



Madison County
Department of Social Services

2013 Annual Report



Michael A. Fitzgerald
Commissioner

March 24, 2014

John Becker, Chairman
Madison County Board of Supervisors

Alexander Stepanski, Chairman
Health & Human Services Committee

Mark Scimone, County Administrator
Madison County

Dear Gentlemen:

It is with pleasure that I write this, my tenth Madison County Department of Social Services Annual Report. Last year, we began a new format to have less narrative but more information in charts, which helps to tell our successes, struggles, and ongoing concerns more clearly. 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 stories put faces to the numbers.

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.

Much of my opening remarks last year focused on the changing dynamic of health insurance happening at the federal, state, and local level. In 2013, after years of political jousting, universal healthcare became a reality in New York State and Madison County. With much fanfare and a little technical hiccup, the New York State of Health (the official name given to the State's healthcare exchange or marketplace) was opened for business on October 1. In the next year, it is estimated that several million New Yorkers and several thousand residents of Madison County will be served through the exchange, as required under the federal Affordable Care Act. How medical insurance is delivered will change for residents and will impact the work DSS does. It is critical that we remain committed to making the transitions in the next several years as smooth and transparent as possible for all pieces of this evolving puzzle.

The remainder of this 2013 Annual Report highlights the successes and challenges that the department faced and overcame. We were fortunate to have applied for and successfully received a grant to allow preventive work to begin with juveniles charged with delinquency

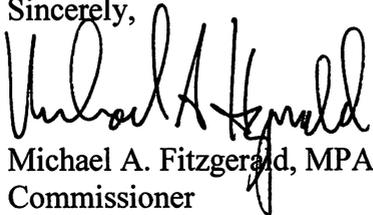


offenses. Our partners at the Probation Department and our contractor, Berkshire Family Services, are already seeing positive results in changing behaviors of this population. I am also proud to report that Madison County DSS is one of the few counties in the state to fully embrace a new and innovative way to process cases for the financial aid programs (temporary assistance, SNAP and Medicaid). Instead of the antiquated concept of "one worker, one client," cases will now be processed based on availability, expertise, and work flow. It is expected that residents will benefit because their cases will be processed more expeditiously, workers will benefit because they will be able to manage what is coming in, and supervisors will benefit because they can track what is done and what is in process. As technology has developed allowing sharing of records and communicating across programs, DSS expects the improved case processing to continue to benefit everyone.

Finally, violence in the home and the use of illegal drugs should have us all concerned about the general sense of wellbeing for children. DSS will be an active partner in this community to combat domestic abuse and to stem the tide of heroin and opioid use that is having detrimental impacts on children and families. In the past year, I have taken an active role in ensuring that risks to children are reduced when there is domestic violence in the home by working with local law enforcement and community agencies to provide essential interventions and services. The abuse of prescription opioids and heroin is starting to impact children in our community and DSS will work with all interested community partners to ensure that children are safe.

The years ahead appear uncertain and changes will confront all of us. It is critical that we remember that we are here to serve the residents of this county. Most importantly, in the words of former President of South Africa, Nelson Mandela, "We owe our children, the most vulnerable citizens in our society, a life free of violence and fear."

Sincerely,

A handwritten signature in black ink, appearing to read "Michael A. Fitzgerald". The signature is fluid and cursive, with the first name being the most prominent.

Michael A. Fitzgerald, MPA
Commissioner

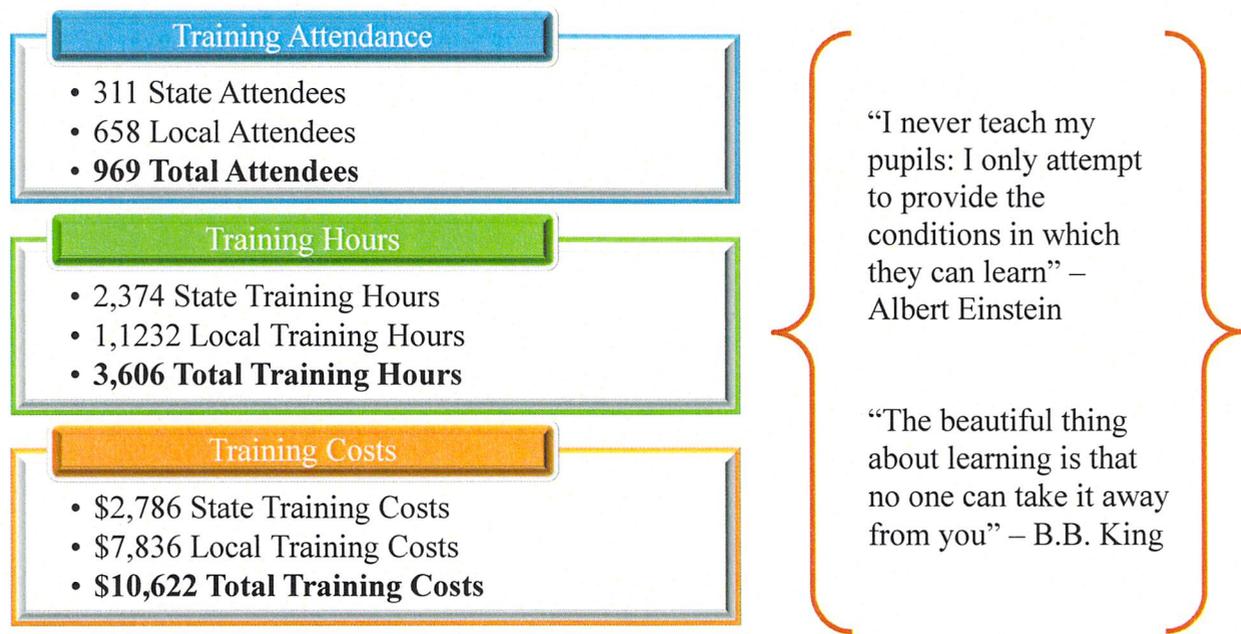
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STAFF DEVELOPMENT

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 via employee desktops, or in a group setting "teleconference" that is transmitted through the Internet. 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.



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. Caseworkers require three-to-four months of intensive state-sponsored Common Core and agency training before acquiring their own caseloads. Due to the low turnover in the DSS workforce, new worker training was a small portion of the 2013 budget.

In 2013, the department saw one promotion (Senior Support Investigator) and two new hires (Caseworkers), along with the three Energy Resource Aides that are hired for the six-month HEAP season. Three staff members resigned (two Social Welfare Examiners and one Work

Crew Program Leader), two retired (one Senior Support Investigator and one Parent Aide), and one was removed (Social Welfare Examiner).

With the county's policy of waiting 60 days before requesting to refill a position, along with the time-consuming civil service hiring process, some of the vacant positions will not be refilled until 2014. The two Caseworkers hired in 2013 refilled positions vacated in 2012.

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

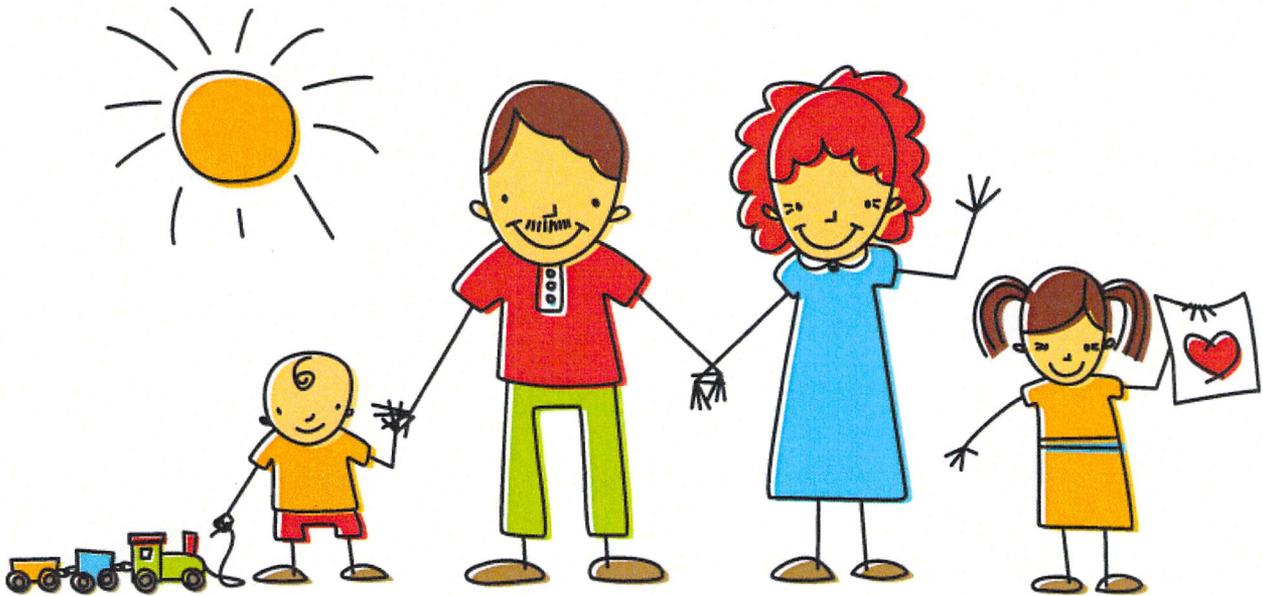
- State-sponsored teleconferences are offered at various times throughout the year with no pre-registration required. These sessions, viewed as a group, are broadcast via Internet on designated dates and times. Participants' questions are faxed to the trainers and are answered during the broadcast. Most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

Financial Aid Programs

Many individuals experience difficult times and find themselves in need of some type of financial assistance from DSS. On a daily basis, the financial assistance program's staff can be found interviewing individuals who do not have the necessities needed to survive.

Circumstances that lead individuals and/or families to apply at DSS include lack of food to eat, lack of heat or electricity, or lack of medical coverage. Other county residents may seek help from the agency's various supportive services of child support, day care, and burial assistance.

The financial assistance programs offered at DSS help people living at different financial levels. The assistance may be a one-time occurrence or it may be provided for a longer time period to enable individuals and/or families to reach self-sufficiency. The following statistics provide a snapshot of the numbers of individuals assisted in 2013 and demonstrate the commitment of the agency's employees in continuing to effectively and efficiently provide financial support to the residents of Madison County.



