family Services to ensure that the department is in compliance with all laws and regulations, to assist the Caseworkers with questions and concerns regarding investigations of neglect and abuse, and to ensure enforcement and compliance with all current Family Court Orders.

The two Attorneys meet regularly with Children and Family Services supervisors and Caseworkers on individual cases and for trial preparation. The Legal unit prepared for 24 trials in 2006. New legislation in December 2005 required that permanency hearings be held for children in foster care every six months. The Legal unit prepared for and conducted 64 permanency hearings in 2006. In total, the Legal unit made 363 court appearances on a myriad of issues addressing the health and welfare of Madison County children.

In addition to the cases that are filed in Family Court, there are those cases that are reported as child neglect, which are investigated by Child Protective Services, and a

determination is made as to whether the allegations in the report should be indicated or unfounded. In other words, is there some credible evidence to support the allegation? The Legal unit often meets with the investigator to aid in making that determination. When a report is indicated and closed, there is sometimes a request for a fair hearing by the parent seeking a determination from the State Office of Children and Family Services that the decision made by our local agency was correct. The Legal unit handled 65 fair hearings during 2006.

Support Collection

The other major caseload for Legal is in the area of establishing and enforcing support orders, establishing paternity when a child is in receipt of Medicaid or temporary assistance, seeking reimbursement for confinement expenditures related to the birth of a child in receipt of Medicaid, and establishing child support orders when a child is in receipt of temporary assistance or is placed in foster care. In 2006, Legal's Attorneys and Paralegal combined made 1,281 court appearances on matters of support establishment and enforcement, paternity, and establishing medical support orders. This number includes 428 initial appearances; 122 fact-finding hearings; 6 referrals to the Family Court Judges on support cases where the Department of Social Services was the recipient of the support; and 383 initial appearances, 258 fact-finding hearings, and 84 referrals to the Family Court Judges in private support cases. Additionally, this office prepared and submitted 586 orders to the Court. All cases required preparation by the Legal staff for each court appearance, whether on behalf of the department or for private support collection cases.

The legal issues presented to this unit regarding support matters include not only establishment and enforcement of orders, but also violations of support orders, referrals to the Family Court Judges on those violations, requests for warrants and incarceration when necessary, and registration and enforcement of foreign support orders.

Child Care Review Services (CCRS) Legal Tracking

The Office Assistant II to the Legal unit is responsible for tracking all Madison County foster children and reporting the information to the state and federal governments. In 2006, there were 655 transactions entered in the Child Care Review Services (CCRS) system.

Other Areas

The Legal unit provides legal counsel for all other departments within the agency as necessary. These areas include, but are not limited to, Adult Services, Medicaid, Temporary Assistance, estate matters, bankruptcy, property liens, and foreclosures. Each day, there are new legal issues presented to the Legal unit for analysis and assistance. The Legal unit looks forward to achieving many new successes in the coming year and feels well equipped with the current staff to achieve these goals.

Submitted by Julie Jones, Supervising Social Services Attorney

MADISON COUNTY SHERIFF'S INVESTIGATIVE UNIT

The Madison County Sheriff's Office Investigative unit consists of two part-time Investigators that do background investigations and pistol permit investigations, three fulltime Investigators, one fulltime Sergeant, and one fulltime Lieutenant. The Lieutenant also oversees the Transport unit, Court Security and Civil Department. The Investigative unit is housed in the Department of Social Services Building and has responsibility for the safety and security of the staff and clients in the building. Each day, an Investigator is assigned to "desk duty" during business hours and after business hours, as requested by staff. While on "desk duty," the Investigator is responsible for the security of the building, as well as answering phones and assisting the Social Services staff and clients with any issues that may arise.

The Investigative unit investigates major crimes, such as rape, arson, robbery, burglary, narcotics and homicide. They do internal investigations as directed by the Sheriff. The unit assists other local, state and federal agencies, such as Child Protective Services, Adult Protective Services, and the Madison County District Attorney's Office.

