

2008 MADISON COUNTY DEPARTMENT OF SOCIAL SERVICES
ANNUAL REPORT

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DEPUTY COMMISSIONER

In 2008, a total of 10 employees left the Department of Social Services. Eight employees resigned, one retired, and one employee was laid off due to her position being abolished. Six employees requested, and were granted, leaves of absence. Five were medical and one was a maternity leave.

The vacancies that resulted from persons leaving the department occurred at many levels. The one employee who retired was a Social Welfare Examiner. Vacancies due to resignations included four Caseworkers, two Social Welfare Examiners, a Transportation Aide, and an Office Assistant II. The remaining vacancy was due to a Child Welfare Social Worker being laid off due to the position being abolished.

Two of the Social Welfare Examiner vacancies were filled by hiring new employees. The remaining Social Welfare Examiner vacancy was filled by promoting an Office Assistant II. The four Caseworker vacancies were filled with the hiring of new employees. The Transportation Aide vacancy was filled by hiring a new employee and the Office Assistant II vacancy was filled by promoting an Office Assistant I.

There were a total of 12 promotions within the department during 2008. Three Office Assistant II employees were promoted to Social Welfare Examiner Trainee, one Office Assistant II was promoted to Caseworker, one Senior Caseworker was promoted to Case Supervisor Grade B, two Caseworkers were promoted to Senior Caseworker, one Office Assistant II was promoted to Support Investigator, one Support Investigator was promoted to Senior Support Investigator, one Senior Social Welfare Examiner was promoted to Caseworker, one Social Welfare Examiner was promoted to Senior Social Welfare Examiner, and one Office Assistant I was promoted to Office Assistant II.

Two positions were abolished during 2008 – an Office Assistant II in the Child Support unit and the Child Welfare Social Worker position in Children’s Services. The Office Assistant II position was replaced with the creation of a Senior Support Investigator position, which is primarily responsible for court appearances. The Child Welfare Social Worker position was replaced with the creation of a Senior Caseworker position and a Caseworker position to address increasing Child Welfare caseloads.

Eight new positions were created during 2008 – one Case Supervisor Grade B, one Senior Caseworker, three Caseworkers, a Senior Support Investigator, a part time Transportation Aide, and a temporary Energy Resource Aide. The Caseworker positions, as well as the part-time Transportation Aide position, were added to the Children’s Services unit to help meet the demands of the increasing child welfare caseloads. The Senior Support Investigator position was added to the Child Support unit to assume the primary responsibility for making court appearances on the unit’s behalf. The seasonal Energy Resource Aide position was added to the HEAP unit to help meet the increased demand for home energy assistance during the winter months when applications run high.

There were no reclassifications during 2008.

Twenty employees of the department qualified for the attendance bonus in 2008, compared to 21 in 2007, 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.

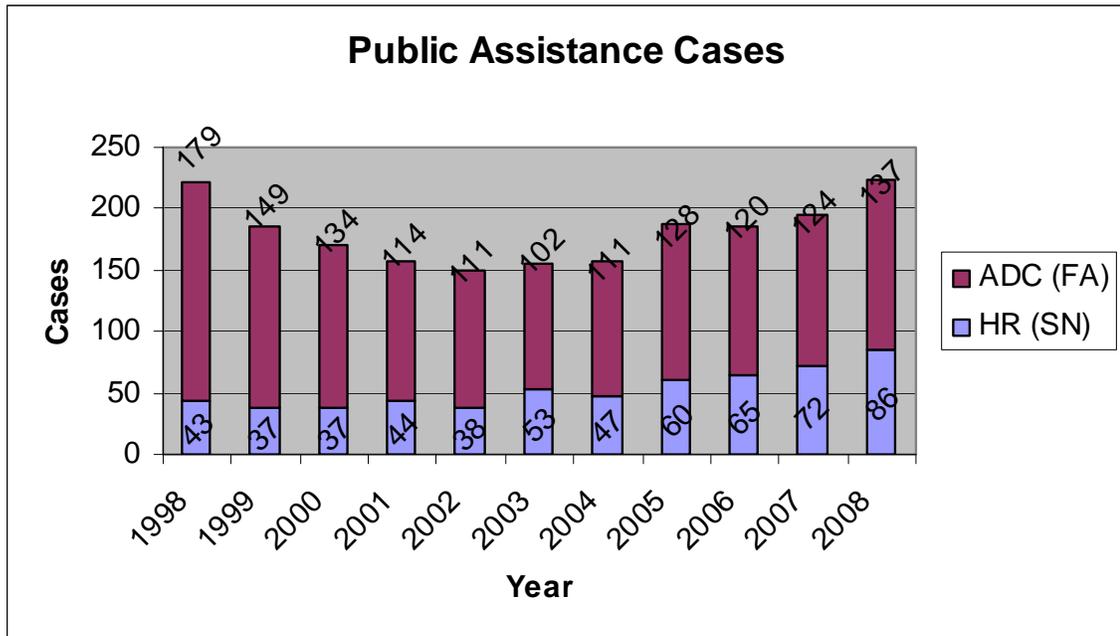


At the end of 2008, there were 121 positions within the Department of Social Services plus four Sheriff's Deputies provided through a contract with the Sheriff's Office to conduct fraud investigations and provide building security.

Submitted by Stephen Garneau, Deputy Commissioner

ECONOMIC SECURITY

The year 2008 was marked by a dramatic increase in Temporary Assistance cases due to the faltering economy.



The average number of Family Assistance cases increased 10 percent (124 cases in 2007 to 137 cases in 2008), while the average number of Safety Net cases increased 19 percent (72 cases in 2007 to 86 cases in 2008). This resulted in a total average caseload increase of 14 percent (196 cases in 2007 to 223 cases in 2008).

These aforementioned numbers really do not illustrate how dramatically the Temporary Assistance caseload increased from the beginning of 2008 to the end of 2008. We began 2008 with 117 Family Assistance cases and ended the year with 169 cases. This equates to a 44 percent increase during the year. We began 2008 with 72 Safety Net cases and ended the year with 98 cases. This equates to a 36 percent increase during the year. During 2008, the total Temporary Assistance caseload increased by 78 cases, which represents a 41 percent increase.

Considering the struggling local and national economy, it is not surprising that increased numbers of county residents are in need of financial assistance.

We continued to operate 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 607 tax returns, bringing \$801,484 of federal/state income tax refunds into the county in 2008. This effort also resulted in Earned Income Tax Credits (EITC) totaling \$457,412.

County residents continued to utilize the department's online food stamp screening and application process. During 2008, we had 384 residents of Madison County apply for food stamps online. This represents a 55 percent increase over the number of online food stamps applications received during 2007. The goal of this initiative was to increase the number of households participating in the Food Stamp program. This continued to show success, as the food stamp caseload increased by 730 cases during 2008. This equates to a 32 percent increase. We began the year with 2,251 cases in January and ended the year with 2,981 cases. We averaged 2,616 cases for the year, representing 5,476 residents of the county. This dramatic increase in the caseload indicates 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, added \$489,858 monthly and over \$5.8 million during 2008 to our local economy by the food purchases made at local grocery stores and retail outlets.

The Food Stamp Program helps low-income families gain access to nutritious foods, but until recently, families could not use their food stamps to buy fresh, healthy, local vegetables and

fruits at the farmers market. During the summer months, DSS participated in an Eat Well Play Hard project with Cornell Cooperative Extension and several other community agencies, which helped food stamp recipients get greater access to fresh produce by setting up an Electronic Benefits Transfer (EBT) machine at the Oneida Farmers Market in Madison County. Families can now use their food stamp benefits at the market to purchase vegetables and fruits. A kick-off event was held in July to introduce the EBT machine to the public. Promotion included a mailing to food stamp recipients within identified zip codes, which was paid for by DSS. This initiative proved to be very successful. By October, there was an average of 40 food stamp EBT transactions per market day, with \$5 being the average transaction.

The unit continued to participate in a number of other initiatives. 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. This program was able to provide 12 low-income working families with automobiles during 2008 at an affordable cost.

The DSS Deputy Commissioner, who oversees the financial program areas, continued to participate in a Forensic Case Management initiative with representatives of the Mental Health and Probation Departments. The purpose of the initiative was to assist probationers with mental health issues to maintain stability and successfully complete their probation. The Deputy Commissioner served on a task group related to this initiative, which met 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 these probationers. During 2008 this program served 23 clients.

The Mid-York Child Care Coordinating Council also continued to receive funding through the Child Care Development Block Grant in the amount of \$32,250 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 the year, this staff person referred 145 families for child care services.

During 2008, 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 906 low-income families and had total funding of \$105,775.

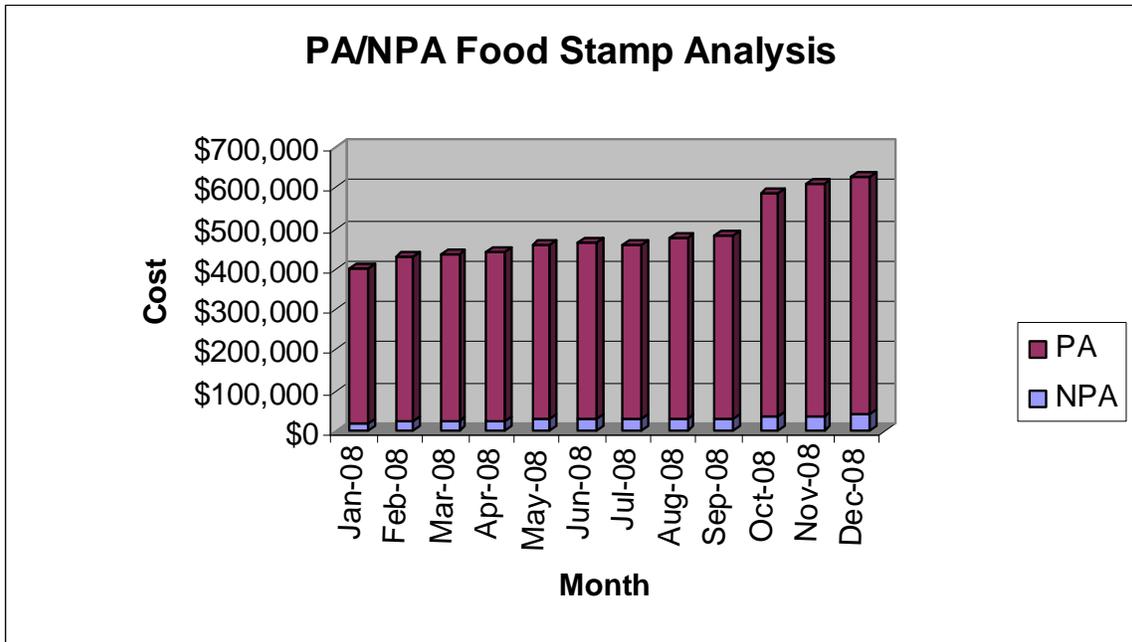
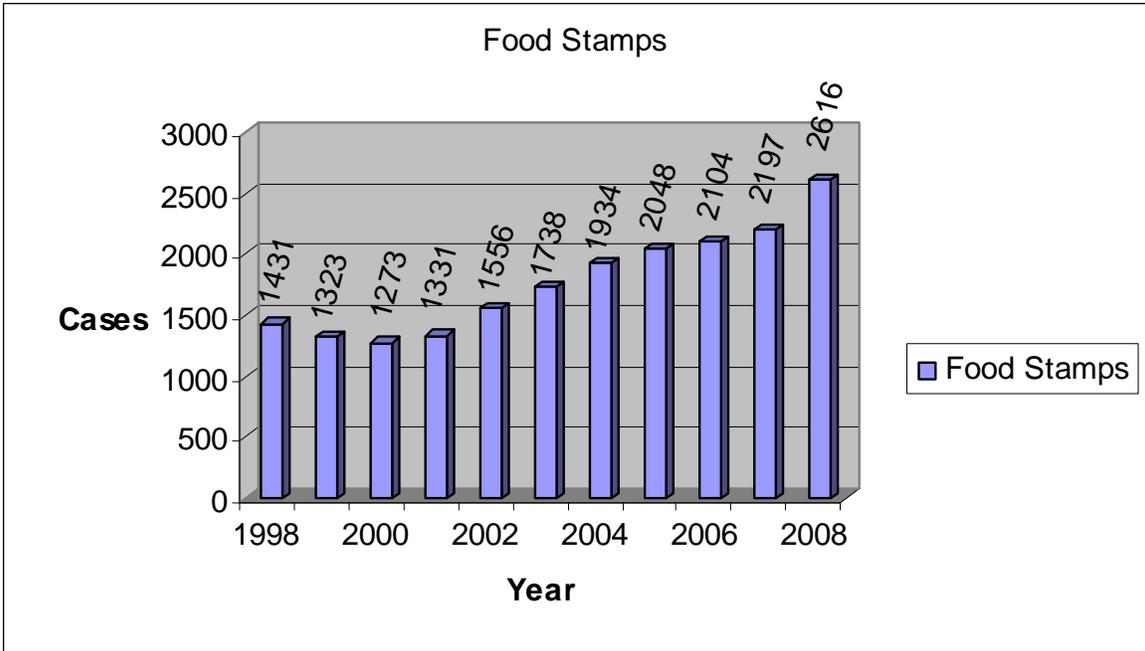
An example of the kind of assistance the funding provides was a farm family consisting of two parents and six children who were struggling with many bills and facing a shut off with their electricity. They came to the CAP office in desperate need of assistance. After a budgeting session, CAP was able to pay \$302 towards their electric bill, which allowed them to review their finances and make arrangements to pay the other half of the bill.

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 334 participants with total funding of \$70,120.

Funding was also granted to Liberty Resources, Inc., to provide an Enhanced Drug and Alcohol Case Management program. This program, funded with TANF dollars, provides drug and alcohol assessments/referrals and case management services to individuals in an effort to help them become employable. During the year, 59 persons received drug/alcohol assessments and an average of 15 individuals per month received case management services. These services resulted in 19 individuals' achieving an employment goal. This program received funding in the amount of \$77,813.

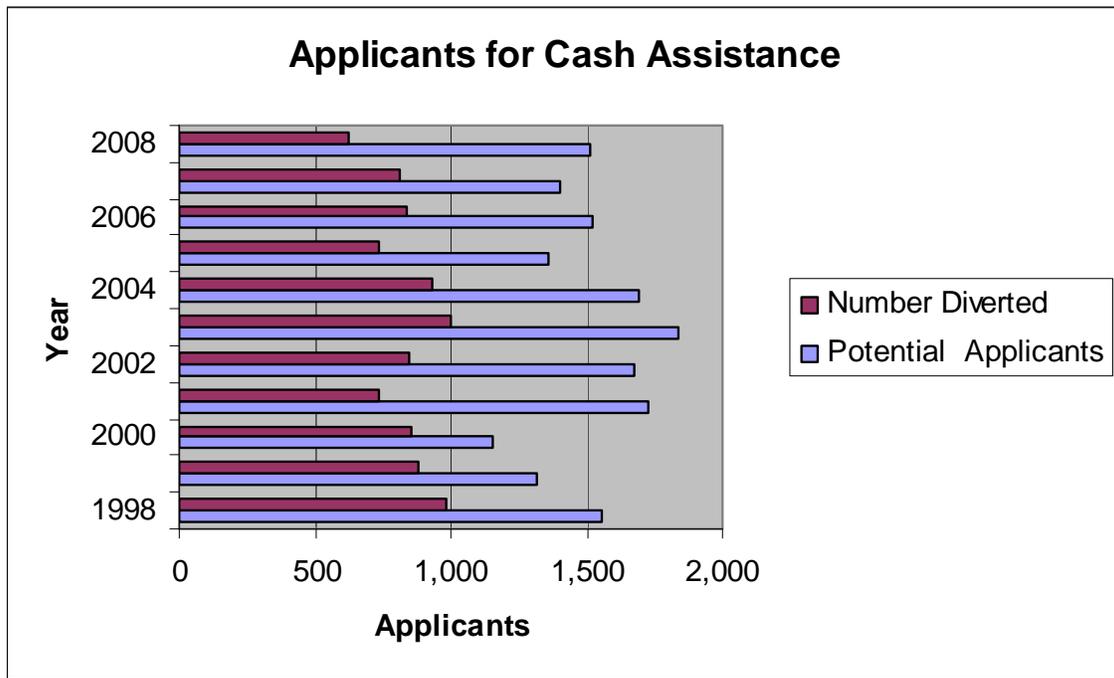
During 2008, DSS continued to have funding available through a separate allocation of Non-Residential Domestic Violence Services TANF Fund totaling \$25,000. This funding was utilized to continue a contract with Liberty Resources, Inc., for a program that provides therapy services to children who live 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. This program served an average of eight children/families per month during the year.

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 2008, this program served 60 families consisting of 211 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 a 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 55 percent, since the beginning of the program, of the persons applying for public assistance diverted into some other form of help. In 2008, we continued to see impressive results – 1,514 persons came into the Social Services building to apply for public assistance with 624 diverted (41 percent) for a yearly savings of \$283,920.



Submitted by Stephen Garneau, Deputy Commissioner

MEDICAL ASSISTANCE

The year 2008 brought a number of new initiatives in the Medicaid program as outlined herein. Effective January 1, 2008, **Renewal Simplification for Medicaid and Family Health Plus Recipients** was enacted. With this change, recipients are allowed to attest to their residence and income at renewal. This change does not apply to recipients receiving Medicaid for long-term care services. Typically, clients renew their eligibility annually by completing a renewal form and verifying information. With this change, the process is simplified and it is expected there will be a greater retention of recipients at renewal.

