



WAYNE COUNTY
DEPARTMENT OF
SOCIAL SERVICES

2015 ANNUAL REPORT

PREPARED MARCH 2016

**WAYNE COUNTY DEPARTMENT
OF SOCIAL SERVICES**

MISSION STATEMENT

TO SERVE the Wayne County community with dignity, empathy and efficiency

TO RESPOND to those with financial needs while promoting their self-sufficiency

TO ENSURE the safety and healthy development of children and vulnerable adults

TO SUSTAIN family relationships through support and recognition of families' resiliency, inherent strengths, and capacity to change

TO PARTNER with our community to meet present and future needs of our residents

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THE COMMISSIONER'S REPORT

2015

As I write this report, I have just completed my 16th year as Commissioner of the Wayne County Department of Social Services. During those sixteen years, I have seen a number of changes:

- The growth of Medicaid – Since 2000, the number of active cases has more than doubled (3,774 to just under 8,000).
- The growth of Food Stamps – Since 2000, the number of Food Stamp (SNAP) cases more than tripled from 1,744/month to 5,461/month.
- The changing make up of Public Assistance – The total caseload increased by 30% (from 452 cases to 588 cases); Safety Net cases (single individuals and childless couples) grew by 158 cases to 290 cases, but Family Assistance (parent(s) with children) cases actually DECREASED by 22 cases or 6.7%.
- Growth in Child Support collections – We collected \$10.8 million from non-custodial parents in 2015, compared with \$8.36 million in 2000, an increase of \$2.44 million or 29%.
- Growth in complexity – The eligibility requirements for medical, food and cash assistance have grown significantly more complex, as have the legal requirements concerning protecting children.
- Growth in collaboration – Significant progress has been made at working together with youth-serving agencies, other County Departments and schools. This has resulted in major reductions in youth placed outside their homes (from 30+/year to less than 10/year); and has saved millions of dollars over the past 6-8 years.

There is a wealth of information in this report about the work, the good work that the approximately 150 employees of Social Services accomplished in 2015. From helping struggling families with their finances and their children, so that they could remain intact as a family, to keeping seniors safe and in their own homes, what gets accomplished each day is remarkable. Life is not easy; it is not easy even when you have enough money, enough good sense and ability, enough encouragement and self-confidence. The less of each of these you have, the more vulnerable you become. It is the vulnerable people, the babies and little girls and boys, the abused and neglected (of all ages), the folks who

struggle with illness (mental/physical/spiritual/ethical), those without power, who are our business. They often do not appreciate what we do or even understand why we do it; they are at times hopeless, helpless, angry and confused. It takes special people to do the work we do, often with only an inner satisfaction that a positive difference has been made.

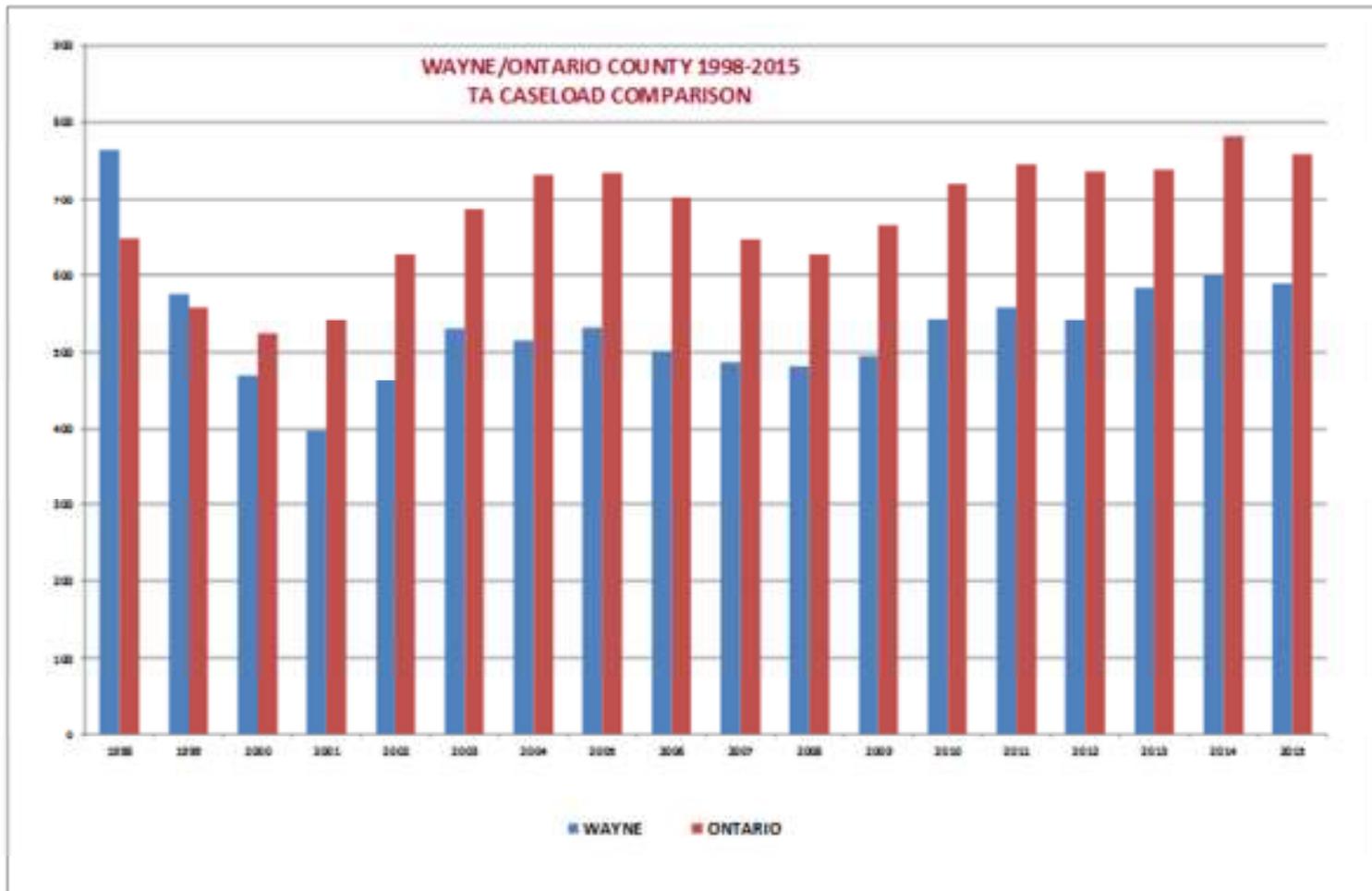
Meanwhile, challenges abound. Security is an issue, whether here in the DSS building, or out making home visits where the worker is often alone and in people's yards or homes dealing with very difficult and upsetting issues. The Governor has issued an emergency order regarding Homeless individuals and families that adds additional responsibilities to local Departments of Social Services. The legal environment is changing, with a much more active and aggressive advocacy community. This situation has been exacerbated by the surprise retirement by one of our DSS attorneys and the even more unexpected resignation of another. New York counties, including Wayne, are continually challenged by the need to find more ways to expedite services, while keeping a tight rein on expenses.

We have been able to meet the various needs that the citizens of Wayne County bring to us, and do it in a fiscally responsible manner. Despite the growth in caseloads, the 2015 expenditures decreased from the two previous years. I look forward to continuing this trend, if possible, into the coming year. Working together, we are making Wayne County a better place to live.

M. Josh McCrossen, Commissioner

WAYNE/ONTARIO COUNTY TEMPORARY ASSISTANCE
1998-2015 CASELOAD COMPARISON

	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015
WAYNE	783	578	470	398	483	530	514	531	502	487	482	495	543	559	542	584	599	588
ONTARIO	646	559	523	542	627	686	732	734	709	647	627	665	720	745	736	738	782	759
Difference (W-O)	+116	+17	-63	-144	-184	-168	-218	-203	-201	-180	-146	-170	-177	-188	-194	-164	-183	-170



TEMPORARY ASSISTANCE CASELOAD COMPARISON NARRATIVE

As the graph on the previous page shows, the Temporary Assistance (i.e. CASH ASSISTANCE) caseload was once much higher in Wayne County. In fact, from the 1970's to the end of the 1990's, Wayne's Temporary Assistance (TA) caseload was higher than that of Ontario County each year. Since the beginning of the 2000's however, this trend has reversed. Since then, each and every year has seen Wayne's TA caseload lower than Ontario's. This is not just due to happenstance. Rather it is due to the hard work of a number of county departments in conjunction with our non-profit and school partners.

The graph shows that Wayne's per month caseload average DECREASED by 11 cases per month from 2014 to 2015 versus a 22 case decrease for Ontario. Perhaps more importantly, Ontario has 110 MORE CASES than in 1998, but Wayne has 175 FEWER CASES. Over the past 16 years, these lower caseloads equate to a Wayne County savings (compared to Ontario) of over \$16 million. In 2015 alone, Wayne spent approximately \$980,000 less than Ontario on cash assistance.

ANNUAL REPORT

TEMPORARY ASSISTANCE 2015

PREPARED BY MARY LEE LIPPERT HEAD SOCIAL WELFARE EXAMINER

The Temporary Assistance Division is made up of 3 separate Units:

INTAKE for new Temporary Assistance (TA) and Supplemental Nutrition Assistance Program (SNAP) applications. The TA/SNAP Intake Unit, in addition to processing all new Temporary Assistance and SNAP Stamp applications, also processes Home Energy Assistance Program (HEAP) applications, Emergency Assistance to Families (EAF), Diversional Payments, plus are responsible for all referrals to Finger Lakes Works Center for weekly Orientation sessions for applicants applying for cash benefits. Intake is responsible for follow up on all applicants, whether they are employable or not employable.

UNDERCARE for Temporary Assistance and Food Stamp caseload handling. The Undercare Unit is responsible for all active Temporary Assistance cases (which include Family Assistance and Safety Net) and SNAP cases plus the authorization of recipient HEAP (Home Energy Assistance Program).

MEDICAID Intake and Undercare. The Medicaid Unit is responsible for accepting new Medicaid applications and for monitoring active case maintenance. Medicaid Examiners must know how to determine eligibility for Managed Care, Chronic Care, Medicare Buy In, Prenatal Care Assistance Program (PCAP), Family Planning Benefit Program, Spenddowns, and Fee for Service, Medicare Buy In for Working Disabled, Presumptive Eligibility for Children, and Infant Guarantees, Health Insurance Premium Payment (HIPP), Medicare Insurance Premium Payment (MIPP), Continuous Coverage and Expanded Eligibility.

TA/SNAP INTAKE

This unit consists of 10 Examiners, 3 Senior Examiners, 1 Principal and 2 Clerk Typists. Of the 10 Examiners, 2 are devoted entirely to HEAP (Home Energy Assistance Program) during the HEAP season, and process SNAP applications during the off season. The remaining Examiners process new applications for Temporary Assistance and SNAP benefits.

We have 4 Examiners which handle all scheduled Temporary Assistance appointments as well as all emergency appointments. Each Examiner processed approximately 440 applications in 2015, or 37 applications per month. These appointments for cash

assistance must be face-to-face interviews and can take up to two hours to complete, depending on the case type and circumstances. We see clients who are homeless, have no food, no power or some other type of emergent need to be dealt with immediately. We are mandated to see these individuals for a face-to-face within 7 days, which is often difficult to accomplish. Often clients will declare an emergency, such as no food, so they can be seen that day. This results in more emergency applications, because it's the easiest way to get an appointment quickly.

We have 2 Examiners devoted to HEAP full time during HEAP season. Last year, they processed a total of 2,684 regular and emergency applications. This does not include those individuals who are automatically eligible for HEAP because they receive cash or SNAP benefits.

We have 4 Examiners who handle all SNAP applications; they processed 3,593 SNAP applications, or 898 applications per worker in 2015. SNAP applications are taken through the mail or can be filed online through MY Benefits, both of which require a telephone interview and sometimes a face-to-face interview based on household situation. However, anyone can walk into the agency and file SNAP applications on a first come, first serve basis with no appointment necessary. Those applicants who have already been scheduled for an appointment are seen first.

As part of the TA application process, all individuals requesting an appointment for cash assistance must attend an employment orientation at Finger Lakes Works on Nye Road. They conduct a group presentation which explains the individual's employment related responsibilities making it clear they must seek employment if deemed employable, and comply with all employment requirements. Orientation has been an effective tool used to divert applicants from cash assistance because if they don't show for orientation, their TA appointment is automatically cancelled. Many do not follow through with attending orientation which serves as a deterrent for cash assistance. In 2015, 2,012 individuals were booked for orientation. Out of that number, only 1,138 clients actually attended, resulting in a diversion of 874 individuals. Of the 1,138 clients who went to orientation, only 1,003 showed up for their TA interview which resulted in a diversion of 1,009 clients based solely on employment orientation. This equals a 50% diversion rate for all TA applicants in 2015.