Submitted by Inez DeGroat, Deputy Commissioner for Financial Aid

Temporary Assistance

The Temporary Assistance unit remained fairly consistent this last year, showing only a slight increase in all areas.

Temporary Assistance Statistics Based on Four Examiners

	2013	2012
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

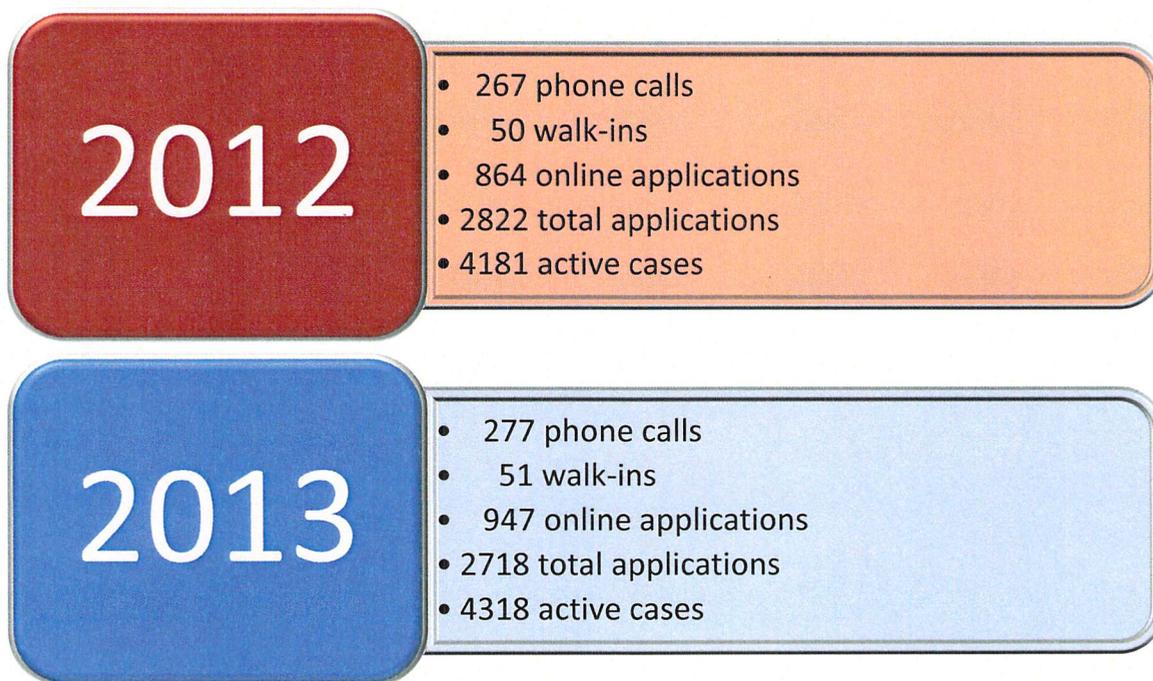


The pre-screening sheet, or as the examiners refer to it, the ‘White Sheet,’ is given to any individual who indicates a need for cash assistance, whether it be for a pending eviction, utility shutoff, homelessness, or a recent loss of income. Of the 2,068 pre-screening sheets, 809 individuals indicated that they had a housing emergency and 531 individuals indicated a utility emergency.

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

Supplemental Nutrition Assistance Program (SNAP)

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. In 2012, the caseload was 4181 and currently there are 4326 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 per month, per examiner.

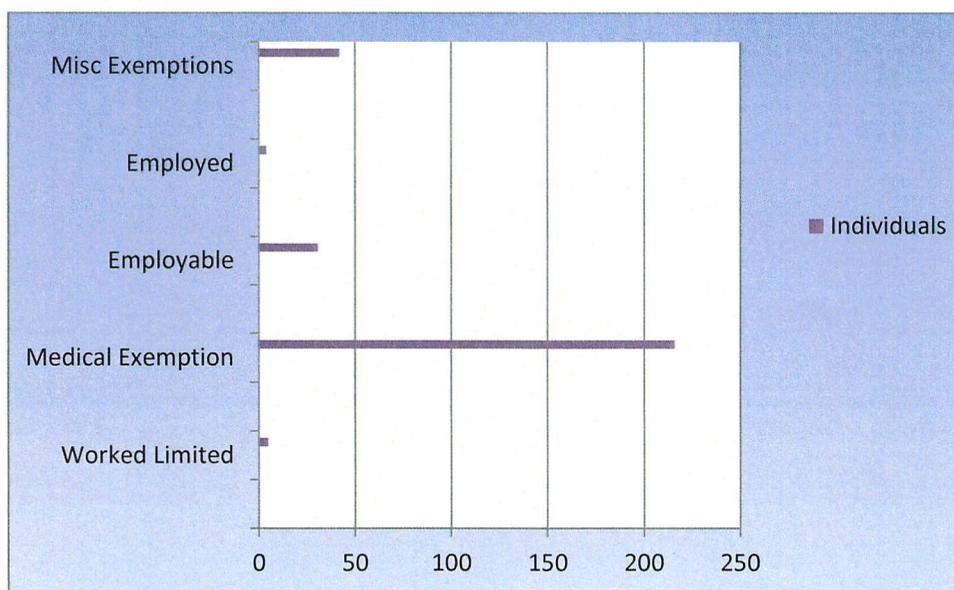


Submitted by Pamela Heintz, Director of Temporary Assistance/Financial Aid

Employment

This past year has been another challenging year for the Welfare Employment Representatives (WER) in meeting the required state work participation rates.

The chart below shows the number of individuals that the WER's are working with along with the individuals' employment status.



As you can see, the majority of the individuals that the WER's are working with have medical exemptions that prevent them from working. The WER job is to facilitate the exempt individuals in obtaining Social Security Disability or facilitate in obtaining the necessary medical treatment to ensure a full recovery to become self-sufficient.

To help facilitate the WER's in meeting the participation rates, this agency hosted an Employment Strategies Forum. The forum was organized to bring counties together to share their best practices and strategies for what they have found works or does not work to facilitate the clients in becoming self-sufficient. Six neighboring counties attended the forum and it was a great success.

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

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 12,670 man hours on the projects listed below:

Major Projects

- Madison County Landfill – built new building
- Madison County – rebuilt Board of Supervisors conference room, insulated and applied sheetrock
- Madison County – coordinated teardown of property located on Canal Street
- Madison County Landfill – built new building for ARC
- Village of Canastota – repaired and painted courts
- Town of Sullivan, Chapman Park – helped build new dog park
- Town of Sullivan, Chapman Park – built and installed sliding windows on pavilion
- CAC – installed siding and repairs

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 DPW – helped with leaf pickup
- Madison County Highway – painted break room
- Madison County Landfill – siding and repairs to office

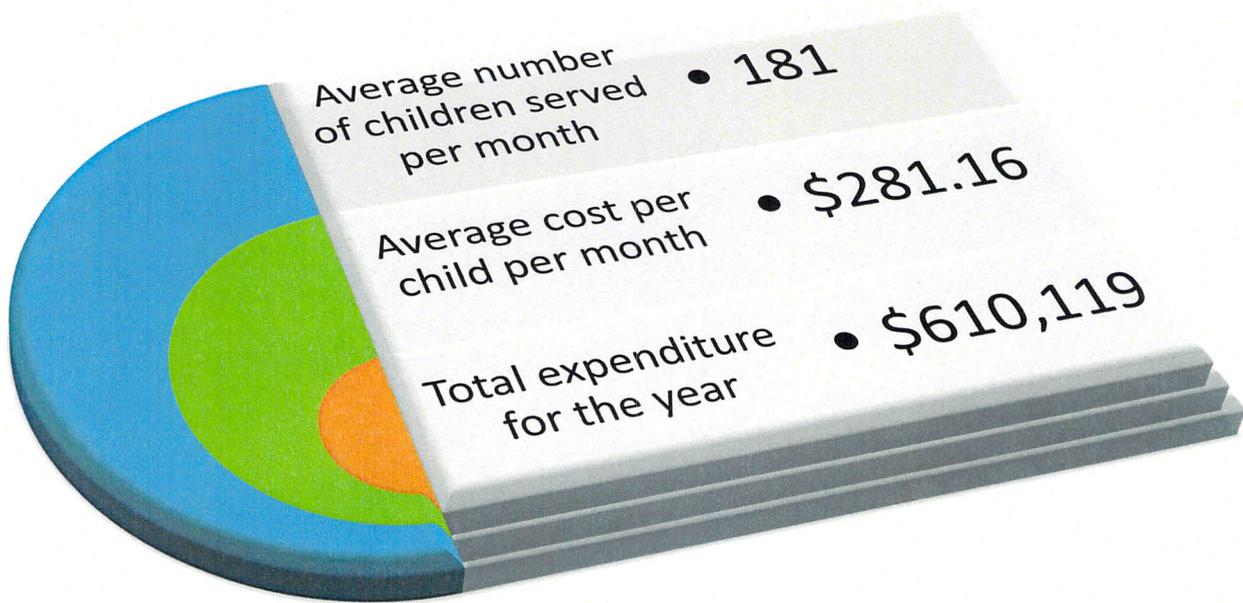
The agency continues to have worksite agreements with the Madison County Office for the Aging, Town of Sullivan, YMCA, and Oneida Recreation Department. We have great success with our partnership with these agencies. Office of the Aging hired one client for their SNACK program, YMCA hired a client as a maintenance employee, and the Madison County Landfill hired a client for the re-use center. We continue to have a relationship with Oneida Molded Plastics, who will contact the Mobile Work Crew leader for referrals for job openings.

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. The chart below indicates the averages for 2013 Day Care costs.



