

Annual Report

Wayne County
Department
Of
Social Services

2011

Annual Report

Prepared February 2012

**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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COMMISSIONER'S REPORT
Wayne County Department of Social Services
2011

What was 2011 like at DSS? Well

Temporary Assistance	cases UP 2.8%
Medicaid	cases UP 5.6%
Food Stamp	cases UP 9.3%

Coupled with 2010's increases, the last two years have seen:

Temporary Assistance	cases UP 12.9%
Medicaid	cases UP 17.0%
Food Stamp	cases UP 21.5%

I stated in the 2010 Commissioner's Report that we had reached our highest caseload ever in Food Stamps and Medicaid; the increases keep coming with our monthly count for December 2011 coming in 1.5% above the 2011 yearly average for Medicaid and 1.6% above the 2011 yearly average for Food Stamps (i.e. each area is continuing to grow). Despite this fact, I have been able to keep our staffing relatively flat in our Eligibility areas, with a single additional staff person added in 2010 (none in 2011). Thus, in spite of the fact that cases are up, on average, over 17%, staffing is up only 2%.

The other area I'd like to highlight is an initiative begun by this Department in 2004, which was an attempt to limit (and hopefully reduce) the expenses connected to placement of youth outside their homes. I recognized that our costs per youth were increasing significantly and that we had a large number of youth placed outside of their homes. We first made an attempt to reduce the number of youth placed with New York State Office of Children and Family Services (OCFS). In the years of 2001-2004 (4 years total) we averaged 23 youth each quarter in OCFS facilities. Working together between this Department and other child-serving agencies, including the Wayne County Probation Department and the Wayne County Department of Aging and Youth, we were able to reduce this number to 15 youth as a quarterly average for the years of 2005-2007. This was a 35% reduction, but it was clear that it wasn't good enough, since an average of 15.5 placements per quarter in 2007 still cost us in excess of \$1 Million (\$1,005,624).

In 2007, the Department partnered with the Youth Advocacy Program (YAP) and with Wayne County Mental Health in addition to previous partners. The County cost for these new initiatives was approximately \$170,000 per year. The 2008 placement costs DECREASED by over \$535,000 to \$470,612. Coupled with the additional expenses, the County taxpayer came out over \$365,000 to the good in 2008 alone. The number of kids in OCFS placement has continued to drop:

Year	# of Kids/Quarter	Cost	County Cost	County Taxpayer Benefit
2007	15.5	\$1,005,624	---	---
2008	7.5	\$470,612	~ \$170,000	\$365,012
2009	4.5	\$330,304	~ \$180,000	\$495,320
2010	3.75	\$369,047	~ \$190,000	\$446,577

The investment continues to be a good one. Using 2007 as a base year, the taxpayer benefit is as follows:

2008 \$365,012
2009 \$495,320
2010 \$446,577
\$1,306,909 = 3 year taxpayer benefit

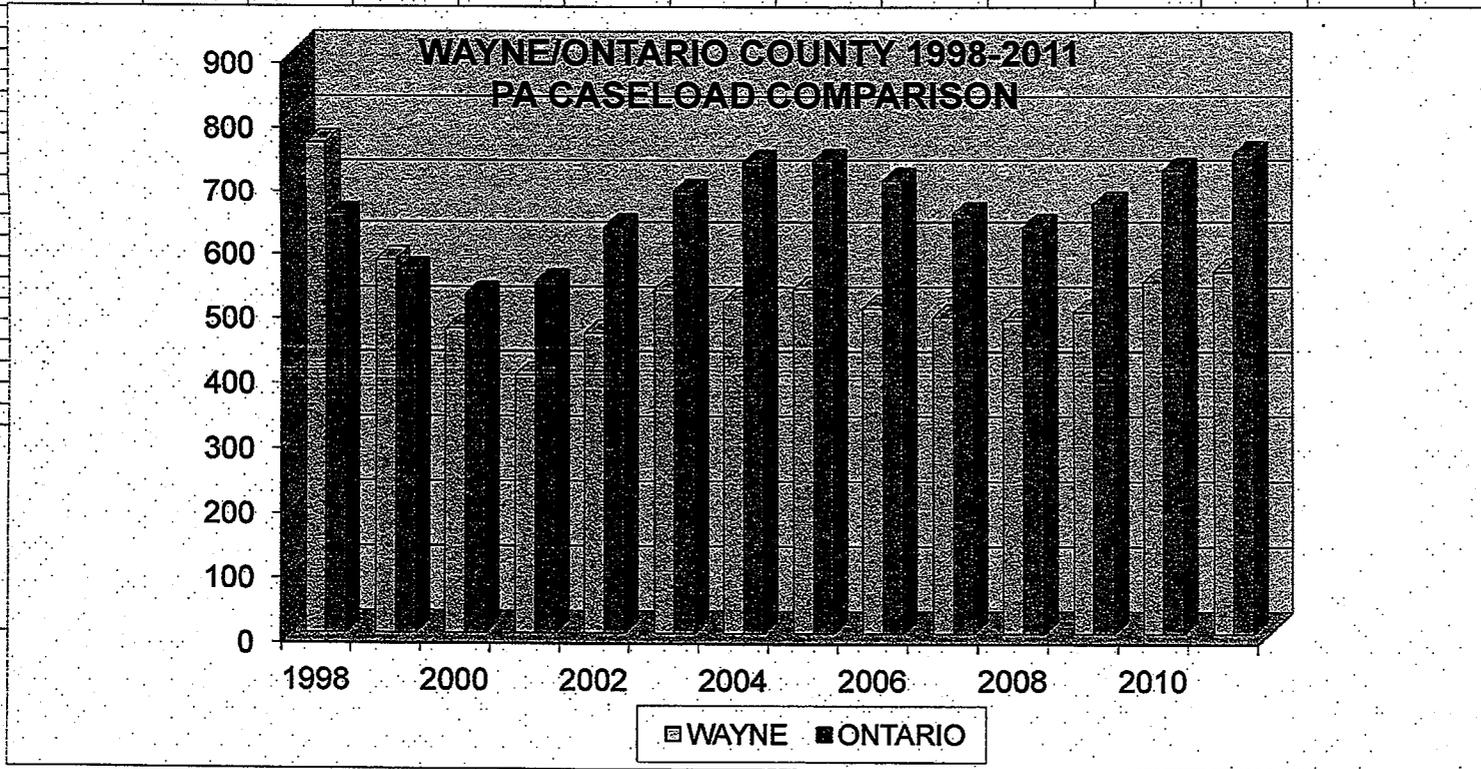
While the numbers for 2011 are not yet final, the benefit is expected to be in excess of \$400,000.