UNDERCARE UNIT

This unit consists of 12 Examiners, 3 Senior Examiners, 1 Principal Examiner and 2 Clerks. The TANF (Temporary Assistance for Needy Families) and Safety Net caseload climbed as high as 645 in April of 2015, but leveled off to 628 as of 12/31/15. There were 320 TANF and 308 SN cases. This is an increase in cases from previous years. The SNAP caseload reached a high of 5,449 in March of 2015, but reduced down to 5,283 by the end of December 2015. These cases are covered by 10 examiners in the generic setting resulting in each examiner covering 63 Temporary Assistance cases and 528 SNAP cases. These workers continue to be fully trained and interchangeable in both

program areas. Previously the SNAP caseload was CSR (Case Supervisory Review) in which each month only a random sampling of SNAP cases processed by the examiner were reviewed by a supervisor. In April of 2015, the unit converted back to 100% audit of all cases due to a trend of increased errors on case processing. This has significantly increased the workload of each supervisor, but case processing results in better accuracy.

In 2015, the unit processed 4,848 Temporary Assistance and SNAP recertifications, 1,092 SNAP periodic reports and 208 mail-in recertifications. The senior examiners continue to be responsible for processing day care payments on behalf of TA recipients involved in a work activity. For the year the unit had 25,435 benefit transactions.

We continue to have one examiner who is responsible for EVR investigations and fraud related reviews. She has also been instrumental in assisting with coverage of caseloads when examiners have been out on medical leaves throughout the year. We have one examiner who on a full time basis determines HEAP eligibility for the SNAP and Temporary Assistance population. Some cases are automatically issued a HEAP benefit, but the State continues to require all individuals to apply if their case opens after a certain date in September. We have processed hundreds of applications as a result of this new requirement. We continue to require the assistance of a TA/SNAP worker for a period of approximately 4 months to assist with the increase in workload for HEAP. They are also responsible for HEAP promises, Furnace Repair/Replacement applications, Cooling Program, Emergency HEAP and HEAP returns which must be investigated and reissued. During any "down" time, the HEAP examiner continues to assist with fuel reconciliations and SNAP case processing.

The unit regularly has mass authorizations throughout the year. This means the state systematically updates the reflective change and reports of the updated cases are produced. From this we must pull budgets and document accuracy for each case. In addition, we must manually process cases that are not automatically authorized. In 2015, we had the following mass reauthorizations processed by the State: monthly Child Support payments for clients receiving cash benefits, averaging about 125 cases each month. In January 2015 - 351 cases who were eligible for the social security/SSI cost of living adjustment cases for 2015; April 2015 2nd temporary assistance HEAP autopayment of 79 cases; April 2015 there is a 2nd SNAP Heap autopayment of 381 cases; April 2015 Earned income disregard mass of 23 cases. In July 2015, the standard utility assistance mass of 5,452 cases, August 2015 SNAP maximum allotment adjustment of 5,276 cases. In September the 2015-16 temporary assistance HEAP mass of 341 cases and 2015-16 SNAP HEAP mass of 3,758 cases. The COLA (cost of living) mass for 2016 was cancelled in 11/15. Each and every one of these transactions must be handled by an Examiner and Supervisor regardless of the State's automatic authorization.

MEDICAID UNIT

The Medicaid Unit consists of 1 Principal Social Welfare Examiner, 3 Senior Social Welfare Examiners, 10 Social Welfare Examiners and 2 Clerks. In 2015, The Medicaid Unit lost one Social Welfare Examiner and the position was not filled.

509 Medicaid applications were received in 2015, which averages 42 applications per month. There is one Social Welfare Examiner who processes all Non-Magi (Modified Adjusted Gross Income) Medicaid applications. Of the 509 applications received, 263 were sent here from the NY Health Exchange for processing by the LDSS. The Medicaid Unit has two clerks who screen all calls from applicants seeking Medical Assistance. Although many started applying at the NY Health Exchange, many continue to apply here. We are required to screen all applicants to determine their category and where they should apply, whether it is at the agency or at the NY Health Exchange.

The Medicaid Unit also received 40 PCAP (Presumptive Eligibility for Pregnant Women) applications and 73 Child Health Plus transfer cases for the year. These are children who are no longer eligible for Child Health Plus and need to be added to their parent's case or have a Medicaid case opened. In addition to these cases, the Medicaid Department is also responsible for separate determinations from denied Temporary Assistance cases. In 2015, we processed 31 cases that were denied by Temporary Assistance. The Medicaid Unit also received 361 separate redeterminations from the Undercare Temporary Assistance Unit for clients who were no longer eligible for TA.

One of the Social Welfare Examiners carries the MASSI (guaranteed Medicaid cases for SSI recipients), DAC (Disabled Adult Children) and the Group Home cases which total 2,428 cases. Another Examiner is devoted to collecting medical data for the "Aid to the Disabled" program, which is then sent to the State Disability Review Team for a determination. This allows for disabled individuals to receive a higher level of coverage they wouldn't otherwise be eligible for; 65 cases were compiled in 2015. Along with this, she also did 180 Medicare Savings Applications, and maintains the Foster Care caseload of 128 for 2015.

There are currently 4 Examiners that carry the community caseload of 4,114 cases (consisting of both Magi & Non-Magi) which gives them approximately 1,028 cases each. They process recertifications, all Undercare changes and determine and authorize the spenddown coverage each month. The State has not determined as to when the Non-Magi applications will transfer to the NY Health Exchange. We do however receive referrals from NYSOH in regards to individuals who have turned 65, have Medicare, or are no longer Magi eligible. We received 38 of these referrals in 2015.

There is 1 who is responsible for maintaining the Chronic Care Undercare caseload of 340 cases and 2 Examiners for Chronic Care Intake. In 2015, we received 211 new applications for Chronic Care.

ACCOMPLISHMENTS FOR 2015

FAIR HEARINGS

A Fair Hearing affords a client the opportunity to contest a decision made by the agency; the agency and the client both submit their case before an Administrative Law Judge who will issue a decision either for or against the agency. During 2015, the agency had 89 Fair Hearings contesting our decisions: of those, 40 were withdrawn; 44 were won, 3 were lost, and 2 adjourned until 2016.

FRAUD/FEDS/EVR

FRONT END DETECTION (FEDS) -The Front End Detection Program is a mandated program for all Cash, SNAP and Medicaid applicants which requires an upfront investigation to resolve any questionable situation before a case is opened. 1 Social Welfare Examiner has primary responsibility for all FEDS investigations. Referrals are based on State approved county specific indicators as well as State mandated indicators. All applications are reviewed to see if there is an indicator requiring investigation; referrals are done following the initial interview and in many instances cases are denied when the household has failed to comply with a FEDS investigation.

The State goal for the FEDS program is cost avoidance, and each district must file a monthly report detailing the cost avoidance resulting for application denials/grant reductions, which is compared to all other districts in the State. In 2015, we referred a total of 351 Temporary Assistance cases resulting in a cost avoidance of \$524,916.00.

ELIGIBILITY VERIFICATION REVIEW (EVR) – Is an investigation conducted on a recipient of cash, Medicaid, or SNAP, with 1 Examiner completing these investigations. Referrals come from DSS staff, other clients, anonymous complaints from the public, and directly from the State, (known as WEB Frauds). During 2015, we referred 37 Temporary Assistance and SNAP cases for a for a total cost avoidance of \$47,538.00.

Both of these programs are designed to keep individuals off assistance who for one reason or another should not be receiving public benefits. State approved indicators also apply to the EVR process.

FRAUDS - The agency in conjunction with the Wayne County Sheriff's Department Fraud Unit investigates and processes cases involving fraudulent activity. This Unit was created in order to intensify the prevention and prosecution efforts targeting county recipients who abuse public benefits.

During 2015, DSS staff referred 47 cases to the Sheriff's Department, resulting in 10 arrests. On the arrests made in 2015, DSS has recovered \$8,934.56, and our cost avoidance on these cases was \$66,336.00. Cost avoidance results when we are able to

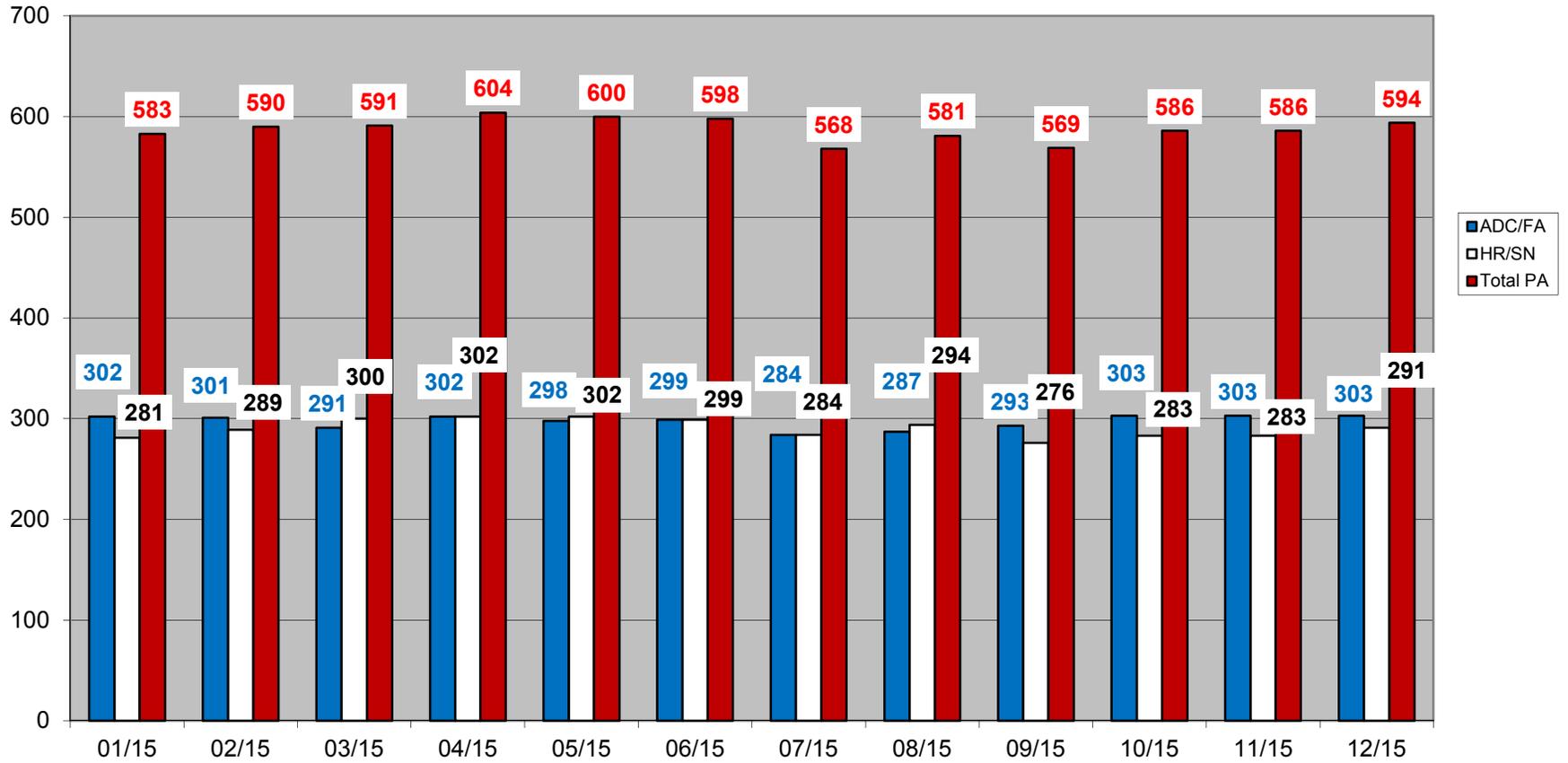
close a case as the result of an investigation, or we are able to impose a TA or SNAP Intentional Program Violation, whereby the individual is disqualified from receiving assistance for a specific period of time.

The publicity that has been generated as a result of arrests made by the Sheriff's Department results in many complaints. These originate from staff, clients, and anonymous calls to the DSS fraud line, calls to the Sheriff's Department, letters, and calls to the State WEB Fraud system and from other police departments in the county.