While aiding clients, this change puts added burden on staff who now must review income provided via computer-issued income verification generated from New York State wage and tax records after the renewal has been completed. This change is included in Sections 366-a (5) (d) and 369-ee (2) (d) of Social Services Law, enacted by Chapter 58 of the Laws of 2007.

The **Family Health Plus Premium Assistance Program** also began in January. This  legislation specifies that individuals eligible for Family Health Plus (FHP) cannot enroll in or must disenroll from a FHP insurance plan if a determination is made that the individual has access to cost-effective employer-sponsored health insurance. Such individuals eligible for FHP with access to cost-effective employer-sponsored health insurance must enroll in the employer-sponsored health insurance in order to receive or continue to receive health care services under the FHP Program. The employer-sponsored health insurance premium will then be paid by Medicaid through FHP eligibility.

Maintaining Medicaid Eligibility for Incarcerated Individuals became effective April 1. Section 366 (1-a) of the Social Service Law requires Medicaid eligibility to be maintained for

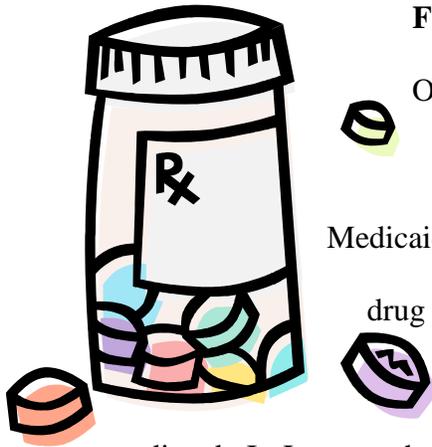
those recipients who are incarcerated in a New York State Department of Correctional Services (DOCS) facility or local correctional facility and coverage reinstated upon release from such facility. Prior to this change, Medicaid coverage ended when a person entered a correctional facility. Effective April 1, Medicaid coverage is suspended while a person is incarcerated. The suspension may then be lifted upon release. This change in procedure allows Medicaid coverage to be in place upon discharge, insuring that medical care and, importantly, prescription coverage are available immediately at release.

As the result of a class action lawsuit filed against New York State, **Continued Medicaid Eligibility for Recipients Who Change Residency (Luberto v. Daines)** became effective April 1, 2008. Medicaid recipients who notify their local Department of Social Services of a change in residency to another district within New York State and who have no changes in circumstances material to Medicaid eligibility will have their Medicaid case transitioned to the new district without the need for a new application or face-to-face interview.

Increase in Medicaid Eligibility Resource Standards; Elimination of Drug / Alcohol Requirement for Medicaid was also implemented April 1. The new resource standards represent a significant change from previous levels and align resource levels among categories within the Medicaid program.

Medicaid Resource levels	Medicaid	Family Health Plus
	1 person	1 person
Prior to April 1, 2008	\$4,350	\$12,600
Effective April 1, 2008	\$13,050	\$13,050

Also effective April 1, drug/alcohol requirements were eliminated for Medicaid eligibility for Medicaid applications, renewals and undercare case processing. Drug/alcohol screenings, assessments, mandated drug and alcohol treatment and monitoring of compliance with such treatment are no longer a condition of Medicaid eligibility.



Family Health Plus: Pharmacy Carve-Out commenced

October 1. As of that date, the prescription drug benefit under the Family Health Plus program transferred to the Medicaid program. Prior to this change, FHP recipients accessed their drug benefit through their health plan.

Caseloads in the Medicaid unit increased in 2008, as predicted. In January, there were 3,877 cases. This number increased to 4,241 in November before leveling out at year's end at 4,160. These figures represent an increase of 7.3 percent.

ADULT PROTECTIVE SERVICES

The Adult Protective Services unit is a very vital division within the Madison County Department of Social Services. The staff works closely with other DSS units, particularly the Income Maintenance, Medicaid, and Children's Services units. Outside agencies that work closely with Adult Services include police agencies, fire departments, doctors' offices, and hospitals, along with the Madison County Mental Health and Public Health Departments.

Adult Services consists of three Caseworkers and one Casework Assistant working under the Case Supervisor Grade B. One Caseworker works exclusively with Medicaid homecare programs in tandem with a nurse from Public Health – that report is included separately. The other two Caseworkers investigate Adult Protective referrals that are received either from official agencies, as mentioned above, or from the general public. In 2008, the unit received 133 referrals. This was a decrease of 6 from 2007.

A "referral" means that someone contacts the unit with concerns regarding the welfare of an adult person or persons in the community. These concerns include reports of physical abuse by a caretaker, sexual abuse by a caretaker, financial exploitation, a home that is substandard, homelessness, and self-neglect. Often, the resolution of a referral is obtained with the assistance of other agencies, including those previously mentioned, and others such as the Office for the Aging and ARC. In many instances, appropriate family or friends are contacted and they assist in assuring that the person is safe and receiving the appropriate services.

The Casework Assistant has a variety of roles within the unit. This worker completes all of the drug and alcohol screenings associated with public assistance eligibility. She also assists those with physical and learning disabilities with filling out applications for cash assistance, Medicaid, food stamps, or HEAP benefits. She arranges transportation to shelters for the

homeless population. The Casework Assistant responds to all of the utility shut off notices, which requires contacting the clients and assisting them in the HEAP application process. When necessary, the Casework Assistant accompanies the Adult Protective Services Caseworkers as a second person.

One example of an Adult Protective case involved a referral received from a concerned neighbor regarding a 54-year-old man who was living in his truck that was parked in his driveway for over one month. The man did own his home, but due to having severe cellulitis in his legs and other medical conditions, he was unable to get out of his vehicle. The neighbors made the referral after bringing him food and blankets and observing his deteriorating condition – he was existing in deplorable conditions.

The Caseworkers visited the man to better determine his condition and offer services. They also spoke with neighbors and the local police regarding the situation. This man refused any services that were offered to him by the Caseworkers, including seeking medical attention. The Caseworkers visited with this gentleman every day over the next four days, working with many agencies, including two different police departments, the local ambulance company, and concerned neighbors trying to convince this man to seek medical attention. He continued to refuse, as he believed he was fine and would recover on his own. It was obvious to the Caseworkers that he would not recover without medical intervention.

Due to the severity of this man's medical condition, the Caseworkers consulted with the Department of Social Services Attorney for legal advice to determine whether or not there were legal means to force the man to seek medical treatment. The Caseworkers were advised to make one more attempt at trying to convince this man to seek medical attention before any legal intervention might be pursued. At this last visit, the Caseworkers were able to finally convince

this man to seek medical attention. This was achieved by challenging the man to get out of his truck and ambulate, which he could not do. At that point he agreed to go to the hospital. He was transported by ambulance to a Syracuse hospital where his medical needs were addressed.

Submitted by Timothy Collins, Case Supervisor Grade B

MEDICAID HOME CARE PROGRAMS

Included in the Adult Services unit is one Caseworker who works exclusively with Madison County Public Health to coordinate the Medicaid Home Care Programs, which include the Long Term Home Health Care Program, Consumer Directed Personal Assistance Program, Personal Care Program, Care At Home Waiver Program, and Limited Licensed Home Care Services Program. Madison County's Medicaid Home Care Programs provided in-home care to 96 individuals in 2008.

The Long Term Home Health Care Program provided 44 clients with expanded home care services. The program admitted 10 individuals in 2008 – two being admitted from extended care facilities. The age range was 40 to 96, with the average age being 73. The DMS-1 scores ranged from 78 to 405, with the average DMS score being 217. Eighty percent were female, and 20 percent were male. Sixty percent of individuals receiving Long Term Care services met the skilled nursing care monthly allowable cap of \$4,418. Forty percent of individuals met the health-related care monthly allowable cap of \$2,983. The Long Term Home Health Care Program continues to maintain residents of Madison County in their own homes in a cost effective manner.

The Consumer Directed Personal Assistance Program provided personal care services for 41 individuals. There were 13 new clients admitted into the program and 4 clients discharged from the program in 2008.

The Personal Care Program provided personal care assistance to three individuals, with one client being discharged from the program in 2008.

The Care at Home Waiver Program provided services to one minor child in 2008.

The Limited Licensed Home Care Services Program provided personal care assistance to 10 residents of Hamilton Manor and 1 resident of Highland Home, Syracuse. There were 2 new clients admitted to this program in 2008.

One example that illustrates the success of the Home Care Programs involved a 23-year-old Madison County resident. He was involved in a motor vehicle accident in March 2007, resulting in a traumatic brain injury. For several months, he was admitted to an acute care facility and then transferred to a skilled nursing facility, where he also spent several months receiving physical, speech, and occupational therapies. He required assistance with all activities of daily living (ADL).

He and his parents greatly desired to have him at home, believing that he would be more comfortable and continue to improve in his own home environment. Both of his parents are employed fulltime during the day and inquired about hiring someone to care for him while they worked. The DSS Caseworker, along with the Public Health Nurse, obtained physician's orders indicating that this young man could be cared for at home and the type of personal care assistance he would need. It was decided that the Consumer Directed Personal Assistance Program (CDPAP) would best meet his needs. The Caseworker and Public Health Nurse then made a home visit to assess his needs at home. He was approved for personal care assistance through the CDPAP, which enabled him and his parents to hire, train, and schedule his own home care attendants. The Consumer Directed Program allows him to be at home with his family, in his own home environment, and continue to receive the care he requires.

Submitted by Patricia Platt, Caseworker

CHILD SUPPORT ENFORCEMENT

Working Parents Initiative

In 2008, the Child Support unit and Legal unit, with the assistance of the Employment unit and a representative from the Career Center, implemented the Madison County Working Parents Initiative (WPI). The WPI is an innovative program whose goal is to aid unemployed or underemployed non-custodial parents (respondents) with acquiring skills needed to obtain gainful employment or facilitating job search skills enabling them to pay child support for children receiving temporary assistance benefits.

Other potential positive outcomes as a direct result of WPI:

- Encourages self-employed respondents to make their child support payment on a consistent basis.
- Identifies respondents that are working “under-the-table.”
- Evidence of non-compliance with WPI may be used in a confirmation of a willful violation.
- Maintain a consistent accountability with standardized and specific conditions for responsible job-searching respondents.
- Boost the self-esteem of respondents by giving them an opportunity to support their children.
- Assist custodial parents in the direction of self-sufficiency and enable them to remove their children and themselves off temporary assistance.

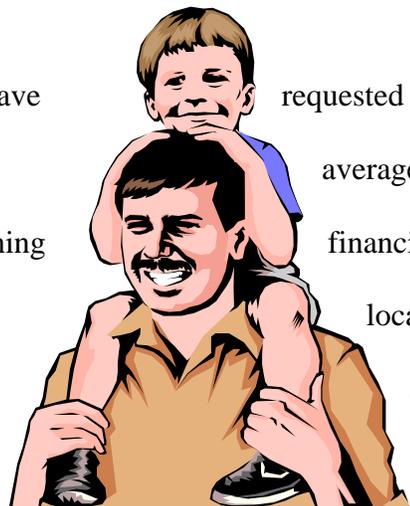
Annual Service Fee for Child Support

Effective October 1, 2008, the State of New York began implementation of the legislation amending Social Services Law as directed by the federal government requiring the state to impose a mandatory annual fee of \$25 for a child support case that has never received

Temporary Assistance. The fee is collected once the state has received in excess of \$500 of support from a respondent during the federal fiscal year.

A notice of the new fee was sent to individuals in receipt of child support services. The notice advised the individuals of the new federally-required annual service fee for “never assistance” recipients. “Never assistance” recipients are individuals in receipt of child support services who have never received assistance under the federal Title IV-A program or Temporary Assistance for Needy Families (TANF), which was previously referred to as Aid to Families with Dependent Children (AFDC) program. This notice afforded each case the opportunity to provide a claim that the fee does not apply to them. The local Child Support unit would review the account for appropriateness of imposing the service fee.

To date, in Madison County, only two individuals have requested their case be closed due to the annual fee. The \$25 annual fee averages to about a \$2.08 monthly fee for a service that assists in obtaining financial support and medical insurance coverage for children by locating parents, establishing paternity, establishing support orders, and collecting and distributing child support payments. Most recipients of the child support services conveyed that they felt as though the benefits provided by the unit massively outweighed the \$25 annual fee.



Senior Support Investigator

Due to the restructuring of the Paralegal job duties in the Legal unit, the Child Support unit also needed to reorganize. An office assistant II position was abolished and a Senior Support Investigator position was created to compensate for the changes. This position’s key responsibility is to prepare and review cases in preparation to serve as a representative of the unit

during child support and other associated proceedings. The position also offers sworn testimony on support collection accounts, statuses, and other related information to Family Court. In 2008, this position was responsible for appearing for 494 court appearances on behalf of private child support cases.

A Few Interesting Examples of Collection Processes

- Respondent's (payer's) safe deposit box was restrained to allow custodial parent access to its contents.
- Respondent paid over \$11,000 to be released from jail due to being sentenced for failure to pay child support.
- \$4,912 was received on a case as a result of a Department of Taxation and Finance seizure of the property on a respondent living in the state of North Carolina.

Accomplishments

- 729 petitions (private and DSS) were prepared and filed by the unit.
- 958 referrals were received from the Temporary, Medical Assistance, and Foster Care units enabling the unit to build cases to establish or enforce child support and/or medical orders.
- 222 individuals or 74 cases were scheduled for genetic paternity testing by the Child Support unit to be conducted at the Department of Social Services. Twenty-five of the orders were issued by the court and 49 were administratively issued by the director.
- 1000 "cooperations" were conducted and processed by the unit as a result of individuals applying for temporary/medical assistance. Investigators must interview and request cooperation from each applicant in order to seek child and/or medical support from absent parents of children receiving assistance.
- 1180 child support/medical support orders were received and processed by means of building new, adjusting and/or closing existing accounts.
- 90 percent of open Child Support cases have child support and/or medical support ordered.
- 2814 open Child Support cases as of December 2008 – a 4.96 percent increase from last year's yearend of 2681.

- Madison County increased its overall collection by 6.92 percent - one of only 11 counties in New York State that exceeded the state average.
- \$3,272.00 in child support collected from respondents' lottery winnings.
- \$80,502.81 in child support collected from respondents' New York State income tax refunds.
- \$226,354.28 in child support collected from respondents' UIB (Unemployment Insurance Benefit)
- \$237,080.10 in child support collected from respondents' federal income tax refunds.
- \$6,513,740 dollars total collections in Child Support for 2008 – a 6.92 percent increase from 2007.

EMPLOYMENT

The services provided by the Employment unit within the department include welfare-to-work activities, working as a conduit for temporary assistance and food stamp applicants/recipients to becoming self-sufficient. Employment assessment, one-to-one service planning, job search/placement, approved vocational training, and work experience are several of the services included in the daily connection between the unit and the participants.

As with most of the units throughout the agency, the Employment unit is no exception with the incredible increase in amount of participants they work with. The unit began working with 122 participants in January 2008, with the number rising to 194 participants by December 2008. As the temporary assistance and food stamp case numbers grow, the cases may sometimes add not one, but two additional individuals to the Employment unit's cases, resulting in one of the highest Employment caseloads the department has experienced in many years. In trying to react to this high increase, the Employment unit has explored every additional resource to assist the employable population to obtain and retain private sector employment.

Intensive case services continue to be utilized for the noncompliant and other at-risk families in receipt of temporary assistance. Prior to the department's initiating a sanction on an individual for noncompliance of employment activities, the department makes a home visit to identify any unknown barriers that the participant may have, which enables them to assist the recipients with alternative supportive solutions. In 2008, there were six individuals facing the possibility of a sanction. Other opportunities were explored with four of the clients, assisting them to actively participate in required activities, while home visits were completed on the two remaining noncompliant cases. By working intensively with these individuals, barriers were

identified, clients were brought into compliance, and a successful resolution was achieved for all six cases.

The department has incorporated the assistance of a workforce development counselor (WDC) from the Employment and Training Department to assist with this same vulnerable population. Approximately two days a week, the WDC is located at the department for the benefit of the employable population and to assist the department's Employment staff. The WDC provides intensive, one-on-one services including, but not limited to, initial assessment of needs, job readiness skills training, job search techniques training, résumé preparation and job application completion, interviewing tips and techniques, and job retention strategies. The WDC initial contact begins at application and continues until case closure. The other three days a week, the WDC is available at the Career Center and actively works with DSS referrals offering the same services available at DSS.

Day Care

The Day Care program is another support service that the department offers. Essential to the success of job seekers is the ability to have available, affordable day care. The Day Care unit continues to assist applicants/recipients of temporary assistance and other eligible families with financial assistance towards their day care. The amount of assistance given is based on a family's income, reasons for needing day care, their children's ages, and individual needs. Each family remains responsible for a family share, a monetary contribution to their children's day care, depending on income – the share amount required may only be \$1 a week. During year 2008, an average of 229 children a month received a day care subsidy to their day care providers, totaling nearly \$800,000 in payments to providers.

Mobile Work Crew

Each month, all employable temporary assistance and food stamp applicants/recipients are required to participate in work activities for a specific number of hours based on their monthly temporary assistance/food stamp grants. During work hours, Mobile Work Crew provides work activity participation, which includes orientation, along with learning time management, organization, and job skills. Based on their scheduled work calendar, the participants are expected to report to the Work Crew Leader on time and receive their direction for the day. A typical day of work may take the participants to the Highway Department, the landfill, Social Services or several other jobs you may see listed below.