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

BURIALS

Sixty-one applications were taken in 2013. One was referred to the Veterans Agency for payment, six applications were ineligible for indigent burial and 54 were processed for payment by DSS. The total amount paid for these burials was \$145,283.85, an average of \$2,690.44 per burial, which is a total increase of \$24,946.30 from the previous year. Below is the amount paid to our local funeral homes:

<u>Funeral Provider</u>	<u>Appls</u>	<u>Denials</u>	<u>Cost</u>
A Dewitt Funeral Home	1	0	1,895.00
Ayer and Zimmer Funeral Home	1	0	2,151.00
Burgess and Tedesco Funeral Home	12	0	32,372.03
Campbell Dean Funeral Home	10	0	26,528.19
Collican & McSweeney	1	Veterans	0
Delaney, Greabell, Adydan Funeral Home	1	1	0
Dimbleby, Friedel Funeral Home	1	0	1,900.00
Fiore Funeral Home	3	0	4,743.10
Garland Brothers Funeral Home	1	0	2,610.00
G.F. Zimmer Funeral Home	3	1	4,807.00
Ironside Funeral Home	5	0	14,429.73
J. Homer Ball Funeral Home	9	2	21,140.07
Nunn and McGrath	1	0	2,085.00
Paul Funeral Home	4	1	8,594.00
R. H. Schepp-Minoa	1	0	3,330.89
Tait Funeral Home	4	0	11,512.84
Traub Funeral Home	1	0	1,915.00
Welter-Price Funeral Home	1	0	1,865.00
Wm. Leahy Funeral Home	<u>1</u>	<u>1</u>	<u>3,405.00</u>
Total	61	6	\$145,283.85

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

MEDICAL ASSISTANCE

The total Medicaid expenditures for Madison County in 2013 were \$96,946,268.02 with the local share being approximately \$11,461,700.

<i>Medical Expenditures for 2013</i>		
<i>Hospital</i>	6,340,353.23	
<i>Skilled Nursing</i>	17,049,411.76	
<i>Clinics</i>	2,881,834.34	
<i>Hospice Services</i>	121,459.27	<i>*73.89% increase from 2012</i>
<i>Physicians</i>	820,845.06	
<i>Dental</i>	189,944.02	
<i>Other Practitioners</i>	1,550,005.29	
<i>Child Inst. Medical</i>	340,879.26	<i>*66.14% increase from 2012</i>
<i>Personal Care</i>	940,198.37	
<i>Home Health Aide</i>	165,106.27	
<i>Home Nursing</i>	139,483.97	
<i>Assisted Living Program</i>	82,940.83	
<i>Waiver Services</i>	26,055,578.32	
<i>Rehab Services</i>	5,794.16	<i>* 85.32% increase from 2012</i>
<i>Therapist Services</i>	8,121.77	
<i>Rehab Option Services</i>	1,842,566.27	<i>*42.48% increase from 2012</i>
<i>Drugs</i>	1,253,040.75	
<i>Sick Room Supplies</i>	127,133.49	
<i>Eyeglasses</i>	13,245.47	
<i>Durable Medical Equipment</i>	181,308.98	
<i>HMO Services</i>	33,118,661.83	
<i>Managed Long Term Care</i>	11,848.30	
<i>Case Management</i>	1,515,462.55	
<i>HIPP Payee</i>	10,675.91	
<i>Transportation</i>	1,969,712.60	
<i>Lab & X-Ray</i>	140,087.03	
<i>Other</i>	70,568.92	
Total	96,946,268.02	<i>*2.34% increase from 2012</i>

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 offered three managed care plans in the year 2013: Fidelis, Excellus, and United Healthcare. Due to mandatory enrollment, the number of individuals enrolled in managed care has increased to 8,249 as of December 2013 – **an increase of 6 percent from 2012.**

Individuals enrolled in:	Excellus	Fidelis	United Healthcare
Managed Care	4,332	3,005	912

2013 STATISTICS:

- Medicaid/Family Health Plus average caseload:
 - 2012 – 5,064
 - 2013 – 5,468

- Medicaid SSI average caseload:
 - 2012 – 1,423
 - 2013 – 1,495

- 2,654 applications were processed – an average of 221 per month.

- Individuals receiving Medicaid and Family Health Plus:
 - December 2012 – 9,178 individuals
 - December 2013 – 9,847 individuals (an increase of 7 percent)

- Individuals receiving Medicaid SSI:
 - December 2012 – 1,480
 - December 2013 – 1,504

- In December 2013, a total of 11,351 individuals were receiving Medicaid Assistance. This is 15 percent of the total population in Madison County.

Madison County was selected to transition into the State Enrollment Center for renewal processing in April 2013. The Enrollment Center began processing a portion of renewals beginning in June 2013, which reduced the workload considerably for Madison County.

- ❖ A total of 4,770 renewals were processed for 2013:
 - 2,696 community and chronic care renewals were processed by Madison County DSS.
 - 2,074 community renewals were processed by New York Health Options Enrollment Center.

Future:

As part of the Affordable Care Act, the New York State of Health online marketplace opened on October 1, 2013. The marketplace accepts applications for the Modified Adjusted Gross Income (MAGI) Medicaid populations, as well as for Child Health Plus and Qualified Health plans. The opening of the marketplace will have a significant impact on the number of applications received and processed through DSS.

Throughout the year 2014, the state will continue to expand New York State of Health functions to include other Medicaid populations and renewals. This will

prove to be a challenging transition for the Medicaid unit as current workloads and daily processes will be changed.



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

Medical Transportation

2013 Medical Transportation Expenses Paid

	Madison County Coordinated Trips Jan 2013 - June 2013		State Coordinated Trips July 2013 - Dec 2013		Total	
	<u># of Claims</u>	<u>Amount Paid</u>	<u># of Claims</u>	<u>Amount Paid</u>	<u># of Claims</u>	<u>Amount Paid</u>
<u>Ambulance</u>						
Vineall Ambulance Inc.	553	\$ 40,167	608	\$ 38,694	1,161	\$ 78,861
Eastern Paramedics Inc.	158	\$ 14,999	168	\$ 11,963	326	\$ 26,962
Greater Lenox Ambulance Service, Inc.	120	\$ 7,068	77	\$ 5,338	197	\$ 12,406
Southern Madison County Volunteer Ambulance Corps	87	\$ 5,070	35	\$ 2,335	122	\$ 7,405
Kunkel Ambulance Service	80	\$ 4,502	32	\$ 1,761	112	\$ 6,263
AmCare Ambulance Service, Inc.	40	\$ 2,397	54	\$ 3,856	94	\$ 6,253
Cazenovia Area Volunteer Ambulance Corps	50	\$ 2,793	50	\$ 3,218	100	\$ 6,011
Smithfield/Eaton Volunteer Ambulance Corp.	20	\$ 1,209	40	\$ 2,241	60	\$ 3,450
TLC Emergency Medical Transportation Services Inc.	16	\$ 1,161	25	\$ 3,004	41	\$ 4,165
Bridgewater Fire Company, Inc.	15	\$ 1,050	26	\$ 1,488	41	\$ 2,538
Village of Madison	31	\$ 2,023	8	\$ 381	39	\$ 2,404
City of Utica	25	\$ 1,802	8	\$ 477	33	\$ 2,279
Edwards Ambulance Service, Inc.	36	\$ 1,306	16	\$ 622	52	\$ 1,928
Waterville Area Volunteer Ambulance Corps	14	\$ 631	17	\$ 864	31	\$ 1,495
Village of Fayetteville	6	\$ 435	12	\$ 929	18	\$ 1,364
All Other	<u>106</u>	<u>\$ 7,131</u>	<u>82</u>	<u>\$ 4,533</u>	<u>188</u>	<u>\$ 11,664</u>
Total Ambulance	1,357	\$ 93,744	1,258	\$ 81,704	2,615	\$ 175,448



	Madison County Coordinated Trips Jan 2013 - June 2013		State Coordinated Trips July 2013 - Dec 2013		Total	
	# of Claims	Amount Paid	# of Claims	Amount Paid	# of Claims	Amount Paid
Invalid Coach (Wheelchair Van, etc.)						
Sandra McDermott	1,269	\$ 96,042	1,245	\$ 87,221	2,514	\$ 183,263
Michael F. Ilacqua, Inc.	151	\$ 12,759	214	\$ 14,244	365	\$ 27,003
Able Medical Transportation, Inc.	208	\$ 10,889	92	\$ 7,075	300	\$ 17,964
Empire DM, Inc.	45	\$ 2,248	233	\$ 14,497	278	\$ 16,745
Central New York Wheelchair Transportation, Inc.	60	\$ 6,698	85	\$ 6,314	145	\$ 13,012
Kunkel Limousine Service Inc.	59	\$ 5,246	0	\$ -	59	\$ 5,246
TLC Medical Transportation Services, Inc.	27	\$ 2,724	25	\$ 2,297	52	\$ 5,021
Katherine Luther Nursing Home	9	\$ 893	18	\$ 1,130	27	\$ 2,023
D & T Transport LLC	2	\$ 70	25	\$ 1,693	27	\$ 1,763
Capital District Medical Transportation, Inc.	2	\$ 210	16	\$ 1,229	18	\$ 1,439
Michael William Osterhout	17	\$ 850	9	\$ 427	26	\$ 1,277
Best Comfort Care Transportation	0	\$ -	23	\$ 1,171	23	\$ 1,171
All Other	<u>17</u>	<u>\$ 1,549</u>	<u>37</u>	<u>\$ 1,593</u>	<u>54</u>	<u>\$ 3,142</u>
Total Invalid Coach	1,866	\$140,178	2,022	\$138,891	3,888	\$279,069



<u>Taxi</u>	Madison County Coordinated Trips Jan 2013 - June 2013		State Coordinated Trips July 2013 – Dec 2013		Total	
	<u># of Claims</u>	<u>Amount Paid</u>	<u># of Claims</u>	<u>Amount Paid</u>	<u># of Claims</u>	<u>Amount Paid</u>
A Better Cab Company	2,095	\$ 91,188	2,602	\$124,635	4,697	\$ 215,823
Richard C Bielby	1,147	\$ 81,880	1,343	\$105,682	2,490	\$ 187,562
Birnie Bus Service	1,822	\$ 70,691	3,283	\$110,903	5,105	\$ 181,594
Maria Altimonte	810	\$ 56,328	1,218	\$ 77,970	2,028	\$ 134,298
Oneida Taxi	1,624	\$ 61,365	1,779	\$ 67,383	3,403	\$ 128,748
Dorothy Edick	1,451	\$ 51,675	1,937	\$ 70,928	3,388	\$ 122,603
Shawn Perrigo	1,349	\$ 56,360	1,167	\$ 51,753	2,516	\$ 108,113
Michael Petros	524	\$ 17,825	892	\$ 39,288	1,416	\$ 57,113
Consumer Services of Madison County	2,108	\$ 25,715	2,218	\$ 30,676	4,326	\$ 56,391
Sandra McDermott	14	\$ 1,758	620	\$ 42,006	634	\$ 43,764
City Cab, Inc.	148	\$ 13,689	563	\$ 29,879	711	\$ 43,568
Michael F. Ilacqua, Inc.	323	\$ 28,913	56	\$ 3,486	379	\$ 32,399
Empire DM, Inc.	94	\$ 4,469	510	\$ 25,923	604	\$ 30,392
AA Taxi	136	\$ 16,201	144	\$ 11,272	280	\$ 27,473
Fiore Funeral Home	459	\$ 15,441	449	\$ 8,446	908	\$ 23,887
Suburban Taxi, Inc.	0	\$ -	360	\$ 19,889	360	\$ 19,889
Bellavia Transportation, Inc.	14	\$ 824	274	\$ 16,102	288	\$ 16,926
Other	<u>69</u>	<u>\$ 952</u>	<u>423</u>	<u>\$ 16,655</u>	<u>492</u>	<u>\$ 17,607</u>
Total Taxi	14,187	\$595,274	19,838	\$852,876	34,025	\$1,448,150