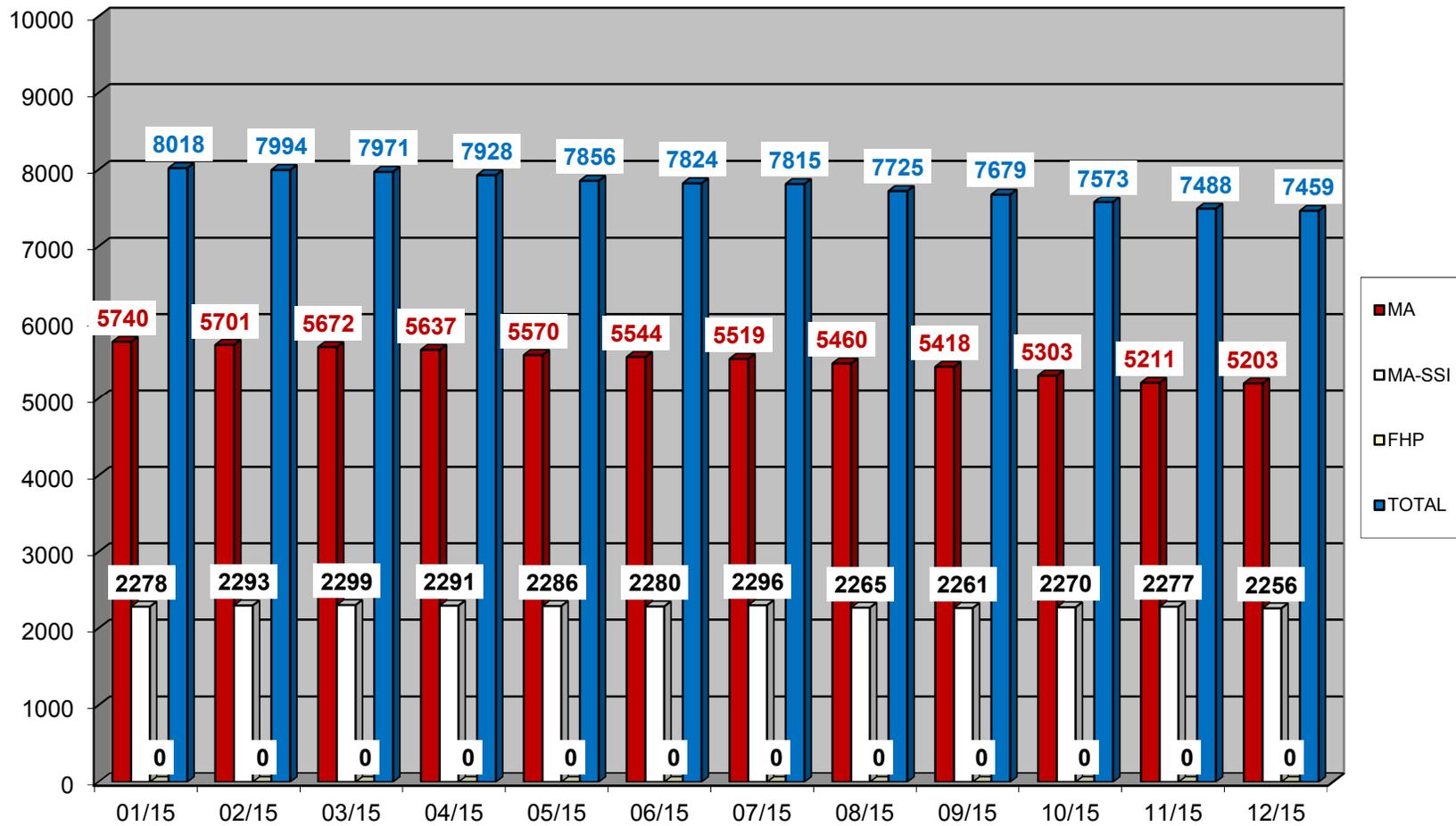
BONADIO GROUP

For several years, the Agency has contracted with Bonadio, a consultant/CPA group out of Pittsford, to review all self-employed Medicaid applicants and recipients. However, with the implementation of the NY Health Care exchange, the focus of their reviews moved to Chronic Care Medicaid applications. During 2014, they reviewed the required 5 years of resources and determined what additional documentation was necessary. This has been a great time saver for our Chronic Care Intake workers as these reviews are very time consuming. They have also been especially helpful for applications that involve business ownership and legal issues. The guidance they provide on these is invaluable since Examiners have no training in legal matters and prior to Bonadio had limited legal advice or support available.

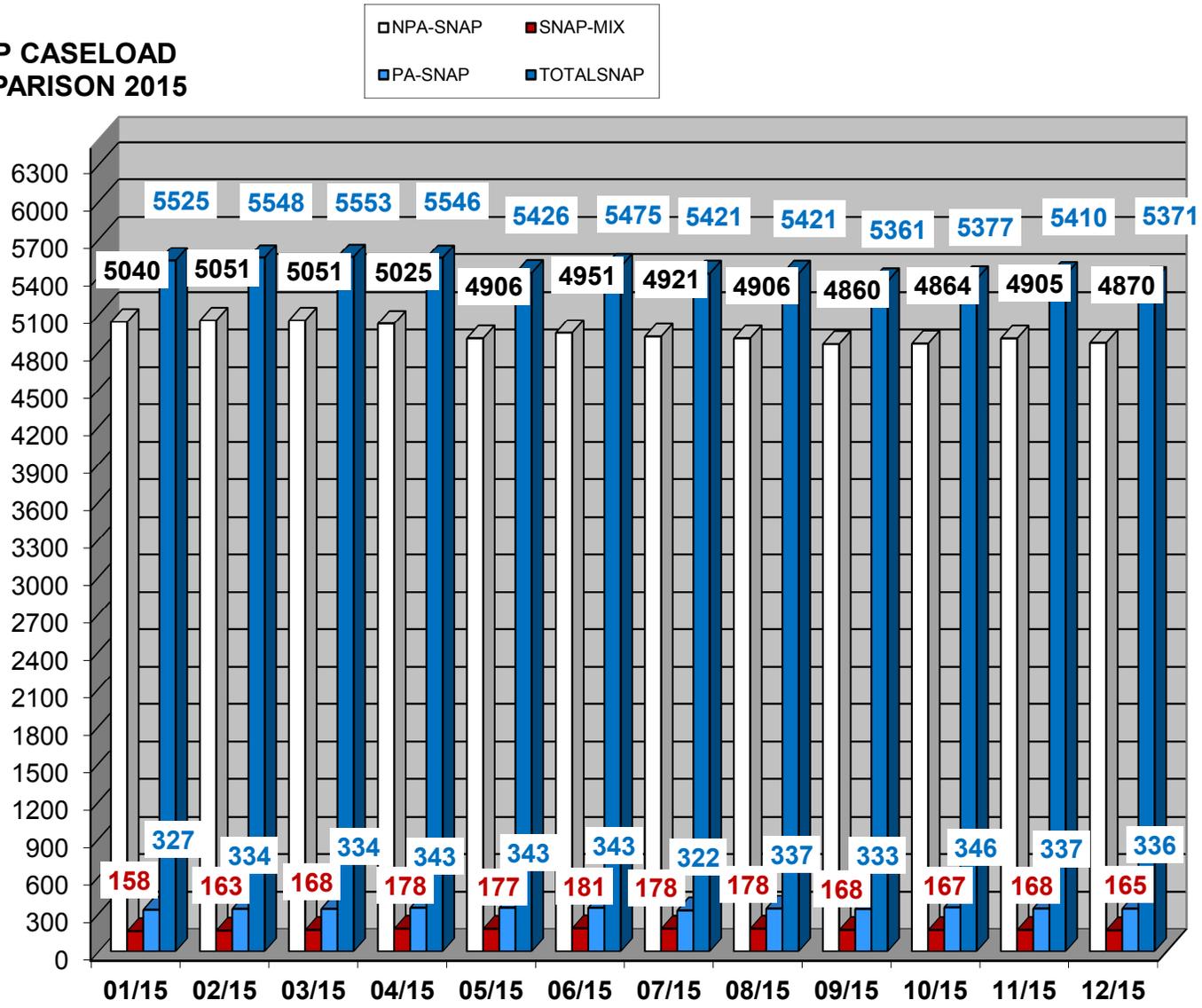
Temporary Assistance Caseload Comparison 2015



MEDICAID ASSISTANCE CASELOAD COMPARISON 2015



SNAP CASELOAD COMPARISON 2015



CHILD SUPPORT

ANNUAL REPORT

2015

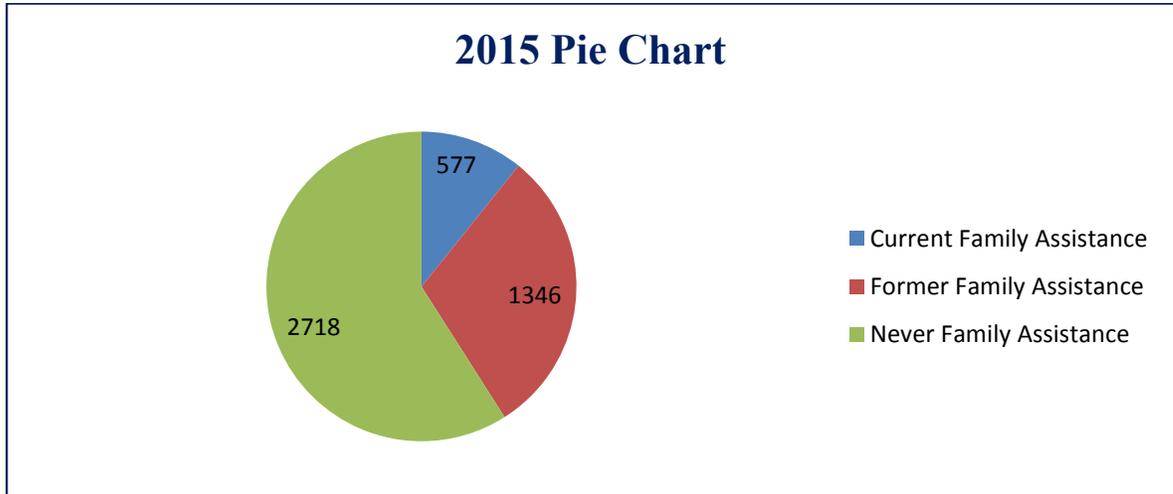
The Wayne County Child Support Enforcement program helps to strengthen families and reduce welfare spending by placing the responsibility for supporting children on those parents with the financial resources to provide such support. For families receiving public assistance, the establishment and enforcement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

Wayne County Support Collection Unit collected \$10,801,844 in 2015. In terms of dollars collected vs. amount of staff, Wayne County ranks 1st in the 10 county region. Child support enforcement services are provided automatically to all custodial parents with children receiving public assistance. Services are provided upon request to other individuals, including parents of children not receiving public assistance. The Support Collection Unit provides the following child support enforcement services:

- ❖ Location investigation
- ❖ Paternity establishment
- ❖ Petition preparation
- ❖ Financial investigation
- ❖ Support establishment
- ❖ Support collection
- ❖ Income execution for support enforcement
- ❖ Income tax refund offset
- ❖ Money judgment
- ❖ Modification of order
- ❖ Court representation (when requested)
- ❖ Credit bureau submission
- ❖ Lottery intercept
- ❖ Property execution
- ❖ Driver license suspension
- ❖ Passport denial
- ❖ Cost of living adjustment (COLA)
- ❖ Taking most of these actions when the absent parent is in another state
- ❖ Providing information to public assistance and Medicaid workers, courts, attorneys, and other IV-D Agencies

The following data gives a picture of the efficiency and effectiveness of our activities to guarantee that children have the fiscal resources that they need to grow up safe and

healthy. The fiscal data shows Wayne County in the top ten in the State in a number of categories and first in our region in efficiency during calendar year 2015.



**TOTAL COLLECTIONS FOR CHILD SUPPORT OFFICES
IN THIS REGION BY RANKING 12/31/15
2015 SCU COLLECTIONS**

DISTRICT	YEAR 2015 COLLECTED	TOTAL STAFF	AVERAGE COLLECTIONS PER STAFF
	\$		\$
Wayne	10,801,844	11	981,986
Monroe	69,989,920	73	958,766
Ontario	11,980,942	14	855,782
Cayuga	9,024,792	11	820,436
Onondaga	46,030,248	62	742,423
Livingston	6,978,792	10	679,879
Oswego	13,852,550	23	602,285
Seneca	3,674,261	7	524,489
Yates	2,026,821	4	506,705
Steuben	10,866,359	23	472,450

**TOTAL CASELOAD FOR CHILD SUPPORT OFFICES
IN THIS REGION BY RANKING 12/31/15
2015 SCU CASELOAD**

DISTRICT	TOTAL # OF ACCOUNTS	TOTAL STAFF	AVERAGE CASELOAD PER STAFF
Monroe	42,492	73	582
Onondaga	32,630	62	526
Wayne	4,427	11	402
Cayuga	4,131	11	375
Livingston	3,229	10	323
Oswego	7,388	23	321
Ontario	4,060	14	290
Yates	1,137	4	284
Steuben	6,072	24	264
Seneca	1,610	7	230

LEGAL
ANNUAL REPORT
2015

In 2015, challenges continued to characterize the Legal Division's work. While the two Assistant Social Services Attorneys worked on a number of ongoing Child Welfare cases, Adult Protective cases, recovery work, and legal counsel in literally hundreds of additional cases/situations, a new part time attorney needed to be hired to handle the Child Support cases. Then, at the end of 2015, the longer serving assistant attorney unexpectedly announced she was retiring.