All combined, the cost impact of increased cases (in Food Stamps, Medicaid and Temporary Assistance) is mitigated by the small increase in Administrative staff, coupled with the reduction in placement costs. I, along with the dedicated staff here at the Wayne County Department of Social Services, are doing our best to provide needed services to the most vulnerable residents of Wayne County, while protecting the taxpayer at the same time.

M. Josh McCrossen, Commissioner

**WAYNE/ONTARIO COUNTY PUBLIC ASSISTANCE
1998-2011 CASELOAD COMPARISON**

	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011
WAYNE	763	576	470	398	463	530	514	531	502	487	482	495	543	559
ONTARIO	648	559	523	542	627	686	732	734	703	647	627	665	720	745
Difference (W-O)	+115	+17	-53	-144	-164	-156	-218	-203	-201	-160	-145	-170	-177	-186



While caseloads have continued to rise, Ontario has 97 MORE cases than in 1998, while Wayne has 204 FEWER.

Prior To 1998, Wayne's Caseload #'s Were Higher Than Ontario's Each Year. Only In 2000, Did Wayne Dip Below Ontario's #'s And The Lower Caseload #'s Have Continued To Date. With Each Case Bringing With It An Average County Cost Of Between \$240/Month and \$460/Month, a Conservative Estimate Is That Wayne DSS Spent Over \$1 Million Less In 2011 Than Did Ontario DSS. Since 2000, Wayne Has Spent An Estimated \$12 Million Less Than Ontario For Public Assistance (PA).

ANNUAL REPORT

TEMPORARY ASSISTANCE 2011

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 Food Stamp (FS) applications. The TA/FS Intake Unit, in addition to processing all new Temporary Assistance and Food Stamp applications, also processes Home Energy Assistance Program (HEAP) applications, Emergency Assistance to Families (EAF), Diversional Payments, plus is responsible for all employability determinations and referrals to weekly Orientation sessions for applicants applying for cash benefits.

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 Food Stamp cases plus the authorization of recipient HEAP.

Medicaid Intake and Undercare. The Medicaid Unit is responsible for the intake and undercare maintenance of the Medicaid (MA) program. Medicaid Examiners must know how to determine eligibility for Managed Care, Chronic Care, Family Health Plus, Medicare Buy In, Prenatal Care Assistance Program (PCAP), Family Planning Benefit Program, Spenddowns, Fee for Service, Family Health Plus Premium Assist Program (FPAP), Foster Care MA, Medicare Buy In for Working Disabled, Supplemental Social Security Income (SSI), Incarcerated Individuals, Presumptive Eligibility for Children, Infant Guarantees, Continuous Coverage and Expanded Eligibility, often during a single interview.

TA/FS Intake Unit

This Unit consists of 11 Examiners, 3 Senior Examiners, 1 Principal Examiner and 2 Clerk Typists. Of the 11 Examiners, 2 are devoted entirely to HEAP during the HEAP season, 4 handle all scheduled Temporary Assistance appointments and emergency appointments and 4 Examiners handle all food stamp applications. In addition, 1 Examiner is devoted to Front End Detection. Examiners taking new TA applications often have a difficult time getting appointments within the 7 day time limit mandated by the state. Food Stamp applications are taken through the mail or can be filed on line through My Benefits, both of which require a telephone interview. We also take walk in FS applications on a first come first served basis with no appointment necessary.

As part of the TA application process, all individuals requesting an appointment must attend Orientation, we refer all applicants and Work Force Development conducts a group presentation. 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; if they show but don't follow through with referrals, a sanction is imposed. In 2011, 2285 applicants were referred to Orientation but only 1281 attended (a 56% attendance rate).

Undercare Unit

This unit consists of 11 Examiners, 3 Senior Examiners, 1 Principal Examiner and 2 Clerks. The TANF and Safety Net caseload has seen an increase for 2011 from 570 to 584 cases. By year's end there are 259 Safety Net cases and 325 TANF cases. The TANF and Safety Net caseloads continue to be combined and overseen by 2 Examiners with 150 cases each; this is an increase of 20 cases each from last year. They are also responsible for any food stamp mix cases that may fall within their caseload. The remaining 120 cases are split between 2 Examiners who are responsible for other duties such as HEAP back up (TA and FS recipients), Eligibility Verification Review (EVR) investigations, day care authorization, SSI interim assistance audits and partial food stamp caseloads of 160 each. There are 164 child only cases which are covered by one examiner. The average number of Temporary Assistance recertifications completed by this unit is 80 per month for TANF/SN and 28 for child only cases.

