



Madison County
Department of Social Services

2012 Annual Report

Michael A. Fitzgerald
Commissioner



Madison County

Department of Social Services

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March 22, 2013

John Becker, Chairman
Madison County Board of Supervisors

John Salka, Chairman
Social & Mental Health Services Committee

Mark Scimone, County Administrator
Madison County

Dear Gentlemen:

It is with pleasure that I write the opening to the Madison County Department of Social Services 2012 Annual Report. You will see shorter articles, but more information. We have included numerous new charts that contain the data that represents the work that DSS does. By removing the statistical information from the narrative, we hope that the 2012 Annual Report is easier to understand and useful to you and others who may look at it. We have continued to include, wherever possible, a story or situation taken from our interactions with the residents of Madison County. We believe that the “real life adventures” put faces to the numbers.

Finally, it goes without saying that the report is the product of extremely talented, committed, and passionate people – the staff at DSS. Without their continued hard work, this Annual Report, the benefits that those less fortunate continue to receive, and protecting the safety of children and families would not be possible.

It is impossible to write a report about 2012 without mentioning the single largest change for DSS in the last 40 years. With federal changes as a result of the Affordable Care Act (ACA) in full swing and New York State implementing many of Governor Cuomo’s Medicaid Reform Team (MRT) initiatives, the past year (and for the next several years) was full of changes. Never before has healthcare design, services, and costs occupied a larger stage – and that translated to changes at Madison County.

First, I had the distinct privilege to be named to a statewide workgroup addressing the future of the county and state relationships. It is clear from the federal legislation and New York’s response to it that our state government wants to play a larger role in healthcare delivery. The health insurance exchanges will be a state-run system, unlike other states where they will either be federal/state or completely federal exchanges.



The largest changes and challenges are yet to come for DSS. In July 2012, Madison County responded to a "Statement of Interest" solicitation from the State Health Department. This document will establish the county's role in the Medicaid program in the foreseeable future. Through the efforts of Augusta Gillespie, a Colgate University student doing a summer intern fellowship through the Upstate Institute, Madison County was able to analyze the pros and cons of remaining in the business of healthcare eligibility decision making. Augusta was able to research what was happening nationally, within New York State, and locally to make a best recommendation. Her research and subsequent paper was delivered to the Board of Supervisors to inform their decision and was also shared with all counties in New York, the State Health Department, and at a special presentation at the New York State Association of Counties (NYSAC) Conference in Syracuse, New York.

Madison County will remain involved with eligibility for Medicaid in those programs where electronic eligibility currently does not exist (long-term care; aid for the aged, blind, or disabled; and for the spend-down populations). For much of the Medicaid population who are eligible for this program due to their income, starting in 2013, their eligibility will be determined through the state's enrollment center.

The enrollment center will be a centralized site that will receive and process applications, redeterminations, and household changes under new modified adjusted gross income (MAGI) standards, as outlined in the Affordable Care Act. Madison County will initially have redeterminations sent to the enrollment center and over the course of the next year, all other aspects of MAGI enrollment will occur. This loss of responsibility will also mean a loss of staff over the next several years, culminating in about five years with far fewer Medicaid staff, likely with far different roles than today. However, it is important to remind ourselves that until the state actually takes this workload, the staff at DSS remains responsible. Balancing the need to get "smaller" while still maintaining a sufficient workforce to get the work done will be trying for the department, the board, and the residents we are here to serve.

The remainder of this 2012 Annual Report highlights the successes and challenges that the department faced and overcame. The years ahead appear uncertain and changes will confront all of us. Remembering that we are all here to do what is best for the citizens of Madison County will make those moments more successful.

Sincerely,



Michael A. Fitzgerald, MPA
Commissioner

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STAFF DEVELOPMENT

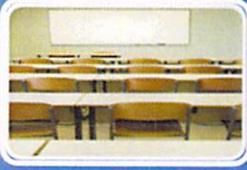
One of the areas that the Confidential Secretary is responsible for is the scheduling of mandatory and professional-development training for the DSS staff. This includes state-sponsored training and training provided by the Personnel Office, along with other locally-offered classes. Children's Services Caseworkers and supervisory staff are required to annually attend at least six hours of New York State approved CPS in-service training.

Training is conducted in a range of settings, including classroom, electronically through the Internet, or through a televised "teleconference." New York State offers its training at various venues across the state and usually in multiple locations to accommodate counties by minimizing travel time. Madison County is fortunate to be located closely to the Center for Development of Human Services (CDHS) training center in Liverpool, New York, which is one of the state's contracted training providers. If state training is unavailable at that location, employees typically travel to Albany or Rochester. Other contracted providers include Brookdale Center on Aging, SUNY Albany, SUNY Potsdam and SUC at Buffalo.



In 2012, the department experienced five promotions and four new hires, along with the three Energy Resource Aides that are hired for the six-month HEAP season. Three staff members resigned and we experienced no retirements in 2012. All new positions, whether promotional or new hire, are given at least 75 hours of in-house new worker training, which is conducted by the directors and supervisors. Some titles; i.e., Social Welfare Examiner and Children's Services Caseworker, also require a minimum number of hours of state-sponsored training.

The decrease in training hours in 2012 compared to 2011 was due to the very low turnover that the department experienced.



Classroom Training

- State and local training conducted in a classroom setting either onsite or at various venues throughout the state. State training registration is done through the Statewide Training Automated Registration System (STARS).



Common Core Training

- Core training team includes the common core trainer, trainee's supervisor, and confidential secretary/training coordinator. Between the initial pre-core meeting and the ending post-core meeting with the trainer, there are 14 weeks of in-house, classroom, and computer-based training.



Webinars

- Trainees view a presentation via computer while verbally communicating by telephone. This may be attended by a group using a projector connected to the computer or may be individually attended by using the employee's desktop.



iLinc Training

- State-sponsored iLinc classes are computer-based and accessed through the trainee's desktop. These are interactive classes and include participants from across New York State. These training sessions are conducted at specific dates and times.



TrainingSpace

- State-sponsored TrainingSpace courses are also accessed through the trainee's desktop. These are view-only sessions and can be conducted at the trainee's convenience rather than specific dates and times.



Teleconferences

- State-sponsored teleconferences are offered at various times throughout the year with no pre-registration required. These sessions, viewed as a group, are broadcast via satellite on designated dates and times. Participants' questions are faxed to the trainers and are answered during the broadcast. Most of the teleconferences eventually become TrainingSpace offerings.

"Training is everything. The peach was once a bitter almond; cauliflower is nothing but cabbage with a college education." – Mark Twain

"The only real mistake is the one from which we learn nothing." – John Powell

"When you know something, say what you know. When you don't know something, say that you don't know. That is knowledge." – Confucius

Submitted by Linda Jackson, Confidential Secretary/Staff Development

Temporary Assistance

This year, the Temporary Assistance unit had the privilege of being a pilot county for the MyWorkspace recertification project for temporary assistance recipients. As with any pilot project, there were lots of growing pains, but, overall, it has been a huge success and the examiners are using the MyWorkspace application daily to complete all of their work.

Temporary Assistance Statistics Based on Four Examiners

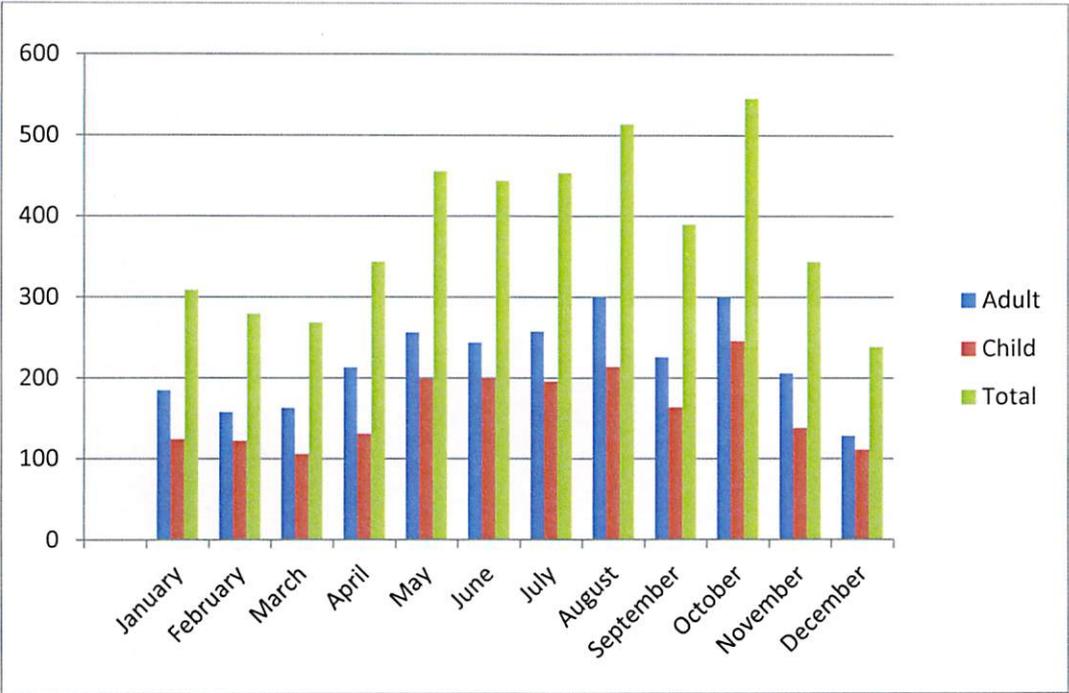
	2012	2011
Caseload	337	330
Average per Examiner	84	82
Phone Calls	10,813	10,442
Monthly Average	901	870
Average per Examiner	225	218
Walk-ins	4,016	3,717
Monthly Average	335	310
Average per Examiner	84	77
Pre-screening Sheets	2,068	1,997
Monthly Average	172	166
Average per Examiner	43	41

The Pre-Screening Sheet or, as the examiners refer to it, the ‘White Sheet,’ is given to any individual who indicates a need for cash assistance, whether it be for a pending eviction, utility



shutoff, homelessness, or a recent loss of income. Of the 2,068 pre-screening sheets, 809 individuals indicated that they had a housing emergency and 531 individuals indicated a utility emergency. The chart below indicates the number of adults and children presenting as homeless or pending an eviction.

Adults and Children Presenting as Homeless or Pending Eviction



Submitted by Pamela Heintz, Director of Temporary Assistance/Financial Aid

Supplemental Nutritional Assistance Program (SNAP)

This big change this year for the Food Stamp program in New York State was the change in the name of the program. The program will no longer be referred to as "food stamps," but instead it will be called the "Supplemental Nutritional Assistance Program" (SNAP). The name change was implemented to more accurately reflect the program's mission to help low-income households meet their nutritional needs and education to inform and encourage a healthier lifestyle.