	Madison County Coordinated Trips Jan 2013 - June 2013		State Coordinated Trips July 2013 – Dec 2013		Total	
	<u># of Claims</u>	<u>Amount Paid</u>	<u># of Claims</u>	<u>Amount Paid</u>	<u># of Claims</u>	<u>Amount Paid</u>
<u>Day Treatment Transportation</u>						
Gregory P. Collis	1,172	\$ 40,134	638	\$ 24,881	1810	\$65,015
Michael William Osterhout	15	\$ 1,175	9	\$ 663	24	\$ 1,838
Nabil S Guindy	1	\$ 138	0	\$ -	1	\$ 138
TLC Medical Transportation Services, Inc.	0	\$ -	2	\$ 65	2	\$ 65
Total Day Treatment Transportation	1,188	\$ 41,447	649	\$ 25,609	1,837	\$67,056
<u>Reimbursed through Voucher System</u>				\$ 2,104		
<u>Office for the Aging</u>						
Reimbursed at \$5/trip + .75/mile + tolls & parking				\$ 645		



Submitted by Steven Chaires, Deputy Commissioner for Administrative Services

Child Support Enforcement

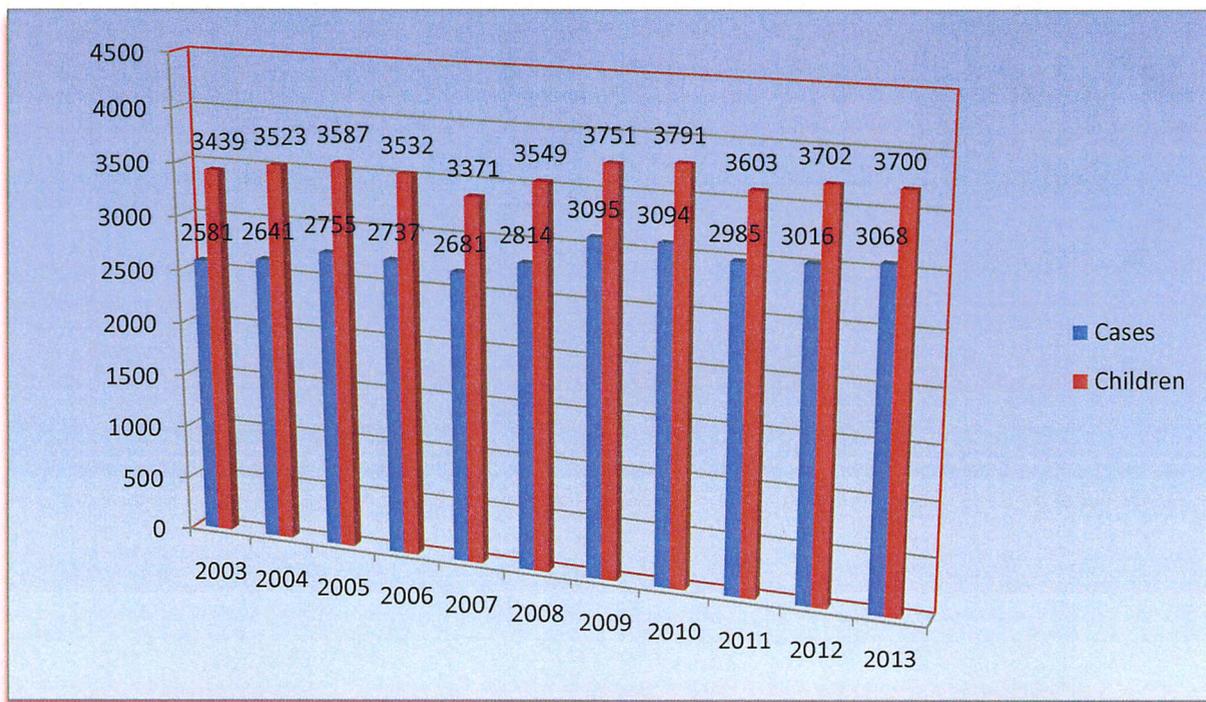
The Child Support unit assists custodial parents in obtaining financial and/or medical support for their children. Services include locating absent parents, establishing paternity, establishing and enforcing support orders, and collecting and monitoring child support payments.

In the year 2013, the application for child support services was completely revised from a one-page referral to a 15-page booklet, resulting in the development and implementation of new processes for the Child Support unit and other financial aid programs. The Child Support unit took over all responsibilities of interviewing applicants and determining cooperation with child support services.

Caseloads

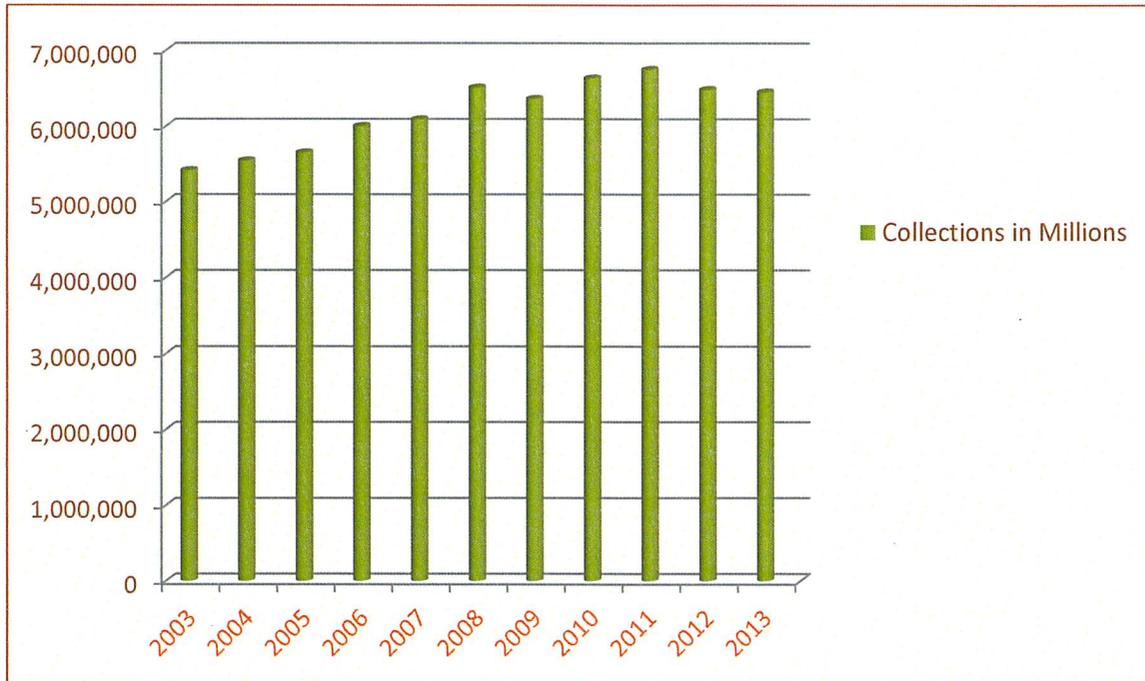
Over the past 10 years, we have seen the number of Child Support cases go up and down. This trend is repeated in the number of children served in those same cases. The unit ended the year 2013 with 3,068 cases, serving 3,700 children.

Chart reflects caseloads and children served over the past 10 years



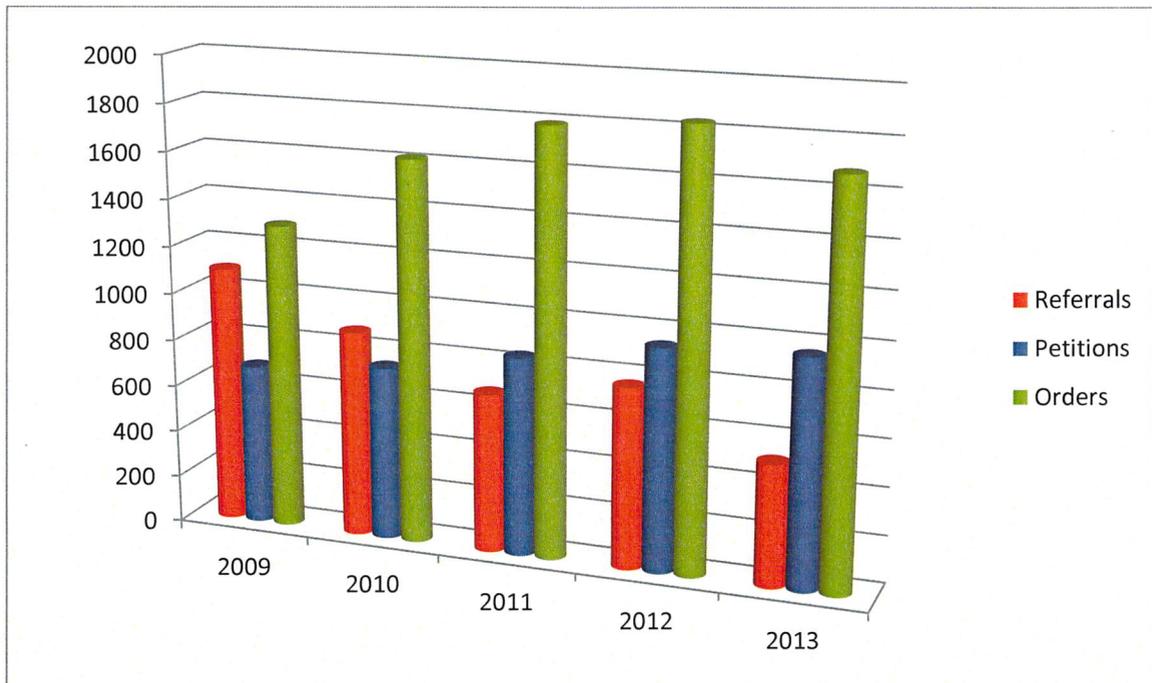
Collections

- Collections for 2013 totaled \$6,456,617, which was a 0.47 percent decrease from last year's collections of \$6,487,171.