The food stamp caseload continued to grow from 4561 cases as of 12/31/10 to 4844 cases by 12/31/11. The primary food stamp examiners have each had an increase in their caseloads from 820 to 870. The balance of cases of approximately 300 is assigned to 2 other workers listed above. There is one examiner who is responsible for authorizing recipient HEAP for active temporary assistance and food stamp recipients. When able the examiner assists the food stamp workers with their caseloads.

The Undercare Unit also has at least 2 and sometimes more, mass reauthorizations conducted by the State for at least 2 changes in eligibility, the Thrifty Food Stamp Increase occurs every August, this is the annual FS benefit increase for all FS recipients effective October 1st of every year, and the Cost of Living Adjustment (COLA) which occurs every November which effects the January 1st Social Security income increase. Even though the State produces budgets for these cases, each case needs to be documented for the change. For the 10/1 Thrifty Food Plan FS increase, 4177 cases needed to be reviewed, and for the January COLA increase 5219 cases need to be reviewed for a change in either their TA or FS benefit because of a change in Social Security benefit.

EVR'S – (Eligibility Verification Reviews done on recipients) in 2011 there were 11 Temporary Assistance and 11 Food Stamp fraud investigations completed. For a total cost avoidance of \$38,898 for temporary assistance, Medicaid and food stamps.

Medicaid Unit –

The Medicaid Unit consists of 1 Principal Welfare Examiner, 4 Senior Social Welfare Examiners, 16 Social Welfare Examiners and 3 Clerks. 4 Examiners do Intake. There were 3082 new applications in 2011 which on averages is 257 a month. There are currently 5 examiners that carry the community Undercare caseload of 5272 cases, giving them just over 1000 cases each. This is up from 4496 a year ago. There were two examiners hired in 12/11 to hopefully work in the Undercare unit when they are trained. There are two examiners that do Chronic Care who took 142 applications this year and share a caseload of 311. 1 examiner carries the MASSI (guaranteed Medicaid cases), DAC (disabled adult children) and facility cases which total 2385. 1 examiner is devoted to collecting data for determining "Aid to the Disabled", which is sent off to the State Disability Review Team. She also does the Medicare Savings Plan applications and the Foster Care applications and maintains the Foster Care caseload of 100.

In June New York State implemented an Enrollment Center to provide renewal processing for a subset of Medicaid, Family Health Plus, and Family Benefit Program recipients. Wayne County was in the 2nd phase which began in July for September renewals. After continuous problems in processing timely and much confusion, the state decided to suspend the remaining counties and end the 2nd phase

counties participation until they can work out the problems. So, effective 2/1/12 the county will resort back to processing all their own renewals.

Wayne County is a mandatory Managed Care County because of a state contract with Maximus to educate and enroll the Temporary Assistance and Medicaid recipients into a Managed Care Plan. In Wayne County, the plans are Excellus and Fidelis. The monthly reports, rosters and coverage issues with Managed Care continue to be the responsibility of the Medicaid unit.

Accomplishments for 2011

Fair Hearings – During 2011, the agency had 103 Fair Hearings called against actions taken on cases. A Fair Hearing affords the client the opportunity to dispute actions taken on their case. Of these 103 Fair Hearings, 45 were withdrawn, 50 hearings were won, 1 lost, 7 were heard and no decision has yet been rendered.

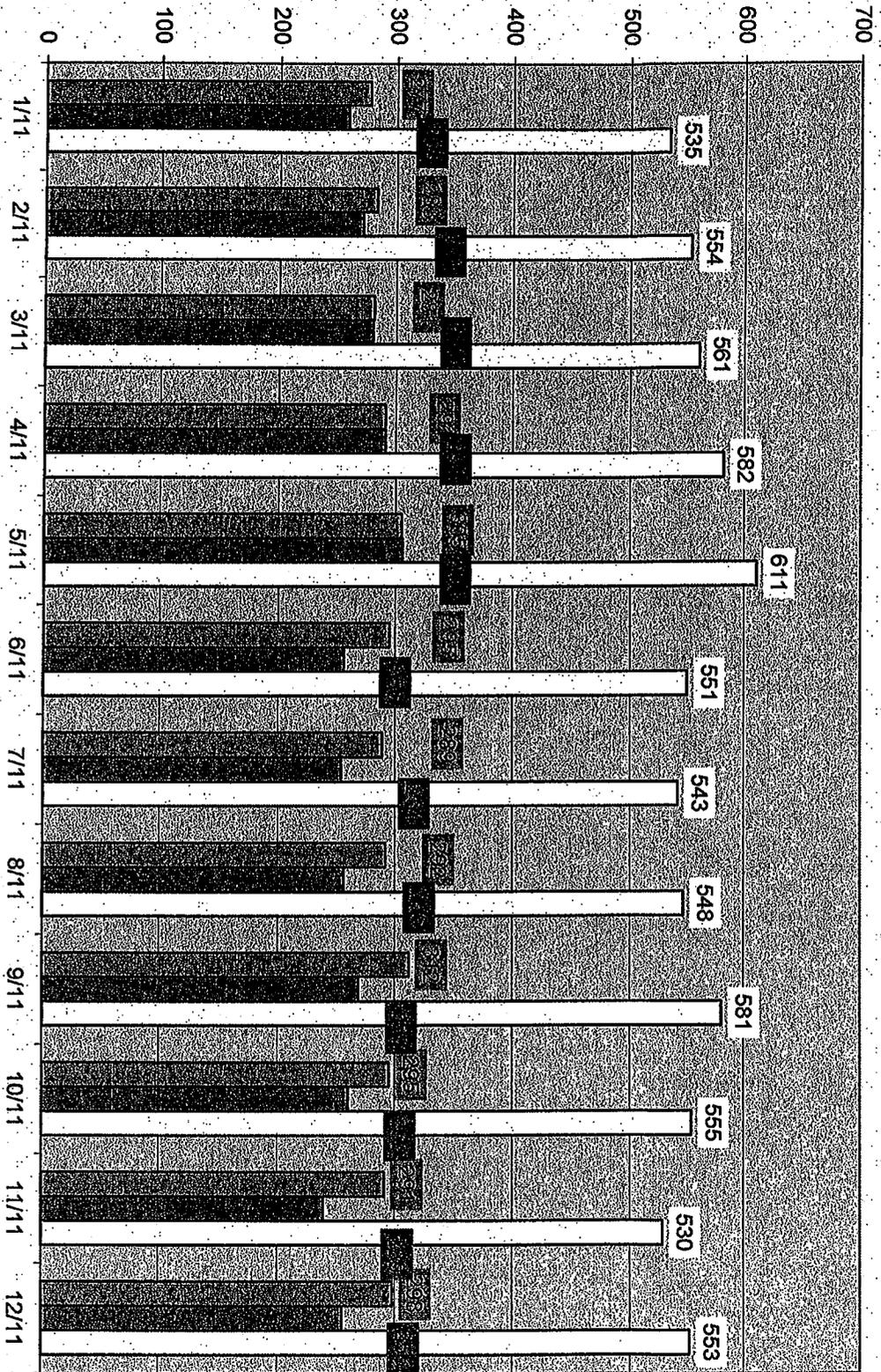
Front End Detection -The Front End Detection Program (FEDS) is a mandated program that requires a written plan on file with the State.