The use of the Office of Temporary and Disability Assistance myBenefits.ny.gov website continues to grow for residents to apply for SNAP benefits online. The SNAP caseload overall also continues to grow. At the end of 2011 there were 3987 active cases; currently there are 4317 cases. The seven SNAP examiners not only have had to deal with the increasing caseloads, but also the increase in phone calls and walk-ins to the agency.

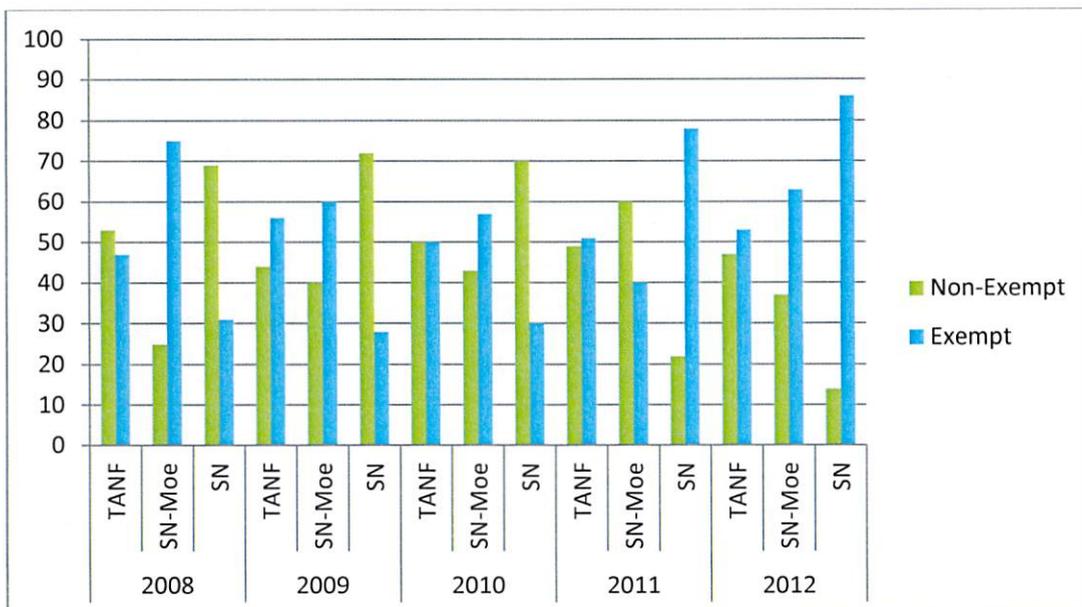


Submitted by Pamela Heintz, Director of Temporary Assistance/Financial Aid

Employment

The responsibility of the Employment unit is to assist applicants and recipients of temporary assistance in becoming self-sufficient, either through employment or other opportunities that would eliminate the need for temporary assistance. To meet that responsibility, the Employment unit's job is to engage individuals in employment activities to meet the federal participation rate. To count toward a state's work participation rate, single parents must participate in work activities for an average of 30 hours per week or an average of 20 hours per week if they have a child under age six. Two-parent families must participate in work activities for an average of 35 hours per week or, if they receive federal child care assistance, 55 hours per week. States must engage a certain percentage of all families and of two-parent families in work activities or face financial penalty. These required state work participation rates are 50 percent overall and 90 percent for two-parent families.

Looking at the current employment numbers, it became apparent that the number of individuals that the Welfare Employments Representatives (WERs) were working with had stayed relatively steady, but the percentage of exempt vs. non-exempt individuals had shifted. Looking back at the last five years, it is apparent that the caseload has gradually shifted to the exempt population. This is making it increasingly difficult for the WERs to meet the federal participation rate, as this population has medical documentation that prevents them from working and also prevents the WERs from engaging them in activities. The chart below shows the gradual shift in caseload:

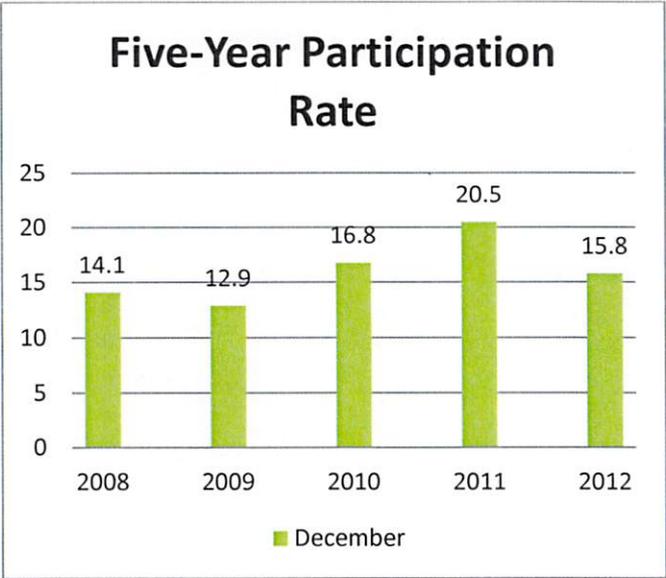


Most of this exempt population is awaiting a social security disability determination, which can take up to two years. The WERs will assist these individuals by referring them to available resources in the community to help them through the social security process.

This year, we have been fortunate to partner with a local factory that calls the work crew leader from time to time and asks him if we have any individuals that would qualify for a position in their company. We have sent several candidates to them and they have had great success with the individuals that were sent.

The WERs continue to partner with Madison County Employment and Training through the “Job Links” program, the workforce development counselor, and the intensive case manager. With their assistance, finding employment and assisting individuals in obtaining other resources to become self-sufficient will continue.

Despite this changing and more challenging caseload, the federal participation rate, although not perfect, has remained steady over the past five years as indicated in the chart below:



Success story:

One individual who was particularly hard to place, as he had difficulty getting along with people, was referred to the company for an interview. They hired him as a general maintenance man and they are overjoyed with his performance – he was named employee of the month after just one month of employment!

This is an example of finding the right fit for difficult-to-place individuals, which is one of the many challenges that the WERs face each day trying to meet the federal participation rate.

Mobile Work Crew

The work crew once again completed numerous projects for not-for-profit agencies and municipalities within Madison County, which helped the agencies afford projects that otherwise might not have been completed.

The crew performed a total of 17,005 man hours on the projects listed below:

Major Projects

- Madison County Landfill - built addition on break room, new building for ARC
- Bridgeport Fire Department - painted and minor repairs
- Wampsville Fire Department - insulated, sheetrocked, and painted
- Canastota DPW - helped with leaf cleanup
- Village of Canastota - finished Watson Building
- Wampsville Village Hall - built offices
- Town of Sullivan - Sullivan Park - new steel roof on pavilion
- Town of Sullivan - Chapman Park - built new pavilion, painted, and repaired
- YMCA - cleaned pool, locker rooms, and minor repairs
- Bike giveaway - cleaned and repaired bicycles
- Community Action Program, Morrisville - moved offices

Madison County Landfill

- E-waste program with LoJo's
- Mowed lawn
- Washed fleet weekly
- Household battery collection program

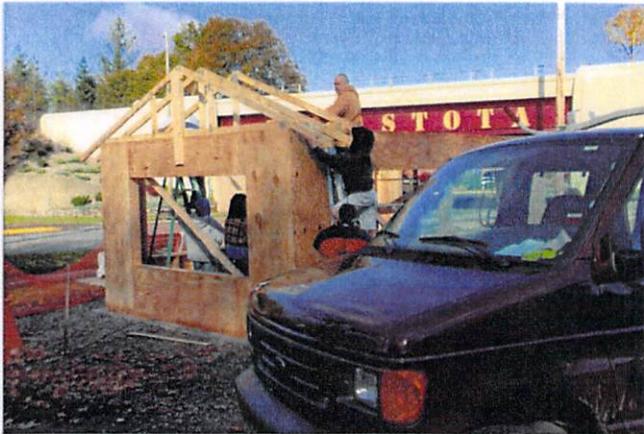
Minor Projects

- OHG Fishing Derby - helped with setup and cleanup
- Boxing Hall of Fame - helped with cleanup
- Madison County DSS - moved furniture, paper, files, etc.
- Madison County DSS - detailed fleet vehicles
- Madison County DSS - snow removal from fleet vehicles
- Canastota VFW - cleaned and minor repair

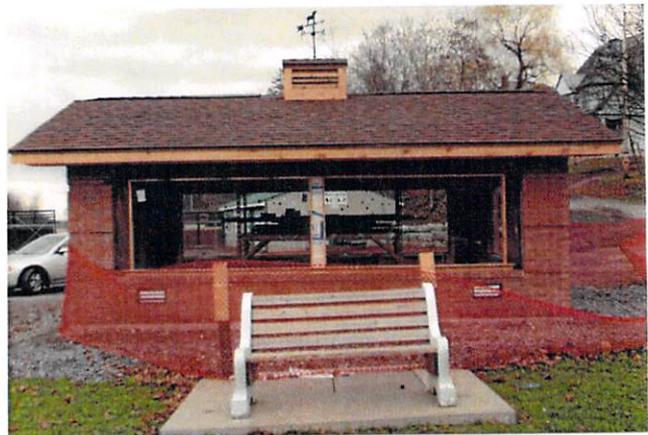
The agency continues to have worksite agreements with the Madison County Office for the Aging, Town of Sullivan, and Oneida Recreation Department.



Madison County Landfill break room addition



Watson building, Canastota

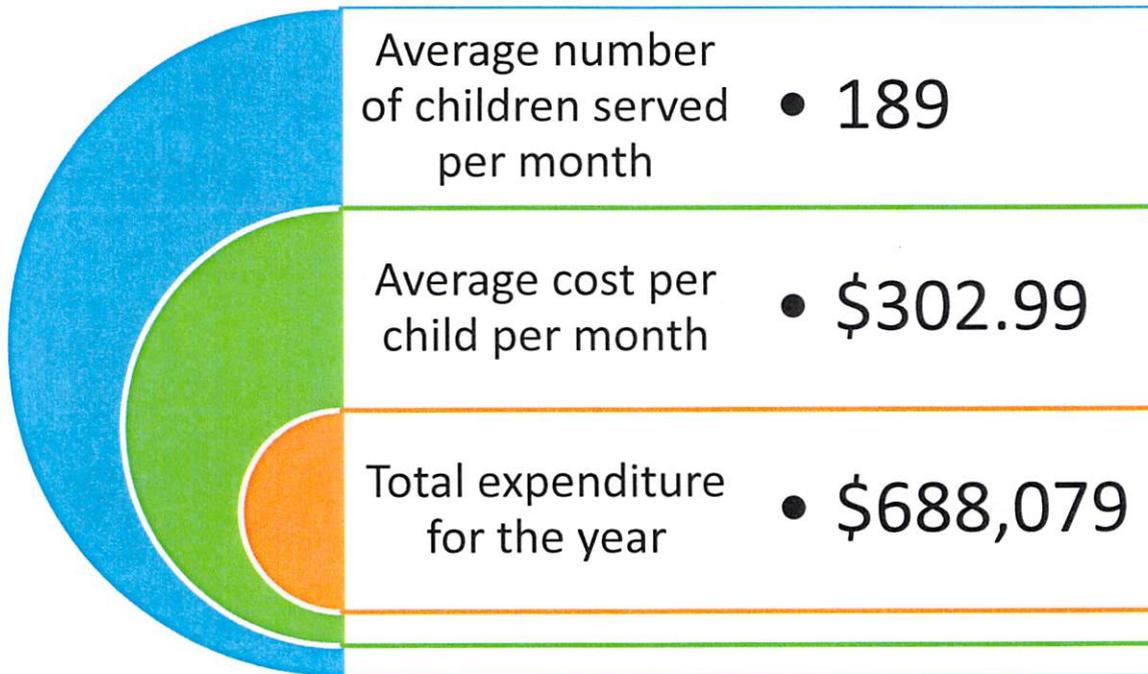


Submitted by Pamela Heintz, Director of Temporary Assistance/Financial Aid

Day Care

The Day Care program is an important element for parents who are currently employed, seeking employment, attending educational programs, or participating in our work experience program. The program provides a subsidy to eligible parents based on income, the child's age, and individual needs.