Despite these challenges, the Legal Division partnered with other DSS Divisions in generating over \$1,129,000 in recoveries (\$21,727/week) and over \$10.8 Million in Child Support. Legal Division staff prosecuted 38 new Child Protective cases, assisted in 111 court ordered investigations, kept current with new legislation and mandates in Medicaid and other eligibility areas, as well as kept up to date on the many nuances and legal changes in Child Welfare law practice. This did not happen without diligence and sacrifice on the part of Legal Division staff.

It is important to note that Child Welfare cases often include months/years of troubling concerns that the Court needs to consider. In 2015, child welfare foster care placements increased 24% from 2013 (up to 26 from 21). In 2014, adoptions finalized increased 357% from 2013 (up to 25 from 7). Also in 2015, the child welfare cases continued to be complex and serious, with more child welfare cases going to trial (often eating up days in court). In a number of cases, this was due to respondents with assigned counsel increasingly exercising their right to trials. Each trial requires substantial DSS attorney and legal assistant time. On top of this, Family Court judges continued to require that child welfare cases be handled in more expeditious timeframes. Meeting the above requirements with current attorney staffing was problematic and severely strained the Legal Division's resources. Starting in 2013, considerably more attorney time has been required to properly handle child welfare cases; therefore some cases (including child welfare), had to be handled less diligently out of necessity.

The Legal Division continues to be very busy, with the DSS Attorneys routinely putting in more than 35 hours/week. DSS Attorneys in 2015 continued to routinely spend a significant number of extra hours to properly handle child welfare cases. In November of 2012, one of the Family Court Judges recommended that DSS hire another attorney, based on his belief that having DSS attorneys spend nights, weekends and holidays in the attempt to meet the workload is not sustainable. The Temporary Part-Time Assistant Social Services Attorney position has worked well. In December of 2014, the Temporary Part-Time Assistant Social Services Attorney position was extended because DSS continued to experience a higher level of demand than can be effectively met by the present staff of attorneys. Not having sufficient attorney time places children at increased risk (physically/sexually/financially).

Complicating the above situation is the fact that 2016 will be yet another rebuilding year for the Legal Division. The substantial attorney time lost in 2014, due to both lack of attorney availability and the two vacancies, meant that much of 2015 was spent getting “back up to speed”. Whatever gains were made in 2015 will be extremely hard to sustain in 2016 due to retirement/resignation. The practice of Child Welfare law requires at least five years of training and mentoring for a new attorney to become an effective advocate. DSS has a long history of not being able to retain good attorneys, partly due to below local market salaries and benefits. Five Assistant Social Services Attorneys resigned in the last 4 ½ years; three of those accepted higher paying positions in local counties. Substantial investments of time, energy and training in those attorneys have been lost due to resignations, complicating the DSS attorney succession plan.

It is expected that the attorney workload will continue unabated. Cases (including child welfare and child support) will be further triaged in 2016 in an effort to provide needed relief to the Legal Division while still providing competent legal services to those “most vulnerable” of our residents, namely abused and neglected children. DSS needs to have at least three and one-half attorneys to provide proper triaged legal services (including sufficient coverage of the four Family Courts). Such coverage could be accomplished with all positions filled and attorneys working up to capacity in 2016.

Respectfully submitted,

Gary Lee Bennett, Esq.
Social Services Attorney

SOCIAL SERVICES DIVISION

ANNUAL REPORT 2015

Throughout life's continuum, from family planning and having babies to death, the Social Services Division may be involved with any family, regardless of socio-economic status. Caseworkers provide services "in the field", in every town and village in Wayne County. They attempt to strengthen and preserve the integrity and functional abilities of individuals and families. We work together toward achieving the following goals:

1. Families, including nuclear, extended and adoptive families will be strengthened and supported: in raising and nurturing their children; in ensuring their children's connections to their heritage; in planning for their children's future.
2. Children who are removed from their birth families will be ensured stability, continuity, and an environment that supports all aspects of their development.
3. Victims of family violence, both child and adult, will be afforded the safety and support necessary to achieve self-sufficiency (adult), and/or to ensure their continued growth and development (child).
4. Adolescents in foster care, as well as pregnant, parenting and at-risk teens in receipt of public assistance, will develop the social, educational and vocational skills necessary for self-sufficiency.
5. Native American families, including nuclear, extended and adoptive families will be strengthened and supported: in raising and nurturing their children; in ensuring their children's connections to their tribal heritage; in planning for their children's future.
6. Impaired adults who are abused, neglected or exploited by others, will be identified, have their situation thoroughly investigated and be protected.
7. Impaired adults who are at risk of harm; unable to make decisions on their own behalf; and refuse necessary services, will be assessed and served pursuant to the appropriate legal intervention.
8. The mental health, developmental health, physical health and social services needs of impaired adults will be thoroughly assessed to assure that appropriate services plans are developed.
9. Adults who are unable to live on their own will be placed in appropriate residential care facilities including small home-like settings.

The major services provided by this division are designed to reach these goals as mandated by Federal/State laws and regulations. The specific approaches are the result of intensive yearlong planning efforts involving multiple stakeholders in the county and region.

The major areas of service are:

1. PREVENTIVE SERVICES FOR CHILDREN

Preventive Services for Children are supportive and rehabilitative services provided to children and their families; A.) to avert an impairment or disruption of a family which will or could result in the placement of a child in foster care; B.) to enable a child who has been in a foster care placement to return to his/her family at an earlier time than would otherwise be possible; or C.) to reduce the likelihood that a child who has been discharged from foster care would return to such care.

2. FOSTER CARE SERVICES

Foster Care Services for Children are defined as assessing the need for, arranging for, and providing for placement of individuals under the age of 18 (under 21 in cases of children in foster care prior to age 18) in a foster home or appropriate group facility. Such placement occurs (1) as a result of a judicial determination to the effect that continuation of care in a child's own home would be contrary to the welfare of such child, or (2) at the request of the parent or legal guardian. A foster care home or facility used for care of children shall be licensed by the state in which it is situated or have been approved by the agency of such state for licensing or certifying homes or facilities of this type as meeting the standards of such licensing.

3. ADOPTION SERVICES

Adoption Services are defined as the following: assisting a child to secure an adoptive home (through identifying interested prospective adoptive parents; providing training for prospective and approved adoptive parents, counseling with biological parents concerning surrender of a child for adoption); assisting a parent unwilling or unable to care for a child to surrender such child for adoption or instituting legal procedures to separate a child from his parent or parents under appropriate circumstances; arranging for and providing legal services to accomplish this purpose; the recruitment, study and evaluation of placement need, pre-placement planning, selection and placement of available children; counseling for families after placement; supervision of child and family for up to twelve months following legal adoption (including counseling of the child and adoptive parents during the period).

4. CHILD PROTECTIVE SERVICES

Child Protective Services are defined as Services on behalf of children under the age of 18 (including runaway children), who are harmed or threatened with harm. This harm or threat of harm comes from a parent, guardian, or other person legally responsible for the child's health and welfare (as defined by the Family Court Act, Section 1012g) through non-accidental physical or mental injury, sexual abuse (as defined by State law), or negligent treatment or maltreatment including the failure to provide adequate food, clothing, or shelter. Runaway children are included where their status as a runaway child is apparently the result of their abuse or maltreatment or when their status is due to the unwillingness or inability of the parents to continue to assume legal responsibilities and obligations.

5. PROTECTIVE SERVICES FOR ADULTS

Protective Services for Adults are services to individuals 18 years of age and older who are unable to protect their own interests, harmed or threatened with harm through action or inaction by another individual or through their own action due to lack of awareness, incompetence, or poor health which results in a physical or mental injury, neglect or maltreatment, failure to receive adequate food, shelter, or clothing, deprivation of entitlements due them or wasting of their resources, and have no one willing and able to help them in a responsible fashion.

CHILD PROTECTIVE INVESTIGATIVE UNIT:

The Child Protective Investigative Unit received and investigated 1,552 reports of Suspected Child Abuse and Maltreatment, involving 2,571 children under the age of 18 alleged to be victims of abuse or maltreatment in 2015, with 95 of these 1,552 reports alleging Sexual Abuse/Severe Physical Abuse of a child/ren by their parent/caretaker. A total of 1,015 reports had determinations made by their assigned Child Protective Investigator, 249 of which were determined to have had Some Credible Evidence that the neglect or abuse was indeed occurring to the child/ren in the home. The Child Protective Unit had to resort to filing 34 petitions with the Family Court in order to gain court jurisdiction and court orders to keep children safe from further abuse/neglect by their parent/caretaker.

Additionally, the Family Court issued orders to initiate Court Ordered Investigations, a total of 107 times during the year. These Orders sometimes initiate a new Child Protective Investigation; they always require a report be written and returned to the judge prior to the next Family Court appearance, and in most instances also require the court appearance of the Child Protective caseworker and DSS legal representative. If the case continues in Family Court for any period of time, the courts will very often require a written update on the investigation.

As a result of the 1,552 Child Protective investigations, 20 children were found to be in imminent danger of harm if they were to remain in the care and custody of their parent/caretaker and therefore were removed from the care and custody of their parent/caretaker and placed in Foster Care.

During 2015, our Department had to conduct 2 Child Fatality Investigations, one of which concerned the death of a child due to the child's long-standing illness and the other death the result of a farming accident.

The CPS Investigative Unit had two caseworkers choose to accept lateral transfers to another unit within our division in 2015. This resulted in two new Caseworkers being hired from the caseworker eligible list. Both of those individuals have attended 24 days of required training and are just recently being assigned full caseloads.

The CPS Team began cooperatively working on cases with a MH therapist from Wayne Behavioral Health Network who is co-located at DSS in hopes to reduce the timeframe that clients need to wait to begin services with WBHN. We anticipate this will ultimately reduce the number of families who are repeatedly brought to the attention of our unit as they will receive and engage in necessary services earlier and eliminate the need for further CPS intervention.

The team supervisor continues to attend bi-monthly Regional CPS Forums, organized by the NYS OCFS Rochester Regional Office. These continue to provide significant value to the supervisor and the team, as much information is disseminated during these meetings.

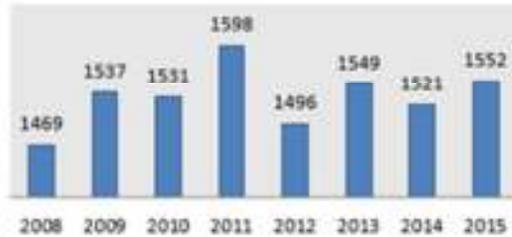
During 2015, the team supervisor attended a conference regarding human trafficking, street culture, and online exploitation at McMahon Child Advocacy Center and also attended a meeting with school principals, probation, etc. to discuss educational neglect and the CPS process. One Senior Caseworker attended a seminar regarding opiate addiction. Several Caseworkers attended a conference regarding sexual abuse.

The CPS Team was provided with generous donations from members of our community at Christmas time for Christmas gifts for needy children on our caseloads. We are very appreciative of such gestures from our community, especially since this team is often viewed in a negative light.