Historically, the work crew has performed many projects for non-for-profit agencies. Over the past several years, the focus of the crew has been providing services for Madison County and its townships. In a time when the economy has swept the country into tightening its belt even further, DSS has shown forethought by utilizing available skilled resources crucial to completing necessary work within its own department and towns. A few examples of cost savings that the work crew has provided for our county in 2008 follows:

- \$86,000 savings - Town of Sullivan had an estimate for project work on their maintenance barn of \$100,000 – the work crew completed the project for \$14,000 total cost.
- \$50,000 savings – Village of Morrisville had an estimate for installing sidewalk and landscaping of \$57,000 – the work crew completed project for \$7,000 total cost.

Year 2008 was a busy year for the work crew. A total of 8538 hours were logged, which is an increase of 895 hours from 2007. The following list reflects the various work projects completed by the Work Crew Leader and the employable participants.

Major Projects

- Town of Sullivan (Chapman Park) – Repaired and painted picnic tables.
- Madison County Landfill – Picked up grounds.
- Town of Sullivan (Sullivan Park) – Built two additions (16 x 50) on maintenance barn and installed a new roof on barn.
- Oneida Elks Club – Painted and repaired main building.
- Town of Sullivan (Sullivan Park) – Repaired and painted picnic tables.
- Madison County Highway – Painted second coat on office.
- Madison County Child Advocacy Center (CAC) – Painted building; repaired walls, floors, and doors; removed closets; and moved walls.
- Town of Sullivan (Sullivan and Chapman Park) – Sealed blacktop in all pavilions.
- Canastota VFW – Repaired pavilion, trimmed additions, and painted floor.
- Village of Morrisville – Installed 1,200 feet of sidewalks, installed top soil, and planted grass seed.
- Town of Sullivan (Sullivan Park) – Built bocce ball court.
- Madison County CAC – Started addition and wheel chair ramp.
- Cedar House – Painted, cleaned, and performed repairs to building.

Minor Projects

- Department of Social Services (DSS) – Detail county cars.
- Madison County Public Health – Snow removal from county cars as weather determined.
- DSS – Moved furniture, paper, files, etc.
- Over the Hill Gang Fishing Derby – Set up and removed necessary stations for fishing derby.
- Madison County Treasurer – Removed debris from Lenox home site.
- DSS – Snow removal from county cars each workday as weather determined.
- Visually Impaired People Services of Madison County – Set up and cooked for annual picnic.
- Town of Stockbridge – Moved hay for Madison County Gravity Fest.
- Madison County Employee Assistance Program – Transported food.
- CAC – Assembled and moved furniture at Hamilton site.
- Madison County Treasurer – Removed debris from Lebanon home site.
- Tri-Valley Pop Warner – Cleaned and moved cheer mats.

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

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 5,777 hours of locally-arranged and state-provided training in the year 2008. This is an increase of 400 hours over the previous year. Staff participated in a total of 374 different training events, including everything from new worker orientation to college credit courses. The agency spent \$9,237.19 on training expenses for the year. This represents monies used for registration fees, lodging, meals, and travel. Another \$11,666 was used for tuition reimbursement for those employees pursuing associates, bachelors or masters degrees as provided by the CSEA contract.

New worker training was provided in house to 22 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 by attending training institutes offered 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 22-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 ten 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. There is additional mandatory training that a new CPS worker must attend; however, this training can be completed later in the first year.

All CPS Caseworkers and supervisors must participate in a minimum of six hours of in-service training each year. Making arrangements for 34 employees to attend qualifying training sessions became a juggling act of determining who had what and when, while getting approval for some of our locally-arranged sessions to qualify for the CPS in-service training.

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.

Numerous staff members took advantage of training offered through LearnLinc. Twenty-six employees participated in one or more of the 15 LearnLinc courses completed. LearnLinc courses allow trainees from across the state to gather together in a classroom environment using their desktop computers. Instructors and trainees can interact verbally with each other while viewing common content on the computer screen. This method for delivering training saves the county in workers' time 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 this type of training at a time of his/her choosing. Eight workers took advantage of seven different classes offered through this medium in such areas as HEAP eligibility and food stamp budgeting topics.

Nine employees took advantage of tuition reimbursement offered through their union contracts. One of these participants is pursuing a Master's degree in Business Administration, three of these participants are pursuing a Bachelor's Degree, and five are pursuing an Associate's Degree or just furthering their knowledge by taking one-time only courses. One employee graduated from Cazenovia College in December with a Bachelor's degree in Human Services. Three employees in the Children and Family Services unit are pursuing Master's Degrees in Social Work through Syracuse University. Tuition and books for this class are being paid out of the state's Social Work Consortium Fund.

In the year ahead, we will be offering training on some of the state's new initiatives such as My Benefits. Training on supervision will continue to be available due to the increasing number of first time supervisors.



Submitted by Diane Myers, Director of Staff Development/IT

BURIALS

Thirty-eight burial applications were taken in 2008. Of these, four were denied for various reasons, including being referred to the Veterans Agency. Two of these funerals were never billed to us, since they were paid through other means, such as family members. The total amount paid for these burials was \$85,086, which is a decrease of about \$11,000 over the previous year. Below is the amount paid to our local funeral homes:

Funeral Home Payments

<u>Funeral Provider</u>	<u>Number</u>	<u>Cost</u>
Burgess and Tedesco Funeral Home, Hamilton	3	\$ 7,326
Campbell Dean Funeral Home, Oneida	9	28,815
Coolican-McSweeney Funeral Home, Oneida	5	11,479
Fiore Funeral Home, Oneida	1	3,225
Ironside Funeral Home, Oneida	1	3,385
J. Homer Ball Funeral Home, Canastota	1	2,417
Paul Funeral Home, Madison	2	5,060
Tait Funeral Home, Cazenovia	1	2,035
Traub Funeral Home, Bridgeport	1	3,060
Zimmer GF Funeral Home, Chittenango	2	5,180
All Others	<u>6</u>	<u>13,104</u>
Total	32	\$85,086

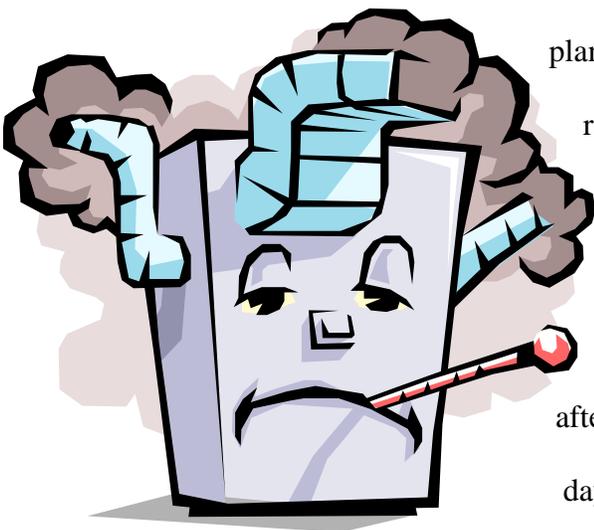
Submitted by Diane Myers, Director of Staff Development/IT

HOME ENERGY ASSISTANCE PROGRAM

The Home Energy Assistance Program (HEAP) assists households with the cost of heat and energy-related expenses. Recipients receive a one-time regular benefit payable to their fuel dealer. For the 2007/2008 HEAP season, the regular benefit increased from a maximum of \$400 to a maximum of \$440. Households may also qualify for a one-time emergency benefit, which increased from \$500 to \$600. In February 2008, a second emergency benefit was announced in the amount of \$700.

Another component of HEAP is assistance with furnace repairs or replacements. A cooling component was announced for the summer season. In order to qualify for this cooling component, a household must be eligible for weatherization under the current income guidelines and at least one member must have a medical condition that is exacerbated by extreme heat. This condition must be documented by a physician. Madison County was allocated four air conditioning units for this component of HEAP.

The HEAP season officially opens on November 1 of each year; however, we can start processing cases as early as the end of August under our early outreach initiative. Under this



plan, applications are mailed out to recipients who received a HEAP benefit the previous year and who are either over the age of 60 or are considered to be a vulnerable household. Even though cases are authorized early, no benefits can be issued until after the official start of the season on the first business day of November.

One example of how HEAP is able to help our residents involved an elderly couple with very limited income who came in looking for help when their furnace stopped working. We were able to assist them with repairing the furnace at a cost of \$552. This, however, turned out to be only a temporary fix on a very old furnace that eventually needed to be replaced. We were able to help out again and pay the \$1,826 for a new furnace. In addition to the furnace repair and replacement, the couple was also eligible for \$1,080 in fuel benefits.

2007/2008 HEAP SEASON ACCOMPLISHMENTS: The three HEAP workers (one fulltime and two temporary) processed 3,576 applications. Madison County issued \$1,607,721 in the form of regular HEAP grants and \$1,114,362 in the form of emergency grants. Under the Weatherization program, which is contracted through Stoneleigh Housing, Inc., there were 37 furnaces repaired and 32 furnaces replaced. This HEAP component amounted to \$95,186.

OUTREACH: It is the local district's responsibility to inform the general public about the availability of the HEAP program and benefits. Once again this year, the HEAP workers attended Oneida-Madison Electric Co-op's annual meeting and provided their members with information regarding the HEAP program. A newsletter featuring articles from various local agencies was put together and then distributed back out to our sister agencies who help their customers with heating issues.

OSC Payments: For this HEAP season, the state instituted a new initiative where all HEAP payments that were paid directly to the vendor would go out directly from the Office of the State Comptroller (OSC). This meant that we no longer had to print these checks locally, saving us money and worker's time. Our vendors did not particularly care for this system, since they had to wait longer for their money and they had a harder time reconciling the payments than if we issued the payments locally.

It is projected that the 2008/2009 HEAP season will be busier than ever, with increased eligibility limits and benefit amounts, the poor economy, and the price of fuel skyrocketing at the start of the season.

Submitted by Diane Myers, Director of Staff Development/IT

MEDICAL TRANSPORTATION

Madison County is responsible to pay the cost of transportation to and from medical appointments for our Medicaid recipients in hardship situations. The county's transportation service coordinator is responsible for coordinating all non-emergency medical transportation requests from our Medicaid-eligible clientele. 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.

Year 2008 proved to be very challenging for our medical transportation program. Our first challenge came about when Madison County's transportation coordinator changed from First Transit, Inc., to Birnie Bus. This resulted in a period of transition that actually ran relatively smoothly.

Another challenge came about when the Office Assistant II, who handled our end of the transportation process, took a promotion within the agency. The position was originally filled with someone who only stayed one month. Subsequently, the position sat vacant for another two months. These vacancies resulted in a disruption in getting the prior approvals entered in a timely manner and, hence, our vendors were not being paid as timely as we would have liked.

Other challenges occurred at times when there were many more requests being made for transportation than we had vendors to accommodate those requests. During 2008, our lone taxi provider in the southern part of the county decided to quit doing medical transports. This meant that taxis from the northern end of the county had to drive many miles to pick up their fares in the southern part of the county. Since Medicaid will only pay for the miles traveled when the patient is in the vehicle, finding someone to transport these patients was often a struggle.

During the year, we also had to pay for more trips out of state for major medical issues. In addition, it also appears that the number of people needing frequent, routine medical transports, such as for dialysis, was increasing.

Our Medicaid customers are encouraged to drive themselves to their medical appointments and to be reimbursed for their mileage at the American Automobile Association (AAA) mileage rate. In 2008, the rate increased from \$.15 to \$.17 per mile.

Due to the sky-rocketing cost of gasoline in the first and second quarter of the year, many of our vendors requested increases in their reimbursement rates. All such requests must be approved by the New York State Department of Health. The following increases were granted:

<u>Provider</u>	<u>Old Rate</u>	<u>New Rate</u>	<u>Effective Date</u>
Fiore's, Oneida	\$30 base; \$1/mile	\$35 base; \$2/mile	1/1/08
All taxi companies	\$10 base; \$1.75/mile	\$10 base; \$2.50/mile	5/1/08
Birnie Bus Co.	\$25 flat rate	\$35 flat rate	6/1/08
Birnie Bus Co. (out of county trips)	Not appropriate	\$10 base; \$1.75/mile	6/1/08
Birnie Bus Co. (wheelchair out of county)	Not appropriate	\$35 base; \$1.50/mile	6/1/08

Following is the breakdown of the amount of money expended during 2008 for medical transportation.

2008 Medical Transportation Expenses Paid

<u>Ambulance</u>	<u># of Trips</u>	<u>Amount Paid</u>
Vineall Ambulance, Inc., Oneida	907	\$ 93,667
Eastern Paramedics (Rural Metro), Syracuse	599	45,840
Greater Lenox Ambulance Service, Canastota	326	25,216
Cazenovia Area Volunteer Ambulance (CAVAC)	143	12,214
Amcare Ambulance Service, Inc., Rome	72	7,417
Edwards Ambulance Service, Chadwicks	120	6,504
Southern Madison County Volunteer, Hamilton	96	5,480
Kunkel Ambulance Service, Utica	69	4,343
West Winfield Fire Department, West Winfield	32	3,916
Smith Funeral Home Ambulance Service, DeRuyter	42	3,843
Village of Madison, Madison	38	3,500
TLC Emergency Medical Service, Cortland	36	3,278
Smithfield/Eaton Volunteer, Morrisville	50	3,274
Georgetown Emergency Squad	8	712
All others	<u>218</u>	<u>20,317</u>
Total Ambulance	2,670	\$223,797
<u>Invalid Coach (Wheelchair Van, etc.)</u>		
Suburban, East Syracuse	2,197	\$ 82,422
Kunkel Limousine Service, Utica	202	17,743
Julie Jean Taddeo (Affordable), Syracuse	88	14,453
Able Medical Transport, Syracuse	211	8,680
TLC Medical Transport, Syracuse	150	7,585
Speedy Medical Transport, Syracuse	81	6,570
Michael W. Osterhout, Syracuse	19	2,107
Katherine/Martin Luther Nursing Home, Clinton	17	1,140
Birnie Bus Service, Rome	5	547
St. Camillus RHCF, Syracuse	13	324
All Others	<u>17</u>	<u>1,245</u>
Total Invalid Coach	3,000	\$142,816
<u>Taxi</u>		
Delano Taxi, Canastota	2,662	\$ 159,940
Oneida Taxi, Oneida	1,769	97,848
RB Transport, Mattydale	1,271	87,976
D.A.D.'s Taxi, Oneida	1,277	60,758
Birnie Bus Service, Hamilton	1,243	42,420
First Transit, Inc., Norwich	1,271	37,183
Collegiate Hotel, Inc., Hamilton	284	29,837
Suburban, East Syracuse	337	21,436
Fiore Funeral Home, Oneida	218	7,992
All Others	<u>20</u>	<u>3,047</u>
Total Taxi	10,352	\$548,437

Day Treatment Transportation

Gregory P. Collis, Hubbardsville Manor	1,062	\$ 34,281
Others	<u>13</u>	<u>3,416</u>
Total Day Treatment	1,075	\$ 37,697

Reimbursed through Voucher System

\$ 14,617

Office for the Aging

Reimbursed at \$5/trip + .75/mile + tolls & parking	84	\$ 1,896.75
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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. 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 properly.

One of our challenges, this year, was with staff turnover and with the additional amount of work caused by the increased number of people applying for some type of assistance. It was a busy year for Systems staff in 2008! Our accomplishments include the following:

- Obtained 21 printers to replace outdated or nonfunctioning ones
- Obtained two state PCs to be used by the seasonal HEAP workers
- Provided WMS inquiry training to 18 new workers and data entry training to six workers
- Three employees were trained on BICS operations
- All HEAP, Employment, and Chronic Care case records were imaged back to January 1, 2006

<u>Job task</u>	<u>2007</u>	<u>2008</u>	<u>Difference</u>
Number of applications registered	5,891	7,208	+1,317
Brand new case numbers issued	1,301	1,508	+ 207
Number of checks printed by BICS operator	5,948	6,845	+ 897

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)
- 13 ASSETS (Child Support)
- 1 BICS (Benefit Issuance Control System)
- 1 CCFS (Child Care Facility System)
- 1 COMM (Commissioner's)
- 1 COMM (laptop)
- 28 CONNECTIONS + 6 laptops
- 3 EBT (Electronic Benefit Transfer)
- 19 EEDSS (Medicaid eligibility)
- 2 eMedNY (Medicaid billing)
- 8 WMS (Welfare Management System) these are "dummy" terminals
- 48 WTW (Welfare-to-Work)
- 2 Locally purchased for HEAP
- 9 Local PCs imaged to state system for use with CONNECTIONS

Local Systems

- 4 PCs connected to our LAN + 2 laptops
- 5 Scanning stations with PCs



Submitted by Diane Myers, Director of Staff Development/IT

CHILDREN'S SERVICES

As usual, there has been a lot of activity in Children's Services this past year. Some things remained the same, with another year of a record high number of Child Protective reports, and some things changed, such as new staff and staff being located at the new Child Advocacy Center. In the following pages, you will read the reports of specific program areas, which will provide you with more detailed information regarding those programs. In the next few paragraphs, I will simply describe for you a few of the changes or activities that were not necessarily program specific.

First, items that appear noteworthy in regards to the Children's Services staff. We now have 26 Caseworkers, thanks, in part, to funding requested and received from New York State Office of Children and Family Services (OCFS). At the end of 2007, we requested funds through a grant available for enhancing Child Protective Services (CPS) staffing. In 2008, we received nearly \$50,000 to provide an additional Case Supervisor Grade B and two Caseworkers in CPS. These additional positions have helped us to better handle the large volume of CPS reports received, though we have still not been able to keep CPS caseloads at the recommended number, due, in part, to the turnover or loss of staff. In 2008, we had a slightly increased turnover rate – 12 percent compared to less than 10 percent the two previous years.