Last year, Madison County was a pilot county for the Child Care Time and Attendance (CCTA) system introduced by the Office of Children and Family Services. After many months of growing pains and one very patient Social Welfare Examiner, the system seems to be progressing and improving. Currently, 23 percent of providers are utilizing the CCTA system and our goal for 2013 is to increase the usage of the system to 50 percent through various outreach methods.



Submitted by Pamela Heintz, Director of Temporary Assistance/Financial Aid

BURIALS

Forty-seven applications were taken in 2012. The total amount paid for these burials was \$120,337.55, an average of \$2,560.37 per burial, which is a total decrease of \$7,426.50 from the previous year. Below is the amount paid to our local funeral homes:

<u>Funeral Provider</u>	<u>Number</u>	<u>Cost</u>
Ayer and Zimmer Funeral Home	3	6,116.00
Burgess and Tedesco Funeral Home	7	18,106.87
Campbell Dean Funeral Home	7	22,355.00
Eaton-Tubbs-Schepp Funeral Home	1	2,305.00
Fiore Funeral Home	3	4,625.50
Foster-Hax Funeral Home	1	3,200.00
G.F. Zimmer Funeral Home	5	16,444.00
Ironside Funeral Home	1	2,205.00
J. Homer Ball Funeral Home	6	13,864.18
LaRobardiere Funeral Home	1	2,373.00
Newcomer Funeral Home	1	2,095.00
Nunn and Harper Funeral Home	3	8,541.00
Paul Funeral Home	2	5,354.00
Smith Funeral Home	2	2,838.00
Sundquist Funeral Home	1	3,390.00
Tait Funeral Home	2	4,650.00
Traub Funeral Home	1	1,875.00
	47	120,337.55

Submitted by Pamela Heintz, Director of Temporary Assistance/Financial Aid

MEDICAL ASSISTANCE

The total Medicaid expenditures for Madison County in 2012 were \$94,729,484.43 with the local share being approximately \$11,139,557.

Medical Expenditures for 2012		
<i>Hospital</i>	6,437,501.99	
<i>Skilled Nursing</i>	17,177,546.01	
<i>Clinics</i>	4,302,252.06	
<i>Hospice Services</i>	69,848.72	
<i>Physicians</i>	744,226.91	
<i>Dental</i>	488,118.33	
<i>Other Practitioners</i>	1,691,536.96	
<i>Child Inst. Medical</i>	205,178.42	
<i>Personal Care</i>	957,445.99	* 65.85% increase from 2011
<i>Home Health Aide</i>	267,905.88	
<i>Home Nursing</i>	162,268.12	
<i>Assisted Living Program</i>	94,770.93	
<i>Waiver Services</i>	25,877,209.14	
<i>Rehab Services</i>	3,126.53	* 70.31% decrease from 2011
<i>Therapist Services</i>	8,446.53	* 86.56% decrease from 2011
<i>Rehab Option Services</i>	1,293,229.05	
<i>Drugs</i>	1,568,432.79	* 81.41% decrease from 2011
<i>Sick Room Supplies</i>	149,600.71	
<i>Eyeglasses</i>	12,727.03	
<i>Durable Medical Equipment</i>	212,036.90	
<i>HMO Services</i>	29,106,032.84	* 71.10% increase from 2011
<i>Case Management</i>	1,815,419.88	
<i>Transportation</i>	1,526,463.96	
<i>Lab & X-Ray</i>	197,983.68	
<i>Other</i>	360,175.07	
Total	94,729,484.43	

MEDICAID MANAGED CARE

Medicaid Managed Care became mandatory in Madison County in 2010. Clients are required to enroll in a managed care plan upon application or renewal. Madison County offers three managed care plans: Fidelis, Excellus, and United Healthcare. These same plans also participate in the Family Health Plus program. Due to mandatory enrollment, the number of individuals enrolled in managed care has increased to 7,763 as of December 2012 – **an increase of 11 percent from 2011.**

<i>Individuals enrolled in:</i>	<i>Excellus</i>	<i>Fidelis</i>	<i>United Healthcare</i>
<i>Managed Care</i>	3,588	2,335	767
<i>FHP</i>	517	346	210

2012 STATISTICS:

Medicaid/Family Health Plus average caseload:

- 2011 – 4,968
- 2012 – 5,064

➤ Medicaid SSI average caseload:

- 2011 – 1,389
- 2012 – 1,423

- 2,566 applications were processed – an average of 213 per month.
- 4,718 recertifications/renewals were processed – an average of 373 per month.
- 11,388 changes were made to open cases – an average of 949 per month.
- Individuals receiving Medicaid and FHP:
 - December 2011 – 8,392 individuals
 - December 2012 – 9,175 individuals (an increase of 8 percent)
- Individuals receiving Medicaid SSI:
 - December 2011 – 1,451
 - December 2012 – 1,480
- In December 2012, there was a total of 10,655 individuals receiving Medicaid Assistance. This is 14 percent of the total population in Madison County.

Future:

Madison County is expected to make the transition into the State Enrollment Center for renewal processing in March 2013. This will reduce the workload substantially, as we currently process an average of 373 renewals each month.

Medical Transportation

<u>Ambulance</u>	<u># of Claims</u>	<u>Amount Paid</u>
Vineall Ambulance, Inc.	1,174	\$ 81,981
Eastern Paramedics, Inc.	419	\$ 32,092
Greater Lenox Ambulance Service, Inc.	249	\$ 13,804
Kunkel Ambulance Service	116	\$ 7,122
Southern Madison County Volunteer Ambulance Corp	110	\$ 6,794
Cazenovia Area Volunteer Ambulance Corp	86	\$ 5,898
Smithfield/Eaton Volunteer Ambulance Corp	84	\$ 4,973
Amcare Ambulance Service, Inc.	66	\$ 4,727
TLC Emergency Medical Service	74	\$ 6,911
Village of Madison	45	\$ 3,357
Waterville Area Volunteer Ambulance	32	\$ 2,225
Village of Fayetteville	31	\$ 2,216
Bridgewater Fire Company, Inc.	30	\$ 1,998
Edwards Ambulance Service, Inc.	55	\$ 1,858
Smith Funeral Home Ambulance Service	19	\$ 1,126
Cooperstown Medical Transport	14	\$ 1,059
East Area Volunteer Emergency Services	16	\$ 1,026
All Other	<u>165</u>	<u>\$ 9,902</u>
Total Ambulance	2,785	\$189,069
<u>Invalid Coach (Wheelchair Van, etc.)</u>		
Sandra McDermott	1,240	\$116,856
Kunkel Limousine Service	200	\$ 19,594
Michael F. Ilacqua, Inc.	222	\$ 18,456
Able Medical Transport, Inc.	300	\$ 13,984
Central New York Wheelchair	73	\$ 11,156
Nabil S. Guindy	81	\$ 7,154
TLC Medical Transport Service, Inc.	32	\$ 3,334
Katherine Luther Nursing Home	26	\$ 2,420
Best Comfort Care Transportation	19	\$ 1,551
County Rainbow Taxi, Inc.	5	\$ 1,149
All Other	<u>46</u>	<u>\$ 2,716</u>
Total Invalid Coach	2,244	\$198,370



Taxi

Birnie Bus Service	5,452	\$ 177,212
Richard C Bielby	2,126	\$ 162,855
Dorothy Edick	2,669	\$ 119,774
Maria Altimonte	1,485	\$ 110,658
Oneida Taxi	2,551	\$ 107,485
Shawn Perrigo	2,563	\$ 104,149
Consumer Services of Madison County	4,731	\$ 58,800
A Better Cab Company	1,376	\$ 53,077
Michael Petros	1,122	\$ 50,003
Michael F. Ilacqua, Inc.	532	\$ 46,328
AA Taxi	214	\$ 27,463
Fiore Funeral Home	600	\$ 22,006
City Cab, Inc.	231	\$ 19,981
Bellavia Transportation, Inc.	42	\$ 2,724
DLM Enterprises LLC	104	\$ 1,667
Other	92	\$ 4,003
Total Taxi	25,890	\$1,068,185
<u>Day Treatment Transportation</u>		
Gregory P. Collis	2,002	\$ 68,378
Nabil S Guindy	9	\$ 1,428
Michael William Osterhout	14	\$ 1,035
Total Day Treatment Transportation	2,025	\$ 70,841
<u>Reimbursed through Voucher System</u>		\$ 26,730
<u>Office for the Aging</u>		
Reimbursed at \$5/trip + .75/mile + tolls & parking		\$ 1,492