The purpose of the FEDS program is to refer, investigate and resolve applications *before* a case is opened in order to prevent benefits from being issued to ineligible applicants. This proactive approach by each district results in cost avoidance savings as well as correct application processing and is both a time and money saver to taxpayers. Referrals are based on mandated indicators plus any county specific indicators subject to state approval. Referrals are done following the initial Temporary Assistance interview and in many instances we end up denying cases when they have failed to comply with a FEDS investigation.

An increased emphasis was placed on the FEDS program due to increasing caseloads. The cost avoidance for Wayne County in 2010 for Temporary Assistance, Medicaid and Food Stamps was \$236,640.00, and in 2011 the total cost avoidance increased to \$325,950.00.

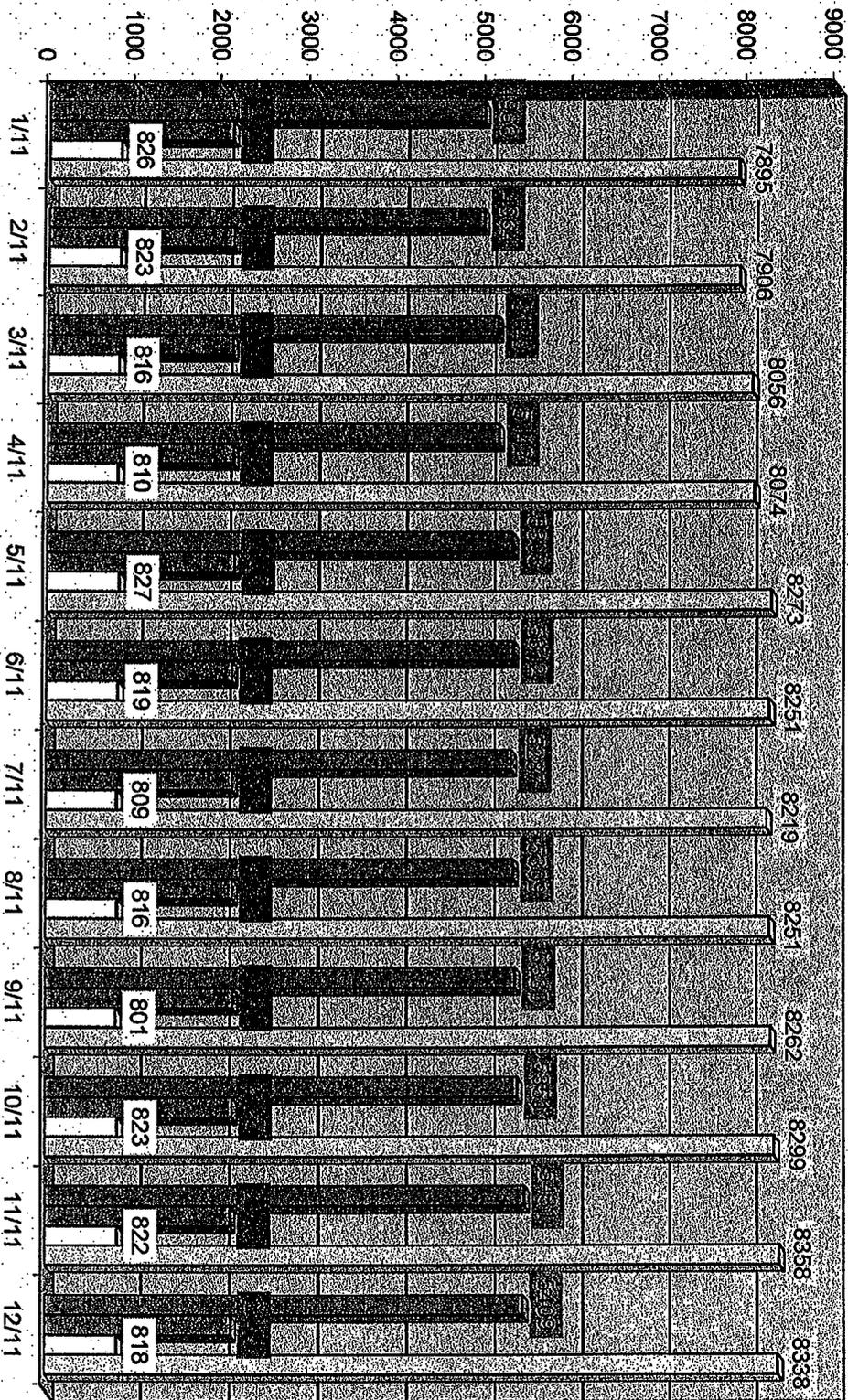
Eligibility Verification Review – is an investigation conducted on a recipient of cash, Medicaid, or food stamps. In 2011 there were 11 Temporary Assistance and 11 Food Stamp fraud investigations completed. For a total cost avoidance of \$38,898 for temporary assistance, Medicaid and food stamps.