We were, however, able to continue moving forward with our commitment to the Multidisciplinary Team (MDT) and Child Advocacy Center (CAC), which complies with the best practice model for the investigation of severe physical abuse and sexual abuse cases. In June 2008, with the opening of the new CAC, two CPS Caseworkers were assigned to the CAC as their worksite. This allows the Caseworkers to have regular contact with the CAC staff and to be at the location where most interviews occur of children reported in these cases. Although this

did involve some challenges – determining new procedures, setting up new policies, and arranging for a working computer system – it allowed us to move forward in handling these very sensitive and difficult cases in the best manner possible.

One other change for all of the casework staff was training in the Concurrent Planning model conducted by staff from the OCFS regional office. This training program required the supervisors within Children’s Services to be involved as co-facilitators of the training, which aided in teaching them new coaching tools to use with staff. Participation in this program was different than most training programs. It involved all of the casework staff and their supervisors being trained on the same topic within the same timeframe. Usually, we send a few people to training at a time or slowly, over a period of months or years, people receive the same training program. Having the supervisors co-facilitate the training with the particular workers they supervise was also different. It required the supervisors to learn new skills and be in different roles than they had been in before. It helped the supervisors to see what an integral part they play in the training of staff and case process. All of the supervisors did a nice job rising to the challenges this program presented.

Other changes for the year occurred in the way Children’s Service interacted with other county departments or outside agencies. Near the end of 2007, New York State passed Xctasy’s Law, which changed the requirements for some individuals required to report suspicions of child abuse or maltreatment. In the legislation, the term “social services worker” was used and that was defined as any professional staff employed by a local Department of Social Services (DSS) or by an agency contracted by DSS to provide certain services. What brought about a major change for Children’s Services was not so much the manner in which we made CPS reports, but the fact that the state relied on each local DSS to notify and train the agencies they held contracts

with – the state did not provide that notification or training. Children’s Services has historically been willing to go to outside agencies and provide in-service training upon request, which we will continue to do. We now had to contact each agency, provide them with written notification of the change in law, and provide training to their staff so that they could be in compliance with the new law. We were able to train all contracted agency staff by the end of April 2008.

Another major change in working with contract agencies was the introduction of the Getting to Outcomes (GTO) program evaluation process. This is a ten-step process for the evaluation of the need for a particular service, as well as the efficacy of that service. The GTO process is very thorough and, therefore, cannot be completed quickly. It is believed the completion of this process with each program will help to ensure that the program is achieving the desired outcomes.

In conjunction with outside agency staff, the process has been completed for one program provided by Community Action and has been started for one program provided by Liberty Resources. The first program to complete the GTO process was the Children’s Services Mental Health Clinic Program provided by Madison County Mental Health (MH) in the DSS building.

Working cooperatively with MH for the Clinic Program is another change for Children’s Services. Previously, this program was provided by a local not-for-profit agency. A program evaluation has been completed for the program and copies of that evaluation can be made available upon request. The program evaluation determined that MH was able to meet the desired outcomes of the contract, which, in this case, is a memorandum of understanding with some very noteworthy statistics: 180 referrals were made to the program, which is three times as many as in previous years, with a cost savings to DSS of \$100,000 and all revenue (\$157,000) from the program going to a county department.

On a personal note, I would like to thank the Board of Supervisors for allowing me to attend the Child Welfare Leadership Training Institute this past year. At the institute, I learned a great deal about being in leadership in Children's Services, including, but not limited to, how to work with the news media, using data effectively, and how to implement a change initiative. The experience was very valuable and the skills I learned will be used for years to come.

Looking ahead, 2009 already promises to be a busy and challenging year. Children's Services looks forward to the deployment of new computer equipment to replace our present hardware that is 10 years old. We will continue to work with school districts and our local BOCES program to develop an educational neglect policy that will be useful for the schools and beneficial to the children involved. Last, but not least, we will face the challenges of the difficult economic climate and the proposed significant budget cuts from New York State, especially for prevention programs.

Submitted by Melissa M. Maine, LCSW-R, Deputy Commissioner for Family Services

FOSTER CARE AND INSTITUTION PLACEMENTS

During 2008, a total of 61 children were placed in Department of Social Services (DSS) custody. Along with 55 children that were discharged from custody, we ended the year with a total of 78 children in foster care. Thirty-four of these were in Madison County foster homes and 44 were in higher levels of care, such as therapeutic foster care, group homes, or residential treatment centers. These figures include three young adults who were attending college. These numbers indicate a continuation of a trend in recent years of fewer older children being placed in foster care, which appears to continue to be related to the change in the 2005 PINS law mandating that families and schools participate in PINS diversion services to attempt to resolve the problem(s) with the child(ren) without resorting to court intervention.

There are many stories that can be told of families who have become involved in the Child Welfare system. These families come to us with a myriad of problems that require an interdisciplinary approach to assisting them in helping to make their home situations safe for their children of all ages. The story of one of the families that we have worked with over the past year is illustrative of how by working in collaboration, families, service providers, foster parents, and Caseworkers can achieve positive outcomes regarding permanency for children.

This year's story involves a family that had been involved in the Child Welfare System over a number of years and in two separate counties. The mother, "Cierra," married quite young and moved with her husband to another county. Shortly after the birth of her first child, "Johanna," the parents became involved in incidents of domestic violence in the presence of Johanna. Following Family Court proceedings, Cierra's mother was awarded temporary custody of Johanna and the parents separated. They were each ordered by the court to complete some

rehabilitative services, including mental health evaluations, parenting classes, and domestic violence treatment. This also included no unsupervised contact with Johanna.

Cierra subsequently moved in with her mother and Johanna in Madison County for a period of time before moving in with a new boyfriend and having another child – a boy they named “Alex.” During the following one-and-one-half years, the DSS Caseworker referred Cierra to mental health and alcohol treatment and met with her regularly to assist her in engaging in these services. Cierra resisted the Caseworker’s attempts and failed to participate in any of her court ordered services. In the summer of 2007, some serious issues arose involving Cierra’s mother neglecting Johanna and her other children, which resulted in Johanna being placed in the custody of the Commissioner. Because Cierra had failed to complete the services ordered from the other county, she was unable to be a resource for her daughter.

Johanna, three years old by now, was placed into foster care. She was welcomed into the home of newly certified foster parents who had no other children in their home at the time. The Caseworker assigned to the case worked diligently with Cierra, making regular home visits to assist her in obtaining services and to help her problem solve to overcome the barriers that prevented her from engaging in the required services. The Caseworker referred Cierra to the Madison County Mental Health Department for an evaluation and to the Liberty Resources Victims of Violence domestic violence program. It was recommended that she participate in counseling to help her deal with the issues surrounding her inability to parent Johanna and her upbringing in a family system in which there was abuse and neglect. The Liberty Resources program became very vital when an incident of domestic violence occurred between Cierra and her boyfriend, leading her to utilize the program’s safe house for herself and her son. She subsequently temporarily moved in with her father. Following a referral by her Caseworker,

Cierra received a HUD rental voucher and she moved into her own apartment with Alex. The Caseworker also referred Cierra to a parenting class and monitored her attendance and progress in the class.

Throughout this time period, the foster parents, with the assistance and guidance of the Caseworker, took very good care of Johanna, making sure that her medical and emotional needs were met. They enrolled her in Head Start and worked very hard with her on self-help, toilet training, and hygiene skills.

They also worked collaboratively with the Caseworker to provide regular visitation among Johanna, her mother, and brother, progressing in stages from supervised visits at the DSS building to unsupervised visitation at her apartment. In November 2008, following a year

in foster care, Johanna was discharged to her mother's custody. The Caseworker still meets regularly with the family, and the mental health counseling continues. Cierra and Johanna, through partnering with the Caseworker and DSS staff, the foster parents, and the other service providers, are happily reunited and are making a new life for themselves.

For the rest of children placed in foster care, Madison County foster parents utilized DSS funds, as well as their own, to provide for the needs of the children in DSS custody. As a result, they helped support the local economy by making clothing and other essential purchases through businesses here in Central New York. The following amounts were paid to local businesses by the department for the needs of children in foster care: Fashion Bug - \$1,875; Herb Phillipson's



- \$6,406; K-Mart, New Hartford - \$8,370; K-Mart, Dewitt - \$5,651; and Direct Factory Furniture \$2,581.

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 2008 to local facilities for the care of children: Elmcrest Children's Center, Syracuse - \$726,759; The House of the Good Shepherd, Utica - \$370,174; Liberty Resources, Syracuse/Oneida - \$474,334; and Madison County Mental Health Department - \$88,127.

In 2008, DSS contracted with Madison County Department of Mental Health, as depicted in our story, to provide clinical counseling services for the families with whom we work. The program increased to four staff persons – two fulltime and one halftime therapists, and a program supervisor. The program received 180 referrals and provided high quality assessments and ongoing treatment services for families that have open Preventive or Foster Care cases with Children's Services. The program is based in the DSS building. These services are provided free of charge to the families we work with. Medicaid and private insurance plans are billed for services, and expenses not covered are paid by DSS. If the family is Medicaid eligible, the service is billed to Medicaid. The program, being an exclusive contract between DSS and Madison County Mental Health, allows families in need to access mental health services in a timelier manner. It also results in clearer and more efficient communication between the Caseworkers and Therapists resulting in improved service delivery for our families.

The Madison County DSS Children and Family Services Foster Care/Preventive unit has continued its commitment to provide quality case management services to families in need and to do their best 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 to adulthood, but to also thrive on the way there.

Submitted by Timothy Brown, Case Supervisor Grade B

ADOPTIONS

The Adoption Caseworker arranges for permanent homes for foster children who have been freed for adoption. She works with potential adoptive parents in completing adoptive home studies. The Adoption unit is part of a statewide adoption network that connects potential adoptive parents with waiting children across the state through the New York State Adoption Album and regional adoption activities throughout the year.

The Caseworker in this unit provides casework counseling to children and foster/adoptive parents throughout the adoption process. She works at preparing the freed child for adoption, recruiting families on a child specific basis, and providing post-adoption casework services to both children and adoptive parents. Many adoptions are subsidized adoptions and this Caseworker arranges for subsidized adoptions for both “hard to place” and handicapped children. She works closely with the adoptive families and Family Court in arranging for and carrying out the necessary legal procedures.

Finalized Adoptions

Adoptions in Madison County are finalized in Madison County Family Court after the family, child, and agency agree that the placement is stable and all the needs of the family and child are being met. This process can range from three months to one year and, in some cases, longer.

In 2008, the department finalized three adoptions. The children were all under the age of three. One child was adopted by his foster parents, while the other two children were placed with their adoptive families after becoming freed for adoption.

Finalizing an adoption can sometimes be a long and challenging process for children and families. Additional time is often needed to address the needs of the children and families. This year, all three adoptions were finalized within three months of the child's becoming freed between the months of September and December. The families of these young children spent this past holiday season celebrating not only the holiday, but also the wonderful new additions to their families.

Adoption Subsidy Program

New York State's Adoption Subsidy Program offers financial assistance to families adopting children through social services. Determinations are made based on the needs of the child and the family. New York State Adoption Services makes the final determination, based on the information submitted by the department. Adoption subsidy approvals often include medical coverage in the form of Medicaid, COBRA, or State Medical Subsidy. This determination is made by the department prior to finalization of the adoption.

In 2008, the department applied for one adoption subsidy. This subsidy was approved under the hard-to-place qualifier and included Medicaid until age 18. Payments will be made to the adoptive family until the child reaches age 21 or becomes financially independent prior to his 21st birthday.

The department also applied for an upgraded subsidy for a previously adopted child. The child's needs became increasingly difficult over the past few years and the family requested additional financial assistance from the department.

The New York State Adoption Album
<http://www.ocfs.state.ny.us>

The primary source for recruiting adoptive families for children needing adoptive parents is The New York State Adoption Album, also referred to as photo listing. Children who are in need of an adoptive family are profiled on the website. Information regarding the child's strengths and needs are outlined along with a photograph. Families are then instructed to contact the state to make their formal inquiry. In 2008, Madison County photo listed three children in the adoption album.

Post Adoption Services

Post adoption services are provided to families who have adopted through Madison County in the past and are in need of assistance from the department. Services include counseling, case management, and referrals to programs that can address the families' needs. In 2008, the department was contacted by three families, who adopted through Madison County several years ago. The department is currently providing counseling and case management to these families.

Submitted by Jennifer Mastrangelo, Caseworker

HOMEFINDING

The Homefinding unit is responsible for recruiting and certifying foster and adoptive families for children in Madison County. We are, therefore, responsible for retaining and maintaining these foster/adoptive homes in regard to safety and compliance with agency and New York State regulations. Focus is also brought to the wellbeing of the family and their ability to care for children in their home. This is accomplished through regular contact with the family and through training and in-service programs. In 2008, the unit certified 15 new families as foster/adoptive homes. Seven of the homes were opened as child specific or relative homes.

The agency utilizes the Group Preparation and Selection – Model Approach to Partnerships in Parenting (MAPP), the New York State recognized curriculum for training potential families. Caseworkers in the unit facilitate a series of 10 three-hour MAPP sessions that are held evenings to accommodate working parents. The Caseworkers also complete home studies with prospective foster and adoptive parents to determine the suitability in providing foster care. In addition to the families who come through the program, new Caseworkers within Children and Family Services are also required to participate in the training.

The Homefinding unit staff also plays a critical role in assisting Caseworkers from the other Children's Services units with placing children appropriately in foster care as well as in respite foster care. They help in matching children with appropriate foster families to meet the children's individual needs. The unit maintains a computerized database of certified foster homes to aid in the matching process. Information about a child's needing placement is supplied by the child's worker to the Homefinder, who considers factors including age, gender, location, ethnic background, child behavior patterns, foster parent strengths and needs, and the number and mix of children already in the home when selecting a foster home. Centralization of these

activities permits familiarity with all the foster families and helps to select the placement that is most likely to be successful.

Casework services are provided to foster families to improve the families' functioning as foster parents so that they remain a viable resource for the agency. Periodically, the unit publishes a foster parent newsletter as a vehicle to educate and inform foster and adoptive families.

Relative Foster Parents

Seven relative and/or child specific foster families were approved this year, thereby providing homes to nine children, while, at the same time, maintaining valuable connections in their lives. We continue to work with relatives as more and more resource families opt to become relative foster care providers instead of taking custody of the children. We welcome relatives as resources for our children who need temporary and permanent homes.



One family stepped to the plate when they became aware that their niece and nephew were in foster care. Although they live in a small two-bedroom house with their daughter, the family opened their home to the children without hesitation. As part of the process of assessing the family as a relative resource, the Homefinder visited their home. Unfortunately, there was not enough physical space to ensure privacy and storage of personal belongings to take both of the children into the home. In descending the stairs to the basement, I could see the hard work and unbelievable progress that had taken place, in record time, for the love of family. To my amazement, the prospective relative foster family

built a complete bedroom for themselves in their unfinished basement. If this family had not given what they did for the children, the children would have remained in foster care.

Custody and Courtesy Home Studies

The Homefinding unit is responsible for completing home studies for families applying for custody of children in foster care, as well as for counties across the state who need our assistance. This year, Madison County assisted three of its neighboring counties with four home studies for families residing in Madison County.

Interstate Compact on the Placement of Children

The Interstate Compact on the Placement of Children (ICPC) consists of laws and procedures that help children move across state lines while residing in foster care. When an ICPC is requested by another state, the department is responsible for investigating the proposed family for the child. In 2008, the Homefinding unit completed 6 ICPC home studies and provided supervision to those families approved for placement. The department currently has three open ICPC cases.

Christmas and Beyond

This year, we are pleased to report a total of \$1,252.89 in donations to our Christmas and Beyond fund. Donations were acquired through community agencies, individuals in the community, and Madison County Employees. The donations received go toward Christmas gifts and special activities throughout the year for children in foster care.

In addition to monetary donations, the department worked with several community agencies, businesses, schools, churches, and individuals who held toy collections, donated toys,

and helped purchase Christmas gifts for the children. Because of the tremendous outreach from the community this year, we were able to provide several gifts to each of the 35 children in foster care. In addition, we were able to provide gifts to over 100 additional children who receive services from Madison County DSS.

Recruitment and Retention

In 2008, the Homefinding unit continued its efforts to recruit foster and adoptive families. These ongoing efforts brought steady inquiries to Madison County Department of Social Services. At the close of 2008, our inquiry list contained 39 new families interested in foster care and/or adoption.

We continue our focus in recruiting new families to fulfill the ongoing need for placements. Recruitment efforts for prospective foster/adoptive families attempt to reach Madison County families of all income levels, ethnic groups, and geographic areas. Single, as well as two parent families, are welcomed. Recruitment tools include:

- Media ads and announcements
- Posters
- Word of mouth promotion by current foster parents
- Bi-monthly orientation sessions for anyone inquiring about foster parenting

In addition, support is provided to the foster/adoptive homes that are currently certified in attempts to retain those homes that are essential in providing care to our children.

We look positively forward to 2009 with the anticipation of recruiting, certifying, and approving additional foster/adoptive families. As always, our efforts will continue to focus on retaining the valuable resources that we currently have.