CPS STATISTICS

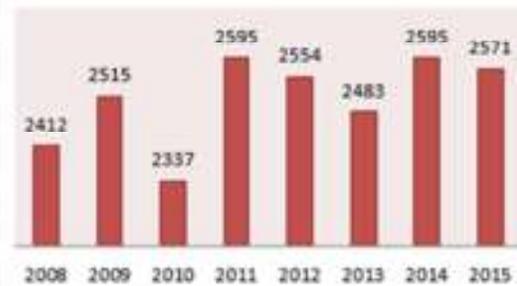
CHILD PROTECTIVE REPORTS RECEIVED

■ CHILD PROTECTIVE REPORTS RECEIVED



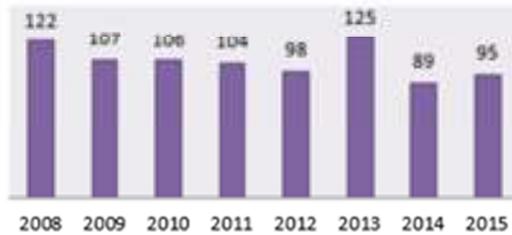
OF CHILDREN INVOLVED

■ CHILDREN



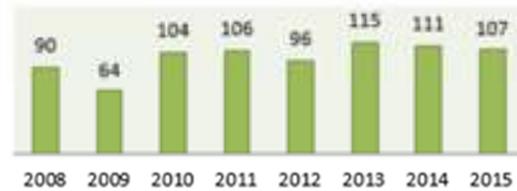
SEXUAL ABUSE REPORTS

■ SEXUAL ABUSE REPORTS



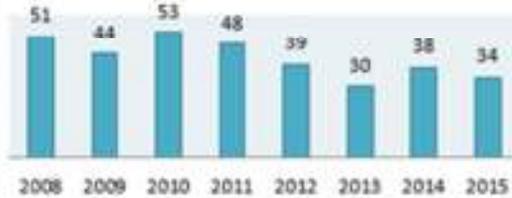
COURT ORDERED INVESTIGATIONS

■ COURT ORDERED INVESTIGATIONS



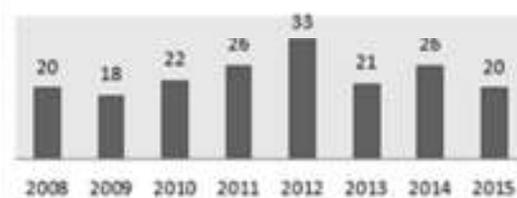
ABUSE/NEGLECT PETITIONS FILED

■ ABUSE/NEGLECT PETITIONS FILED



CHILDREN PLACED IN FOSTER CARE

■ CHILDREN PLACED IN FOSTER CARE



FOSTER CARE/ADOPTION UNIT:

The Foster Care/Adoption Unit was again busy and successful during 2015. The Foster Care team had to make alternate living arrangements for 20 children who were placed in the care and custody of the Commissioner of the Department of Social Services during 2015. Of these children, 16 came into foster care as a result of abuse/neglect by their parent/caretaker and 4 entered foster care due to an adjudication of a Juvenile Delinquent charge. No youth came into foster care as a result of an Adjudicated PINS. There were **no** children re-entering foster care as a result of a disrupted adoption during 2015.

Local Agencies are again, still awaiting more detail as it pertains to the state government possibly imposing changes to the laws whereby youth ages 16 and 17 would be considered Juvenile Delinquents rather than being processed as adults. There remains a definite possibility that the number of Juvenile Delinquents being placed in the custody of the Commissioner of the Department of Social Services or in the custody of OCFS, will increase.

The complexities and needs of the children entering foster care have become increasingly difficult to manage. By the time the court process allows a child to be removed from his/her home environment, the child has often already suffered greatly, with the result being more deeply rooted issues needing treatment. These problems, in turn, often lead to behaviors that are even more difficult for foster parents to handle, which then leads to the need for therapeutic foster care placements or residential placements, at correspondingly higher costs.

We are also finding that the number of caseworker hours required for each child in care continues to increase. This is as a result of a number of factors including, but not limited to: increased number of hours of supervised visitations being court ordered; the frequency of visitations in court orders increasing; the number of court appearances increasing and the number of hours in the court room increasing.

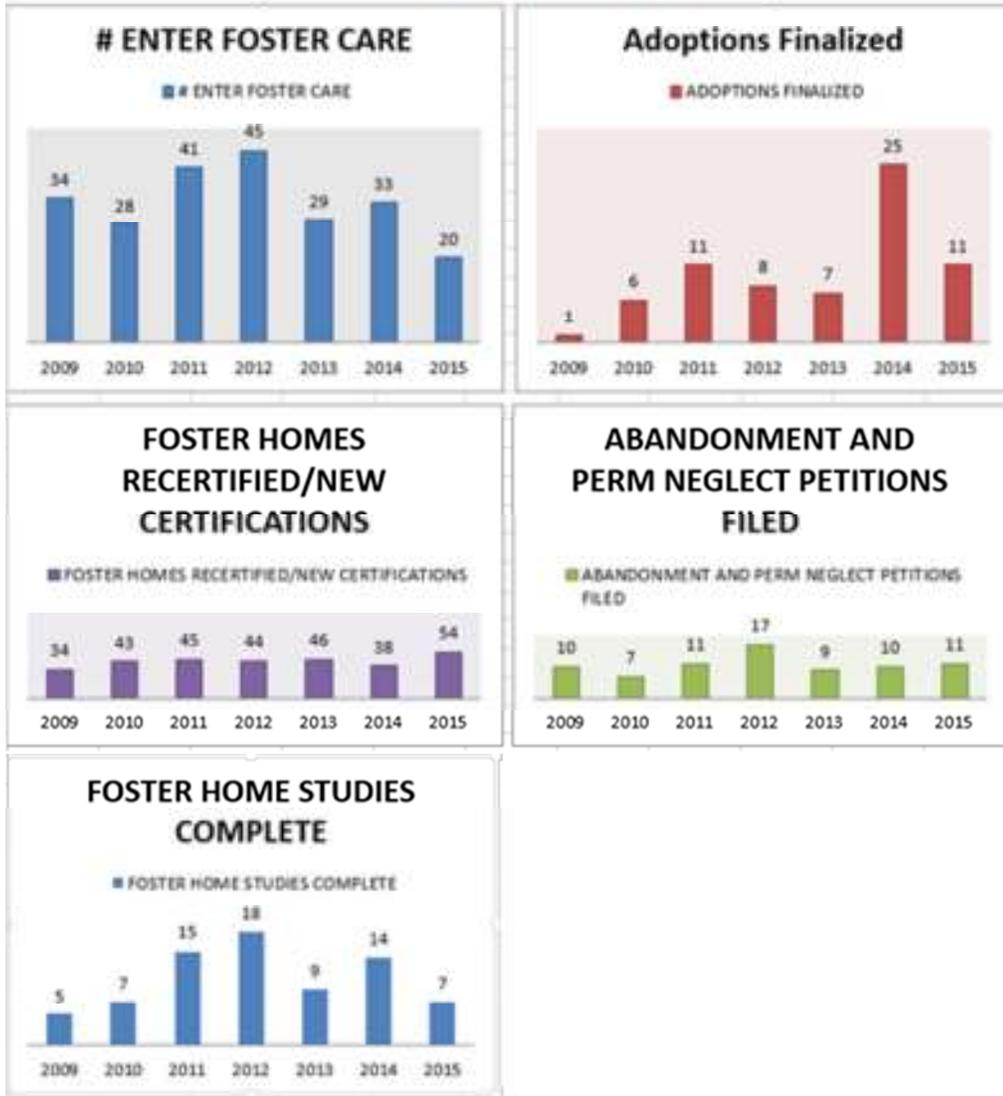
The Foster Care unit however, has been successful in recruiting, certifying and recertifying foster parents willing to provide parental care to the children who are ordered into the Department's custody. The unit recertified 41 existing foster families (who wanted to continue to be a possible resource for our children) and recruited 13 new families (who volunteered and were trained to be a possible resource for our children). We continue to be in serious need of new families to be trained and certified to become licensed foster families for the children in our community who need foster care placement. Efforts will remain intense during 2016, to reach out in creative ways to link up with families who will become certified foster families for our children. We will be advertising for foster parents in more creative ways during 2016. We will hold three ten-week training sessions during 2016 for foster parents.

The Wayne County Foster Care unit was able to find permanence by way of Adoption for 11 children during 2015. These 11 children now have a permanent home by way of adoption. This is a wonderful accomplishment for these children and this team.

On December 31, 2015, there were 39 children who were in the care and custody of the Commissioner of Wayne County Department of Social Services; 7 of these children were in an Adoptive Placement awaiting their day in court to finalize their adoption and have their permanent home recognized by all.

This unit filed 4 Abandonment Petitions and 7 Permanent Neglect Petitions with the Family Court. There were 10 Private Adoption Investigations ordered by the Wayne County Family Court, with 13 such investigations completed during 2015; 7 GPS/MAPP Home Studies were completed; 8 GPS/MAPP home studies are still in progress.

Foster Care Statistics



PREVENTIVE SERVICES:

The Preventive Unit in Wayne County handles and manages cases, including those referred for Evaluation for Need of Preventive Services, Mandated Preventive Services, Optional Preventive Services, Preventive Financial Management, Home Management, oversight to the PINS Diversion caseload, oversight to the YAP caseload, the Wayne County Daycare Administration and Medicaid Transportation Services.

The Preventive Unit received and conducted approximately 51 new evaluations for preventive services during 2015. The Preventive Unit managed an average of 42 Mandated Preventive cases, providing and overseeing services to all household and family members in each home. In addition, they provided Financial Management for an average of 4 families/households and Home Management for 4 families/households which has not changed from 2014. The Preventive Unit also manages the Daycare Services for an average of 112 families each month. This is a significantly larger number of cases than we had in 2014. We were able to offer daycare subsidies to all individuals who had been on our waiting list. As a result, the amount of time necessary to process a daycare case has increased substantially, due to the fact that requires the new Child Care Time and Attendance program to be utilized. It was decided to increase the staffing dedicated to daycare services, thereby ensuring that we are offering the services to as many families as possible with the funds made available to us for this service.

The Unit Supervisor is involved in managerial aspects of all cases referred to the Youth Advocate Program (YAP) services and the Person In Need of Supervision (PINS) - Diversion services. Due to the preventive nature of this unit, the Unit Supervisor is a member of the Single Point of Access (SPOA) team which assesses the need for children to be placed out of their home for issues relating to Mental Health. His expertise is invaluable to the SPOA team in regard to his knowledge of DSS regulations and related limitations on accepting children into DSS custody. He is also able to voice alternatives to placement and referrals to other County agencies that may be able to assist the family in accessing services needed to keep their family intact. He also attends a quarterly forum of service providers, referred to as the Wayne County Agency Network, to share new information that comes to each agency and to strengthen inter-agency working relationships.

One of the Senior Caseworkers in the Preventive Unit acts as the DSS liaison with the Department of Health for the Care-At-Home Program. This is a program for disabled youth who receive Medicaid services through a Waiver program, so the youth can be given intensive in-home services and avoid out-of-home institutional care.

We also have a member of our Preventive Unit acting as the DSS representative on the Head Start Policy Committee.

We have a Senior Caseworker acting as the DSS representative on a pilot work group seeking to reduce school truancy for elementary age children in the Lyons School District, (those who are currently having attendance issues).

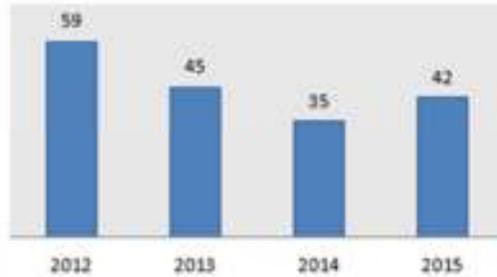
Members of the Preventive Team were instrumental in assisting 3 Wayne County youth attend Summer Camp. The team organized the collection and distribution of Christmas gifts for over 190 children in Wayne County. This was done with the help and assistance of many members of the entire services division. We would like to send a HUGE Thank You to all members of this community who donated money, gifts and time to this project! We would not have been able to accomplish this incredible feat without everyone's help!

The Preventive Unit and the Accounting Unit together coordinated the schedules of 5 DSS transportation drivers to assist with the needs of Medicaid recipients of Wayne County. The 4 transportation drivers are supervised by the Preventive Supervisor. One of these four drivers dedicates approximately 30% of his time to Wayne County Nursing Home patients who need to be taken to doctor offices outside the Nursing Home. This driver needs to be attuned to the special needs of these clients, many of whom are in hospital beds or wheelchairs and unable to ambulate themselves. One of our drivers continues to provide transportation services to eligible Wayne County residents to the Federal Veterans Administration Hospital in Syracuse, NY for VA services. Our drivers were scheduled to complete approximately 6,675 medical transportations during 2014. Of those, a total of 5,270 transportations were actually completed. This was due to client no shows and late cancellations of 1,405 transports (21%).

Preventive Services Statistics

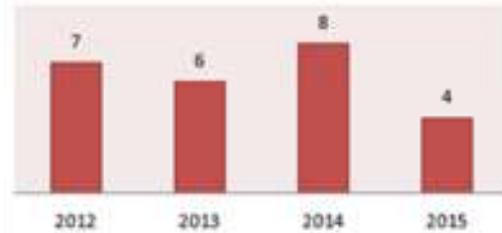
MANDATED PREVENTIVE

■ MANDATED PREVENTIVE



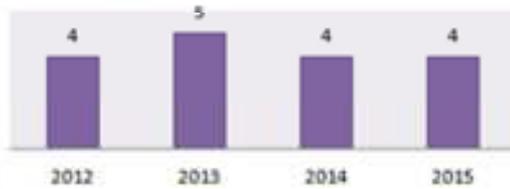
EVALUATIONS FOR PREVENTIVE

■ EVALUATIONS FOR PREVENTIVE



PREV. FINANCIAL MANAGEMENT

■ PREV. FINANCIAL MANAGEMENT



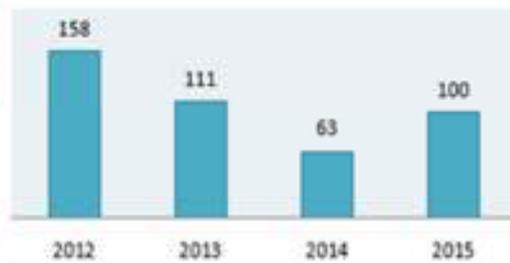
HOME MANAGEMENT

■ HOME MANAGEMENT



DAYCARE CASELOAD

■ DAYCARE CASELOAD



ADULT PROTECTIVE/PREVENTIVE UNIT:

Wayne County Adult Protective/Preventive Unit is responsible for providing necessary services to intervene when possible and necessary to protect adults from being abused and mistreated, either by someone else or by themselves. The unit assists adults with financial management when needed, provides case management for Medicaid recipients who need home care and provides supervision to small Family Type homes certified by New York State. On average, the team provides services to approximately 346 adults at any given time.