Temporary Assistance Caseload Comparison 2011



BADCFPA
 HRSN
 Total PA

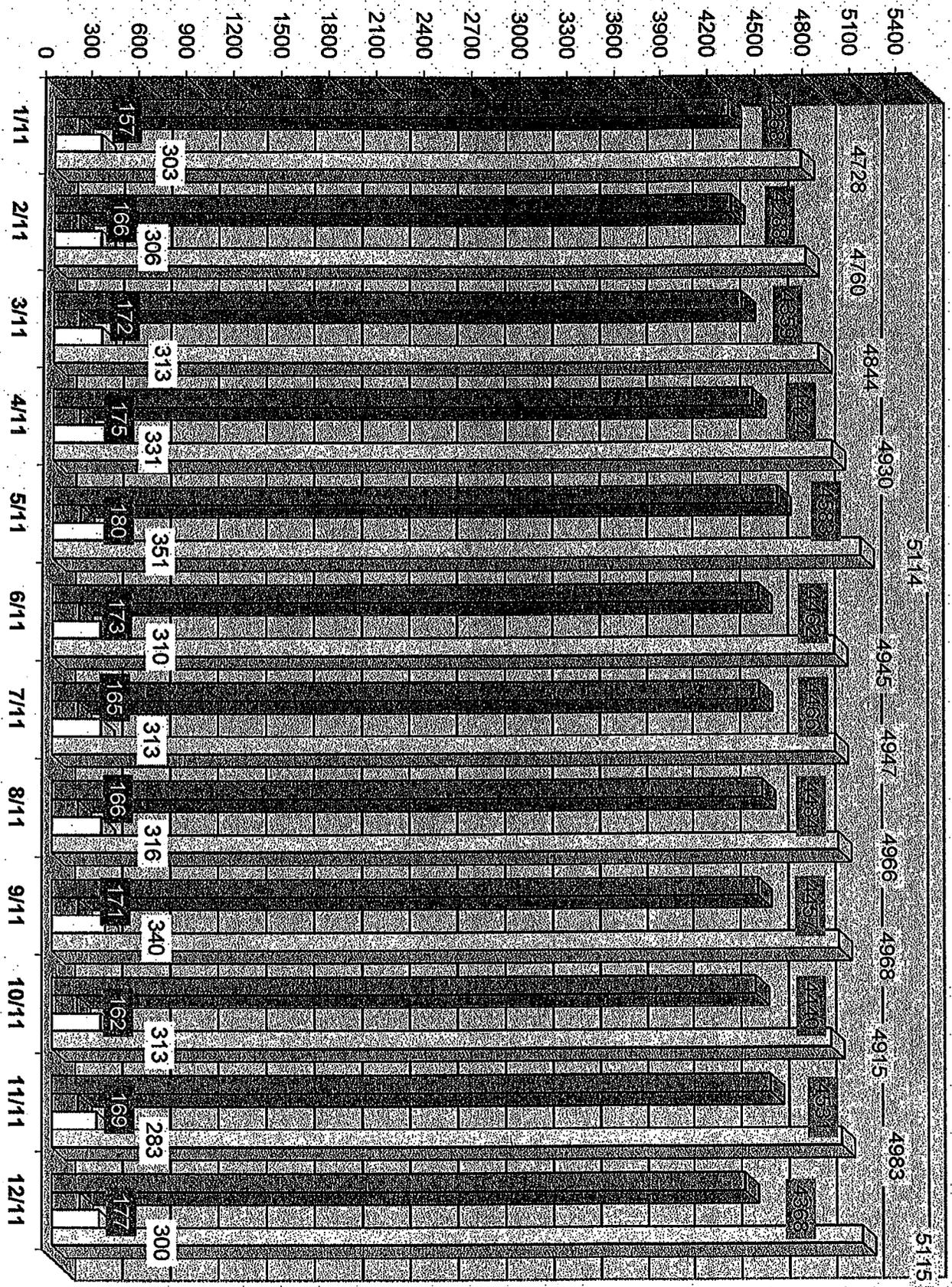
MEDICAID ASSISTANCE CASELOAD COMPARISON 2011



■ MA
 ■ MA-SSI
 □ FHP
 □ TOTAL

FOOD STAMP CASELOAD COMPARISON 2011

NPA-FS FS-MIX
 DPA-FS TOTAL FS



CHILD SUPPORT 2011 ANNUAL REPORT

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.