To seek additional information about becoming a foster/adoptive parent, please contact the Homefinder/Caseworker at 366-2548 or by e-mail at Theresa.Snyder@dfa.state.ny.us or New York State Office of Children and Family Services at <http://www.ocfs.state.ny.us>.

Submitted by Theresa Snyder, Caseworker

PREVENTIVE SERVICES

Preventive Services Caseworkers work with families who have been identified as needing child welfare services to prevent children from being placed outside the home. They are also responsible for helping families to transition children back into their homes when they are returned from a foster care or kinship care placement. Eleven Caseworkers work with these types of families to establish a professional helping relationship. In 2008, this unit worked with an average of 107 families involving an average of 205 children per month.

Preventive Caseworkers also handle Foster Care cases. Please refer to the Foster Care Annual Report for further information on Foster Care services provided by this unit. Two Parent Aides, a Casework Assistant, and four clerical staff assist these workers. Please refer to a separate report regarding the work that the Parent Aides contribute. The clerical staff assists the entire Children and Family Services staff. The Casework Assistant performs many invaluable assignments for Madison County families. He supervises visitation between parents and their children, provides transportation, acts as a second person on home visits, etc.

One example of how Preventive Services benefit Madison County is the case of a family with five children ranging in age from one to ten. The presenting concerns were inadequate food, clothing, and shelter for the children in an extremely unsafe physical environment, along with inadequate supervision of the children. The children were initially placed in foster care. There was a long history of child maltreatment in this family in Oneida and Oswego Counties, as well as Madison County.

The children were discharged from foster care within the first 90 days, as the mother had made substantial improvements in her living conditions. The case then became a Preventive case in order to prevent the return to foster care. The Preventive Caseworker counseled the mother in

regards to keeping her home clean and safe. The mother was able to understand that her father was an inappropriate role model for the children. Her interpersonal skills were enhanced through casework counseling. She became assertive in setting house rules for the children and grandfather.

With help from the Parent Aide, the mother set up chore lists for the children. The Caseworker and Parent Aide helped the mother organize clothes, toys and other clutter. The department paid for trash removal services. In addition, the Caseworker facilitated the application process so that the mother could receive day care assistance, temporary assistance, food stamps, and WIC. The mother eventually became employed. The children's grades improved. The mother maintained a clean and stable home for six months. She had completed court ordered services and the case closed.

Independent Living services are provided for Foster Care children and children in Preventive households who are at least 14 years old. The department contracts with the Peacemaker Program to provide these services. In addition, two Caseworkers work with the Peacemaker Program to empower children with the skills necessary to live on their own once they become adults. Youth learn how to navigate the community for services they will need. Other activities are planned to help increase understanding of cultural identities, enhance communication and conflict resolution skills; understanding of healthy risk-taking; and career and education exploration. Approximately 14 youths participated in planned activities in 2008.

Another contract for preventive services is with Partners in Prevention (PIP), a school-based preventive service. This service is provided by Liberty Resources and is jointly funded by this agency and other community programs. The Partners in Prevention program works with elementary children in the Chittenango and Oneida School Districts, and with the middle school

and high school-aged youth in Oneida. The children served through the PIP program are experiencing difficulty at school with academics, attendance, or behavior. The intent is for the child and family to address the non-academic barriers to school success that, left unaddressed, could lead to involvement with other more intrusive systems such as Probation or Social Services. Ultimately, the goal is for the child to succeed academically, as school success is a protective factor in preventing at-risk behaviors.

Submitted by Linda Khan, Case Supervisor Grade B

PINS DIVERSION

Madison County Department of Social Services had a successful year of PINS Diversion services in 2008. The PINS Diversion program is supervised by a Senior Caseworker with one Caseworker doing the PINS Diversion case management.

A Person in Need of Supervision (PINS) is a youth less than 18 years of age who meets the following criteria: truancy, is incorrigible, ungovernable or disobedient, or who is alleged to be in possession of or using marijuana. A school district or parent/guardian may file a petition in Family Court alleging PINS behaviors. Prior to that, the petitioner must prove that he/she has exhausted all services and resources to divert the PINS petition. This is where PINS Diversion comes into play as a voluntary, but necessary step in the process.

PINS Diversion incorporates intensive and preventive services on a short-term basis. A focus of the PINS Diversion Program is to provide an immediate, efficient and accurate assessment of a child and family's needs in an effort to prevent judicial intervention. Once the department receives a PINS Diversion referral, the family is contacted immediately and requested to meet in person to discuss crisis intervention options and services available to meet the family and youth's needs. The PINS Diversion worker will meet with the children and the families regularly to assess their situations, gather information from all involved services providers, and make recommendations for further services and plans of action. If it can be established that all diversion services have been exhausted and the behaviors in question have not improved, a parent or school may then attempt to file a PINS petition with the assistance of the PINS Diversion workers and the DSS Legal unit.

In 2008, there was an intake of 131 PINS Diversion referrals. Parents made 62 of those referrals, while 9 referrals came from other sources. The schools made 60 referrals, which are reflected in the following chart:

<u>School</u>	<u>Referrals</u>
Oneida	46
Chittenango	30
Canastota	25
Cazenovia	7
Morrisville-Eaton	7
Hamilton	5
Stockbridge Valley	4
Brookfield	3
Mt. Markham	2
Madison	1
Otselic Valley	1

The average age of the youth referred to PINS Diversion was 15 years old. Only 18 of these referrals resulted in a PINS petition being filed in Madison County Family Court, with only six children being placed out of their home due to PINS. It is interesting to note that although the overall number of referrals was down from the previous year, from 172 referrals in 2007 to 131 referrals in 2008, the number of referrals received from schools was up, from 53 in 2007 to 60 in 2008. It is believed that this can be attributed to the emphasis on the outreach to the schools in 2008.

A focus of the PINS Diversion Program in 2008 was outreach and education to the community and to local agencies. The PINS Diversion program supervisor gave presentations to several of the Madison County schools to educate and inform faculty and staff of the PINS Diversion process and to answer any questions that school personnel may have. Presentations were also given to the Madison County Mental Health Department, Liberty Resources, Community Action Program, and Madison-Oneida BOCES staff. These are all services and

agencies that work collaboratively with the PINS Diversion program. An emphasis continues to be on a teamwork approach to servicing Madison County youth. The PINS Diversion unit also works alongside the Madison County Probation Department and Madison County Child Protective Services.

The service most commonly used by PINS Diversion is Liberty Resources Placement Diversion program. This is a program contracted for services through DSS that incorporates intensive, in-home therapy for families who have children at risk of out-of-home placement. Liberty Resources Placement Diversion program received 59 referrals from DSS with only 2 of these children referred by PINS Diversion ending up in placement.

One example of a youth who has benefited from PINS Diversion would be Lucy. Lucy was referred to PINS Diversion from her school for chronic truancy. The PINS Diversion



worker met regularly with the child and parents to discuss the ongoing concern. When the mother reported that she was having difficulty getting her child to school one morning, the PINS Diversion worker immediately went to the home and insisted that

Lucy get out of bed to attend school. The PINS Diversion worker proceeded to drive Lucy to school that day. From that point she had no problems getting up and getting to school and reported that it was to avoid getting dropped off by the county worker, as that was embarrassing for her. Counseling was arranged for this child through Madison County Mental Health

Department and a reward system was set up. Lucy went several weeks without missing a day of school and was rewarded with movie tickets for her improved behavior.

PINS Diversion was successful in 2008 in diverting court interventions and placements of children outside of their homes. Community resources and services were utilized to maintain youth and manage the targeted problem behaviors.

Submitted by Jessica Prieto, Senior Caseworker

CHILD PROTECTIVE SERVICES

The 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. Madison County CPS workers collaborated with 23 different counties throughout New York State in 2008.

The CPS unit ended 2008 with 12 CPS investigators, one Senior Caseworker and two Grade B Supervisors. As a result of staffing changes, the CPS unit employed an average of 10 investigators throughout the year.

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 on the report. 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 the safety and risk of children. 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 reviewing of any applicable records.

The home environment of the children is also observed during each investigation. Often times, these home visits reveal much more than the source of the report is aware. For example, we received a report alleging that a child was struck by a parent while riding in a vehicle.

During the home visit, it was obvious that the residence was uninhabitable, due to inadequate heating and debris strewn throughout the home. As a result, safety plans were made for the children to stay with relatives until the home was cleaned and the heating system repaired.

All new Children's Services Caseworkers attend 22 days of New York State mandated and administered training to learn skills and technical information related to all Children's Services activities. Additionally, all new Caseworkers attend an additional 10 days of Child Protective response training to learn about issues specifically related to CPS cases. Both of these training programs are required by New York State for any Caseworker with responsibility for the investigation or ongoing supervision of CPS cases. Since all Caseworkers in Children's Services have a responsibility to adequately assess the safety and risk of children in the supervision of CPS cases, as well as participate "on call" or handle after hours responsibilities for the investigation of CPS cases, all Children's Services Caseworkers must complete these programs. All caseworkers performing Child Protective duties are also required to attend six hours of continuing education, state approved training per year.

CPS must be able to respond to calls from the New York State Central Registry 24 hours per day, 7 days per week. On-call Caseworkers respond to any after-hours issues of child abuse and neglect. All Children's Services Caseworkers are responsible for on-call coverage three or four weeks per year. On-call Caseworkers respond to after-hours reports, often making the necessary initial assessments of safety. A total of 338 CPS reports were received by on-call workers during 2008. This is an increase of 57 reports from 2007.

Occasionally, multiple reports are received on the same family. For example, five separate reports were made on a situation that was observed by several different mandated reporters as well as family members. Each time a report is received, the Caseworker must have

additional contact with the family and address the allegations; however, in these multiple report situations, the Caseworkers do not need to complete each section of paperwork multiple times. These reports are consolidated into one case per family if the allegations are similar in nature.

Of the 1,404 Child Protective reports received during 2008, 135 reports were investigated jointly with law enforcement by members of the Madison County Multidisciplinary Team (MDT). This team is comprised of specially trained members of Child Protective, law enforcement, the District Attorney's Office, DSS Legal unit, victims of violence advocates, 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 MDT 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 reduce the trauma to a child.

The MDT was fortunate to be able to open a Child Advocacy Center on property owned by the county utilizing grant funding. Two CPS investigators relocated to the center in June. This location is conducive to child friendly interviews, as is necessary to be in compliance with grant regulations. The investigators used the homey environment to help children feel more comfortable discussing traumatic events. These specialized investigators have used the yard at this facility to play football with one child, while another practiced her cheerleading. They are also the happy recipients of many colorful drawings that the children they meet with create in this comfortable setting. The CAC was used for approximately 25 interviews with child victims during 2008. The MDT also conducted approximately 41 interviews at a satellite office in the southern end of the county.

Child Protective Caseworkers consistently collaborate with other professionals to assess and maintain the safety of a child. Community agencies, such as Madison Business Development, work with CPS Caseworkers to subsidize housing when necessary to prevent children from being placed out of their homes. When an investigator encounters a family who may be in need of ongoing assistance, many referrals can be made to community agencies. Child Protective Caseworkers can sometimes transfer a case to Community Action for monitoring as opposed to opening the case to the Madison County Preventive unit. Recently, several families have benefited from this service. The collaborations between these agencies and Madison County Child Protective help assure the ongoing safety of the children of Madison County.

Submitted by Cathy 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	5	5	5	2	0	0	2	2	5	7	7	4	44
Cazenovia	4	0	1	1	1	2	0	4	3	1	3	3	23
DeRuyter	1	4	3	0	4	2	3	1	1	2	1	2	24
Eaton	10	4	6	5	5	6	8	8	6	2	9	13	82
Fenner	4	1	3	1	2	0	2	3	0	2	0	1	19
Georgetown	1	4	1	1	0	0	0	1	1	0	0	1	10
Hamilton	5	7	9	7	5	8	8	3	5	12	3	4	76
Lebanon	0	0	2	0	1	1	0	0	0	1	4	2	11
Lenox	10	23	24	19	25	18	17	15	15	15	17	20	218
Lincoln	1	0	1	1	1	0	0	0	2	1	0	0	7
Madison	2	1	4	4	4	5	0	1	9	12	7	5	54
Nelson	0	1	0	4	0	1	3	0	2	2	1	0	14
Oneida	26	29	35	39	20	41	25	30	24	25	25	31	350
Smithfield	1	0	1	0	0	0	1	1	1	1	0	0	6
Stockbridge	5	4	7	5	3	3	1	6	5	3	4	2	48
Sullivan	13	30	19	20	11	16	15	14	15	17	14	15	199
Other Reports	24	19	15	15	18	14	23	15	21	21	21	13	219
Total	112	132	136	124	100	117	108	104	115	124	116	116	1404

Summary of Madison County Child Protective Reports for 2008

	Indicated Reports	Unfounded Reports	Police Assists	Consolidated	Primary & Secondary Pending Reports	Additional Information/Duplicate Reports/Courtesy Contacts/Transfers	Total Reports
January	23	69	3	3	4	10	112
February	36	68	5	10	1	12	132
March	46	67	4	9	0	10	136
April	36	69	2	7	3	7	124
May	29	55	6	2	6	2	100
June	27	69	4	7	3	7	117
July	25	62	5	6	5	5	108
August	17	56	6	8	16	1	104
September	20	57	9	6	18	5	115
October	14	54	4	7	40	5	124
November	18	44	6	4	32	12	116
December	3	14	8	9	73	9	116
Totals	294	684	62	78	201	85	1404

PARENT AIDES

During the year 2008, the Parent Aides received 26 new referrals – a slight increase from the previous year – giving the Parent Aides an average of 12 and 15 cases per worker per month. These referrals are generated when a case is opened for services through the Foster Care/ Preventive unit and there is a need for ongoing parenting assistance. A referral may be due to neglect issues or the parents’ need for ongoing support to address other parenting issues related to the safety of children.

Madison County Department of Social Services currently has two Parent Aides who assist parents with a variety of tasks. These tasks include, but are not limited to, teaching appropriate forms of discipline; helping families to find appropriate housing; supervising visits between children and their parents when needed; transporting clients to/from necessary appointments; role modeling; and teaching parents how to interact with their children in a healthy, loving, nurturing manner. The Parent Aides assess the strengths of each family through observation and discussion. They work collaboratively with these parents to enhance the skills they already have and build upon the ones they may be lacking. Parent Aides meet with families in their homes usually one-to-four times per month, depending on the needs of the family. In 2008, the Parent Aides made a total of 696 home visits and supervised approximately 156 visits.

The Parent Aides also teach a “Parenting Skills” class four times per year for eight weeks per session at the Department of Social Services. Those who participate in these classes are usually referred by Family Court or their Caseworker; however, self-referrals from individuals in the community are also accepted. This program educates parents, giving them the skills and knowledge they will need in order to effectively and safely parent their children. A total of 61 parents were invited to participate in these classes, with a total of 28 parents attending the

classes. Eleven parents received certificates of completion, four received certificates of attendance, and the remainder did not complete the class. In addition to the regularly held parenting classes at DSS, the Parent Aides developed a new program entitled, “The Parenting Workshop,” that is currently being held at the Public Safety Building in Wampsville. The purpose of this program is to reach out to incarcerated parents – both men and women – who could benefit from learning a healthy approach to parenting as well as educating these inmates on basic living skills. The Parent Aides use an interactive approach through role playing and provide printed materials for the inmates to use as a reference point. The first class began in November and lasted a total of six weeks. Six men and five women participated, with a total of eight that completed the class. This class is a relatively condensed version of the regular parenting class held at DSS; therefore, it does not satisfy court orders that stipulate the completion of a parenting class. The participants who attend all classes do receive a participation certificate. The first class was reported to be a success and a second is scheduled to begin in January of 2009. This class is scheduled for eight weeks.

In 2008, the Parent Aides continued to assist families in need of food through the food cupboard as well as providing hygiene products to those in need. Approximately 17 families were provided food and at least three dozen were provided hygiene products.

The Parent Aides continue to dedicate their time and energy coordinating with community agencies, including, but not limited to, Frontier Communications, The First Congregational Church in Munnsville, and individuals within our community who have graciously donated to children in need. Items donated were school supplies and backpacks for 75 children, as well as Christmas gifts for 50 children. Their commitment to helping families in need has helped to reduce the added stressors parents often feel due to financial limitations.

In 2008, the Parent Aides worked closely with two interns from the New Venture BOCES Program. Although these interns had the opportunity to do a second internship somewhere else, they both chose to continue their internship with the Department of Social Services, because they found this experience to be a positive and enlightening one.

The Parent Aides work very closely with the families referred to them. Over time, they are able to build a strong rapport that is essential when trying to influence positive change. In one of these instances where positive change occurred, the Parent Aide assisted in helping a mother to see the negative effects domestic violence was having on her child. This had been an ongoing situation for the family. With support and encouragement from the Parent Aide, as well as other service providers, this mother is currently living on her own, attending college, and has sole custody of her daughter.

Another instance of positive change happened when the Parent Aide, who had been working with a family for two years, helped them to understand how their poor decisions lead to the placement of their children. These parents attended the parenting class and successfully completed. They went on to obtain steady employment, were able to obtain custody of their children, and their services case closed. The Parent Aide has seen this family on several occasions in the community since their case has closed and they report that things are going well.

The ongoing support, skills, and information provided to our families by the Parent Aides in Madison County have lead to these success stories and many more.

Submitted by Robin Streeter, Senior Caseworker

TRANSPORTATION AIDES

Last year, the Transportation unit employed three Transportation Aides – one fulltime position and two part-time positions. These three Transportation Aides provided 1,412 transports of children in foster care and their families to appointments for visitation with family members, counseling, medical treatment, court, or other various destinations. The Transportation Aides traveled a total of 45,156 miles for a total cost savings of \$27,597.59, as compared to if these transports had been done by Caseworkers.