During 2015, our Adult Protective Services Unit received 110 new referrals for service. 107 of these referrals met the proper criteria and were accepted for investigation. As of December 2015, this unit was providing financial management/representative payee services to 17 Adult Protective clients as well as 155 Home Management clients. We carry no court ordered guardianship cases at this time.

This unit also conducts the duties of Services Intake, including assisting those individuals who present to Wayne DSS as being homeless, being without food, those who are facing utility shut off, those who present as victims of domestic violence, and those who are here to see if they qualify for Adult Services. The Intake workers in this unit provide Information and Referral services to any and all persons who either call or come to the agency with a question or a need for themselves or someone they know. During any given month, these workers assist approximately 238 individuals or families, some with one service need and others with multiple service needs. Please note that in 2013, the average number of persons assisted in any given month was 180.

The new Web Based Documentation System implemented by New York State for Adult Services staff last year, which is a fairly new Universal Assessment System, used to record needs and to authorize services for home care needs for our adult clients, continued throughout the year with more improvements. The system continues to be time consuming and processes are still being improved upon. We continue to prepare for more changes to the Medicaid Managed Care program. We absorbed 26 Representative Payee cases that were previously served through Wayne ARC as Wayne ARC determined they would no longer be able to provide this service.

We continued to have cases transferred from our case management Home Care caseload to Medicaid Managed Care. This involved a great deal of coordination between the two service providers to ensure our client's needs were continuously met.

We have worked jointly with staff from the New York State Justice Center on 2 investigations involving concerns/allegations regarding two of our Family Type Homes. Each investigation resulted in the reports being unfounded as no

substantial/credible evidence was found to determine wrong doing on the part of the owners/employees of the Family Type Homes.

One trend the Adult Services Unit continues to see is an increase in the number of elderly who choose to live on their own and who are often resistant to accepting outside assistance. Our Adult Services staff must use their powers of persuasion and work hard to convince these members of our society that they could benefit from services available to them.

Cases of Homelessness continue to be an ever-increasingly difficult situation to manage. The options we have for homeless individuals and families in Wayne County are very sparse. We had two situations in which a homeless individual, confined to a wheel chair, presented at our door with absolutely no where to go and no one to assist them. The emergency housing options we generally use are not handicapped accessible. This made it extremely difficult to find a place for these individuals to be housed. This required an extraordinary amount of coordination and corroboration between county agencies and other Not-For-Profit agencies to locate safe accessible housing. This is only going to get worse as time goes on, especially with the Governor's Executive Order released early 2016. Individuals are being released from institutional placements and discharged from hospitals earlier than ever before.

Adult Services Categories:

PSA – Protective Services for Adults
PROT 16 – Active Adult Abuse Investigation
HM – Home Management Services
PCA – Personal Care Aide Services
CDP – Consumer Directed Personal Assistance
ALP – Assisted Living Program
PERS – Personal Emergency Response Services

Respectfully Submitted by,

Shelly A. Bentley
Director of Social Services

Adult Services Statistics

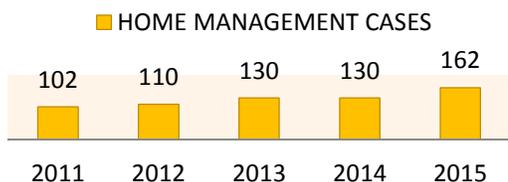
PROTECTIVE SERVICES CASES FOR ADULTS



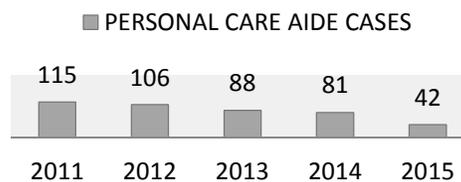
ADULT ABUSE INVESTIGATIONS



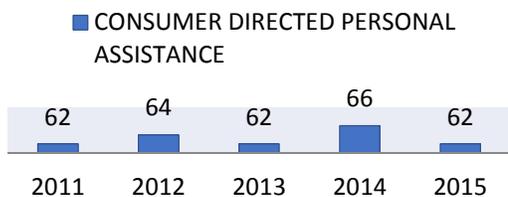
HOME MANAGEMENT...



PERSONAL CARE AIDE CASES



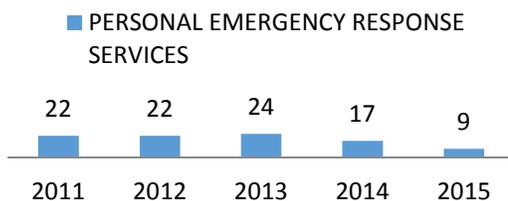
CONSUMER DIRECTED PERSONAL ASSISTANCE



ASSISTED LIVING PROGRAM CASES



PERSONAL EMERGENCY RESPONSE SERVICES



STAFF DEVELOPMENT PROGRAM 2015

Annual Report to the Commissioner of Wayne County Department of Social Services
Prepared by Angela S. Switzer, Staff Development Coordinator

Staff Development is a continuous process. Staff Development refers to the processes, programs and activities through which every organization develops, enhances and improves the skills, competencies and overall performance of its employees and workers.

The Wayne County Department of Social Services seeks to achieve these objectives through trainings and meetings, advancing the education and knowledge of its staff. Through these improvements, the aim is to create an effective and efficient service agency for the community. Our department enlists the cooperation of state and local government, colleges, contractors and other agencies to achieve these goals.

ACCOMPLISHMENTS – 2015

- 99% of agency staff completed county mandated Compliance training through online training using the Wayne County Learning Management System.
- Safety Courses provided:
 - 22 staff members attended the 6-hour Defensive Driving training course.
 - 100% of agency staff completed county Mandated Workplace Violence Prevention training through the Wayne County Learning Management System.
 - 5 agency staff attended refresher training on the use of the AED Machines.
 - 95% of agency staff received classroom training on the Security Call Buttons and refresher training on the Wayne County Emergency Evacuation Plan.
- All state training mandates were met and exceeded the standards.
- 11 new employees went through Orientation.
- 199 State and Local trainings were attended by agency personnel. 152 of those trainings were held on-site or at other local county agencies.
- 3 staff took the Notary Public test and all 3 passed.
- 2 nurses attend 2-day PRI and Screen training to become certified.

BACKGROUND

Wayne County Department of Social Services Staffing in 2015:
We maintained approximately 150+ positions.

Staff Development Unit 2015:

The unit consisted of one Staff Development Coordinator who shares a Secretary I with the Director of Social Services. 3/4 of her time is devoted to clerical support for the Director of Social Services.

The Staff Development Coordinator (SDC) is responsible for developing, procuring and managing supportive resources and strategies to fortify and maintain a productive workforce. This support is manifested through the continued education of staff, which is primarily accomplished through training to help new employees learn the job and help seasoned workers stay abreast of changes in policies and procedures. In 2015, training was also used to help staff renew themselves in order to continue providing outstanding service to the community.

The Wayne County Department of Social Services Staff Development Coordinator:

- Manages all aspects of training opportunities and participation for regional and state meetings
- Conducts new worker Orientation for all new hires, which includes maintaining and updating the New Worker Notebook with current information and policies
- Tracks and maintains a history of each staff member's training
- Arranges and oversees in-house training, including on-line trainings.
- Looks for and suggests upcoming trainings that may be of benefit to staff who indicate a specific need.
- Assists with employee improvement
- Is liaison for the Finger Lakes Community College (FLCC) Education Contract and provides oversight of both the FLCC DSS Coordinator and the PC Coach/Trainer
- Is liaison for the Social Work Education Consortium
- Is responsible for training equipment, the DSS library, PC training lab
- Tracks annual in-service hours for all CPS staff to ensure requirements are met
- Develops and provides on-site classroom training for staff
- Acts as the Department liaison for the Wayne County Compliance Committee
- Performs other duties at the request of the Commissioner of Social Services

In 2015, the Staff Development Coordinator conducted the following onsite classroom trainings:

- Emotional Intelligence training with Child Support staff – 2 trainings per week for 7 weeks
- Security Call Button and refresher training on the Wayne County Emergency Evacuation Plan
- Compliance training for new employees
- WMS training for one of the new Sheriff's Deputies assigned to Fraud Investigations
- Attended Foster Care Parent training meeting to explain the online training system (iLinc), how to access the system and the trainings available to them.

The Staff Development Coordinator is a member of one professional organization: *The Staff Development Association of NYS*.

In 2015, the Staff Development Coordinator began creating an online Staff Directory, which is available to all employees in the agency.

The Secretary I position provides clerical support, agency vehicle coordination, meeting room coordination, and entering training information into the State HSLC training system.

RESOURCES 2015

New York State (NYS) recognizes the value of training for local district staff and supports the Staff Development Coordinator position, local college contracts, and the Social Work Education Consortium. NYS provides quality training opportunities through many contractors and partnerships with many colleges for training institutes, core training and a variety of trainings for local districts at little or no cost. Through our claims process, NYS and Federal revenues are utilized to support local training costs up to an annual cap amount set by NYS for each local district.

Wayne County supports our DSS staff development and training in a supportive/cooperative role to our staff and in a tangible role with a yearly budgeted amount for training needs.

EDUCATIONAL OPPORTUNITIES FOR STAFF

Finger Lake Community College (FLCC) Contract

Wayne, Seneca and Ontario County DSS share a contract with FLCC to provide our staff access to college level courses, tuition free. The contract is valuable for this reason, but also because we are able to bring in other educational initiatives/trainings that are beneficial to all staff. The contract is reviewed and approved by NYS. **In 2015, our agency had 7 staff members attending classes for their 2-year degree.** A part-time PC Coach position was built into the contract to provide staff with one-on-one PC coaching and specialized training. This position is held by Donna Larimore who is also on contract with the Professional Development Program, Rockefeller College, SUNY Albany. Donna is both knowledgeable and up-to-date on state initiatives, which benefits the staff. The FLCC contract has also been used to provide on-site trainings and workshops. The contract was also used to provide the 6-hour Defensive Driving training to 22 of our staff. The FLCC contract has also been used in 2015 to purchase the CLEAR Program through West Law, which is being used by the Agency Legal Department.

NYS Social Work Education Consortium (SWEC)

SWEC Rochester Region partners the Office of Children and Family Services (OCFS), Office of Temporary and Disability Assistance (OTDA), nine local county districts and six colleges to provide coursework to stabilize and professionalize child welfare staff. Colleges involved are Roberts Wesleyan College, Nazareth College, Keuka College, SUNY Brockport, Greater Rochester Collaborative (GRC), and University of Buffalo. Counties involved are Wayne, Yates, Ontario, Livingston, Orleans, Seneca, Steuben, Schuyler and Monroe.

The trainings offered through SWEC are directly related to the needs of the employees in our region. Each region in New York State receives 3 agreed upon trainings through SWEC each year. SWEC can also provide funding for Undergraduate and Graduate Social Work classes.

In the Fall of 2015, our agency had 1 Sr. Caseworker enroll and begin courses for her MSW degree through Nazareth College. Tuition Assistance is being received through SWEC.

STAFF TRAINING

All incoming employees receive Orientation and training materials.

Mandated Staff Trainings: NYS mandates certain training and maintains specific requirements for some of our staff:

- All Child Protective Services Caseworkers must attend Child Welfare Common Core within the first 3 months of hire. They must also attend an additional 10-day Child Protective Response Training. **We had 2 new CPS caseworkers attend Common Core and CPS Response Training. In August, 2015, due to an overwhelming need for Common Core training for caseworkers across New York State, the program was modified and renamed “CPS Foundations”. The material covered is the same, but the timeframes and agenda have been set up differently to ensure the most important pieces of the training are covered first. The co-located WBHN Staff Social Worker attended Part 1 of CPS Foundations in 2015.**
- Child Protective Services Supervisory staff must attend CPS Supervisory Core in addition to CPS Common Core.
- All Child Protective caseworkers must attend Domestic Violence 2-day training. **2 new CPS caseworkers attended in 2015.**
- Child Protective Supervisors and caseworkers are mandated to attend 6 hours of annual in-service training. **All CPS staff met this requirement in 2014.**
- Any foster parent trainers are mandated to attend GPS/MAPP 8 day Certificate Program.
- Any staff member designated as a Domestic Violence liaison is mandated to attend a 3-day institute.