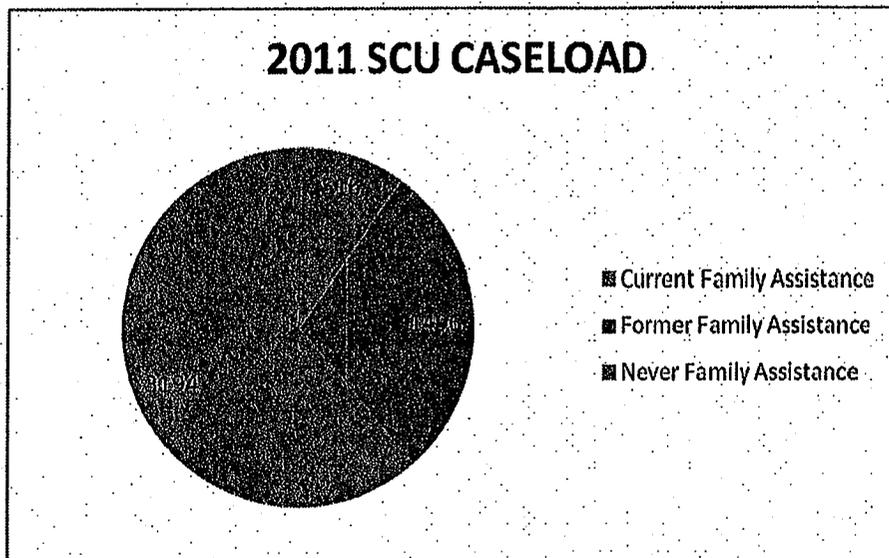
Wayne County Support Collection Unit collected \$11,679,932 in 2011. In terms of dollars collected vs. amount of staff, Wayne County ranks 1st in the 10 county region. While Wayne ranks 3rd in cases per staff person, the most effective caseload size is approximately 400 cases per staff person. If the caseload continues to grow, another Support Investigator position will be warranted.

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

CHILD SUPPORT UNIT 2011

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 2011.



**TOTAL COLLECTIONS FOR CHILD SUPPORT OFFICES
IN THIS REGION BY RANKING 12/31/11**

2011 SCU COLLECTIONS

DISTRICT	YEAR 2011 COLLECTED	TOTAL STAFF	AVERAGE COLLECTIONS PER STAFF
	\$		\$
Wayne	11,679,932	11	1,061,812
Ontario	12,192,308	14	870,879
Cayuga	9,417,905	11	856,173
Monroe	71,882,410	84	855,742
Onondaga	47,487,866	63	753,775
Livingston	7,197,264	10	719,726
Oswego	14,521,008	23	631,348
Seneca	4,058,431	7	579,775
Yates	2,191,678	4	547,919
Steuben	11,333,995	26	435,922

**TOTAL CASELOAD FOR CHILD SUPPORT OFFICES IN THIS
REGION BY RANKING 12/31/11**

2011 SCU CASELOAD

DISTRICT	TOTAL # OF Accounts	TOTAL STAFF	AVERAGE CASELOAD PER STAFF
Monroe	42,359	84	504
Onondaga	31,080	63	493
Wayne	4,671	11	425
Cayuga	4,218	11	383
Oswego	7,662	23	333
Livingston	3,125	10	312
Ontario	4,208	14	300
Yates	1,032	4	258
Steuben	6,438	26	247
Seneca	1,470	7	210

Legal Annual Report – 2011

Challenges in 2011 characterized the Legal Division's work: the 1st Assistant Social Services Attorney (Child Welfare) was out for over 3½ months; the Sr. Typist (Legal) was absent for over 3 months; the First Assistant Attorney resigned leaving that position open for approximately 2 months; a large number of ongoing Child Protective cases (48); recovery work; legal counsel in literally hundreds of additional cases/situations.

Despite these challenges, the Legal Division partnered with other DSS Divisions in generating over \$403,000 in recoveries (\$7700+/-week), over \$11 Million in Child Support, initiating adoption of 11 children, pursued 48 Child Protective cases, assisted in 106 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 changes in Child Welfare practice.

This did not happen without diligence and sacrifice on the part of Legal Division staff, who not only had to do their own work, but had to "fill-in" for missing staff members. We were able to get approval to hire temporary staff to cover part of the missing staff time, while also being able to hire an additional Senior Typist (Legal). This will hopefully relieve some of the paperwork burden on the DSS Attorneys, while allowing the Division to respond to demands to produce a significant number of court orders on a timely basis. While this became critical in early 2011, it was recognized that insufficient support staff had been available, even prior to the absence of the Legal Senior Typist.

We were able to secure the services of a post-graduate Legal Fellow for the last six months of 2011. Most of the Fellow's time was spent in the Child Support arena while at DSS; she also spent two days/week in the County Attorney's office. The Child Support attorney spent a significant amount of time mentoring; little productivity was gained during this six month period due to this.

The Legal Division continues to be more than busy, with the DSS Attorneys often putting in more than 35 hours/week. A brief comparison was done with Ontario County (due to similar size and caseloads). This look showed that Ontario was using approximately 1½ more Full-Time Equivalent (FTE's) of attorney time for DSS purposes than does Wayne. While it is expected that the workload will continue unabated, we continue to track the impact of additional support staff time on our Legal Division performance.

Respectfully submitted,

Gary Lee Bennett, Esq.
Social Services Attorney

SOCIAL SERVICES DIVISION

ANNUAL REPORT 2011

Throughout life's continuum, from family planning and having babies to death, the Social Services Division could 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.

Highlights of the Services Division for 2011:

The Wayne County DSS Services Division was extremely busy, yet very successful during the 2011 calendar year.

Child Protective Investigative Unit:

The Child Protective Investigative Unit received and investigated 1598 reports of Suspected Child Abuse and Maltreatment, involving 2595 children under the age of 18 alleged to be victims of abuse or maltreatment. 104 of these 1598 reports alleged Sexual Abuse of a child/ren by their parent/caretaker. 1089 reports had determinations made by their assigned Child Protective Investigator, 303 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 48 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 106 times during the year. These Orders not only initiate a new Child Protective Investigation, they also require a report be written and returned to the judge prior to the next Family Court appearance, and in most instances also require the appearance of the Child Protective caseworker and DSS legal representation.