This position can be challenging and demanding at times due to the variety of people and the constantly changing schedules, but can also be rewarding. A simple gesture of a coloring book cutout given to a Transportation Aide by a four-year-old child that she had been transporting for a couple of years reminded the Transportation Aide that what she does for these children is important to them and that she is a positive influence in their lives. The Transportation Aide made a book mark from the cutout so that she would be constantly reminded that her work really does make a difference.

Submitted by Dawn Hewitt, Principal Account Clerk, and Ruth Kline, Transportation Aide

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 schools, 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 with 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 2008, this program received 109 referrals. The following is a breakdown of the referral sources:

32	School social workers	5	Family/child self-referral
21	Guidance counselors	3	Superintendents
11	BOCES Alternative High School	3	Committee on Special Education
10	Madison County Departments – PH, DSS, MH, or Probation	3	Other services
9	BOCES Alternative Middle School	2	Liberty Resources PIP counselors
9	Principals	1	Public assistance/OTG

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:

12	Assistance accessing services	20	Individual/group counseling
7	Attendance issues/truancy	7	Mentoring services
14	Education: academic	3	Parenting skills/support
15	Education: social	7	PINS diversion services
13	Financial/employment	12	PINS/JD-type behaviors
2	Food	5	Psychiatric services
10	Health/medical/medication	2	Shelter
4	Homeless family/teenager		

The 109 referrals broken down into the following age groups:

- (Ages 0 - 5) - 2
- (Ages 6 - 9) - 16
- (Ages 10 - 13) - 34
- (Ages 14 - 16) - 36
- (Ages 17 - 18) - 21

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 teenaged boy was kicked out of his house by his mother. The mother felt he was too combative, yet at school he was a model student. Arrangements were made for him to enter foster care on a voluntary basis. He entered foster care and excelled in the new home.

Community Action Program Intensive Mentoring Program 2008

The goal of the Community Action 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 2008, there were ten intensive mentors, each with the maximum capacity caseload of four children. The children must be TANF eligible (200 percent federal poverty

level) and/or be at risk for teenage pregnancy/parenting. By the end of December 31, 2008, there were 38 active matches. The Mentoring Program enhances the Volunteer Mentoring Program, which had 20 volunteers by the end of December 31, 2008, and had 30 active mentor/mentee matches.

Outcomes that were to be met by 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 by all of the mentees. The children enjoyed activities such as going to museums, learning about money management, hiking, scrap booking, fishing and knitting.

One family consists of a single mom raising two children with the support of an older son. The mother had a catastrophic illness that took her out of the job she had worked at for the last 24 years. This was hard on all members of the family. This family lives in a very rural area. Mom does not drive and there is no transportation.

We found out about this family through a referral (DSO) for the youngest to be considered for our Mentoring Program. The young lady has been with her mentor for six months. The mentor/staff have also made a few different referrals to other programs at CAP for things that the family needed help with; i.e., heating assistance, budgeting, and educational advocacy. The mom is also in the process of trying to get her license so that she can have the ability to transport her children and herself when needed. This is quite a lofty goal, as the mom struggles to read.

Things are looking up for this family as of recent. Mom is due back to work after a seven-month medical leave and the young girl in the family also received glasses (also a referral

from the mentor) in her favorite color, blue, thanks to the generosity of the Cazenovia Lions Club.

Life Skills Coaching – Dr. P. Scott Petosa 2008

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 2008, 17 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. He also began meeting with the children at school this year, which proved to be beneficial to the teachers and the kids.

One example is a boy who made great gains in socially acceptable behaviors both at home and school. He is a three-sport athlete and very serious about his conditioning year round. The structure that sports provide has been instrumental in his progress. His relationships with his mom and grandmother have become more respectful from both ends and he understands better the role respect plays when dealing with authority figures.

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 who 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 health care, achieve education 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 funded by Medicaid funds.

In 2008, TASA case management services worked with a total of 120 families from a variety of townships. The table on the following page indicates the townships in which families who worked with this program resided.

Some of the achievements by participants for this past year are:

- 68 percent (27 of 40) of the participants who were eligible for employment secured either a full or part-time job
- 73 percent (16 of 22) of the participants eligible met their goal of enrolling or returning to school
- 97 percent (78 of 80) of TASA recipients who were already enrolled in school maintained school/educational program participation
- 96 percent (44 of 46) of TASA recipients demonstrated increased knowledge and skills related to independent living
- 96 percent (44 of 46) of TASA participants did not become pregnant while receiving TASA services

**Breakdown of TASA Services Provided by Townships
2008**

Township	Number Served
Brookfield	2
Cazenovia	2
DeRuyter	1
Earlville	0
Eaton	5
Georgetown	0
Hamilton	3
Lebanon	0
Lenox	40
Lincoln	1
Madison	8
Nelson	1
Oneida	39
Smithfield	2
Stockbridge	6
Sullivan	10

Submitted by Melissa Maine, Deputy Commissioner for Family Services, and Betty Ann Liddell, Liberty Resources

LEGAL

The Legal unit continued to be busy during 2008 providing comprehensive legal counsel to all units within the agency. The major caseload of the unit is divided between the Children and Family Services and Support Collection units. Our current staff continues to consist of two Attorneys, one Paralegal, and one Office Assistant II.

Children and Family Services

The Legal unit currently has approximately 136 active cases in Family Court that include child abuse and/or neglect proceedings, juvenile delinquent supervision and placement, PINS supervision and placement, and termination of parental rights proceedings. To that end, in 2008, the Legal unit opened approximately 51 new cases, filed over 118 new petitions, and prepared approximately 228 court orders.

This unit has continued to actively work with Children and Family Services to ensure that the Department of Social Services is in compliance with all laws and regulations and 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 and Paralegal meet regularly with Children and Family Services supervisors and Caseworkers on individual cases and for trial preparation. The Legal staff prepared for over 23 trials in 2008. Legislation enacted in December 2005 requires that permanency hearings be held every six months for children residing in foster care. We prepared for and conducted 98 permanency hearings in 2008. In total, the Legal staff made approximately 326 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, 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 allegations? The Legal unit often meets with the investigator to aid in making that determination. When a report is indicated and closed, there is often a request by the parent for a fair hearing seeking a determination from the State Office of Children and Family Services that the determination made by our local agency was correct. The Legal staff handled approximately 25 fair hearings during 2008.

Child Support

The other major caseload for the Legal unit 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 2008, the Attorneys and Paralegal combined made approximately 588 court appearances on matters of support establishment and enforcement, paternity, and establishment of medical support orders. This number includes initial appearances, fact-finding hearings, and referrals to the Family Court Judges on support cases where the Department of Social Services was the recipient of the court ordered support. Additionally, this office prepared and submitted approximately 178 orders to the Court. All cases required preparation by the Legal staff for each court appearance.

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 (other states) support orders.

Working Parent's Initiative

The Working Parent's Initiative Program was put into effect in August of 2008. The program is a collaborative effort among the Legal unit, the Support Collection unit, and the court system to aid non-custodial parents in obtaining gainful employment so that they can contribute to the costs incurred by the Madison County Department of Social Services for the care of their children. The target population is non-custodial parents who are in violation of a current child support order.

Since the program's inception, there have been 17 respondent/participants identified by the department. Of those, three respondents have participated in the program. There were three respondents that were unable to participate due to medical issues, and one participant's case is awaiting medical documentation to support his medical claim. Two identified participants were found to have moved out of the county and became ineligible. One respondent began a nursing program and the arrears owed to the department were reduced to a money judgment. There were an additional three respondents who, for various reasons, did not participate and their arrears were also reduced to money judgments in favor of the department. The remaining four respondents are currently at varying stages of the program.

The goal for 2009 is to expand the Working Parent's Initiative Program to identify and target unemployed county residents who are non-custodial parents who have a private current child support order.

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. Accurate and timely entries are required to ensure that the Department of Social Services receives all state and federal reimbursements to which it is entitled. In 2008, there were approximately 800 transactions entered in the CCRS system.

Other Areas

The Legal unit provides comprehensive legal representation for all other units 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 staff for analysis and assistance. We look forward to achieving many new successes in the coming year and are well equipped with the current staff to achieve these goals.

Submitted by Julie Jones, Supervising Social Services Attorney

MADISON COUNTY SHERIFF'S OFFICE
INVESTIGATIVE UNIT

The Madison County Sheriff's Office Investigative unit consists of two part-time Investigators, three fulltime Investigators, one fulltime Sergeant, and one fulltime Lieutenant. The Lieutenant also oversees the Transport unit, Court Security, and Civil Department. The part-time staff do background investigations and pistol permit investigations.

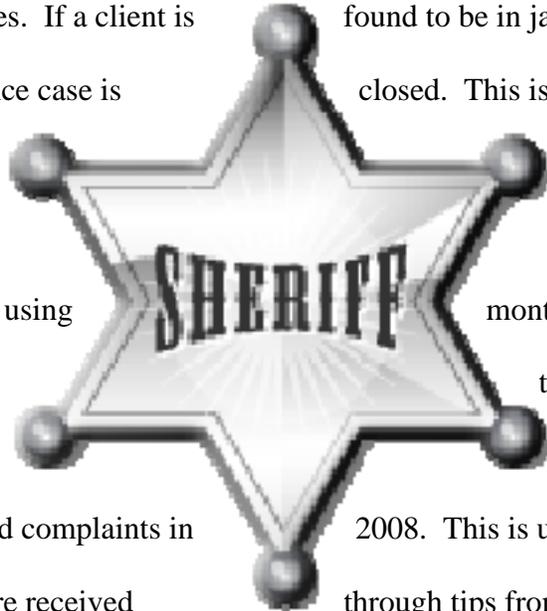
The Investigative unit is housed in the Department of Social Services building and has the responsibility for the safety and security of the staff and clients in the building. Each day, an Investigator is assigned to "desk duty" during business hours and after business hours as requested by staff. Currently, we provide after-hours security for HEAP and parenting classes when they are in session. 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. We do internal investigations as directed by the Sheriff. The unit assists other local, state, and federal agencies, such as the Child Protective Services unit, Adult Protective Services unit, 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 the Child Protective Services and Adult Protective Services units. 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. The Investigative unit completed 399 validations in 2008. This is up from 302 in 2007. In 2008, \$167,008 was saved from being paid out as a result of validation denials; this is up from \$145,661 in 2007.

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 \$1,159,656 in 2008. This is up from \$190,283 in 2007. These figures are calculated using monthly cost avoidance calculation charts provided by the state.



The Investigative unit received 130 fraud complaints in 2008. This is up from 112 in 2007. The fraud investigations were received through tips from the public, case screening, and leads developed in criminal investigations. Fraud cases, when received, are forwarded to a Senior Examiner to determine if a fraud exists. Due to numerous state regulations, most frauds are unfounded. If it is determined that a fraud does exist, the Sergeant assigns an Investigator to follow up on the case. In 2008, two arrests were made relating to fraud.

A Multidisciplinary 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 unit and all of our Investigators continue to receive specialized training in this area. The Investigative unit of the Sheriff's Office is only one piece of the MDT. Other team members consist of law

enforcement (other local and state agencies), mental health personnel, medical personnel, District Attorney's Office, and Child Protective Services.

In 2008, the Multidisciplinary Team moved from the Social Services building to a Child Advocacy Center (CAC) in the Town of Lincoln. The CAC is designed to enable the team to provide all of its services at one location. The team meets once a month at the Child Advocacy Center to review cases and share ideas on cases, training, etc. The Sheriff's Office is currently developing a plan to assign an investigator to the CAC on a daily basis. The Madison County Sheriff's Investigative unit investigated 23 MDT cases in 2008, resulting in four arrests on various charges. The Investigations unit investigated 29 MDT cases in 2007.

The Sheriff's Office Transport Team consists of four fulltime Corrections Officers that are assigned to juvenile transports, as well as adult transports. The Transport Team is currently operating with three Corrections Officers due to a vacancy that was created when one officer retired in 2008. 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. The Transport Team works flex hours to cover the transports when needed.

The Transport Team did 62 juvenile transports in 2008. This is down from 67 in 2007. The team also transports county jail inmates to state prison, county court, local court, and medical and dental appointments. The Transport Team did 1,002 adult transports in 2008. This is up from 982 done in 2007.

The Investigators continue to receive training in areas related to fraud, MDT, and criminal investigations. The Sheriff's Office now has five Deputies trained in Computer Voice

Stress Analysis (CVSA), three in the Patrol Division, and two in Investigations. The CVSA has proven to be a useful tool in MDT, fraud, and criminal investigations. The Investigators conducted nine CVSA exams relating to various cases in 2008. The Investigations unit continues to see a rise in fraud complaints as well as validation (front-end detection) referrals.

The current weak economy will surely increase these numbers in 2009. The Investigations unit will continue to work diligently to serve the citizens of Madison County.

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

ADMINISTRATIVE SERVICES

FISCAL SUMMARY - 2008

	<u>Expenditures</u>	<u>Credits</u>
General Administration	\$ 7,551,124	\$ 6,064,486
Public Facility For Children	(9)	0
Child Care Block Grant	717,752	880,344
Title		
XX	675,616	445,762
Medical Assist	95,821	122,013
MMIS	10,236,017	0
TANF/Family Assistance	2,528,664	1,498,207
Child Welfare	2,202,935	1,642,425
Juvenile Delinquent	485,353	161,816
Safety Net	510,139	342,985
HEAP	16,990	16,479
EAA	8,706	4,690
Burials	85,086	17,100
Title IV-D	<u>0</u>	<u>39,250</u>
Total	\$25,114,195	\$11,235,558
NET LOCAL COST		\$13,878,637

	<u>2007</u>	<u>2008</u>	<u>Increase/ (Decrease)</u>
Gross Cost	\$24,813,425	\$25,114,195	\$ 300,770
Net Local Cost	\$12,075,884	\$13,878,637	\$1,802,753

Please note that this financial report is based on a revenue/appropriation analysis dated 3/6/09. The Madison County Treasurer has not finalized the financial information for 2008, therefore, this information is subject to change.

Modified Budgeted Amount vs. Actual Adjusted Gross Amount - 2008

	<u>Budgeted</u>	<u>Actual</u>	<u>Surplus/ (Deficit)</u>
General Administration	\$ 7,948,706	\$ 7,551,124	\$ 397,582
Public Facility for Children	0	(9)	9
Day Care	768,848	717,752	51,096
Title XX	748,125	675,616	72,509
Medical Assist	120,000	95,821	24,179
MMIS	10,236,032	10,236,017	15
Family Assistance	3,032,307	2,528,664	503,643
Child Welfare	2,352,651	2,202,935	149,716
Juvenile Delinquent	577,074	485,353	91,721
Safety Net	525,000	510,139	14,861
HEAP	25,000	16,990	8,010
EAA	12,000	8,706	3,294
Burials	120,000	85,086	34,914
Title IV-D	<u>(37,560)</u>	<u>(39,250)</u>	<u>1,690</u>
Total	\$26,428,183	\$25,074,944	\$1,353,239

*Burials paid out of Department A6140.

NET LOCAL COST - 2008

	<u>Budgeted</u>	<u>Actual</u>	<u>Surplus/ (Deficit)</u>
General Administration	\$2,559,483	\$1,486,637	\$1,072,846
Public Facility for Children	0	(9)	9
Child Care Block Grant	(141,198)	(162,592)	21,394
Title XX	195,725	229,854	(34,129)
Medical Assistance	0	26,192)	26,192
MMIS	10,236,032	10,236,017	15
TANF/Family Assistance	1,328,204	1,030,457	297,747
Child Welfare	1,097,144	560,510	536,634
Juvenile Delinquent	339,851	323,537	16,314
Safety Net	232,500	167,154	65,346
HEAP	0	511	(511)
EAA	6,000	4,016	1,984
Burials	96,400	67,986	28,414
Title IV-D	<u>(37,560)</u>	<u>(39,250)</u>	<u>1,690</u>
Total	\$15,912,581	\$13,878,637	\$2,033,944

Please note that this financial report is based on a revenue/appropriation analysis dated 3/6/09.
The Madison County Treasurer has not finalized the financial information for 2008, therefore, this information is subject to change.

Adjusted Gross Cost 2007 vs. Adjusted Gross Cost 2008

	<u>Actual - 2007</u>	<u>Actual - 2008</u>	<u>Difference</u>
General Administration	\$ 7,276,950	\$ 7,551,124	\$ 274,174
Agency Operated Foster Home	218,657	(9)	(218,666)
Day Care	682,506	717,752	35,246
Title XX	700,926	675,616	(25,310)
Medical Assistance	107,225	95,821	(11,404)
MMIS	9,762,831	10,236,017	473,186
Family Assistance	2,343,597	2,528,664	185,067
Child Welfare	1,760,243	2,202,935	442,692
Juvenile Delinquents	489,135	485,353	(3,782)
Safety Net	426,386	510,139	83,753
HEAP	934,882	16,990	(917,892)
EAA	13,749	8,706	(5,043)
Burials	96,337	85,086	(11,251)
Title IV-D	<u>(42,880)</u>	<u>(39,250)</u>	<u>3,630</u>
Total	\$24,770,544	\$25,074,944	\$304,400

Please note that this financial report is based on a revenue/appropriation analysis dated 3/6/09. The Madison County Treasurer has not finalized the financial information for 2008, therefore, this information is subject to change.