- Protective Services for Adults Supervisors must attend a 2-day Fundamentals of Supervision training. **1 new Sr. Caseworker attended in 2015.**
- Protective Services for Adults caseworkers must attend the first available regional 8-day training institute. **1 new PSA Caseworker attended in 2015.**
- CPS caseworkers are required by Wayne County to attend Forensic Interviewing Best Practices Training before they are given cases involving sexual abuse. **1 CPS Caseworker attended this 3-day training in 2015.**
- Each attorney on staff must obtain 24 CLE (Continuing Legal Education) credits in a 2-year period. All of the agency attorneys earned CLE credits in 2014.
- All of our staff members are considered Mandated Reporters for Child Protective Services. Mandated Reporters must receive Mandated Reporter training. We utilize a web-based training for this mandate.

OSHA standards and DOH require that we make Right to Know information (hazard communication), HIV/AIDS updates, and infectious disease information available to staff each year. Hazard Communication and Safety are included in all new staff orientations.

INFORMATION TECHNOLOGY INITIATIVES

The PC Training Lab PCs are all state-networked. The lab is used for long distance training, software demonstrations and training on new applications. The lab was used in 2015 for units to participate in webinars as a group on Medicaid topics. Our Protective Services for Adults caseworkers used the Lab for a hands-on training of the new ASAP.Net (Automated Services Automation Project), which is a computer program used to record case notes. The PC Lab was also used by Child Support Enforcement and Accounting staff for hands-on training with State Child Support staff on Account Creation, Tax Refund Offset and Child Support Accounting: Special Topics. A State trainer was also here in 2015 to provide training on MS Excel 2010: Basics and MS Excel 2010: Data Sorting, Charts, Graphs, and Graphics. New mandated trainings were offered in 2015 for examiners to go over the new regulations for ABAWD (Able-Bodied Adults without Dependents). The PC Lab allowed up to 9 examiners at a time to take the online trainings.

TRAINING VENUES

On-site training venues include:

- **Telephone Conference Calls:** Meetings and trainings conducted via telephone across the state. **8 telephone conference calls were held on MA Updates, HEAP, and Family Type Homes.**
- **TrainingSpace:** Located on the NYS Intranet, previously recorded teleconferences, meetings and trainings are available for viewing. **12 courses were viewed by staff, including FEDS, Fraud, Information Security, SOLQ**

Confidentiality, SNAP issues and WMS & CNS Training. 3 new employees with access to Unemployment Insurance information attended mandatory DOL UI Confidentiality Module I training.

- **iLinc:** Classes are provided by NYS and accessed through a state-networked PC. These interactive long-distance trainings are led by a live instructor over the NYS Intranet. Staff from across the state participates via computer. The training is usually 1 ½ -3 hours in length. **34 different iLinc classes were attended. Several of these topics were viewed on several dates and times for a total of 69 iLinc trainings. Topics included: Introduction to iLinc for all new employees, Child Support, Accounting, Child Care, CPS, Computer Skills, ABAWD, Employee issues, SNAP, Foster Care, and CONNECTIONS.**
- **Webcasts:** Previously New York State conducted statewide trainings using the Dish on the roof to hold Teleconferences. In 2015, Teleconferences were replaced by Webcasts, which only require a television and a State-connected computer.
- **Webinars and Web Meetings:** Distance learning tools utilized for training. Trainings usually run 1-2 hours. **There were 23 webcasts/webinars attended on Protective Services for Adults, UAS (Uniform Assessment System) series for PSA, CPS, Medicaid Issues, Health Homes, Safe Sleep, Information Security, Internal Controls, Language Access, and Effective Meetings.**
- **On-site Specialized Workshops:** In 2015, on-site trainings were held on topics for professional development and health concerns as well as technical assistance. Some of these trainings had no cost associated with them. Several were arranged through NYS with a low registration fee per trainee. Other agencies/counties were invited to attend presentations to help build partnerships, and share experiences and information. **9 on-site trainings were held: Child Support and Accounting trainings, a 2-day specialized training for CPS Caseworkers, Bully Proof Yourself, Working with Emotional Intelligence, Child Care training and Medicaid trainings.**
- We were also able to get some local organizations to come to the agency to do presentations and provide information to our staff on their programs. **5 agencies gave presentations: Rochester Medical Group for Wayne County, Fidelis, MAS (Medicaid Transportation), Department of Aging and Youth gave a presentation for Family Type Home providers and caseworkers on dietary plans, and Cornell Cooperative Extension gave a presentation on the Expanded Food and Nutrition Program.**
- **On-site Presentations by Staff:** We rely on several staff in our office to provide technical training. In 2015 trainers were Angela Switzer, Karen Molisani, Patty Sharp, Bruce Haug and Jennifer Cooley.

44 Income Maintenance examiners and supervisors received updated annual training on SOLQ usage.

Off-site Training:

If an off-site training is provided by NYS, generally the local district is charged \$14.00 per day per attendee. In most cases, some of the costs associated with the training (lodging, some meals and transportation) are covered by the state. When available, we attend trainings regionally in Rochester, Canandaigua, and Syracuse. At times, we have no choice but to travel to Albany or other more distant locations to access essential training. Area districts make every attempt to share seats at their trainings whenever possible. **28 off-site trainings were attended on CPS, Foster Care, PSA issues and concerns; professional development for workers and supervisors; Fraud; Child Support and Legal topics.**

CONFERENCES AND TRAINING INSTITUTES

Conferences entail intense days of training, workshops and presentations. New York Public Welfare Association (NYPWA) conferences are particularly important. New initiatives are sometimes introduced at a NYPWA conference. Conferences often produce new policy decisions and new directions for the state in addition to opportunities for staff to network with their counterparts in other counties across the state.

CONFERENCES AND TRAINING INSTITUTES ATTENDED IN 2015

(2) NYPWA Conferences	NYWFIA Fraud Conference
Director of Services Leadership Training Forum	Believe Conference
Region I/II/III LAN Admin Conference	Stand Up Against Child Abuse Conference
Welfare Fraud Investigator Training Institute	Safe Harbor Conference

MEETINGS ATTENDED BY STAFF IN 2015

Some staff members serve on local boards and are members of task forces and consortia. Staff members also attend regional meetings. Our Region (II) includes Monroe, Livingston, Yates, Seneca, Ontario, Steuben, Schuyler, and Chemung counties. Much of the content at regional meetings covers training on regulations, policy, procedures, upcoming state initiatives, and sharing of information. The exchange with other regional districts as to how regulations and policies enacted by the state are handled by their agencies is invaluable.

Staff also present to the Community and participate in workshops.

SOME OF THE MEETINGS ATTENDED BY STAFF IN 2015

Welfare Fraud Investigator meeting, yearly	Permanency Forum, quarterly
Regional Directors of Services meeting, bimonthly	Regional CPS Supervisor meeting, bimonthly
Regional PSA Supervisor meeting, quarterly	Joint Planning, bimonthly
Wayne County Partnership for Strengthening Families, monthly	Western Regional Commissioners meeting, monthly
Managed Care/MA Consortia: Coalition meetings, quarterly	Western NY Attorney meeting, bi-monthly
EMDT (Elder Financial Exploitation) meeting, monthly	NYPWA Commissioner meeting, monthly
Fraud Forum	Western Region Fiscal Meeting
Four County Coalition meeting, bimonthly	

STAFF DEVELOPMENT PLANS FOR 2016

- Update training plans and new worker orientation, ongoing as needs and policies change
- Continuation of the development and fostering of quality opportunities for training and fortifying staff development
- Work with Region II Staff Development Coordinators to bring quality training to staff on current issues and needs
- Meet with all staff one-on-one to discuss concerns and issues
- Work on developing trainings for staff
- Complete the online Staff Directory by Unit and create an Alphabetical Staff Directory
- Coordinate “Cross-Training” for Units within the Department so staff can learn what services outside of their own Unit are available

**ANNUAL FISCAL REPORT
ACCOUNTING DEPARTMENT
2015**

In addition to revenues generated by normal claims submission, this Department also aggressively seeks to recover monies from the detection and prosecution of fraud as well as through repayment of Medicaid benefits and other forms of assistance. This is a joint responsibility of all program areas. The actual recovery efforts typically involve the Temporary Assistance, Legal and Accounting divisions.

In 2015, a total of \$1,129,804.45 was recovered, representing 6.4% of the total \$17,721,720.28 in revenues generated by this Department from all actions. The 2015 total amount recovered was \$156,702.12 more than the 2014 total of \$973,102.33.

In 2015, the Administrative Services Division was responsible for recoveries totaling \$661,699.64 for an average of \$12,724.99 per week. This represents 58.6% of all funds recovered by both the Legal Department and the Accounting Department.

The areas of potential recovery follow below:

FRAUD: consisting of intentional program violations in either the public assistance or non-public assistance areas (cash/non-cash, food stamp benefits or medical assistance.)

MORTGAGE SATISFACTIONS: payoffs of mortgages assigned to this Department in lieu of Medicaid repayment.

ESTATES: funds available from estates of Medicaid recipients.

RESOURCE OVERAGES: repayment of benefits issued based on erroneous information about available resources.

LIENS: legally secured rights to funds upon the selling or passing of deeded property instead of cash paybacks at an earlier time.

THIRD PARTY HEALTH INSURANCE: recovery of funds paid out by Medicaid that are legally owed by other insurers.

ADMINISTRATIVE: refunds, overpayments, interest earned on late payments, etc.

OVERGRANTS: repayment of public assistance benefits issued in error, either by erroneous applicant data or by agency error.

FOOD STAMP OVER-ISSUANCE: repayment of benefits issued in error either by erroneous applicant data or by agency error.

TRUST ACCOUNTS THAT RECEIVE RECOVERABLE FUNDS:

- T53 – Deceased Trust---regards benefits issued via action per affidavit
- T535 – Miscellaneous Trust Account
- T536 – “Medicaid Pay-In Program” Trust Account

REPAYMENTS: cash payments to reimburse prior grants of public assistance benefits.

HOME RELIEF/SAFETY NET (HR/SN) INTERIM ASSISTANCE: repayment of interim assistance granted until Supplemental Security Insurance (SSI) is approved & provided by the Federal Government.

Other tasks that our Department is responsible for include the following:

- Administrative Payroll: issues payments to vendors that provide gas (heating), electric, water, (utilities), office equipment, office supplies, phone service, computers and network support for this DSS building.
- Indirect Payroll: issues payments to various approved vendors for services and goods provided to clients including (but not limited to) such things as fuel for heating, electric, water, (utilities), payment of rent for shelter, payment of taxes etc. for approved client needs to local municipalities, state and federal entities.
- Medical Transportation: Scheduling of transportation by County Car drivers for Medicaid clients going to medical appointments in Wayne County.
- Provision of financial support for medical care as available per the Medicaid Program for clients.
- Provision of Day Care funds for children of eligible working clients.
- Provision of financial support for children in Foster Care and to Foster Parents.
- Provision of financial support and housing for children in Institutional Foster Care placements and other congregate care facilities.
- Provision of financial support and coordination for Adoptive Parents.
- Internal employee payroll/benefit processing.
- Third Party Health Insurance recovery collection processing.
- Trust Account management: for eligible clients who are unable to manage their personal funds, retirement income, Federal SSI funds, etc.
- Fiscal claiming activities recovered \$15,846,781.22 from New York State and the Federal government for the cost of our local Wayne County DSS operations in 2015.
- The Accounting Department also works to maintain the ongoing operation of the Department of Social Services building/facility for public use and service.