Submitted by Steven Chaires, Deputy Commissioner for Administrative Services

Child Support Enforcement

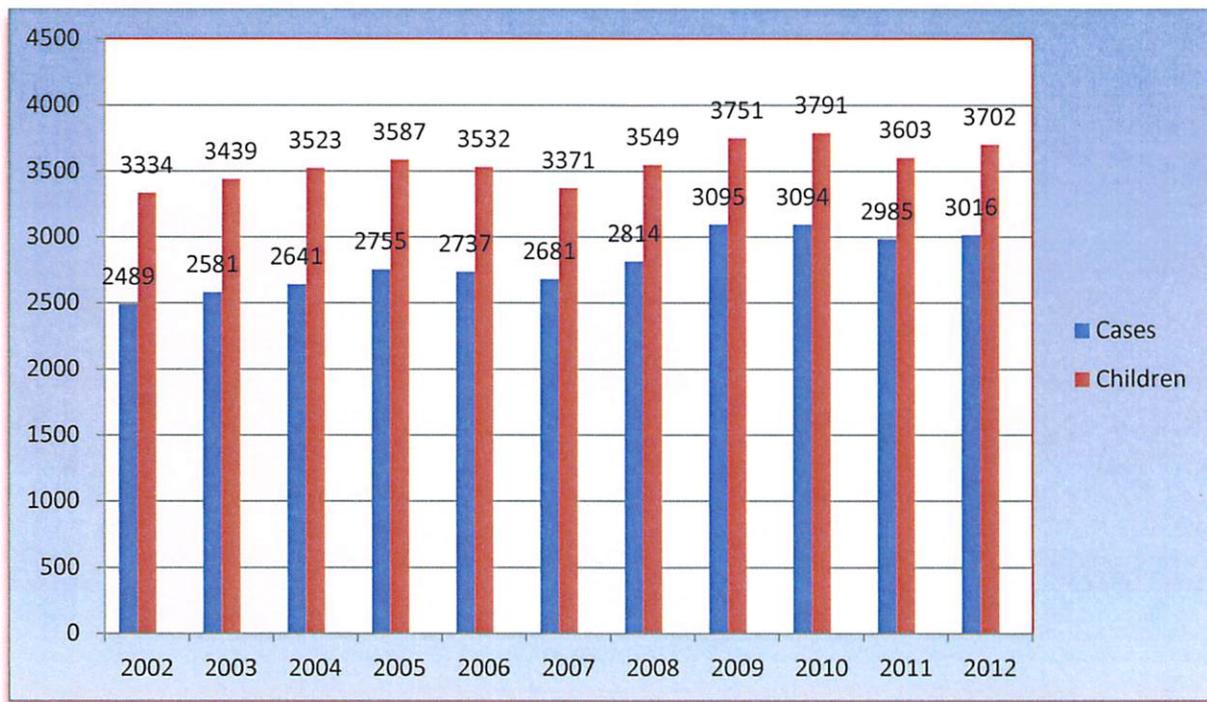
Program Highlights

The Child Support unit assists custodial parents in obtaining financial and/or medical support for their children. Services include locating absent parents, establishing paternity, establishing and enforcing support orders, and collecting and monitoring child support payments.

Caseloads

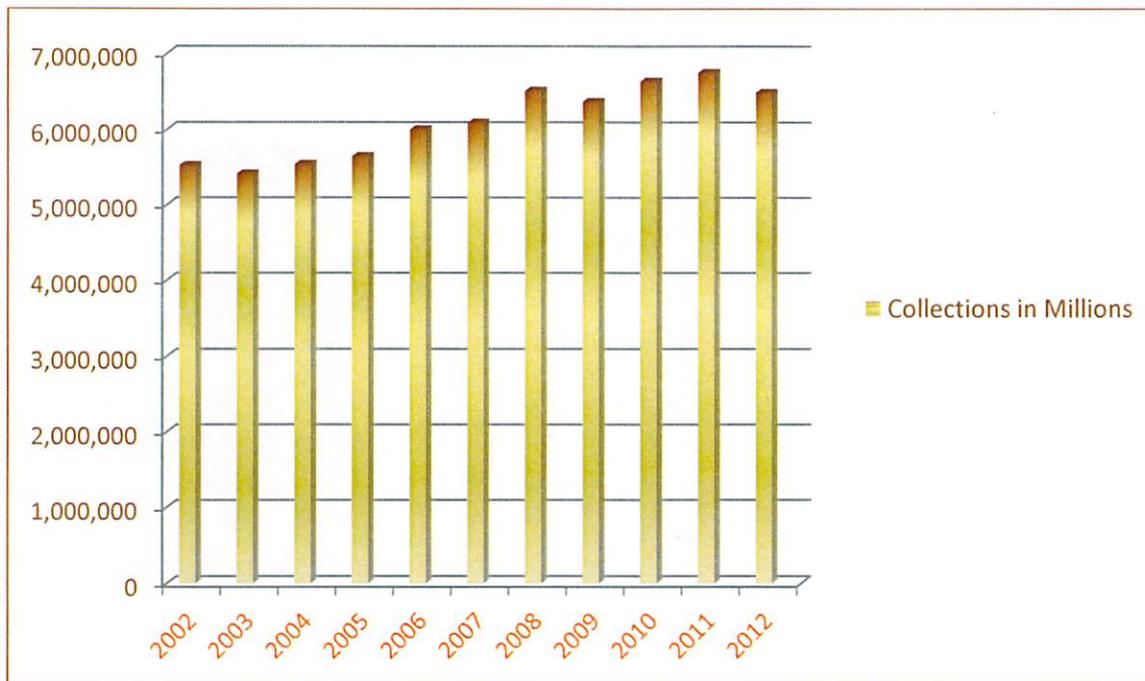
Over the past 10 years, we have seen the number of Child Support cases go up and down. This trend is repeated in the number of children served in those same cases. The unit ended the year 2012 with 3,016 cases, serving 3,702 children.

Chart reflects caseloads and children served over the past 10 years

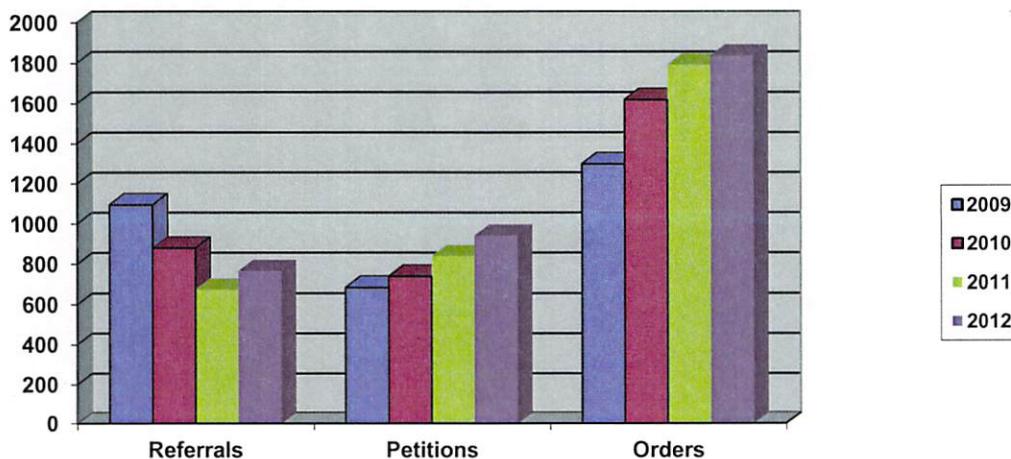


Collections

- Collections for 2012 totaled \$6,487,171, which was a 3.8 percent decrease from last year's collections of \$6,749,367.



- \$79,424.86 in child support collected from non-custodial parents' New York State income tax refunds.
- \$204,508.61 in child support collected from non-custodial parents' federal income tax refunds.
- \$387,959.88 in child support collected from respondents' unemployment insurance benefits.



- 942 petitions were filed by the Child Support unit, including paternity petitions, support petitions, and support collection petitions.
- 766 referrals were received from Temporary Assistance, Medical Assistance, and Foster Care units, enabling the Child Support unit to build cases to establish or enforce child and/or medical support.
- 1,836 child/medical support orders were received and processed by means of building new, adjusting, and/or closing existing Child Support accounts.
- 1,070 audits were conducted on Child Support cases scheduled for a court hearing.
- 1,099 cooperation interviews were conducted and processed by the unit as a result of individuals applying for temporary/medical assistance.
- 34 cases were scheduled for genetic testing to assist in establishing paternity. The department contracts with a genetic testing company that collects the DNA samples onsite.

2012 Success Stories for local custodial parents

Enforcement

- The Department of Taxation and Finance seized vehicles from four non-custodial parents, resulting in a combined total of \$8,944.70 disbursed back to the custodial parents.
- A combined total of \$15,643.72 was received as a result of property execution methods.

Future:

The next year will bring many changes to the Child Support program. New regulations, new technology, and a new child support application will be implemented in the year 2013, all of which will require changes to our current policies and procedures.

Submitted by Patricia Platt, Director of Child Support Enforcement/Financial Aid

HOME ENERGY ASSISTANCE PROGRAM

This season proved to be quite a challenge for the Home Energy Assistance Program (HEAP) unit. Federal funding for the HEAP program was drastically reduced to almost half of the funding received in previous years. In 2011, New York State's share of federal funding was \$521 million. In 2012, that share was reduced to approximately \$250 million. The loss of funding resulted in many changes to the HEAP program.

2011-2012 Program changes:

- Regular HEAP opened on November 16, 2011, almost three weeks later than usual, in an attempt to hold back until colder weather began. Only regular benefits were available at that time. Applicants were not allowed to apply for emergency benefits until January 3, 2012.
- Regular and emergency benefits were reduced as a result of the projected federal funding decrease. The maximum regular benefit was \$500, as compared to a maximum of \$700 in previous years.
- Heating equipment repair and replacement component, usually a yearlong program, was reduced to a seven-month program, opening on October 3, 2011, and closing on April 13, 2012.

Fortunately, federal funding was approved at a higher amount than originally planned, and NYS HEAP was able to provide an additional supplemental benefit. This was in the form of a second regular benefit in the amount of \$150. Also, the HEAP program closing date was extended to April 13, 2012, as opposed to the original date of March 16, 2012.

Case Activity: The HEAP unit experienced a decrease in applications this season, possibly due to the increase in Food Stamp applications, where recipients would receive HEAP benefits as part of their Food Stamp case.

HEAP Case Activity	2009/2010	2010/2011	2011/2012
Applications registered	969	1,157	722
Cases opened/reactivated	752	857	504
Changes to active cases	2,712	2,548	2,251

2011/2012 Statistics

- 5,133 Regular benefits were issued through the Food Stamp and HEAP units at a cost of \$1,619,273.
- 3,736 Supplemental regular benefits were issued through the Food Stamp and HEAP units at a cost of \$560,400.
- 1,517 emergency benefits were issued through the Food Stamp and HEAP units at a cost of \$806,700.

	<u>2009/2010</u>	<u>2010/2011</u>	<u>2011/2012</u>
Regular Benefits Obligations	5,167 \$2,514,231	5,365 \$2,588,269	5,133 \$1,619,273
Emergency Benefits Obligations	1,627 \$758,229	1,959 \$1,034,800	1,517 \$806,700
Supplemental 2nd Regular Benefit Obligations			3,736 \$560,400

The Furnace Repair and Replacement program also felt the impact of reduced federal funding. In past seasons, this program was open all year long, starting in October and ending in September of the next year. This 2011/2012 HEAP season, the Furnace Repair and Replacement program opened on October 1, 2011, and closed on April 13, 2012, along with all regular and emergency benefits.

- 56 repair or replacement referrals were made to Stoneleigh Housing.
- 30 furnace repairs were completed at a cost of \$13,557.21.
- 18 furnace replacements were completed at a cost of \$43,243.60.

The next HEAP season will again prove very challenging. Federal funding will continue at the lower level, possibly being reduced even further. This will create much uncertainty as to how the program will be administered in the coming season.