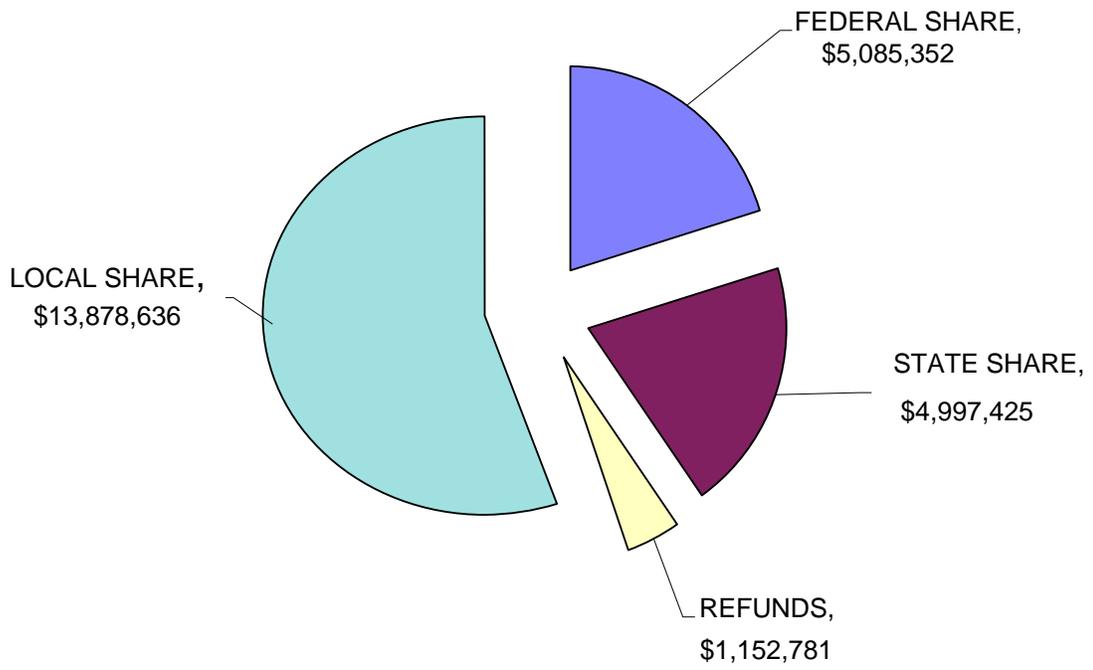
2008 REIMBURSEMENT BREAKDOWN

	FEDERAL SHARE	STATE SHARE	REFUNDS	LOCAL SHARE	TOTAL COST
General Administration	\$3,771,177	\$2,270,302	\$ 23,008	\$ 1,486,637	\$ 7,551,124
Agency Operated Foster Home	0	0	0	(9)	(9)
CCBG	0	879,210	1,134	(162,592)	717,752
Title XX	173,335	272,413	14	229,854	675,616
Medical Assist	(192,972)	(221,492)	536,477	(26,192)	95,821
MMIS	0	0	0	10,236,017	10,236,017
FA	951,726	293,793	252,688	1,030,457	2,528,664
Child Welfare	430,378	1,148,542	63,505	560,510	2,202,935
Juvenile Delinquents	0	155,221	6,595	323,537	485,353
Safety Net/Burials	18,421	177,909	146,655	167,154	510,139
HEAP	(66,713)	0	83,192	511	16,990
EAA	0	4,427	263	4,016	8,706
Burials	0	17,100	0	67,986	85,086
Title IV-D	0	0	39,250	(39,250)	0
Total	\$5,085,352	\$4,997,425	\$1,152,781	\$13,878,636	\$25,114,194

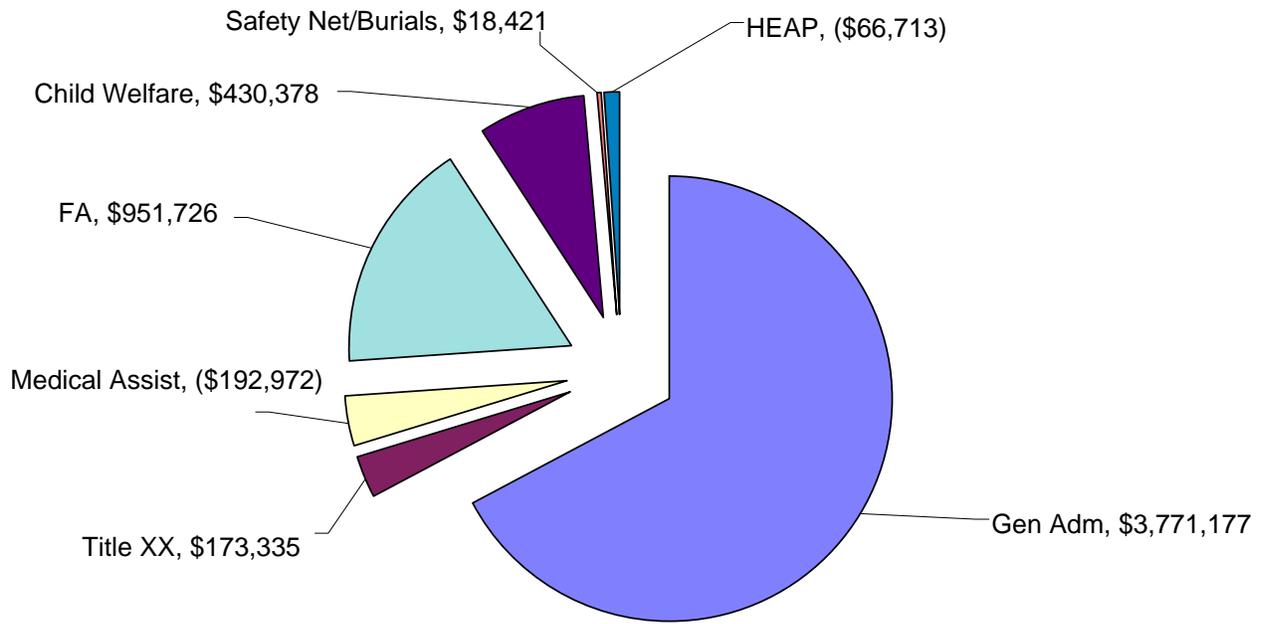
Notes: Child Care Block Grant revenues are normally claimed as state aid, but settlement as federal aid.

Please note that this financial report is based on a revenue/appropriation analysis dated 3/6/09. The Madison County Treasurer has not finalized the financial information for 2008, therefore, this information is subject to change.

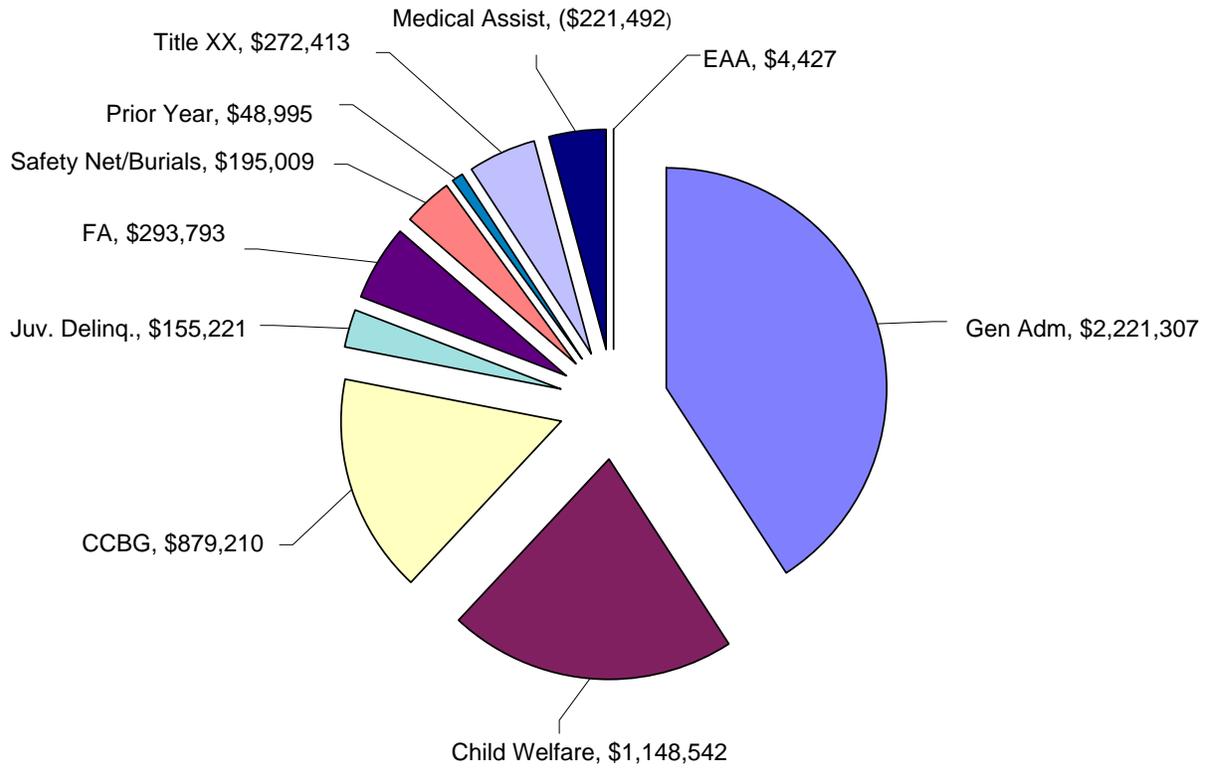
2008 REIMBURSEMENT ANALYSIS



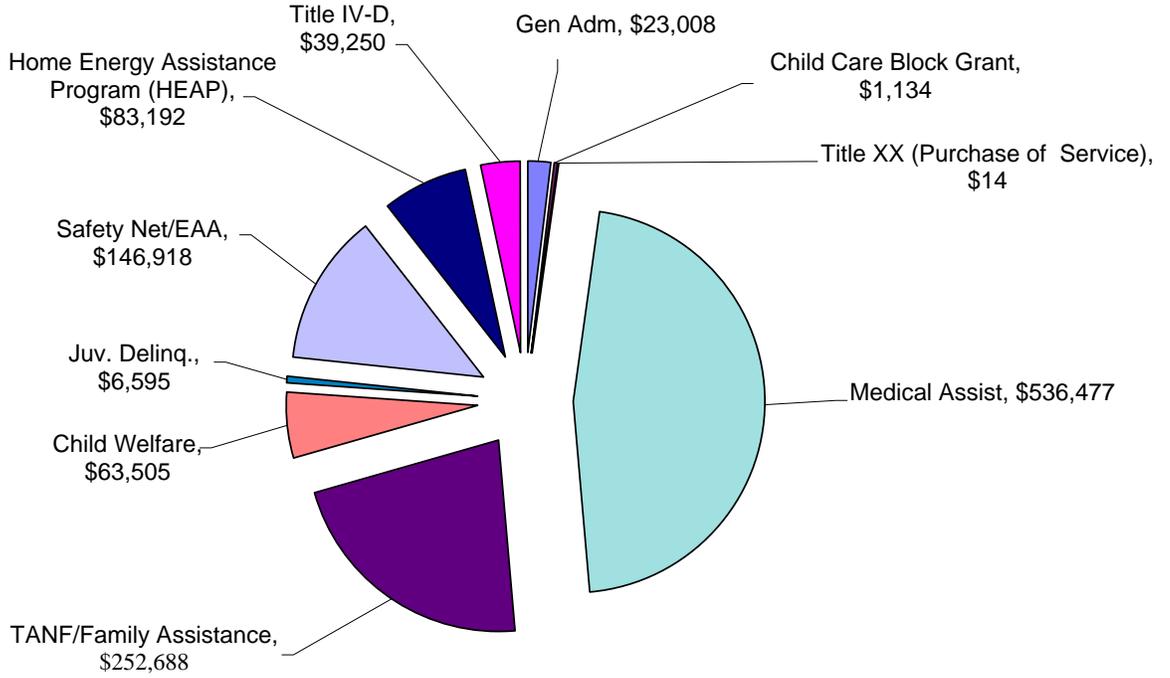
2008 FEDERAL SHARE ANALYSIS



2008 STATE SHARE ANALYSIS



2008 REFUND ANALYSIS



General Administration - 2008

Disbursements:

Personal Services	\$4,122,568
Equipment	146,125
Contractual	1,748,864
Employee Benefits	1,533,566
TOTAL	\$7,551,124

Credits:

Refunds	\$ 16,206
Refunds - Other Agencies	6,801
State Aid	2,170,900
State Aid - O&M & Int	50,407
State Aid - Prior Year	48,995
Federal Aid	3,633,174
Federal Aid - O&M & Int	109,787
Federal Aid - Prior Year	28,216
TOTAL	\$6,064,486

NET LOCAL COST \$1,486,637

	<u>2007</u>	<u>2008</u>	<u>Increase / (Decrease)</u>
Gross Cost	\$7,276,950	\$7,551,124	\$274,174
Net Local Cost	\$ 818,728	\$1,486,637	\$667,909

Notes: General Administration is made up of four main accounts (Personal Services, Equipment, Contractual Costs and Employee Benefits.) In 2007, Madison County began applying chargebacks to an expense account instead of Reducing federal or state aid per the direction of New York State.

Please note that this financial report is based on a revenue/appropriation analysis dated 3/6/09. The Madison County Treasurer has not finalized the financial information for 2008, therefore, this information is subject to change.

Agency Operated Foster Home - 2008

Disbursements: (\$9)

Credits:

Refunds \$ 0

State Aid 0

Total 0

NET LOCAL COST (\$9)

	<u>2007</u>	<u>2008</u>	<u>Increase/ (Decrease)</u>
Gross Cost	\$218,657	(\$9)	(\$218,666)
Net Local Cost	\$218,657	(\$9)	(\$218,666)

Please note that this financial report is based on a revenue/appropriation analysis dated 3/6/09. The Madison County Treasurer has not finalized the financial information for 2008, therefore, this information is subject to change.

Child Care Block Grant Expense - 2008

Disbursements: \$717,752

Credits:

Refunds \$ 1,134
 State Aid 879,210
Total 880,344

NET LOCAL COST (\$162,592)

	<u>2007</u>	<u>2008</u>	<u>Increase/ (Decrease)</u>
Gross Cost	\$682,506	\$717,752	\$35,246
Net Local Cost	(\$139,507)	(\$162,592)	(\$23,085)

Number of Children			
Month of Payment	2007	2008	Inc/(Dec)
Jan	234	232	(2)
Feb	209	208	(1)
Mar	285	206	(79)
Apr	168	218	50
May	219	244	25
Jun	213	245	32
Jul	217	248	31
Aug	210	224	14
Sep	248	237	(11)
Oct	228	262	34
Nov	273	203	(70)
Dec	172	219	47
Average/Month	223	229	6

Breakdown by Provider Type		
TYPE OF PROVIDER	AVG # OF CHILD/MONTH	AVG COST/CHILD PER MONTH
In Home Care Care Rel PT	0	\$0
Family DC FT	9	\$340
Family DC PT	15	\$196
DC Ctr FT	28	\$513
DC Ctr PT	55	\$268
Grp Fam DC FT	11	\$447
Grp Fam DC PT	6	\$193
Inf DC Rel FT	23	\$255
Inf DC Rel PT	28	\$148
Inf DC Non-Rel FT	15	\$263
Inf DC Non-Rel PT	26	\$153
Sch Age DC	8	\$187
Legally Operating Ctr - FT	3	\$236
Legally Operating Ctr - PT	2	\$101
AVERAGE/MONTH	229	\$268

Notes: In 2004, there was a claiming mechanism change, which resulted in more revenue being recognized as program-related reimbursement as compared to administration-related reimbursement.

Please note that this financial report is based on a revenue/appropriation analysis dated 3/6/09. The Madison County Treasurer has not finalized the financial information for 2008, therefore, this information is subject to change.

Purchase of Service - 2008

Disbursements:

Purchase of Serv.	\$ 68,016
Nonresid V of DV	104,316
Public POS-MH	61,786
Family Unification Proj	392,260
Prevent Detent	49,239
Total	\$675,616

Credits:

Refunds	\$ 14
State Aid	272,413
Federal Aid	173,335
Total	\$445,762

NET LOCAL COST \$229,854

	<u>2007</u>	<u>2008</u>	<u>Increase / (Decrease)</u>
Gross Cost	\$700,926	\$675,616	(\$25,310)
Net Local Cost	\$180,674	\$229,854	\$49,180

Please note that this financial report is based on a revenue/appropriation analysis dated 3/6/09. The Madison County Treasurer has not finalized the financial information for 2008, therefore, this information is subject to change.