- \$86,734.85 in child support collected from non-custodial parents' New York State income tax refunds – an increase of 9.2% from 2012.
- \$224,184.46 in child support collected from non-custodial parents' federal income tax refunds – an increase of 9.6% from 2012.
- \$339,399.59 in child support collected from respondents' unemployment insurance benefits – a decrease of 12.5% from 2012.





- 963 petitions were filed by the Child Support unit, including paternity petitions, support petitions, and support collection petitions.
- 516 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.
- 1,681 child/medical support orders were received and processed by means of building new, adjusting, and/or closing existing Child Support accounts.
- 993 audits were conducted on Child Support cases scheduled for a court hearing.
- 757 cooperation interviews were conducted and processed by the unit as a result of individuals applying for temporary/medical assistance.
- 49 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.

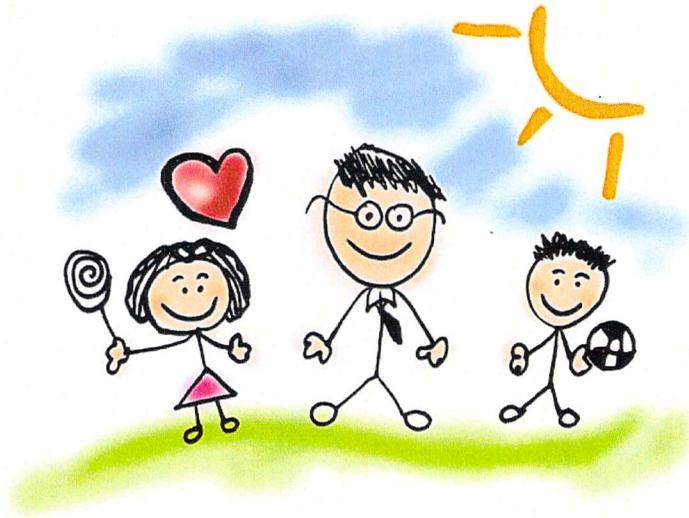
2013 Success Stories for local custodial parents

Enforcement

- The Support Collection unit filed a violation petition on a non-custodial parent for failure to pay child support. A warrant was issued for the arrest of the non-custodial parent. As a result, a payment of \$7,073.74 was collected and disbursed back to the custodial parent for child support owed.
- A combined total of \$17,164.71 was received as a result of property execution methods.

Future Goals

The Child Support unit has experienced recent staff changes, and as a result, has set a goal for increased monthly petitions for the year 2014.



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

HOME ENERGY ASSISTANCE PROGRAM

The 2012-2013 HEAP Season was very challenging for the Home Energy Assistance Program (HEAP) unit. Madison County was one of three counties chosen by the New York State HEAP Bureau to participate in the pilot test of the new MyWorkspace system. MyWorkspace is a computer program designed to allow social welfare examiners to process applications electronically. Households applying for HEAP have the opportunity to apply online with their application being submitted electronically to MyWorkspace.

The pilot program worked very well, with constant communication between the HEAP unit and the NYS HEAP Bureau. The HEAP unit worked diligently to prepare for this pilot project and was committed to a smooth transition. As a result, the NYS HEAP Bureau referred several counties to Madison County for information, direction, and support in developing their own processes to accommodate MyWorkspace.

Once again, federal funding was a concern for the HEAP program, although there was an increase from the previous season, and regular and emergency benefits were increased. Regular HEAP benefit amounts ranged from \$1 to \$650. Emergency HEAP benefits ranged from \$160 to \$600. New York State's share of federal funding for 2013 was approximately \$350 million. Because federal funding remained at risk, the program dates for the regular and emergency components, as well as the heating equipment repair and replacement component, were determined separately.

2013 Program Dates:

<u>Component</u>	<u>Opening</u>	<u>Closing</u>
Regular (Early outreach mail out began August 27, 2012)	November 19, 2012	March 15, 2013
Emergency	January 2, 2013	March 15, 2013
Heating Equipment	October 1, 2013	February 1, 2013
Cooling Assistance	April 1, 2013	June 5, 2013

Case Activity: The HEAP unit experienced a slight increase in applications this season.

<u>HEAP Case Activity</u>	<u>2010/2011</u>	<u>2011/2012</u>	<u>2012/2013</u>
Applications registered	1,157	722	885
Cases opened/reactivated	857	504	865
Changes to active cases	2,548	2,251	2,698

2012/2013 Statistics

A total of 1,468 early outreach applications were mailed out by NYS HEAP on August 27, 2012.

- ✘ The HEAP unit processed 1,055 early mail-in applications.
- ✘ The HEAP unit saw 712 walk-in applicants.
- ✘ 5,100 Regular benefits were issued through the SNAP and HEAP units at a cost of \$2,208,098.
- ✘ 1,317 Emergency benefits were issued through the SNAP and HEAP units at a cost of \$706,030.

	<u>2011/2012</u>	<u>2012/2013</u>
Regular Benefits	5,133	5,100
Obligations	\$1,619,273	\$2,208,098
Emergency Benefits	1,517	1,317
Obligations	\$806,700	\$706,030

The Furnace Repair and Replacement Program also felt the impact of reduced federal funding. This 2012/2013 HEAP season, the Heating Equipment Repair and Replacement Program component closed on February 1, 2013, much earlier than the Regular and Emergency Benefit components. Applications for this component were processed and referred to Stoneleigh Housing, Inc.

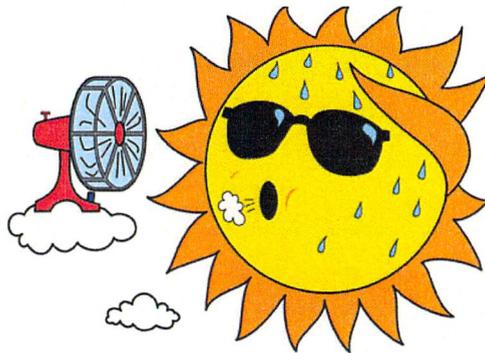
- ✘ 26 repair or replacement referrals were made to Stoneleigh Housing.
- ✘ 16 furnace repairs were completed at a cost of \$9,851.30.
- ✘ 10 furnace replacements were completed at a cost of \$29,542.11.



The HEAP Cooling Assistance Component (CAC) was brought back for the year 2013. This component provides for the purchase and installation of air conditioners and fans to eligible households that include an individual with a medical condition that is exacerbated by extreme heat. Applications for this component were processed, and referred to the applicant's vendor of choice.

- ✘ 21 applications were received.
- ✘ 3 applications were denied.
- ✘ 18 air conditioners were installed.

The Cooling Assistance Component began April 1, 2013 and closed due to depletion of funds on June 5, 2013.



The next HEAP season will likely see the continuance of the MyWorkspace system, and we anticipate many more applications being submitted online through myBenefits.ny.gov. As always, federal funding will play a key role in the planning and implementation of the next HEAP season program.

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. Included in our accomplishments this year are two major highlights. The first highlight was having all staff trained in Coaching Family Visits, which is a new “best practice” way to help families. The second highpoint was the implementation of the Stepping Stones program to help families with youths charged as Juvenile Delinquents.

In 2014, we look forward to implementing Motivational Interviewing for use by the supervisors and staff to improve family engagement and decision making.

Child Protective Services

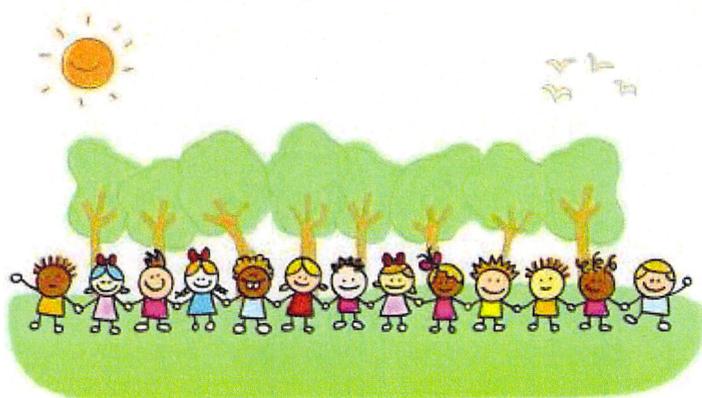
STATISTICAL INFORMATION REPORTS PER YEAR:

Year	2013	2012	2011	2010	2009
Total Number of Reports	1499 (438 FAR)	1546 (363 FAR)	1492	1500	1573
Neglect/Abuse Petitions filed with Family Court	61	93	61	48	46

Child Protective Success Story:

The Madison County Department of Social Services received numerous reports in a short period of time regarding allegations that a young girl was having suicidal ideation as a result of being sexually abused and given drugs by her parents. These allegations were investigated over a period of time and found to be true. The Child Protective workers interviewed this child in a safe setting and were able to ensure that she received the mental health treatment that she needed. While this child was getting treatment, she began to disclose more and more about her life and what lead to her feelings of despair and suicidal ideation. It took a lot of courage for this young girl to tell her story and feel confident that those around her were going to make sure that she was safe. This girl was removed from her home and ultimately placed in a foster home

where she would be provided a safe environment free from drugs, sex, and inappropriate adult activities. This young girl has been thriving in her new environment. She is now able to engage in services that will help her work through the trauma she has already experienced while being provided the love, support, encouragement, and safety of a home that all children deserve.