Submitted by Patricia Platt, Director of Child Support Enforcement/Financial Aid

Family Services

Below are a number of statistics and data elements to help describe a great deal of the work going on in Family Services this past year. There are also some short stories to help paint a more complete picture.

One new initiative for Family Services, which began in 2012 and will carry over into following years, is our application for and receipt of a grant award from the New York State Division of Criminal Justice Services. This grant will be used to fund work with youth who have received a juvenile delinquency appearance ticket. We believe this grant will allow us, along with the Madison County Probation Department, to provide more intensive and holistic services to these children and their families. The \$245,957 award will allow us to purchase home-based therapeutic services through Berkshire Farm Center and Services for Youth.



Submitted by Melissa Maine, Deputy Commissioner for Family Services

Child Protective Services

Statistical Information Reports per Year:

Year	2012	2011	2010	2009	2008
Number of Reports	1,546	1,492	1,500	1,573	1,404
Neglect/Abuse Petitions Filed with Family Court	93	61	48	46	62

Of the 1,546 reports received in 2012, Family Assessment Response (FAR) handled 363. This was our first full year of FAR, so we do not have previous years to compare.

Child Protective Success Story:

Measuring success does not always provide a tangible in Child Protective Services. Often, it is found in knowing that one person's perceptions and desire for true change has been communicated during the investigation process.

A report was received after a child made a disclosure to his school social worker about fighting in the home. Upon interviewing this boy and his two brothers, it was found that the fighting was of a verbal nature; however, it was having an impact on the children in that one even had trouble sleeping, and it bothered the other one enough to disclose his feelings about it. In reviewing the history, it was noted that there were 12 prior cases, with 50 percent being indicated for domestic violence and/or parental alcohol usage. Most of these reports involved the mother's previous paramour or her lack of sobriety.

A lot of time at the first home visit was spent listening to the mother's story. She shared the loss, grief, and rejection she had felt since her mother abandoned her when she was 19 months old. This included her struggle to feel safe and secure, and, most importantly, loved in a normal relationship. She told of the steps she had taken to address her depression, being in treatment for just under a year, and how it was helping. She felt they had normal conflict as a couple, but it was not of a physical nature and nothing as volatile or serious as to cause this much stress to her children.

This woman never knew her own mother's nurturing, love, and acceptance and yet she was trying to find a way to express those things herself. This reflection of her experience was shared with her as well as the perceptions of her own children now witnessing her attempts and seeming failures at healthy, happy relationships and her struggle with sobriety. She began to realize the impact on herself and her entire family and what could be different and healthy for all of them. There was then a discussion about the children's need to feel safe in expressing themselves and being honest with their mother about their feelings, seeking counseling as a family, her self-worth and her own needs, her past and possible motivations for her choices and behaviors, and how each of these things impacted her family.

At the conclusion of the case, the boys were interviewed again and an air of relief seemed to surround them. They stated that their mom and her boyfriend seemed to be really talking to one another and they had not heard any fighting in quite some time. They said they felt happier and relieved since that first interview they had had in school. In following up with the mother, she stated that all is quiet in the home now. She and her paramour both were able to see this situation not just through their own eyes, but also through the children's eyes as well and how their inability to communicate was having a negative impact on them individually and as a family. She says she asks the boys regularly if there is anything they would like to talk about or express without fear of any trouble. She stated that CPS was the catalyst for this change.

Additional Information:

In August 2012, the Family Assessment Response (FAR) supervisor had the opportunity to participate in a week-long FAR Quality Assurance Case Review in Albany, New York. A random sampling of FAR cases from four counties, including Madison County, was reviewed. County staff, regional Office of Child and Family Services staff, and the Butler Institute FAR trainers all participated in the review. Vital information was shared regarding documentation needed to comply with current regulations. Madison County FAR cases that were reviewed showed strength in utilizing engagement tools to best lead the families we work with toward self-sufficiency. Suggestions for areas of improvement were also brought back to the Caseworkers. Reviews such as this and trainings that the Caseworkers receive allow them to work professionally with the families involved in Child Protective reports.



CPS Reports per Township in 2012

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Brookfield	6	5	3	3	3	6	5	2	5	3	8	4	53
Cazenovia	2	3	4	4	3	3	1	3	1	7	0	1	32
DeRuyter	1	1	5	1	5	3	1	2	0	0	0	0	19
Eaton	10	6	13	10	8	4	5	8	8	10	13	15	110
Fenner	0	0	0	0	0	0	0	0	0	1	0	1	2
Georgetown	0	2	3	0	2	2	0	1	0	0	0	0	10
Hamilton	10	8	9	10	7	5	4	11	6	3	4	8	85
Lebanon	1	0	0	0	0	1	0	0	0	0	0	0	2
Lenox	33	21	23	23	16	24	20	20	17	21	29	22	269
Lincoln	0	0	0	1	0	1	1	0	0	1	0	0	4
Madison	7	7	8	4	7	12	5	3	6	3	6	3	71
Nelson	3	0	0	2	0	2	0	0	0	1	0	1	9
Oneida	24	26	32	42	47	28	38	34	28	25	27	27	378
Smithfield	1	0	2	2	0	1	1	0	0	0	0	0	7
Stockbridge	13	3	4	7	7	6	2	4	1	12	5	1	65
Sullivan	21	13	15	22	30	23	7	14	15	14	13	13	200
Other	24	24	10	16	13	23	26	16	20	26	19	13	230
Total	156	119	131	147	148	144	116	118	107	127	124	109	1546

“Other” refers to reports shared with other counties where most family members live outside of Madison County. There were no significant increases or decreases in any one particular township.

Submitted by Catherine Fowler; Karen Bright; and Robin Streeter, Case Supervisors Grade B

Foster Care Services

Statistical Information:

Year	2012	2011	2010	2009	2008
Children placed in care	46	20	31	31	61
Children discharged from care	25	29	37	44	55
Average number in Madison County foster homes	34	30	26	35	49
Average number in therapeutic foster homes	9	5	10	14	14
Average number in higher levels of care	15	16	20	25	24
Children adopted from foster care	9	10	10	8	3
Foster homes certified	8	9	5	4	13
Foster homes closed	12	6	7	9	Not available

We did see a significant increase in the number of children placed in foster care over the last few years. We believe that most of this increase was due to the bath salts epidemic that plagued the county in the early half of the year and resulted in a number of foster care placements, particularly of large sibling groups (four-to-six children per family). We are pleased that we have been able to decrease our usage of therapeutic foster care or other higher levels of care, as that means children's needs are being met in our own community.



Foster Care/Adoptions Success Story:

This year's tale involves two brothers ages seven and four years who had been in placement since they were very young. They became involved with DSS due to their parents' domestic violence, lack of medical care, and unsanitary home conditions, along with the parents' failure to keep the children clean. The father also had substance abuse issues and the mother consistently failed to take care of her own chronic medical condition, impairing her ability to care for the children. The parents had surrendered their rights to two siblings of these boys who were subsequently adopted.

The Foster Care Caseworker attempted to assist the parents to engage in supportive services to address their issues so that they would be able to provide a safe permanent home for the children. This included providing supervised and unsupervised visitation, occasional transportation to counseling appointments, regular home visits to discuss barriers to services and ways that the parents could overcome those barriers, and ways that DSS could assist them. The parents were given multiple opportunities to be successful, including an attempt to return the children to the mother's care with the father living outside the home, as he had not completed his services.

At the mom's request, the children were returned to foster care. She stated that she had become overwhelmed with caring for them on her own. As the legal process continued its course in Family Court, the Caseworker and foster parent for the boys, who decided she could not be a permanent resource for the children, continued their contact with their birth siblings in their adoptive home. Regular visitation occurred among all four children so that when the parents' rights were terminated by the court, the boys were transitioned into the adoptive home with their birth siblings. The children were adopted in November, reuniting all the siblings in a forever home at last.



Homefinding Successes:

Our foster parents have certainly gone above and beyond again this year, so we would like to give a few short examples. Sarah and John Smith had three children of their own in their home when they were asked in April to consider adding part of a sibling group of six children to their home. They did not hesitate to ask for more information and what they needed to do to try to foster all of the children.

Within a few hours, all six children were moved into their home. Wow!

In October, a sibling group of five - all under the age of seven - was placed with the Jones family. They too were originally asked to take part of the sibling group.

Donna and Steve volunteered to keep the children together in their home! In either of these cases, the numbers alone would be impressive, but stop and think... How do you transport all of the children? Think of the car seats! What about homework and daily routines? What is it like bathing five little ones, to say the least. Then, what happens when one or two of the children have special educational, behavioral, or emotional needs.

In addition to families who become foster parents willing to care for children they have never met prior to placement in their home, we also have families who step forward to care for specific children with whom they already have a relationship. Cathy was approached by one of our teens in foster care and asked to become a foster parent for her. What nerve!! The teen was a friend of Cathy's daughter and had the opportunity to visit the family and home. The family got to know the girl and she got to know them. Why not ask? . . . So that is just what she did. Talk about homefinding. Children like this make our job easy! Cathy's home was originally opened as a child-specific foster home. She has since completed all the requirements to have her home certified as a regular Madison County foster home and has taken an additional child into her home.

In another situation, Joan is nearly 70 years old and an amazing woman who stepped forward when her son's three children were placed in foster care. She lives in a little cottage-style home with only two small bedrooms on the ground floor. Arrangements were made to accommodate the needs of her grandchildren and make the space for them. She unselfishly and very thriftily worked to make the changes needed in the home so it would meet the New York State Foster Boarding Home Regulations. She has had the children in her care since July and is doing an amazing job with the assistance and support of Foster Care services. The children are definitely loved and well cared for.



Submitted by Timothy Brown, Case Supervisor Grade B, and Theresa Snyder, Caseworker

Preventive Services

Statistical Information:

Year	2012	2011	2010	2009	2008
Average Number of Open Preventive Cases	119	98	117	124	107
Average Number of Children	225	170	209	234	205
Referrals for Parent Aide Services	24	37	24	23	26
Average Number of Parent Aide Cases	17	22	23	26	24
Number of Parent Aide Home Visits Made	528	529	504	678	696
Number of Parent Skills Classes Taught	62	82	116	127	96
Supervised/Coached Family Visits	600	542	590	808	1000
People using Emergency Supply or Food Cupboards	53	97	56	51	53
Transportation Trips	603	829	888	1224	1412
Transportation Savings	\$18,038	\$20,326	\$21,371	\$26,090	\$26,881
Number of Children Receiving Life Skills Coaching	21	21	20	24	17
Number of Mentor/Mentee Matches	28	53	25	42	38

It should be noted that one of the two Parent Aides was not able to work several months this past year, so the number of Parent Aide cases and classes was diminished. Our number of supervised visits, or CFV's, fluctuates based on the number of children who are in foster care. The years we had fewer children, the numbers went down. This past year, the numbers went back up, as we had more children. In 2012, we had only one Transportation Aide as opposed to 1.5 in 2011 and 2010 and 2 in 2009 and 2008.