Medical Assistance & MMIS (Local Share) - 2008

	<u>MA</u>	<u>MMIS</u>	<u>TOTAL</u>
Disbursements:	\$ 95,821	\$10,236,017	\$10,331,838
 <u>Credits:</u>			
Refunds	536,477	\$0	\$536,477
State Aid	(221,492)	\$0	(\$221,492)
Federal Aid	(192,972)	\$0	(\$192,972)
Total	\$ 22,013	\$0	\$122,013
 Net Local Cost	 (\$26,192)	 \$10,236,017	 \$10,209,825
	 <u>2007</u>	 <u>2008</u>	 <u>Increase / (Decrease)</u>
 MA/MMIS Net Local Cost	 \$9,763,786	 \$10,209,825	 \$ 446,039

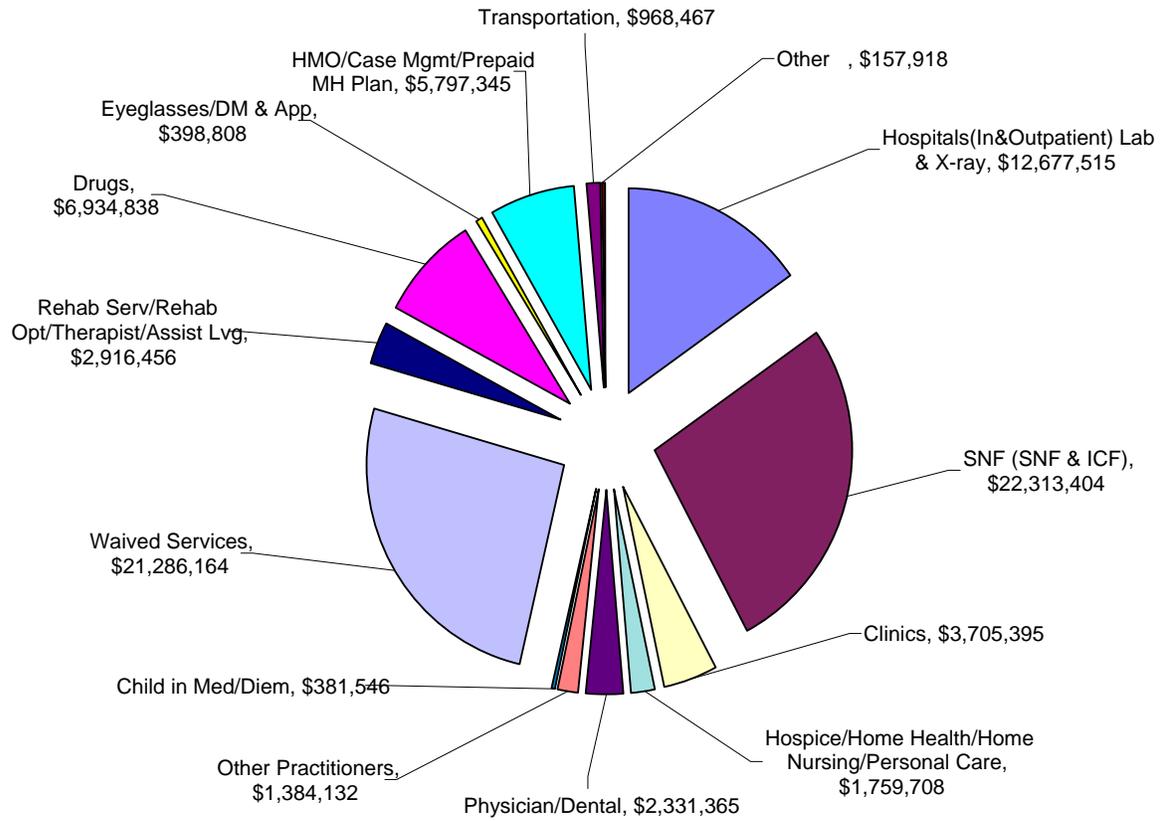
TYPE OF SERVICE	2007	2008	Increase/(Decrease)
HOSPITALS (IN & OUTPATIENT), LAB & X-RAY	\$11,943,579	\$12,677,515	\$ 733,936
SNF (SNF & ICF) NURSING HOMES	20,236,424	22,313,404	2,076,980
CLINICS	4,674,689	3,705,395	(969,294)
HOSPICE/HOME HEALTH/HOME NURSING/PERSONAL CARE	1,437,534	1,759,708	322,174
PHYSICIANS/DENTAL	2,131,982	2,331,365	199,383
OTHER PRACTITIONERS	1,245,479	1,384,132	138,653
CHILD IN MED PER DIEM	276,743	381,546	104,803
WAIVED SERVICES	18,836,973	21,286,163	2,449,190
REHAB SERV/REHAB OPTIONAL/THERAPIST/ASST LVG	2,236,729	2,916,456	679,727
DRUGS/SICK ROOM SUPPLIES	6,450,813	6,934,838	484,025
EYEGLASSES/DURABLE MEDICAL EQUIP & APPLIANCES	413,049	398,808	(14,241)
HMO SERVICES/CASE MGMT/PREPAID MH PLAN	5,595,114	5,797,345	202,231
TRANSPORTATION	940,104	968,467	28,363
OTHER	92,541	157,918	65,377
TOTAL	\$76,511,753	\$83,013,060	\$6,501,307

Notes: In 2005 the MA CAP was implemented. This change resulted in 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. Also revenues related to MA Recoveries - Local Share Distribution were no longer required to be picked up as an accrued revenue.

In October 2008, Madison County received \$23,164.83 from NYS DOH in settlement of drug sublitigation lawsuit with Bristol Myers Squibb.

Please note that this financial report is based on a revenue/appropriation analysis dated 3/6/09. The Madison County Treasurer has not finalized the financial information for 2008, therefore, this information is subject to change.

2008 MMIS GROSS COST ANALYSIS



TANF - 2008

Disbursements:

FA/EAF	\$ 973,898
EAF-Foster Care	961,498
EAF JD/PINS	432,220
EAF-Services	132,086
TANF-Prev Services	28,963
Total	\$2,528,664

Credits:

Refunds	\$ 252,688
State Aid	293,793
Federal Aid	951,726
Total	\$1,498,207
Net Local Cost	\$1,030,457

	<u>2007</u>	<u>2008</u>	<u>Increase/</u> <u>(Decrease)</u>
Gross Cost	\$2,343,597	\$2,528,664	\$185,067
Net Local Cost	\$ 824,826	\$1,030,457	\$205,631

	FAMILY ASSISTANCE		EAF-FC		EAF JD/PINS		EAF	
	CASE	LOAD	CARE	DAYS	CARE	DAYS	CASE	COUNT
	2007	2008	2007	2008	2007	2008	2007	2008
Jan	122	125	365	756	413	155	3	8
Feb	128	127	419	747	388	155	7	6
Mar	122	127	408	705	323	145	10	4
Apr	127	131	427	932	336	155	9	7
May	131	131	418	1054	273	120	37	12
Jun	124	133	736	1163	279	124	22	7
Jul	120	130	473	1064	60	169	17	32
Aug	124	124	815	1110	360	217	22	10
Sep	127	133	636	1406	219	169	19	24
Oct	125	155	709	995	180	158	14	39
Nov	119	157	762	988	155	226	13	15
Dec	117	169	750	863	150	270	9	2
Avg	124	137	577	982	261	172	15	14
Gross Cost/Case	\$521	\$527					\$680	\$624
Gross Cost/Day			\$86	\$77	\$182	\$218		

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Child Welfare - 2008

Disbursements: \$2,202,935

Credits:

Refunds \$ 63,505
 State Aid 1,148,542
 Federal Aid 430,378
Total \$1,642,425

Net Local Cost \$ 560,510

	<u>2007</u>	<u>2008</u>	<u>Increase/ (Decrease)</u>
Gross Cost	\$1,760,243	\$2,202,935	\$442,692
Net Local Cost	\$ 200,425	\$ 560,510	\$360,085

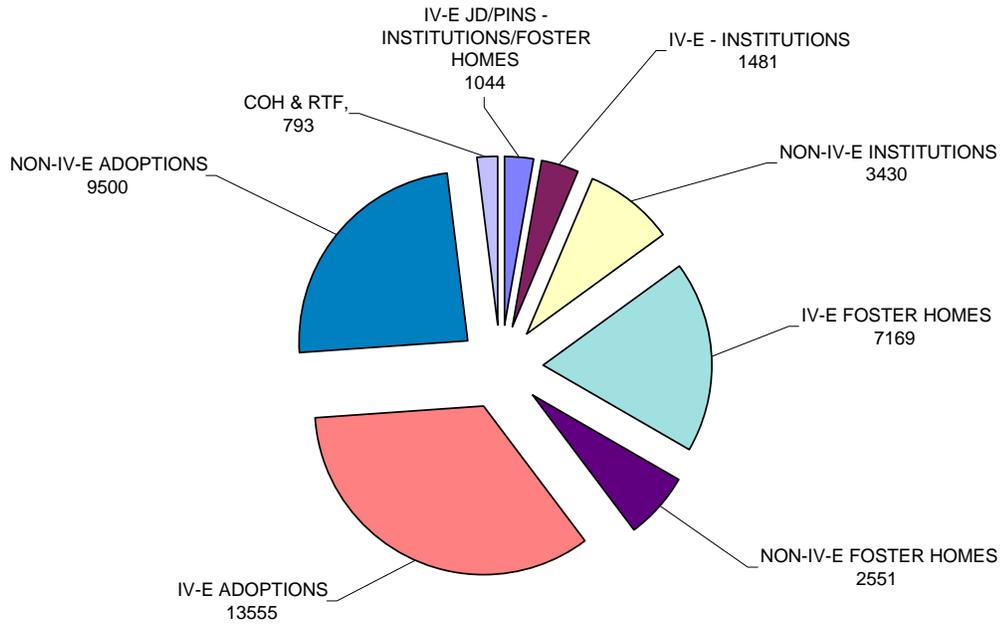
Care Days Analysis

Month of Payment	2007	2008	Inc/(Dec)
Jan	3228	3302	74
Feb	3220	3170	-50
Mar	2715	3115	400
Apr*	2976	3339	363
May	2950	3261	311
Jun	3243	3322	79
Jul	2858	3331	473
Aug	3480	3477	-3
Sep	3081	3383	302
Oct	2902	3361	459
Nov	2952	3365	413
Dec	3092	3097	5
Total	36697	39523	2826
Avg/Month	3058	3294	236

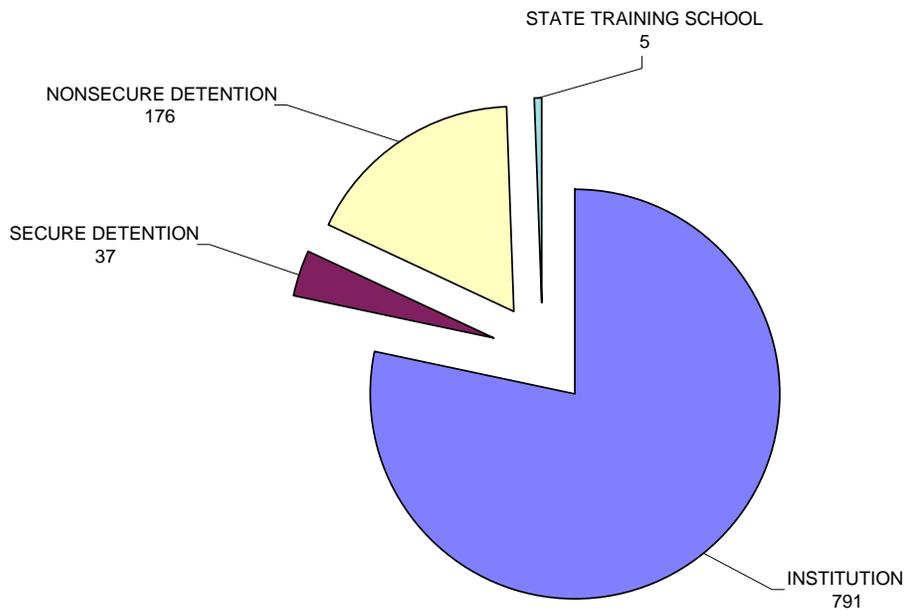
Notes: Title IV-E program funding relating to these costs equaled 19 percent of the total.

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2008 FOSTER CARE DAY CARE CHART



2008 JD CARE DAY CHART



Safety Net - 2008

Disbursements: \$510,139

Credits:

Refunds \$146,655

State Aid 177,909

Federal Aid 18,421

Total \$342,985

NET LOCAL COST \$167,154

	<u>2007</u>	<u>2008</u>	<u>Increase/ (Decrease)</u>
Gross Cost	\$426,386	\$510,139	\$83,753
Net Local Cost	\$110,470	\$167,154	\$56,684

CASELOAD AVERAGE/AVERAGE GROSS COST PER CASE

Month	2007 CASELOAD	2007 COST/CASE	2008 CASELOAD	2008 COST/CASE
Jan	70	550	67	555
Feb	67	554	77	423
Mar	67	580	75	458
Apr	71	467	78	468
May	75	474	91	440
Jun	70	556	98	580
Jul	65	473	98	488
Aug	73	542	86	493
Sep	71	497	82	547
Oct	68	555	88	510
Nov	63	409	91	544
Dec	71	398	97	444
Avg	69	505	86	496

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HEAP - 2008

Disbursements: \$16,990

Credits:

Refunds \$83,192

Federal Aid (66,713)

Total \$16,479

Net Local Cost \$ 511

	<u>2007</u>	<u>2008</u>	<u>Increase/ (Decrease)</u>
Gross Cost	\$934,882	\$16,990	(\$917,892)
Net Local Cost	\$ 1,089	\$ 511	(\$578)

The New York State Office of the State Comptroller began making payments for HEAP in October 2007. From January 2008 to December 2008, the State Comptroller's Office made payments totaling \$3,550,151.37. These payments will be included in Madison County's CDFA report for 2008.

Please note that this financial report is based on a revenue/appropriation analysis dated 3/6/09. The Madison County Treasurer has not finalized the financial information for 2008, therefore, this information is subject to change.

Emergency Aid to Adults - 2008

Disbursements: \$8,706

Credits:

Refunds \$ 263

State Aid 4,427

Total \$4,690

NET LOCAL COST \$4,016

	<u>2007</u>	<u>2008</u>	<u>Increase/ (Decrease)</u>
Gross Cost	\$13,749	\$8,706	(\$5,043)
Net Local Cost	\$ 6,612	\$4,016	(\$2,596)

Please note that this financial report is based on a revenue/appropriation analysis dated 3/6/09. The Madison County Treasurer has not finalized the financial information for 2008, therefore, this information is subject to change.

Burials - 2008

Disbursements: \$85,086

Credits:

Refunds \$ 0

State Aid 17,100

Total \$17,100

**NET LOCAL
COST**

\$67,986

	<u>2007</u>	<u>2008</u>	<u>Increase/ (Decrease)</u>
Gross Cost	\$96,337	\$85,086	(\$11,251)
Net Local Cost	\$69,868	\$67,986	(\$1,882)

Burials Paid By Month Cash Basis		
	2007	2008
Jan	6	1
Feb	3	3
Mar	3	2
Apr	0	4
May	10	3
Jun	0	0
Jul	5	6
Aug	3	1
Sep	4	6
Oct	5	2
Nov	2	0
Dec	4	4
Total	45	32
Net Cost/Burial	\$2,264	\$2,658

Please note that this financial report is based on a revenue/appropriation analysis dated 3/6/09. The Madison County Treasurer has not finalized the financial information for 2008, therefore, this information is subject to change.

Title IV-D Program - 2008

Disbursements: \$ 0

Credits:

Incentives \$39,250

NET LOCAL COST (\$39,250)

	<u>2007</u>	<u>2008</u>	<u>Increase/ (Decrease)</u>
Net Local Cost	(\$42,880)	(\$39,250)	\$3,630

Please note that this financial report is based on a revenue/appropriation analysis dated 3/6/09. The Madison County Treasurer has not finalized the financial information for 2008, therefore, this information is subject to change.

MMIS Gross Cost Data

Hospitals (In & Outpatient) Lab & X-ray	\$12,677,515
SNF (SNF & ICF)	22,313,404
Clinics	3,705,395
Hospice/Home Health/Home Nursing/Personal Care	1,759,708
Physician/Dental	2,331,365
Other Practitioners	1,384,132
Child in Med/Diem	381,546
Waived Services	21,286,164
Rehab Services/Rehab Opt/Therapist/Assisted Living	2,916,456
Drugs	6,934,838
Eyeglasses/DM & App	398,808
HMO/Case Mgmt/Prepaid MH Plan	5,797,345
Transportation	968,467
Other	157,918
Total	\$83,013,060

Foster Care Days

TYPE OF PROVIDER	# OF CARE DAYS
IV-E JD/PINS – Institutions/Foster Homes	1,044
IV-E - Institutions	1,481
NON-IV-E Institutions	3,430
IV-E Foster Homes	7,169
NON-IV-E Foster Homes	2,551
IV-E Adoptions	13,555
NON-IV-E Adoptions	9,500
COH & RTF	793

JD Care Days

Institution	791
Secure Detention	37
Non-secure Detention	176
State Training School	5

<u>FEDERAL SHARE</u>	
Gen Adm	\$3,771,177
Title XX	173,335
Medical Assist	(192,972)
FA	951,726
Child Welfare	430,378
Safety Net/Burials	18,421
HEAP	(66,713)
Total	\$5,085,352

<u>STATE SHARE</u>	
Gen Adm	\$2,221,307
Child Welfare	1,148,542
CCBG	879,210
Juv. Delinq.	155,221
FA	293,793
Safety Net/Burials	195,009
Prior Year	48,995
Title XX	272,413
Medical Assist	(221,492)
EAA	4,427
Total	\$4,997,425

<u>REFUNDS</u>	
Gen Adm	\$23,008
Child Care Block Grant	\$1,134
Title XX (Purchase of Service)	\$14
Medical Assist	\$536,477
TANF/Family Assistance	\$252,688
Child Welfare	\$63,505
Juvenile Delinquent	\$6,595
Safety Net/EAA	\$146,918
Home Energy Assistance Program (HEAP)	\$83,192
Title IV-D	<u>\$39,250</u>
Total	\$1,152,781
*Burial state aid revenue credited to Department A6140.	

Submitted by Steven Chaires, Deputy Commissioner for Administrative Services