CPS REPORTS PER TOWNSHIP 2013:

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Brookfield	8	4	7	5	7	4	6	3	1	2	2	3	52
Cazenovia	7	2	3	2	2	1	2	6	4	3	1	2	35
DeRuyter	0	0	1	0	1	1	0	0	1	2	1	2	9
Eaton	3	9	3	12	12	11	6	7	4	8	5	5	85
Fenner	0	0	1	1	0	0	0	0	0	1	0	1	4
Georgetown	0	1	0	1	2	0	1	1	0	0	1	0	7
Hamilton	12	2	6	2	10	6	3	5	5	11	4	4	70
Lebanon	0	0	0	0	0	0	0	0	0	0	0	0	0
Lenox	31	19	23	23	28	22	12	12	19	26	18	24	257
Lincoln	0	0	0	0	0	0	0	0	0	0	0	2	2
Madison	4	4	8	5	5	4	2	2	4	6	7	4	55
Nelson	2	0	1	0	1	0	0	0	0	1	0	1	6
Oneida	25	42	34	35	44	38	29	31	33	42	37	26	416
Smithfield	0	0	1	0	2	0	0	0	0	0	0	0	3
Stockbridge	4	3	5	0	3	3	3	1	2	5	5	7	41
Sullivan	19	19	11	22	18	19	9	22	13	14	18	11	195
Other	17	18	26	19	19	18	33	15	40	23	19	15	262
Total	132	123	130	127	154	127	106	105	126	144	118	107	1,499

Other refers to reports shared with other counties where most family members live outside of Madison County. There were not any significant increases or decreases in any one particular township.

Foster Care Services

STATISTICAL INFORMATION:

Year	2013	2012	2011	2010	2009
Children placed in Care	29	46	20	31	31
Children discharged from Care	29	25	29	37	44
Average number in Madison County Foster Homes	35	34	30	26	35
Average number in Therapeutic Foster Homes	11	9	5	10	14
Average number in higher levels of care	18	15	16	20	25
Children Adopted from Foster Care	5	9	10	10	8
Foster Homes Certified	8	8	9	5	4
Foster Homes Closed	7	12	6	7	9

Foster Care/Adoptions Success Story:

Our success story for this year concerns a mother with five children ranging in age from 8 months to 10 years. Her children were placed in foster care after a CPS report was indicated for her using excessive corporal punishment on two of the older children for which she was also charged criminally. The mother was also putting the older children in charge of bathing the two younger ones, both of whom were infants. The older children were not responsible enough to do this. The children were placed between two foster homes and, upon the mother's release from jail, she began visiting with the children and engaging in services. DSS brought the matter to Family Court and services and supervision of the family were court ordered.

The caseworker met with the family twice a month to help assess the family's needs, which were many. The caseworker's discussions with the mother revealed that the mother had a long history of poor relationships with men that contributed to a lowering of her self-esteem and a resulting struggle for mom to appropriately relate with and discipline her children. Her feelings of

inadequacy as a parent and depression led her to placing an increasingly larger responsibility on the older children to care for the younger ones. Referrals were made by the caseworker for mental health counseling for mom and the older children. Mom also worked with the DSS parent aide to help her utilize better supervision and discipline methods with the children. Mom was able to gradually progress from supervised to unsupervised visitation as the relationships between mom and the older children improved and mom was able to provide a much safer home environment for them. Although there were problems that had to be worked through with the collaboration of the family, the therapist, DSS staff, and the foster parents, in six months, the older two boys were returned home to mom and after a year, the older daughter was also returned. Casework counseling, parent aide services, and counseling continued for the family.

Unfortunately, mom never really felt bonded with the two younger ones even prior to their placement in foster care. Mom eventually, with the support of her caseworker, parent aide, and therapist, reached the decision that she had all she could handle in raising the older children. She made one of the hardest decisions that a parent could make and she decided to surrender her parental rights to them. She decided this knowing that the foster parents were providing a good home for the children and were more than willing to agree to adopt them. She continued to allow contact among the children even after the two youngest were adopted.

Home finding Successes:

During 2013, nine kinship foster parents parented 19 children in foster care.

Among the nine families were two who worked together to foster a sibling group of five children. The story is amazing in that one of the foster parents, Valerie, came from out

of state to become a relative resource for her grandchildren. Another relative, Uncle Joe, along with his fiancée, Julia, became approved as kinship foster parents. They provided care for all five of the children until Valerie could come to New York and have her home approved as a relative foster care provider. What makes it even more interesting is that another family member connected to this case provided regular respite for three of the children during the transition from a non-relative to relative foster care. The entire family continues to work together in supporting each other to meet the needs of the children.



Another family became approved as a kinship foster parent for a preteen placed outside of her parents' home. While the relative, Aunt Josie, was in the process of becoming approved for this child, her sibling's placement in a non-relative foster home disrupted. Josie opened her home to the second child also. The children have remained in Josie's home where they continue to thrive.

Preventive Services

STATISTICAL INFORMATION:

Year	2013	2012	2011	2010	2009
Average Number of Open Preventive Cases	126	119	98	117	124
Average Number of Children	240	225	170	209	234
Referrals for Parent Aide Services	19	24	37	24	23
Average Number of Parent Aide Cases	16	17	22	23	26
Number of Parent Aide Home Visits Made	377	528	529	504	678
Number of Parent Skills Classes Taught	58	62	82	116	127
Supervised/Coached Family Visits	699	600	542	590	808
People using Emergency Supply or Food Cupboards	42	53	97	56	51
Transportation Trips	550	603	829	888	1224
Transportation Savings	\$17,174	\$18,038	\$20,326	\$21,371	\$26,090
Number of Children Receiving Life Skills Coaching	20	21	21	20	24
Number of Mentor/Mentee Matches	23	28	53	25	42

It should be noted that one of the two parent aides retired in 2013 and the position was not refilled until 2014, so the number of parent aide cases and classes was diminished. Our number of supervised visits or CFVs fluctuates based on the number of children who are in foster care. In 2013, 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:

One example of how preventive services benefits Madison County is the case of a young mother of a three year old boy. This mother was addicted to marijuana and because of this, she placed her son at substantial risk of harm. She tested positive for marijuana at the child's birth and several times after his birth. She was the sole caretaker for this child and failed to adhere to a safety plan to send the child to her parents when she was going to use marijuana. A neglect petition was file. This mother did have support from her parents throughout the preventive service case

This mother was cooperative with the preventive caseworker. The outcome of the court proceeding was that she agreed to DSS supervision and participation in the Family Treatment Program. She met with the Family Treatment Team as required and after some initial positive tests for marijuana, she was able to quit using the drug. Her drug tests were negative and she successfully completed the Family Treatment Program in December 2013. The caseworker reports that he has developed a positive helping relationship with this young mother. This relationship has helped her to meet her treatment goals. The preventive worker supported her actions to improve her situation. The mother successfully completed a GED program. She volunteers for the head start program and is hoping to go to college in the fall. The child is thriving in her home.

Parent Aides/Coached Family Visits (CFV):

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 worked with a very limited couple that had their child removed and placed in foster care. The parent aide worked with this couple first through coached visitations here at the county building and then in their home. It was very challenging to bridge the gap between what we consider easily understood information to what they could understand and retain. Their major concerns were adequate supervision and safety. Their child at age four was very curious and capable of outwitting them on a regular basis.

While working with them in the home, the parent aide was able to demonstrate through hands-on activities how to engage their child in appropriate play and keep him within their sight. They learned playing board games and physically being engaging with their child was the easiest way for them to maintain his safety.

It was a demanding experience, but a very rewarding one. Repeatedly each week, it seemed that the parent aide was doing the same things, saying the same things, encouraging the parents when it was appropriate, and trying to get them to understand why certain things needed to be done. After several weeks of working with them in their home, the parent aide saw the father put his arm out to catch the child as he tried sneaking by the father out the door. The father calmly said, "you have to stay behind me." The child grabbed the father's hand and followed in a safe way.

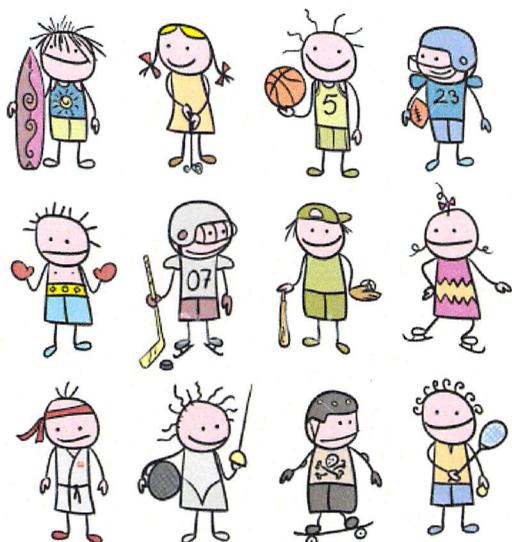
Internally, the parent aide was jumping for joy; externally, she gave the father two thumbs up. One of the concerns had been this child running ahead of the parents outside unsupervised. This was a small yet very rewarding step in documenting that they were learning from her! There were many times that she felt as if nothing she said was making sense to them. Watching them laugh with their child and maintaining a level of supervision that eventually allowed their child to be returned to them was one of the highlights of the parent aide's work here this year.



Life Skills Coaching with Dr. Scott Petosa:

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 and other local venues. During sessions, he taught anger management, problem solving, and communication skills while incorporating various physical fitness and sporting techniques. The significance of self-respect and respect for others is emphasized. Dr. Petosa also discussed positive parenting skills with parents and the importance of a positive adult role model in a child's life.

In 2013, 20 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 initiates dialogue with the school districts through school counselors, teachers, and interscholastic coaches to promote academic success. He also met with Case Managers, PINS Diversion staff, Probation Officers, counselors, lawyers, and school administrators in an effort to promote success.

Success Story:

One example is a boy who suffered living in two separate households with his divorced parents. This fourteen year old had very low self-esteem, was constantly bullied at school, and often acted out in school, resulting in numerous disciplinary referrals. He refused to cooperate with his teachers, especially his Resource teacher who was specifically assigned to assist with his educational needs. His grades in school suffered, resulting in his failing numerous courses. He often experienced outbursts of anger at home, typically triggered by conflicts with his mother, father, siblings and step-siblings, who are also residing in the households.

By exploring respect, communication, and problem-solving issues, both instructionally and experientially, this young man has improved dramatically. After numerous meetings and promptings, his relationship with his Resource teacher has been reconciled. His grades in school have improved significantly, passing all subjects at the end of the school year. He was highly encouraged to pursue his love of sports within the program and he was taught a new sport (lacrosse) which he quickly embraced. He participated in an interscholastic sport for the first time (lacrosse) and really blossomed both academically and socially.

Maintaining academic eligibility for sport participation proved to be a positive motivator in improving his grades. He made numerous new friends and is looking forward to continued participation, including trying out for additional sports. He is constantly improving his social behaviors at school and has received no disciplinary referrals this school year.