Success Stories:

Preventive Services Case:

One example of how Preventive Services benefits Madison County is the case of young parents of an infant boy. The parents were both addicted to prescription drugs and because of this, they placed their infant son at substantial risk of harm. They committed crimes to support their drug habits so they had criminal charges as well as a neglect petition filed in Family Court. These young parents had a lot of support from extended family and when their problems became known, the family supported them. Family members helped to care for the child during periods of incarceration and have provided shelter, transportation, etc.

At the onset of the case, the family members met with the Preventive Caseworker and, with the parents' permission, all aspects of the case were discussed so everyone could be working together. The Preventive Caseworker supported the family members in their actions to help this young family as well as continued to meet with the parents and encouraged them to continue in their services. The Preventive worker helped them stick to a safety plan and explained the Family Court process. The parents were serious about recovery. They were energetic, polite, and intelligent young people. They attended mental health and substance abuse counseling and participated in the Family Treatment Program. The Preventive worker supported them during the Family Treatment Program meetings. The parents communicated well with all service providers and attended all their appointments.

The Caseworker reports that she has developed a positive helping relationship with these young parents. This relationship has helped them to progress in their treatment goals. The parents are living with relatives at this time and all family members are cooperative. The parents are open and honest with service providers regarding their struggle with recovery. Their child is thriving in their home.

Parent Aides/Coached Family Visits (CFV):

This case involved the Parent Aide in helping a mother of three children who had difficulty seeing how her behavior negatively impacted the relationship she had with her children as well as their safety. This mom was easily overwhelmed by raising the three young children. Mom also had an anger problem, which had caused her numerous difficulties and, at times, putting her children at risk. This caused her involvement with CPS, eventually leading her to receive Preventive Services and a Parent Aide.

Mom's three children were placed with a relative so they could be safe and get the care they needed, while mom got help for her problems. Mom attended the Parenting Skills Class at DSS. She received a Certificate of Attendance, which meant she needed to come again. She willingly did, knowing she was not able to grasp all the concepts the first time through. While attending the Parenting Skills Class, mom was also attending an anger management group at the Mental Health Department. Mom was able to apply what she was learning in her group to what she was learning in Parenting Skills Class. She could see how and why her behavior was not working and was unsafe for her children and herself.

Mom went on to receive a Certificate of Completion from the Parenting Skills Class. During this time period, mom was having supervised visitation at DSS. Also during the same period of time, DSS introduced a "new" way of supervising visits called "Coaching Family Visits" (CFV). This involved the staff member actively teaching and modeling parenting skills during the visit. This mom (and her boyfriend) became the agency's first family for CFV. The CFV's started at DSS and eventually moved to mom's home.

Now the CFV's have ended and mom and the relative are working out their own visitation plan that is no longer coached and does not need another adult present to provide safety. Mom and her boyfriend are having a baby in January 2013. They are excited and the plan is for them to have the baby home with them. The Parent Aide will continue to work with them helping them through the ups and downs of having a new baby, as well as maintaining the progress that this family has achieved. Mom is excited for the other children to welcome a new baby into their family.

School Services Program

Statistical Information:

Year	2012	2011	2010	2009	2008
Number of Referrals	96	92	132	94	109

Source of Referral	School	Outside Agency	County Departments	Family
Number of Referrals	63	8	15	10

Referred Need	Mental Health Services	Medical Services	Juvenile Justice	Educational	Substance Abuse	Basic Needs	Parenting Skills
Number per Need	64	16	42	50	3	71	13

Each referral could reflect a variety of needs.

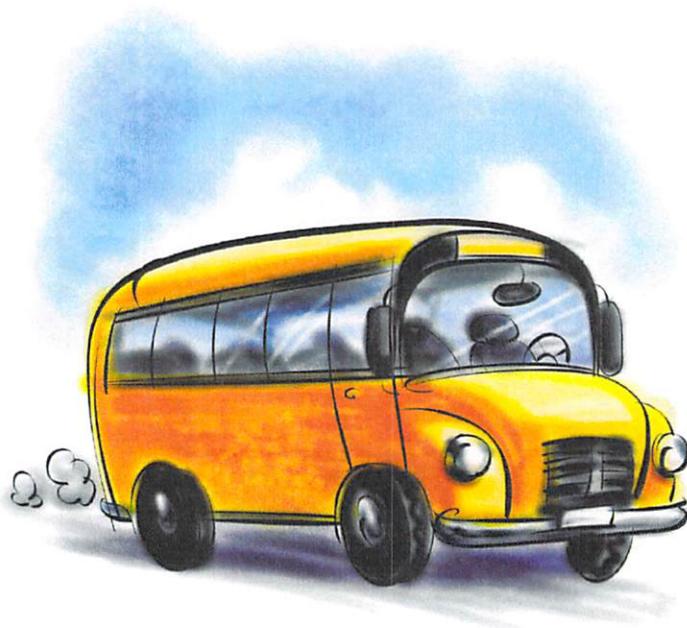
Age of Child	0-5 years	6-9 years	10-13 years	14-16 years	17-18 years
Number per Age Group	9	30	28	21	8

Success Story:

A 16-year-old girl was referred by her BOCES program. She was having difficulty at home, which was having an impact on her at school. She had also run away, refusing to return. School Services involvement was initially to assist this unaccompanied youth with transportation and access to her summer school program. Under the McKinney-Vento Education Law, School Services was able to arrange transportation through the home school district. While residing at the homeless youth shelter, she was transported to and from school for the duration of her summer school program, as well as the beginning of the school year. School Services conducted extensive work with the home school district and BOCES in regards to the best school placement option for this girl. They assisted her with not only her educational needs, but also her emotional and mental health needs, which were compounded by her home environment.

It was agreed upon by the district and the mother that residential placement was the best option for this girl. The School Services Coordinator was able to assist with that referral and placement. Currently, this young lady is in the Short Term Care Program at Hillside Children's Center while she awaits an opening at the GROW Program, which she is

anticipating to transition to in February 2013. Since being in placement, this young lady has made high honor roll twice; is the most active participant in her Dialectical Behavioral Therapy (DBT) group; helps her clinician plan the DBT group at times; has had no suicidal thoughts; and seeks out her clinician when she gets upset so she does not cut herself, which is what she would have done previously. She has also made a huge step in avoiding the negative behaviors of those around her whereas, previously, she was attracted to such activity. Throughout working with this family, School Services has assisted the child, family, and school in safety decision making and what is in the best interest for this young lady.



Life Skills Coaching with Dr. Scott Petosa:

One example is a boy who suffered in a highly dysfunctional family. This 16 year old had very low self-esteem, was constantly bullied at school, and often acted out in school resulting in numerous suspensions and disciplinary referrals. His grades in school suffered, resulting in failing numerous courses. His absenteeism was high and he was considering dropping out of school and pursuing a GED. He often experienced outbursts of anger at home, typically triggered by conflicts with his mother, siblings, peers, or uncle who was residing in the household. He had a strained relationship with his absent father.

By exploring respect, communication, and problem solving issues, both instructionally and experientially, this young man has improved dramatically. His grades in school have improved significantly (he is passing all subjects with a B average or higher). He has committed himself to a career in culinary arts, successfully enrolled in a BOCES curriculum. He is already exploring college options in culinary arts and is working part-time in the field after completing a successful internship. He is back on track to complete his high school education after making up coursework in summer school. He is constantly improving his social behaviors at school and has received no disciplinary referrals this school year.

The student's mother reports that his behavior at home has improved significantly and has promoted a much healthier living environment for the whole blended family. He has established a positive relationship with his father, including social outings. The YMCA membership has promoted positive interaction between the student and his live-in uncle as they have participated together in physical activities. The student's mother states that her home is far from perfect, but much more pleasant with her son's progress.

Intensive Mentoring:

Recently, while doing a closing meeting with a family just finishing the child's 18 months in the program, the child's mother shared with us her feelings about the program and the mentor. She began by simply sharing how much things have changed in her son's life since having a mentor involved. She shared how the mentor was a constant support, both to the child and mother as well – she is a single mom.

As she continued, she began to tear up and share how she does not know how her son's life would have been without the mentor. She shared with us that before having a mentor, her son was very reserved and afraid to share any of his feelings. He was withdrawn and she feared he would begin heading down a bad path. She told us that the mentor helped him to have confidence in himself. She shared, still tearing, how he has come out of his shell and now has a positive outlook. She believes that her son is now capable of doing anything.

Submitted by Marcie Soule, School Services Program Coordinator

Persons in Need of Supervision (PINS) Diversion Services

Statistical Information:

Year	2012	2011	2010	2009	2008
Number of Referrals	92	99	109	108	131
Reasons for Referral	81 I&U	92 I&U	97 I&U	90 I&U	93 I&U
	25 TR	22 TR	27 TR	34 TR	60 TR
	13 MJ	15 MJ	19 MJ	29 MJ	17 MJ
Petitions Filed	7	7	11	17	18
Placements with DSS	5	5	7	8	8

For “Reason for Referral” I&U stands for Incurable & Ungovernable, TR for Truancy, and MJ for Marijuana use.

Success Story:

Melissa is a 13-year-old girl who became involved with the Madison County PINS Diversion Program in the fall of 2012. Prior to her involvement with the program, Melissa had been residing with her grandmother, but due to the severity of her behavioral problems, her grandmother was unable to continue to care for Melissa. As a result, a family friend filed for and received custody of Melissa.

Melissa’s problematic behaviors, including truancy, smoking, and incorrigible behavior, continued in her new home. Melissa’s guardian, Nicole, sought out the assistance of the PINS Diversion Program. A Caseworker met with the family and spoke with collateral contacts from Melissa’s school and her current case manager through Consumer Services. Melissa was subsequently referred to the Liberty Resources Placement Diversion Program and Nicole was encouraged to seek individual counseling through the Clinton Counseling Center.

For several weeks, a PINS Diversion Caseworker met with Melissa on a weekly or bi-weekly basis to discuss her behaviors and to encourage change while other services could be put into place. At this time, Melissa remains engaged in individual counseling, case management services, and behavioral counseling through Liberty Resources. Melissa’s behaviors at home have improved greatly and she has not received a school referral in over a month. Melissa’s behaviors no longer place her at risk for a PINS petition.

Submitted by Jessica Prieto, Senior Caseworker

Adult Services

Statistical Information:

Year	2012	2011	2010	2009	2008
Number of Referrals	82	134	157	120	132

Success Story:

A recent referral to Adult Protective Services came from an area bank. The financial institution had accounts for an elderly individual and suspected that she was being financially exploited, as her behavior had become unusual and she was frequently asking to withdraw large sums of money to send to another state or another country. The Adult Protective Caseworker received the initial referral, requested the financial information from the referral source, and contacted local law enforcement to make them aware of a possible financial exploitation case. The Caseworker made an initial home visit with the woman to assess her competency and to determine if she had a support system to help her with her finances.