As a result of the 1598 Child Protective investigations, 26 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.

Foster Care/Adoption Unit:

The Foster Care/Adoption Unit was equally busy and successful during 2011. The Foster Care team had to make alternate living arrangements for 41 children who were placed in the care and custody of the Commissioner of the Department of Social Services during 2011. Of these children, 26 came into foster care as a result of abuse/neglect by their parent/caretaker, 1 entered foster care as a result of a Disrupted Adoption, 6 entered foster care as a result of an adjudication of a Person In Need of Supervision (PINS) issued against the child, and 8 entered foster care due to an adjudication of a Juvenile Delinquent charge.

The complexities and needs of the children entering foster care have become increasingly difficult to manage. By the time the system is allowed to remove a child from his/her home environment, the child has suffered greatly, with the result being more deeply rooted issues needing treatment. These problems then, often lead to behaviors that are ever more difficult for foster parents to handle, which, in turn, then leads to the need for therapeutic foster care placements or residential placements.

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. They recertified 35 existing foster families (who wanted to continue to be a possible resource for our children) and opened 9 new families (who volunteered and were trained to be a possible resource for our children).

The Wayne County Foster Care unit was able to find permanence by way of Adoption for 11 children during 2011. These 11 children now have a "Forever Home" they can call their own. There are an additional 3 children who are in Adoptive Placements awaiting their day in court to finalize their adoption and have their "Forever Home" recognized by all. This is truly an incredible accomplishment.

This unit filed 10 Abandonment Petitions and one Permanent Neglect Petition with the Family Court. They also completed 13 Private Adoption Investigations, 14 GPS/MAPP

Home Studies, updated one GPS/MAPP Home Study and have 6 more GPS/MAPP home studies in progress.

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 and the Wayne County Daycare Administration.

On average, the Preventive Unit receives and conducts 10 evaluations for preventive services each month, approximately 120 per year. At any given time during the year, the Preventive Unit is managing an average of 54 Mandated Preventive cases, providing and overseeing services to all household and family members in each of 54 homes. In addition, the same unit is providing Financial Management for 5 families/households and Home Management for 9 families/households. The Preventive Unit also manages the Daycare Services for an average of 101 families.

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.

One very time consuming and urgently needed function provided in the Preventive Unit is the coordination of four transportation drivers to assist with the needs of Medicaid recipients of Wayne County. This unit provides the point of first response in coordinating the medical transportation for Medicaid recipients, as is mandated by law. This worker receives approximately 5500 messages that are missed while she is on the phone handling at least that many more requests. She manages the schedules for four transportation drivers that are supervised by the Preventive Supervisor. One of these four drivers dedicates approximately 60% of his/her time to 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. This department scheduled approximately 7230 transports during the 2011 calendar year, 4416 of which were performed by the DSS transporters.

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, provides supervision to small Family Type homes certified by New York State. On average, the team provides services to approximately 385 adults at any given time.

It 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 DSS agency with a question or a need for themselves or someone they know. During any given month these workers assist approximately 180 individuals or families.

A growing concern in the Wayne County area is that of identity theft and financial exploitation. Many of the elderly in our community suffer from this form of mistreatment. By the time the person is aware and authorities are brought in to assist, there is often no chance of recovery of funds taken. Our Adult Services staff works closely with criminal investigators, but education is often the only action that can be taken, since once the crime has been discovered, the only real option is to prevent the theft and exploitation from occurring again. Lifespan, a Rochester based elderly services agency, has created an Identity Theft Coalition in this area and Wayne DSS plans to use this resource to remain abreast of any further developments in providing services and information to members of our county.

One trend the Adult Services unit has seen 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.

Another trend not before seen in Wayne County is the need for the Commissioner of the Department of Social Services to gain formal guardianship, through the Family Courts, of an adult when it is believed that s/he is unable to make decisions for her/himself. The need for the county to take such a drastic move has been discussed more often in the last year than in the many years before combined.

Miscellaneous Activities for Wayne County Services Division 2011:

During the 2011 calendar year the Services division experienced many changes. Our long time Director of Social Services retired in June 2011. His departure left a huge gap in the knowledge base here in this department. While this position remained vacant for approximately 4 months, staff stepped up to the plate to make sure necessary actions were completed as timely as possible. The new Director of Social Services was hired and began work here in October 2011.

The new Five Year County and Family Services Plan due to the State Office of Children and Family Services (OCFS) Office in 2011, was completed with the joint efforts of the services staff, Office for Aging and Youth, Wayne County Probation Department, and many other

agencies within Wayne County. It was submitted for approval and includes many goals for each of the service units' staff to work towards over the next 5 years. This work is expected to better the services we provide to our Wayne County community.

Our long term Staff Development Coordinator retired in July of 2011. This also left a big hole in the Services Division. Her job was also handled by other staff who ensured that the mandatory training continued to be provided to those beginning their employment with Wayne County DSS.

As we look back over the past year the services division experienced a very busy, very stressful, chaotic, yet successful year. Yes many changes occurred. Yes many children and adults were protected from further abuse and neglect; many were educated on how to avoid being abused or neglected; many were assisted by the dedicated staff in our division to find help when they were feeling helpless and hopeless. Many partnerships were strengthened. We will continue down this same road over the next year and continue to forge new partnerships, employing our respective strengths and knowledge to move ahead with the task of assisting the many members of the Wayne County community who are unable to provide that assistance to themselves.