The Investigative unit performs several other functions at the Social Services building as well. This includes investigating fraud complaints, completing validations (front-end detection), and assisting Child Protective and Adult Protective Services. The validation process consists of an Investigator's reviewing a client's application for services and verifying that the information is correct. This is done by doing a home visit or using other techniques to verify the information. The validation process helps eliminate fraud, as well as create a savings if a case is denied.

In 2005, there were several changes to the rules and regulations for validations and fraud complaints. This made fraud arrests and validation denials a difficult task. In 2005, the state audited the records of the Investigative unit, as well as DSS records, and made recommendations in case tracking and savings. This resulted in changes to case tracking and revision of forms used to track cases and cost savings.

Investigations completed 282 validations in 2006. This is down from 465 in 2005. This decrease is in part due to tracking methods that have since been adjusted at the state's recommendation. In 2006, \$105,042 was saved from being paid out as a result of validation denials – this is down from \$253,618 in 2005. This decrease is in part due to tracking methods that were in place at the time and have since been adjusted to show savings.

Another area of savings is prison matches. If a client is found to be in jail, prison or has an active warrant, his/her assistance case is closed. This is done primarily with computer checks. This resulted in a savings of \$257,091 in 2006.

The Investigative unit completed 103 fraud complaints in 2006. This is up from 61 in 2005. The fraud investigations were received through tips from the public, case screening, and leads developed in criminal investigations. As a result, one person was arrested on various criminal charges, while the remaining cases were closed as unfounded or the client signed a repayment agreement.

A Multi-Disciplinary Team (MDT) was formed in 2003 to investigate child abuse/sexual assaults. The purpose of the MDT is to minimize trauma to the victim and strengthen the prosecution of the defendant. The MDT cases are top priority for the Investigative staff and all of our Investigators continue to receive specialized training in this

area. The Investigative unit of the Sheriff's Office is one piece of the MDT. Other team members consist of law enforcement (other local and state agencies) Mental Health, medical, District Attorney's Office and Child Protective Services. The team meets once a month at the DSS building to review cases and share ideas on cases, training, etc. Being located in the Social Services Building has proven to be a great asset when investigating MDT cases. We have child-friendly interview rooms, as well as areas to conduct multiple interviews at once. The Madison County Sheriff's Investigative unit investigated 29 MDT cases in 2006 resulting in six arrests on various charges. This is down from 38 cases investigated in 2005 and up from 22 cases in 2004.

The part-time Investigators do background checks on new employees, as well as backgrounds on pistol permit applications. The part-time Investigators conducted 39 background investigations, 23 pistol permit applications and 21 arrest notifications on current pistol permit holders. The Investigative unit conducted a total of 1,122 Investigations in 2006, which is down from 1,430 investigations in 2005.

In 2003, the Sheriff's transport unit took over juvenile transports. The transport team consists of four fulltime Corrections Officers that are assigned to juvenile transports, as well as adult transports. One officer is designated as the transport coordinator and is responsible for scheduling transports, scheduling officers, completing necessary paperwork and assisting with the transports. The transport coordinator is based at DSS and helps cover "desk duty" when not doing transports. This strategy was put into place to put an additional Investigator in the field. Having a transport team to do juvenile transports has proven beneficial to both the Investigative unit as well as Social Services.

In the past, an Investigator and Caseworker would transport juveniles, making them unavailable for other investigations. With the transport team doing the juvenile transports, the Caseworkers and Investigators are free to work other cases. The transport team works flex hours to cover the transports when needed. They did 109 juvenile transports in 2006. Out of the 109 juvenile transports the Investigators only assisted with two.

The transport team also transports county jail inmates to state prison, County Court, local courts, and medical and dental appointments. The transport team did 944 adult transports in 2006. Out of the 944 adult transports, the Investigators assisted with 13.

Many changes were made in 2005 to the rules relating to frauds, validations and case tracking. This made 2006 a year of adjustments and change. In 2007, we will continue to change with the times to meet the needs of the citizens of Madison County.

Submitted by Lieutenant William Wilcox, Madison County Sheriff's Office