During the initial home visit, the Caseworker learned that the woman had numerous bank accounts at different financial institutions and did not believe she was being exploited. She stated she was helping a friend of a friend go to college. She stated she would receive a phone call requesting that the money be sent either to another state or to another country. The Caseworker assessed that the woman was being exploited through phone fraud. In talking with the woman, the Caseworker learned the woman had a brother who lived out of state and a nephew who lived in the same community that she did.

Upon returning to the office, the Caseworker made inquiries to determine if the woman was withdrawing large sums of money from her other bank accounts aside from the initial referral source. After receiving account information from the other institutions, it was noted that she was withdrawing large sums from two different banks. Both institutions agreed to stop allowing the large withdrawals during the investigation.

The Caseworker attempted to locate the woman's brother and nephew and after numerous attempts, he was able to talk to both of them over the phone. The Caseworker was able to explain the situation and was able to set up and facilitate a meeting with the family to review the situation. During this meeting, all the parties agreed to a plan that the nephew would be placed on his aunt's bank

accounts so that he would receive the monthly bank statements to prevent any further exploitation. The woman also agreed to disconnect her landline phone and to get a cell phone so that only friends and family would have her phone number.

In the end, the woman was not willing to press criminal charges, as she still believed she was only helping a friend, but with the involvement of the Adult Protective Services, the Caseworker was able to identify other family members and get them involved to prevent further financial exploitation in this case.



Submitted by Karen Bright, Case Supervisor Grade B

Legal

The Madison County Department of Social Services Legal Department provides legal counsel to all units within the agency. The Legal Department carries two major caseloads:

- ~ Child & Family Services ~
- ~ Child Support Collection ~

In addition to these two major caseloads, the Legal Department provides representation to Adult Services, Medicaid, Temporary Assistance, estate matters, bankruptcy, property liens, foreclosures and any other DSS related matters.

The Madison County Department of Social Services Legal Department consists of two Attorneys, one Paralegal and one Office Assistant II. During this past year, the Legal Department implemented many new office procedures, streamlined its operation, and continued to operate in a highly efficient manner. Each member of the Legal Department strives to provide the Madison County Department of Social Services and all of its units with the utmost in comprehensive legal assistance.

~ Child & Family Services ~

Child & Family Services is one of the two major caseloads carried by the Madison County Department of Social Services Legal Department. For Child & Family Services, the Legal Department prosecutes cases in Family Court that involve the neglect and/or abuse of children residing in Madison County.

For the children in the care of the Madison County Department of Social Services, the Madison County Department of Social Services Legal Department is required to keep the Madison County Family Court advised of each child's status and progress while in foster care. This is accomplished by the filing of a Permanency Report with the Court. The Permanency Report contains information including, but may not be limited to, each child's progress, services he/she is engaged in, and services he/she may require in the future.



For the year 2012, the Legal Department maintained the following:

<u>Active Cases:</u>	105	<u>Cases Opened:</u>	70
<u>Petitions Filed:</u>	144	<u>Cases Resolved:</u>	58
<u>Court Orders:</u>	286	<u>Trials:</u>	22
<u>Permanency Hearings:</u>	60	<u>Permanency Reports:</u>	60
<u>Court Ordered Investigations:</u>	27	<u>Total Court Appearances:*</u>	439

*(Includes DSS noticed as Interested Party)

As part of the process in determining whether cases meet the criteria for the filing of petitions alleging neglect and/or abuse of a child(ren), the Madison County Department of Social Services Attorneys and Paralegal meet regularly with the staff of Child & Family Services and continue to assist the Caseworkers in assuring compliance with all laws, regulations, and enforcement, as well as compliance with all current Family Court Orders.

<u>2012 Legal/Caseworker Conferences</u>
509

When a private citizen files a petition in Family Court, the petition often contains allegations of domestic violence, drug abuse, and/or alcohol abuse between the parties. If the Family Court Judge believes further investigation into the allegations is warranted, the Judge will execute an Order Directing a Court Ordered Investigation (§1034 Family Court Act) and a DSS Caseworker is assigned to investigate the matter. The Madison County Department of Social Services Legal Department also receives a copy of the §1034 Order and monitors the Court's request. Once the Caseworker has completed her investigation and drafted a report, it is submitted to the Legal Department for review and is then submitted to the Court.

<u>2012 Court Ordered Investigations</u>
27

The Madison County Department of Social Services also works with other agencies within Madison County and the Madison County Family Court in ensuring effective response times to reports of serious sexual and physical abuse of children as well as assisting respondents who are

the subjects of neglect proceedings with drug and/or alcohol addiction. This assistance is achieved through the Multidisciplinary Team (MDT) and the Family Treatment Program.

Multidisciplinary Team (MDT)

The Madison County Multidisciplinary Team (MDT) is a group of professionals who work together in a collaborative manner to ensure effective response to reports of the sexual abuse of children as well as reports of serious physical abuse of children residing in Madison County. Agencies that participate with the legal staff of the Madison County Department of Social Services in the MDT are the: Madison County Attorney's Office; Madison County District Attorney's Office; Madison County Probation; Madison County Sheriff's Office; New York State Police; Canastota, Cazenovia and Chittenango Police Departments; Oneida City Police Department; Madison County Mental Health Department; Madison County Public Health Department; and medical personnel from Oneida Healthcare. The assistance of the many agencies who participate in the MDT ensures a successful conclusion to the relevant investigation(s) and serves to minimize any additional trauma to the child victim.

In addition to the MDT, the Attorneys for the Madison County Department of Social Services participate in the Child Fatality Review Team. The Child Fatality Review Team convenes on four occasions throughout the year to review investigative and preventative measures regarding any child fatality that occurs during the year.

Family Treatment Program

Established in August 2005, the Family Treatment Program is a specialized program that assists respondents in child neglect proceedings where drug and/or alcohol addiction may have contributed to child abuse or neglect. The participants are required to attend various treatment programs such as drug, alcohol, and mental health counseling, as well as parenting classes. In conjunction with the Madison County Family Court, the Madison County Legal Department, as well as Caseworkers, service providers and the participants' legal counsel meet twice per month to assess the participant's progress through the program. The Family Treatment Program's goal is to continue to ensure that the participants' children have a safe, nurturing environment by focusing on healthy, sober parenting. Since its inception, the Family Treatment Program has received one hundred twenty-nine (129) referrals and continues to assist its nine (9) current participants.

Child Care Review Service (CCRS)

The Madison County Department of Social Services incurs a substantial expense to provide foster care services to children. The federal and state governments can reimburse Madison County for part of the expense via Title IV-E, Title XX of the Social Security Act, TANF, and EAF. In order to maximize the federal and state reimbursement for the children who are in

receipt of foster care services in Madison County, accurate and timely recording of information by the Caseworkers in CONNECTIONS, WMS (Welfare Management System), and by the Madison County Department of Social Services Legal Department in CCRS is required. The information that is input into these systems is then reported to the state and federal governments who then reimburse Madison County for part of their expended foster care expense.

<u>2012 CCRS Entries</u> 464

Fair Hearings

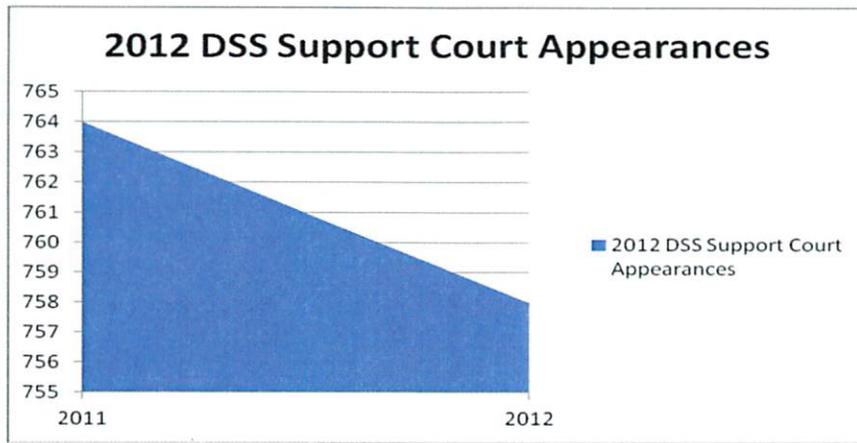
In addition to those cases of neglect and/or abuse that are filed in the Madison County Family Court, there are those cases that are reported as neglect and/or abuse to the Child Protective Hotline. Through investigation by the Child Protective Caseworkers, a determination is made as to whether or not the allegations contained in those reports should be indicated or unfounded.

Oftentimes, when a Child Protective report is indicated and closed, the subject of that report will request a fair hearing seeking a determination from the State Office of Child & Family Services that the determination made by the CPS Caseworker was correct. A fair hearing is then scheduled with an Administrative Law Judge, and at the fair hearing, the subject of the report and the Madison County Department of Social Services each have the opportunity to present evidence in support of each of their positions. The Administrative Law Judge will then rule on the evidence presented and will submit his decision at a later date.

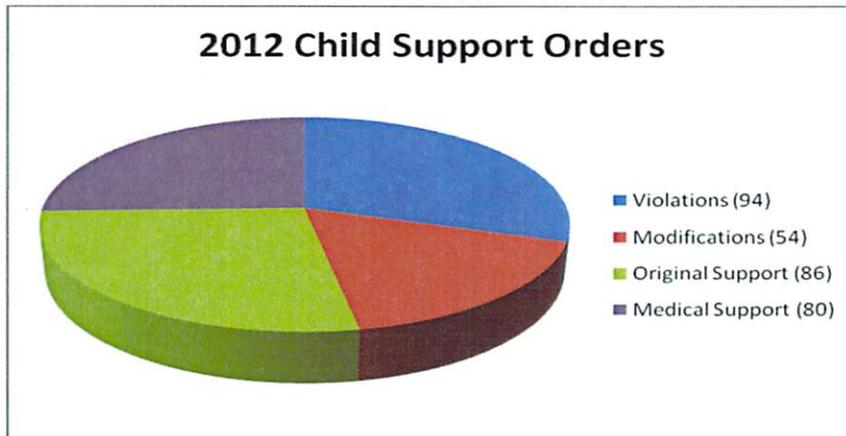
<u>2012 Fair Hearings</u> 27

Child Support Collection

The other main caseload maintained by the Madison County Department of Social Services Legal Department is establishing child support collection in those instances when a child(ren) in Madison County is in receipt of temporary assistance, medical assistance, or is placed in foster care. The Legal Department also works to enforce Child Support Orders, establish the paternity of a child(ren) in receipt of benefits, and recoup reimbursement for confinement cost expenditures related to the birth of a child(ren) who are in receipt of Medicaid.



In addition, the Madison County Department of Social Services Legal Department submits Child Support Orders for filing with the Madison County Family Court regarding the cases where the department is a party.