Respectfully submitted,

Laurie A. Holtz
Director of Administrative Services

FOURTH QUARTER 2015
RECOVERIES

PRIOR YEAR (2014) FIRST QUARTER: \$ 268,830.31
 PRIOR YEAR (2014) SECOND QUARTER: \$ 350,200.63
 PRIOR YEAR (2014) THIRD QUARTER: \$ 199,013.17
 PRIOR YEAR (2014) FOURTH QUARTER: \$ 155,058.22
 PRIOR YEAR (2014) TOTAL FOR YEAR: \$ 973,102.33

		<u>FIRST QUARTER</u>	<u>SECOND QUARTER</u>	<u>THIRD QUARTER</u>	<u>FOURTH QUARTER</u>	<u>YEAR TOTAL</u>
TYPE:						
NPA FRAUD PAYMENTS	125.24					
NPA FRAUD RECOUPMENTS/FTOP	339.30					
TOTAL NPA FRAUD	464.54					
PA/MA FRAUD PAYMENTS	612.38					
PA FRAUD RECOUPMENTS/FTOP	253.00					
TOTAL PA FRAUD	865.38					
TOTAL FRAUD		28,782.05	4,604.25	4,631.48	1,329.92	39,347.70
MORTGAGE		75.00	75.00	3,007.90	760.46	3,918.36
ESTATE		88,588.70	46,469.95	87,755.32	35,537.44	258,351.41
RESOURCE OVERAGE		0.00	0.00	0.00	0.00	0.00
LIEN		5,145.84	101,034.47	97,458.66	2,196.07	205,835.04
THIRD PARTY		0.00	0.00	0.00	0.00	0.00
ADMINISTRATIVE/INTEREST		0.00	0.00	0.00	0.01	0.01
REPAYMENT OF ASSISTANCE:						
OVERGRANT		2,463.86	7,204.48	3,187.40	1,291.44	14,147.18
FOODSTAMP REPAYMENTS	1,554.58					
FTOP	0.00					
RECOUPMENTS	4,223.56					
TOTAL NON FRAUD FOODSTAMP		10,741.14	5,065.60	5,269.25	5,778.14	26,854.13
T53/T535 TRANSFERS		9,688.17	29,118.77	0.00	13,751.31	52,558.25
T536 TRANSFERS		0.00	0.00	187,423.72	67,195.34	254,619.06
MORTGAGE SATISFACTIONS		0.00	0.00	0.00	0.00	0.00
REPAYMENTS		489.95	346.17	1,570.15	1,040.19	3,446.46
LOTTERY INTERCEPTS		2,905.37	2,323.55	2,661.72	1,295.25	9,185.89
HR INTERIM		80,141.07	41,997.41	69,359.79	70,042.69	261,540.96
TOTAL		229,021.15	238,239.65	462,325.39	200,218.26	1,129,804.45

DSS IT ANNUAL REPORT – 2015

GENERAL INFORMATION

The DSS IT division provides the following support:

- EMPLOYEES (150+ DSS, 4 WFD, 3 ARC, 2 FLACRA)
- THREE NETWORKS (COUNTY, HSEN, WMS/BICS)
- 195 COMPUTERS, 4 SERVERS, 94 PRINTERS
 - 13 WORKSTATIONS TRAINING LAB
 - 17 WORKSTATIONS IN THE CLIENT INTAKE AREA
 - 1 AFIS WORKSTATION
 - 1 MAXIMUS WORKSTATION
 - REMOTE LOCATION AT THE NYE ROAD PUBLIC HEALTH BUILDING
- 20 COUNTY PCs ON THE COUNTY NETWORK

SUPPORTED APPLICATIONS

The DSS IT Division supports the following State and Local applications:

<ul style="list-style-type: none">• ACS (Automated Claiming System)• AFIS• ASSETS• ASAP (Adult Services)• Attachmate/Centraport• BICS• CAMS• Child Care Facility System CCFS (Services Daycare)• Child Care Time and Attendance• Child Care Resource System CCRS(Services)• COGNOS/IMPROMPTU• COLD• Commissioners Dashboard• Connections (Services)• Data Warehouse• DMV• DOL• Dragon Naturally Speaking• EBT (Electronic Benefits Transfer)• EEDSS (Medicaid Eligibility)• EMedNY/Claims Processing	<ul style="list-style-type: none">• IAF• I/EDR (Imaging/Enterprise Document Repository)• Learnline• MDW (Medicaid Data Warehouse)• Multicalendar• MUNIS• Mybenefits• MyWorkSpace• NYSeWebstar• OSOS• OSS (On-Site Scanning)• Report Studio• Rweb• SCCM (System Center Configuration Manager)• SOLQ (State Online Query System)• SOS• Stars• Time Matters• Trainingspace.org• TREAT (Text Report Extractor and Translator)
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<ul style="list-style-type: none"> • EmedNY/Mobius Reports • E-HEAP • HCS (Health Commerce System) 	<ul style="list-style-type: none"> • Welfare Resource Tracking System WRTS (Temporary Assistance) • WMS • WTWCMS
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AUDITS FOR 2015

- SOLQ – MONTHLY AUDIT
- SOLQ – BIENNIAL AUDIT
- EJUSTICE -- INTEGRATED JUSTICE PORTAL CHRI AUDIT

COMPLETED PROJECTS 2015

The DSS IT Division completed the following projects:

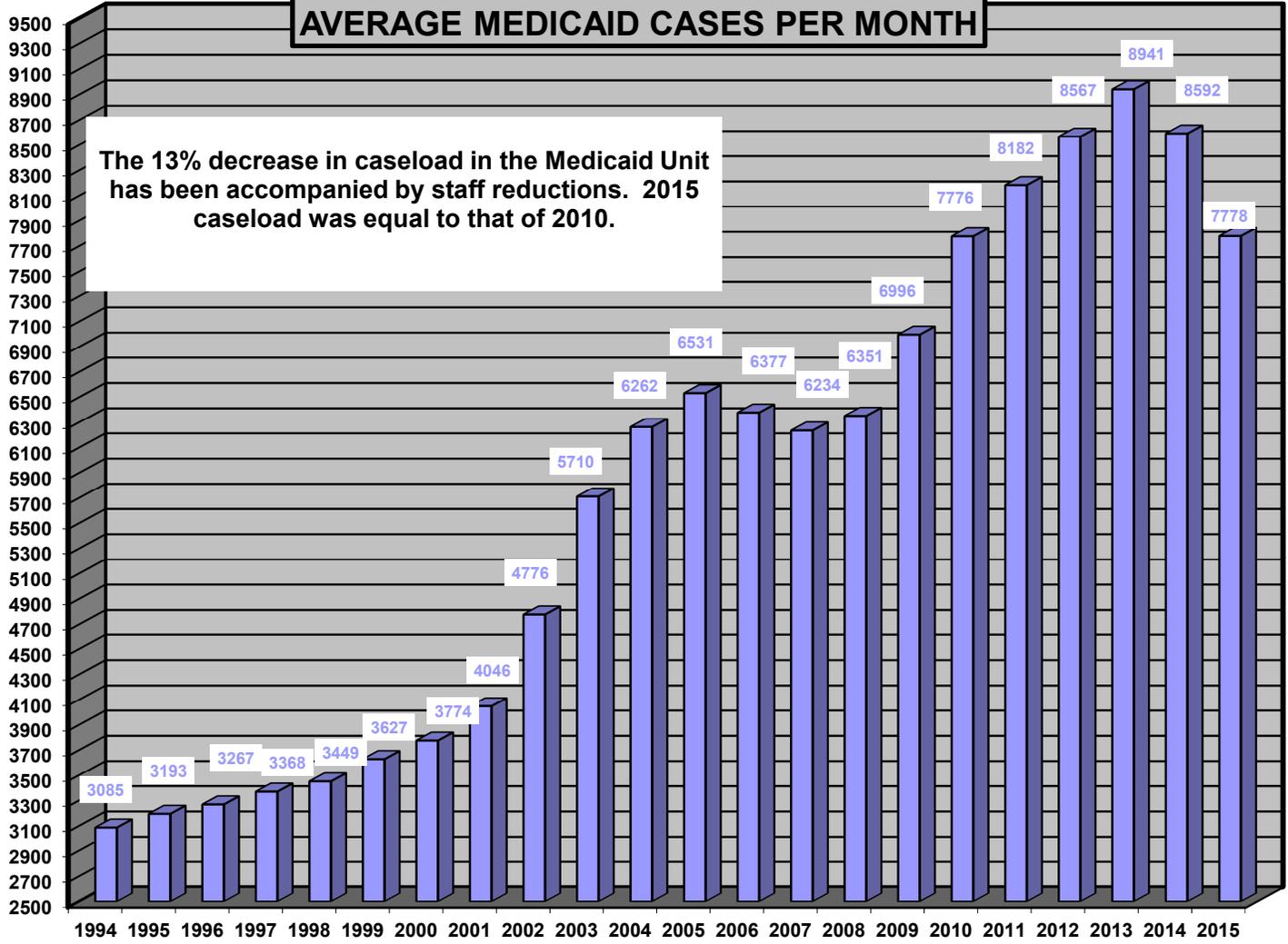
- REPLACED ALL FAMILY SERVICES, FOSTER CARE, LEGAL, AND ACCOUNTING WORKSTATION/LAPTOPS
- REARRANGED COMPUTER LAB TO BE SAFTY COMPLIENT
- STARTED MIGRATION TO OFFICE 2013 CLIENT
- WORK REQUESTS
 - FROM JANUARY OF 2015 TO DECEMBER 2015 WE RESPONDED TO 1730 “IT WORK” REQUESTS, STATE REQUESTS, AND VARIOUS OTHER IT HELP CALLS

CURRENT PROJECTS FOR 2016

The DSS IT Division is working on the following projects:

- FINISH DESIGNING THE DSS WEBPAGE
- SETUP NEW SERVER FOR SOS, TOSHIBA RE-RITE, AND DOCUMENT STORING
- FINISH MIGRATION TO OFFICE 2013 CLIENT
- REPLACE SCANNERS FOR ONSITE SCANNING (OSS)
- REPLACE CC4K WITH SOS SERVER(UPDATE SERVER SOFTWARE TO SERVER 2008)
- REPLACE SOS SERVER
- ONSITE TRAINING AND UPDATES FOR NEW AND SEASONED DSS STAFF

**MA CASELOAD 1994-2015
AVERAGE MEDICAID CASES PER MONTH**



DSS – PERSONNEL REPORT – 2015

<u># OF POSITIONS AS OF 1/1/15 – 156</u> We ended 2014 with 156 employees.	<u># OF POSITIONS AS OF 12/31/15 IS 156</u> During 2015, we neither created additional positions nor abolished positions so number of positions as of January 2016 remains 156.
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TURNOVER - 2015

2 - Caseworker	-	1 – Resignation (moved out of state)
	-	1 - Retirement
3 – Social Welfare Examiner	-	2 – Removals (didn’t pass probation)
	-	1 – Resignation (took another job)
1 – Secretary I	-	Resignation
<u>1</u> – Case Supervisor	-	Retirement
7 (4.5 % Turnover Rate)		

3-Resignations
2-Retirements
2-Removals

NUMBER OF POSITIONS:	1998 - 158	TURNOVER 14 -	8.9%	TURNOVER RATE
	1999 - 159	TURNOVER 16 -	10.1%	“
	2000 - 156 (+2) = 158	TURNOVER 11 -	7%	“
	2001 - 154	TURNOVER 7 -	4.6%	“
	2002 - 148	TURNOVER 7 -	4.7%	“
	2003 - 146	TURNOVER 5 -	3.4%	“
	2004 - 144	TURNOVER 10 -	6.9%	“
	2005 - 145	TURNOVER 3 -	2.1%	“
	2006 - 147	TURNOVER 10 -	7%	“
	2007 - 149	TURNOVER 14 -	9.4%	“
	2008 - 149	TURNOVER 7 -	5%	“
	2009 - 151	TURNOVER 4 -	3%	“
	2010 - 154	TURNOVER 7 -	5%	“
	2011 - 154	TURNOVER 15 -	10%	“
	2012 - 156	TURNOVER 7 -	4.5%	“
	2013 - 155	TURNOVER 8 -	5.2%	“
	2014 - 156	TURNOVER 13 -	8.3%	“

DSS DEPARTMENT TOTALS FOR 2015*

ACCOUNT NUMBER	PROGRAM NAME	REVENUES	EXPENDITURES	ENCUMBRANCES	COUNTY COST
A60100	Administration	\$10,222,307	\$12,558,275	\$423,873	\$2,759,841
A60550	Day Care	\$912,195	\$716,106	-	(\$196,089)
A60700	Purchase of Service	\$775,339	\$1,014,350	\$15,036	\$254,047
A61000	Medicaid	0	\$13,605,488	-	\$13,605,488
A61010	Medical Assistance	\$6,355	\$5,478	-	(\$877)
A61060	Family Type Homes	\$870	\$870	-	0
A61090	Family Assistance	\$3,707,980	\$2,812,957	-	(\$895,023)
A61190	Foster Care	\$1,146,775	\$1,279,726	-	\$132,951
A61230	Juvenile Delinquent Care	\$54,090	\$85,380	\$226,855	\$258,145
A61290	State Training School	\$302	\$167,202	\$1,682,798	\$1,849,698
A61400	Safety Net	\$899,404	\$1,913,116	-	\$1,013,712
A61410	HEAP	(\$11,322)	\$882	-	\$12,204
A61420	Emergency Assistance for Adults	\$7,426	\$16,588	-	\$9,162
*TOTALS (As of 2/17/16)		\$17,721,721	\$34,176,418	\$2,348,562	\$18,803,259