The student's mother and father report that his behavior at their homes has improved, which promotes a much healthier living environment for the whole blended family. The student's mother states that he is more cooperative at home and has made great strides socially. She believes his participation in interscholastic sports has been paramount in his success. The student's father is extremely pleased with his progress and states that he gets along with his step-siblings much better. Both parents are excited about his willingness to cooperate with his teachers and to progress academically.

Intensive Mentoring:

In the month of January, we were able to have a very special group activity at the IcePlex on the Morrisville State College campus. This event took place on the 26th. Eighteen of our mentees were treated to ice skating, snacks, and a hockey game. This was a very exciting thing for many of our mentees, as it was their first time skating and their first time attending a hockey game. We even got a very special delight as Morrisville won the game!

Success Story:

For one mentee in particular, this event opened a world of possibilities. Due to a medical condition, he is not able to ice skate and often needs the use of a wheelchair. However, not wanting him to be excluded from this event, we were able to find a way to incorporate him. Seven gentlemen from the men's lacrosse team at Morrisville State College volunteered to come to our event to push him around in a chair on the ice. At first, he was very reluctant, but eventually gave it a whirl. His face just lit up with joy as they pushed him around the ice and he gave thumbs up to every person he passed! Following the open skate, the men invited him back to their locker room and gave him a lacrosse jersey. The majority of the team signed his jersey during the hockey game, and before he left, the coach even invited him to attend all of their home games free of charge! After speaking some more with the coach of the lacrosse team, they have invited him to not only attend all of their games, but following each game, they would like him to come into the locker room with the guys to give the team some words of encouragement. I was even informed that, for inspiration, there is a picture hanging in the locker room of the mentee with the gentlemen who pushed him around on the ice at the event.



School Services Program

STATISTICAL INFORMATION:

Year	2013	2012	2011	2010	2009
Number of Referrals	112	96	92	132	94

Source of Referral	School	Outside Agency	County Departments	Family
Number of Referrals	87	3	19	3

Referred Need	Mental Health Services	Medical Services	Juvenile Justice	Educational	Substance Abuse	Basic Needs	Parenting Skills
Number per Need	74	12	23	31	0	70	18

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	21	29	34	24	4

PINS Diversion Program

STATISTICAL INFORMATION:

Year	2013	2012	2011	2010	2009
Number of Referrals	112	92	99	109	108
Reasons for Referral	90 I&U	81 I&U	92 I&U	97 I&U	90 I&U
	41 TR	25 TR	22 TR	27 TR	34 TR
	21 MJ	13 MJ	15 MJ	19 MJ	29 MJ
Petitions Filed	12	7	7	11	17
Placements with DSS	8	5	5	7	8

For “Reason for Referral,” I&U stand for Incurable & Ungovernable, TR for Truancy, and MJ for Marijuana use – each youth can have more than one reason for referral.

Success Story:

In August of 2013, a PINS Diversion referral was received on a 16-year-old youth who had been having defiant behaviors. The source of the referral was the youth’s father who was seeking out services for his son. This young man was alleged to be disrespectful and violent towards his father and the police had responded to the home multiple times. The PINS Diversion worker gathered information from the police department that substantiated the father’s allegations. The PINS Diversion worker also collaborated with Madison County Mental Health Department, Madison County Probation Department, and Berkshire Juvenile Delinquency Diversion program during the assessment to determine what additional services may be beneficial to this family.

The PINS Diversion worker proceeded to meet with the family multiple times and engaged them in intensive casework counseling to assess and evaluate what issues may need to be addressed by additional services. It was determined that there were multiple family-based issues and concerns, so a referral to Liberty Resources Placement Diversion program was done.

The family continues to currently be engaged with and work with the Liberty Resources Placement Diversion program today. The youth’s behaviors are reported to be much better and the family relationships are also improving. The PINS Diversion program has successfully diverted a PINS petition on this youth and also avoided placement of the youth in a setting outside his home while stabilizing the family unit.

Adult Services

STATISTICAL INFORMATION:

Year	2013	2012	2011	2010	2009
Number of Referrals	95	82	134	157	120

Success Story:

A recent referral to Adult Protective Services involved a gentleman in the Southern part of Madison County. The gentleman lives on his own and the concerns in the referral were that he was not taking care of himself and attending to his own medical needs. This caused ulcers to form on his feet and legs with the ulcers becoming infected and gangrene starting to set in.

The Adult Services caseworker went out to the home. While standing outside the door, the caseworker was able to hear the gentleman inside his home, but he did not answer his door. After numerous attempts, the caseworker called 911 and asked for assistance from the police and local fire department. Both responded and once they arrived, the gentleman was able to answer his door.

The gentleman did let the caseworker, EMT, and police into the home and allowed the EMT to look at his legs and feet. The EMT determined that the gentleman had cellulitis in both his legs and did need to receive medical treatment. The gentleman refused to get any treatment. The caseworker spent time talking with the gentleman and was able to gather information on other family members, including a sister who lives in the area. The caseworker called the gentleman's sister who, after being apprised of the situation, was willing to talk with her brother over the phone. After speaking with his sister, the caseworker, the EMT, and the police, the gentleman finally agreed to go to the hospital and get the medical treatment he needed.

This situation alone took over four hours of the caseworker's time that afternoon. The caseworker showed understanding and respect and took the time to get to know the gentleman to achieve the successful outcome of getting a competent adult to seek medical attention. If medical attention had not been received, the gentleman would have lost his feet and legs to gangrene.

Part of this case also involved finding someone to help the gentleman clean his living area. Because he was unable to walk without extreme difficulty and pain, he would go the bathroom in containers and place them under the bed and around the room. This caused an unsafe and unsanitary living environment. The caseworker was able to speak with the landlord who helped clean up the home with the help of others.

After a brief hospital stay and an extended stay in a rehabilitation facility, the gentleman was able to return home, where he remains.

This is just one example of how Madison County Adult Protective Services consistently collaborates with other professionals and well as family members to assess the safety and needs of the vulnerable adults in our community. This collaboration helps to assure that those who are in need of help receive it in the least restrictive manner.

Submitted by:

Melissa Maine, Deputy Commissioner for Family Services

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

Timothy Brown, Case Supervisor Grade B; and Theresa Snyder, Caseworker

Linda Khan, Case Supervisor Grade B

Marcie Soule, School Services Program Coordinator

Jesica Priervo, Senior Caseworker

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 continues to operate in a highly efficient manner. Each member of the unit strives to provide the Madison County Department of Social Services and all of its units with the utmost in comprehensive legal assistance.

Child and Family Services

Child and Family Services is one of the two major caseloads carried by the Madison County Department of Social Services Legal Department. For Child and 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 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 2013, the Legal Department maintained the following:

<u>Active Cases:</u>	100	<u>Cases Opened:</u>	58
<u>Petitions Filed:</u>	122	<u>Cases Resolved:</u>	75
<u>Court Orders:</u>	301	<u>Trials:</u>	27
<u>Permanency Hearings:</u>	72	<u>Permanency Reports:</u>	72
<u>Court Ordered Investigations:</u>	25	<u>Total Court Appearances:*</u>	442

*(Includes DSS noticed as Interested Party)

As part of the process in determining whether a case meets the criteria for the filing of a petition 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 and 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.

2013 Legal/Caseworker Conferences
530

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 his/her investigation and drafted a report, it is submitted to the Legal Department for review and is then submitted to the Court.

2013 Court Ordered Investigations
25

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: 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; Madison County Public Health; 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 participant's 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 participant's children have a safe, nurturing environment by focusing on healthy, sober parenting. Since its inception, the Family Treatment Program has received one hundred fifty (150) referrals, sixty-three (63) accepted referrals, and continues to assist its ten (10) current participants.

Child Care Review Service (CCRS)

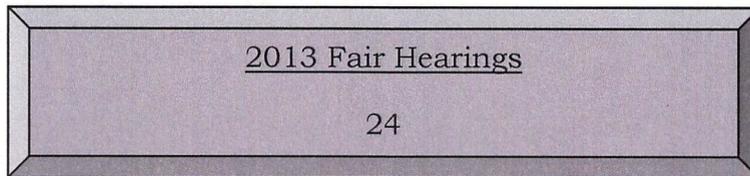
The Madison County Department of Social Services incurs a substantial expense to provide foster care services to children. The federal and state governments can reimburse Madison County for part of the expense via Title IV-E, Title XX of the Social Security Act, TANF, and EAF. In order to maximize the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

<p style="text-align: center;"><u>2013 CCRS Entries</u></p> <p style="text-align: center;">349</p>
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Fair Hearings

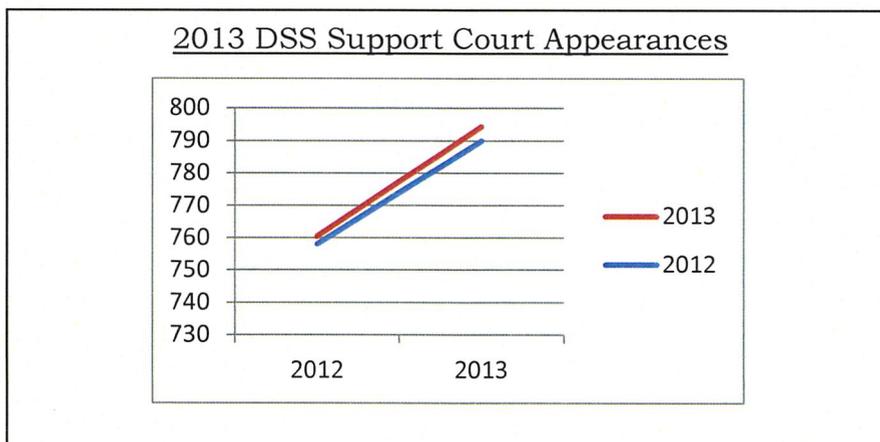
In addition to those cases of neglect and/or abuse that are filed in the Madison County Family Court, there are those cases that are reported as neglect and/or abuse to the Child Protective Hotline. Through investigation by the Child Protective Caseworkers, a determination is made as to whether or not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