Voluntary Medical Support Orders

The Madison County Department of Social Services, together with the Madison County Support Collection Unit, has continued its efforts to alleviate unnecessary court congestion. When a Medicaid referral is received by the Support Collection Unit, a determination is made regarding whether or not the parties involved would benefit from the option of executing a Voluntary Medical Support Order as opposed to being petitioned into Family Court. A Voluntary Medical Support Order contains the required medical support language required by state and federal regulations and provides the non-custodial parent with the opportunity to fulfill his/her legal obligation to provide health insurance to his/her child if he/she has the opportunity to do so. When a Voluntary Medical Support Order is not received by the Madison County Legal Department, a Medical Support Petition is filed with the Madison County Family Court and requires the presence of the parties at the scheduled hearing date. The filing of these petitions

results in the Madison County Department of Social Services obtaining the required Order for Medical Support.

<u>2012 Voluntary Medical Support Orders</u>	
Received:	12
Not Received:	19 (resulted in petition filed)
Not Pursued:	8
Outstanding:	0

**Money Judgments Filed on Behalf of the
Madison County Department of Social Services**

In certain Child Support cases, money that is owed to the Department for expenditures that can range from the cost of the birth of a child in receipt of Medicaid to past due child support arrears for children in receipt of temporary assistance are set in money judgments to the Department and are filed with the Madison County Clerk's Office.

<u>2012 Money Judgments Filed on Behalf of DSS</u>	
112:	\$178,262.43
<u>2012 Judgments Satisfied on Behalf of DSS</u>	
7:	\$12,242.91

Madison County Sheriff's Investigative Unit

The Madison County Sheriff's Office Investigative Unit consists of two part-time Investigators that do background investigations and pistol permit investigations, three fulltime Investigators, one fulltime Sergeant, and one fulltime Lieutenant. The Lieutenant also oversees juvenile transports, Court security, County Office Building security, Veterans Building security, and Civil Department.

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, a Deputy performs "desk duty" during business hours. The Deputy may also remain after business hours if requested by staff. Currently, we provide after-hours security for parenting classes when they are in session. While on "desk duty," the Deputy 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. In the absence of a Deputy, an Investigator is assigned to "desk duty."

The Investigative Unit investigates major crimes, such as rape, arson, robbery, burglary, narcotics and homicide. We conduct internal investigations as directed by the Sheriff. The unit assists other local, state, and federal agencies such as the New York State Police, local police departments, and the Madison County District Attorney's Office.

The unit performs several other functions at the Social Services Building as well. These include investigating fraud complaints, completing validations (front-end detection) and assisting the Child Protective and Adult Protective Units. The validation process consists of an Investigator 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 396 validations in 2012.

The Investigative Unit received 121 fraud complaints in 2012. 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.

*The unit completed
396 validations.*

*The unit received
121 fraud
complaints.*

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. In 2011,

The unit investigated 46 MDT cases.

The unit conducted 17 juvenile transports.

an Investigator was assigned to work out of the C.A.C, making him readily accessible for MDT cases. The Madison County Sheriff's Investigative Unit investigated 46 MDT cases in 2012.

The Sheriff's Office Investigative Unit, with the assistance of a DSS Caseworker, also transports juveniles sentenced to detention. The unit conducted 17 juvenile transports in 2012.

The Lieutenant is tasked with scheduling security for local courts that have requested a Deputy while court is in session. Local courts may request a Deputy as needed for a trial or other event at the court. In addition to scheduling security for local courts, the Lieutenant schedules Deputies that provide security for the county complex and the Veterans Building. The Deputy assigned to the county complex works 9:00 a.m. to 5:00 p.m. and is responsible for parking complaints, accidents that occur in the parking lot, and any other issues that may arise. The Deputy assigned to the Veterans Building is responsible for security at the District Attorney's Office, Probation, and Mental Health Departments. The post is manned from 8:00 a.m. to 8:00 p.m., Monday – Wednesday, and 8:00 a.m. to 5:00 p.m., Thursday and Friday. In 2012, the security staff logged numerous complaints ranging from warrants of arrest and civil matters to disorderly persons.

The Investigations Unit will continue to work diligently to serve the citizens of Madison County.

RESOURCES

The Resource Recovery unit is responsible for the collection of monies due the agency. The unit works with attorneys, nursing homes, financial institutions, and surrogate court in seeking reimbursement due the agency. Its activities include ensuring the collection of money from probates, estates, assignment of proceeds, and accident/casualty liens. Area banks are checked for undisclosed assets and determinations are made for the availability of third party health insurance. In 2012, the monies recovered were \$149,612 more than 2011.

Recoveries for 2012

Estates – PNA	\$43,651
Accident Liens	\$30,121
Medicaid Liens	\$54,715
Burials	\$870
Annuity Payments	\$7,609
Estates	<u>\$152,688</u>
Total	\$289,654

The Resource Recovery unit in 2012 also became responsible for doing k-checks to ensure that new providers were eligible to receive payments from DSS as part of the county's new corporate compliance policy. In 2012, the unit checked 127 new vendors. Only one vendor was flagged, but after investigating the information provided, the vendor was determined eligible to receive payments from DSS.

Administrative Services

FISCAL SUMMARY - 2012

	<u>Expenditures</u>	<u>Credits</u>	
General Administration	\$8,527,643	\$6,873,509	
Child Care Block Grant	\$683,884	\$816,307	
Title XX	\$829,799	\$612,009	
Medical Assistance	\$122,105	\$121,527	
MMIS	\$11,139,557	\$0	
TANF/Family Assistance	\$2,525,210	\$2,189,083	
Child Welfare	\$1,528,765	\$1,313,243	
Juvenile Delinquents	\$580,308	\$495,741	
Safety Net	\$933,247	\$412,645	
HEAP	\$9,045	\$7,481	
EAA	\$15,341	\$8,118	
Energy Fund	\$0	\$0	
Burials	\$127,649	\$15,203	
Title IV-D	<u>\$0</u>	<u>\$36,552</u>	
Total	\$27,022,553	\$12,901,417	
NET LOCAL COST		\$14,121,136	
	<u>2011</u>	<u>2012</u>	<u>Increase/ (Decrease)</u>
Gross Cost	\$25,923,919	\$27,022,553	\$1,098,634
Net Local Cost	\$12,612,613	\$14,121,136	\$1,508,523

Please note that this financial report is based on a revenue/appropriation analysis dated 3/08/13. The Madison County Treasurer has not finalized the financial information for 2012; therefore, this information is subject to change.

Modified Budgeted Amount vs Actual Adjusted Gross Amount - 2012

	<u>Budgeted</u>	<u>Actual</u>	<u>Surplus/ (Deficit)</u>
General Administration	\$9,078,057	\$8,527,643	\$550,414
Day Care	\$658,590	\$683,884	(\$25,294)
Title XX	\$857,762	\$829,799	\$27,963
Medical Assistance	\$130,000	\$122,105	\$7,895
MMIS	\$11,247,328	\$11,139,557	\$107,771
TANF/Family Assistance	\$2,983,476	\$2,525,210	\$458,266
Child Welfare	\$2,178,643	\$1,528,765	\$649,878
Juvenile Delinquents	\$575,253	\$580,308	(\$5,055)
Safety Net	\$1,053,000	\$933,247	\$119,753
HEAP	\$25,000	\$9,045	\$15,955
EAA	\$16,000	\$15,341	\$659
Energy Fund	\$5,500	\$0	\$5,500
Burials	\$120,000	\$127,649	(\$7,649)
Title IV-D	<u>(\$37,161)</u>	<u>(\$36,552)</u>	<u>(\$609)</u>
Total	\$28,891,448	\$26,986,001	\$1,905,447

Please note that this financial report is based on a revenue/appropriation analysis dated 3/08/13. The Madison County Treasurer has not finalized the financial information for 2012; therefore, this information is subject to change.

Reimbursement Analysis - 2012					
	Federal	State		Local	
	<u>Share</u>	<u>Share</u>	<u>Refunds</u>	<u>Share</u>	<u>Total</u>
General Administration	\$4,463,511	\$2,360,853	\$49,145	\$1,654,134	\$8,527,643
Child Care Block Grant	\$ 0	\$816,167	\$140	\$(132,423)	\$683,884
Title XX	\$244,770	\$367,236	\$3	\$217,790	\$829,799
Medical Assistance	\$(152,916)	\$(158,177)	\$432,620	\$579	\$122,105
MMIS	\$ 0	\$0	\$0	\$11,139,557	\$11,139,557
TANF/Family Assistance	\$1,995,276	\$31,413	\$162,394	\$336,127	\$2,525,210
Foster Care	\$280,005	\$941,142	\$92,096	\$215,522	\$1,528,765
Juvenile Delinquents	\$0	\$489,858	\$5,883	\$84,567	\$580,308
Safety Net	\$38,544	\$230,056	\$144,045	\$520,602	\$933,247
Burials	\$0	\$13,833	\$1,370	\$112,446	\$127,649
Energy Crisis Assistance	\$(65,998)	\$0	\$73,479	\$1,564	\$9,045
Emergency Aid to Adults	\$0	\$7,652	\$466	\$7,223	\$15,341
Energy Fund	\$0	\$0	\$0	\$0	\$0
<u>Child Support</u>	<u>\$0</u>	<u>\$0</u>	<u>\$36,552</u>	<u>\$(36,552)</u>	<u>\$0</u>
Total	\$6,803,192	\$5,100,033	\$998,192	\$14,121,136	\$27,022,553

Please note that this financial report is based on a revenue/appropriation analysis dated 3/08/13. The Madison County Treasurer has not finalized the financial information for 2012; therefore, this information is subject to change.

NET LOCAL COST - 2012

	<u>Budgeted</u>	<u>Actual</u>	Surplus/ <u>(Deficit)</u>
General Administration	\$2,488,050	\$1,654,134	\$833,916
Child Care Block Grant	(\$112,457)	(\$132,423)	\$19,966
Title XX	\$263,834	\$217,790	\$46,044
Medical Assistance	\$0	\$579	(\$579)
MMIS	\$11,247,328	\$11,139,557	\$107,771
TANF/Family Assistance	\$512,464	\$336,127	\$176,337
Child Welfare	\$856,330	\$215,522	\$640,808
Juvenile Delinquents	\$398,887	\$84,567	\$314,320
Safety Net	\$643,970	\$520,602	\$123,368
HEAP	\$0	\$1,564	(\$1,564)
EAA	\$8,000	\$7,223	\$777
Energy Fund	\$5,500	\$0	\$5,500
Burials	\$108,516	\$112,446	(\$3,930)
Title IV-D	<u>(\$37,161)</u>	<u>(\$36,552)</u>	<u>(\$609)</u>
Total	\$16,383,261	\$14,121,136	\$2,262,125

Please note that this financial report is based on a revenue/appropriation analysis dated 3/08/13. The Madison County Treasurer has not finalized the financial information for 2012; therefore, this information is subject to change.

Submitted by Steven Chaires, Deputy Commissioner for Administrative Services