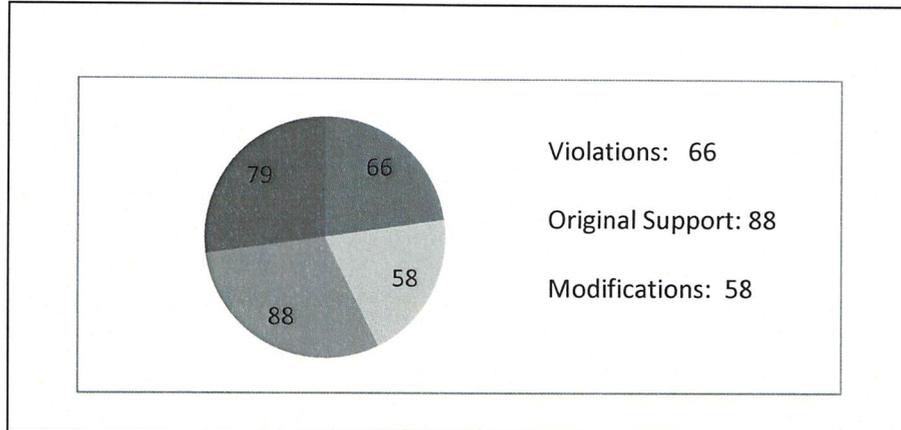
Child Support Collection

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

2013 Child Support Orders



Voluntary Medical Support Orders

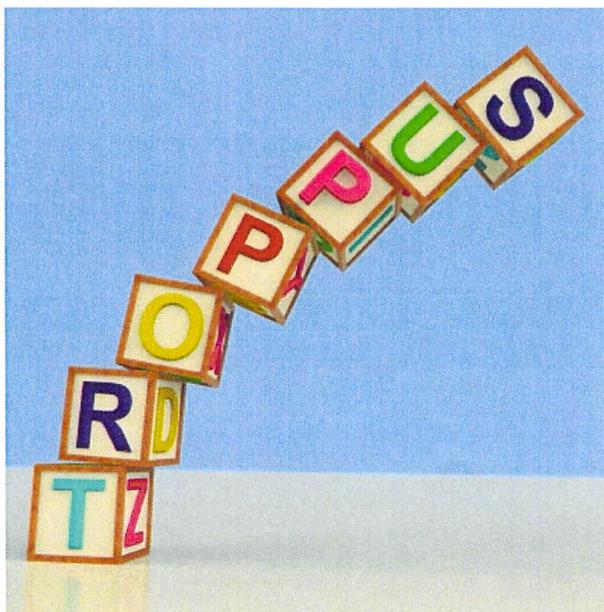
The Madison County Department of Social Services, together with the Madison County Support Collection Unit, has continued its efforts to alleviate unnecessary court congestion. When a Medicaid referral is received by the Support Collection Unit, a determination is made regarding whether or not the parties 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>2013 Voluntary Medical Support Orders</u>	
Received:	15
Not Received:	17 (resulted in petition filed)
Not Pursued:	2
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>2013 Money Judgments Filed on Behalf of DSS</u>	
94:	\$190,679.86
<u>2013 Judgments Satisfied on Behalf of DSS</u>	
8:	\$9,121.97



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, four fulltime Investigators, one fulltime Sergeant, and one fulltime Lieutenant. The Lieutenant also oversees Patrol Operations, 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 278 validations in 2013.

The Investigative Unit received 152 fraud complaints in 2013. 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 designated DSS staff member 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 2013, there were 18 Felony arrests and 18 Misdemeanor arrests for fraud.

The unit completed
278 validations.

The unit received 152
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, 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 37 MDT cases in 2013.

The unit investigated 37 MDT cases.

The unit conducted 14 juvenile transports.

The Sheriff's Office Investigative Unit, with the assistance of a DSS Caseworker, also transports juveniles sentenced to detention. The unit conducted 14 juvenile transports in 2013.

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., Tuesday – Wednesday, and 8:00 a.m. to 5:00 p.m., Monday, Thursday and Friday. In 2013, an additional Deputy was added as a "roaming" position. The "roaming" Deputy floats among all the security posts providing assistance and breaks and can be used for juvenile transports as well as assist with jail transports. In 2013, 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.



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

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. Activities include ensuring the collection of money from probates, estates, assignment of proceeds, and accident/casualty liens. Area banks are checked for undisclosed assets and determinations are made for the availability of third party health insurance.

Recoveries for 2013

Estates - PNA	\$ 49,855
Accident Liens	\$ 8,250
Medicaid Liens	\$ 210
Burials	\$ 3,489
Excess Resources	\$ 567
Estates	<u>\$ 38,868</u>
Total	\$109,489

The resource 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 2013, the unit checked 190 new vendors.

Submitted by Diane Crompt, Director of Administrative Services

ADMINISTRATIVE SERVICES

Fiscal Summary

	Expenditures	Federal/State/Refunds	Local Cost
General Administration	\$ 8,884,352	\$ 6,781,838	\$ 2,102,514
Child Care Block Grant	\$ 821,793	\$ 916,192	(\$ 94,399)
Title XX	\$ 937,469	\$ 694,442	\$ 243,027
Medical Assistance	\$ 138,728	\$ 138,183	\$ 545
MMIS	\$11,461,699	\$ 0	\$ 11,461,699
TANF/Family Assistance	\$ 2,574,817	\$ 2,238,932	\$ 335,885
Child Welfare	\$ 1,722,894	\$ 1,204,276	\$ 518,618
Juvenile Delinquents	\$ 930,774	\$ 595,501	\$ 335,273
Safety Net	\$ 1,072,702	\$ 517,311	\$ 555,391
HEAP	\$ 11,670	\$ 10,262	\$ 1,408
EAA	\$ 14,211	\$ 7,383	\$ 6,828
Burials	\$ 145,286	\$ 15,138	\$ 130,148
Title IV-D	\$ 0	\$ 40,334	(\$ 40,334)
Total	\$28,716,395	\$13,159,792	\$15,556,603

	<u>2012</u>	<u>2013</u>	<u>(Decrease)</u>
Gross Cost	\$27,022,553	\$28,716,395	\$1,693,842
Net Local Cost	\$14,001,944	\$15,556,603	\$1,554,659

Reimbursement Analysis – 2013					
	Federal Share	State Share	Refunds	Local Share	Total
General Administration	\$ 4,369,133	\$ 2,366,230	\$ 46,475	\$ 2,102,514	\$ 8,884,352
Child Care Block Grant	\$ -	\$ 878,142	\$ 38,050	\$ (94,398)	\$ 821,793
Title XX	\$ 268,667	\$ 420,819	\$ 4,956	\$ 243,027	\$ 937,469
Medical Assistance	\$ (58,010)	\$ (63,705)	\$ 259,898	\$ 545	\$ 138,728
MMIS	\$ -	\$ -	\$ -	\$11,461,699	\$ 11,461,699
TANF/Family Assistance	\$ 2,037,751	\$ 43,633	\$ 157,548	\$ 335,885	\$ 2,574,817
Child Welfare	\$ 284,075	\$ 847,110	\$ 73,091	\$ 518,617	\$ 1,722,894
Juvenile Delinquents	\$ -	\$ 576,973	\$ 18,529	\$ 335,273	\$ 930,774
Safety Net	\$ 89,486	\$ 244,082	\$ 180,254	\$ 558,880	\$ 1,072,702
HEAP	\$ (79,216)	\$ -	\$ 89,478	\$ 1,408	\$ 11,670
Emergency Aid to Adults	\$ -	\$ 7,255	\$ 128	\$ 6,828	\$ 14,211
Burials	\$ -	\$ 15,138	\$ 3,489	\$ 126,659	\$ 145,286
Title IV-D	\$ -	\$ -	\$ 40,334	\$ (40,334)	\$ -
Total	\$ 6,911,886	\$ 5,335,677	\$ 912,229	\$15,556,603	\$28,716,395

Modified Budgeted Amount vs. Actual Adjusted Gross Amount – 2013				
	<u>Budgeted</u>		<u>Actual</u>	<u>Surplus/ (Deficit)</u>
General Administration	\$ 9,586,046		\$ 8,884,352	\$ 701,694
Child Care Block Grant	\$ 859,400		\$ 821,793	\$ 37,607
Title XX	\$ 1,146,021		\$ 937,469	\$ 208,552
Medical Assistance	\$ 145,000		\$ 138,728	\$ 6,272
MMIS	\$11,499,786		\$11,461,699	\$ 38,087
TANF/Family Assistance	\$ 2,796,951		\$ 2,574,817	\$ 222,134
Child Welfare	\$ 1,710,182		\$ 1,722,894	(\$ 12,712)
Juvenile Delinquents	\$ 845,094		\$ 930,774	(\$ 85,680)
Safety Net	\$ 1,093,000		\$ 1,072,702	\$ 20,298
HEAP	\$ 25,000		\$ 11,670	\$ 13,330
EAA	\$ 18,250		\$ 14,211	\$ 4,039
Burials	\$ 154,000		\$ 145,286	\$ 8,714
Title IV-D	(\$ 37,579)		(\$ 40,334)	\$ 2,755
Total	\$29,841,151		\$28,676,061	\$1,165,090

Modified Budgeted Net Local Cost vs. Actual Net Local Cost – 2013					
	Budgeted		Actual		Surplus/(Deficit)
General Administration	\$ 2,767,650		\$ 2,102,514		\$ 665,136
Child Care Block Grant	\$ 19,152		(\$ 94,398)		\$ 113,550
Title XX	\$ 248,341		\$ 243,027		\$ 5,314
Medical Assistance	\$ 0		\$ 545		(\$ 545)
MMIS	\$11,499,786		\$ 11,461,699		\$ 38,087
TANF/Family Assistance	\$ 342,241		\$ 335,885		\$ 6,356
Child Welfare	\$ 436,173		\$ 518,617		(\$ 82,444)
Juvenile Delinquents	\$ 653,137		\$ 335,273		\$ 317,864
Safety Net	\$ 591,095		\$ 558,880		\$ 32,215
HEAP	\$ 0		\$ 1,408		(\$ 1,408)
EAA	\$ 9,020		\$ 6,828		\$ 2,192
Burials	\$ 138,862		\$ 126,659		\$ 12,203
Title IV-D	(\$ 37,579)		(\$ 40,334)		\$ 2,755
Total	\$16,667,878		\$15,556,603		\$1,111,275

Please note that this financial report is based on a revenue/appropriation analysis dated 3/17/14. The Madison County Treasure has not finalized the financial information for 2013; therefore, this information is subject to change.

Submitted by Steven Chaires, Deputy Commissioner for Administrative Services