Respectfully Submitted by,

Shelly A Bentley
Director of Social Services
Wayne County Department of Social Services

STAFF DEVELOPMENT PROGRAM 2011

Annual Report to the Commissioner of Wayne County Department of Social Services
Prepared by Angela S. Switzer, Staff Development Coordinator
January 23, 2012

Appropriately educated, adequately trained and continually learning professionals create and fortify the foundation for an effective and efficient service agency of the community.

To this end, the Wayne County Department of Social Services has, through trainings and meetings, advanced the education and knowledge of its staff. Our department enlists cooperation with state and local government, colleges, contractors and other agencies to achieve these goals.

Accomplishments – 2011

- All staff members completed county mandated Compliance training through online training using e-Learn NY.
- Safety Courses:
 - A certified 6 hour defensive driving course was once again provided to staff members who work in the field and transport clients.
 - The Workplace Violence Prevention Training is also now available to all staff through online training using eLearn NY.
- All state training mandates were met and exceeded the standards.
- The agency has been working on establishing an ADA (Americans with Disabilities Act) Policy for the Department
- Staff Development Coordinator put together a comprehensive listing of Departmental Acronyms for the New Worker Notebook. CDHS Regional Training Staff has asked to be able to use it for the Orientation Manual for new Staff Development Coordinators.
- The Employee Evaluation form was revised in April 2011
- **2011 Training totals: 192 courses were utilized by staff members in 2011. Courses range from 1 hour to several weeks and some have multiple deliveries.**
- **69% of the courses were delivered on-site.**

Background

Wayne County Department of Social Services Staffing in 2011
We maintained approximately 154 positions in 2011.

Staff Development Unit 2011

The unit consisted of one Staff Development Coordinator who shares a Senior Stenographer with the Director of Social Services. 2/3 of her time is devoted to clerical support for the Director of Social Services.

The Staff Development Coordinator (SDC) is responsible to develop, procure, and manage 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.

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
- 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

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

The Senior Stenographer provides clerical support, agency vehicle coordination, meeting room coordination, prepares reports and enters data into STARS (NYS software program) local training history.

Resources 2011

New York State (NYS) recognizes the value of training for local district staff. NYS provides quality training through many contractors and has built partnerships with Center for Development of Human Services/Buffalo State, Professional Development Program Rockefeller College of SUNY Albany, Hunter-Brookdale College, SUNY Potsdam, Cornell University and other colleges for training institutes, core training, and a full spectrum of training for local districts at little or no cost. NYS supports the Staff Development Coordinator position, local college contract, and the Social Work Education Consortium. Through our claims process, NYS and Federal revenues are utilized to support local training costs up to a 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. In the fall of 2007, the county signed a contract with Finger Lakes Community College for the Excellence in Government program.

Educational Opportunities for staff

Finger Lakes Community College (FLCC) Contract

Wayne, Seneca, and Ontario DSS share a contract with Finger Lakes Community College (FLCC) to provide our staff access to college level courses, tuition free. The contract is a valuable resource for this reason and additionally, we are able to utilize this resource for other educational initiatives that benefit all staff. This resource is reviewed and supported by NYS. 4 staff members attended classes for their 2-year degree in 2011. Utilizing this contract, we were able to provide several on-site workshops. A 12 station PC training lab was designed and developed under this contract. A part-time PC Coach position was built into the FLCC contract to provide staff at-your-elbow PC coaching and specialized training. This position is held by an excellent trainer, Donna Larimore who is also on contract with Professional Development Program, Rockefeller College, SUNY Albany. Donna's dual role means she is both knowledgeable and up to date on state initiatives to the benefit of our staff.

NYS Social Work Education Consortium

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

SWEC brought Wayne DSS about \$7,000.00 in 2011 for Undergraduate or Graduate Social Work classes, as well as opportunities for customized workshops for our Child Welfare staff. The Consortium is involved in caseworker retention research and analysis of civil service modifications. The Consortium has developed a closer partnership between local districts, NY State OCFS/OTDA and with area colleges.

Staff Training

All incoming employees and student interns receive **orientation** training and materials.

Mandated staff training: NY State 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. Wayne DSS believes the advanced CPS courses are essential. We never assign a caseworker to a sexual abuse report until they have had the advanced training in sexual abuse (3 days) and sexual abuse interviewing (3 days).
- 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.
- Child Protective Supervisors and Caseworkers are mandated to attend 6 hours annual in-service training.
- Any foster parent trainers are mandated to attend GPS/MAPP 8 day Certificate Program.

- Any staff member acting as a Domestic Violence Liaison is mandated to attend a 3-day institute.
- Protective Services for Adults Supervisors must attend a 2-day session.
- Protective Services for Adults caseworkers must attend the first available regional 8 day training Institute.
- Each attorney on staff must obtain 24 CLE (continuing legal education) credits in a 2-year period. Gary Bennett, Cecily Molak, Christine Ferraro all earned CLE credits in 2011.
- All of our staff members are considered Mandated Reporters for Child Protective Services. Mandated Reporters must receive Mandated Reporter training. We utilize a web base 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 orientation.

Information Technology Initiatives:

Each staff member has either a Personal Computer (PC) or laptop on her/his desk. NY State has provided many PCs targeted to specific program areas. We have also purchased PCs for staff use. Most PCs are state networked, a few are county networked and a few are connected to both state and county networks.

The PC Training Lab PCs are all state-networked. The lab is used for long distance training, software demonstration and training on new applications. It is often used for regional user group meetings.

The agency has also purchased, through the Finger Lakes Community College contract, several voice recorders with Dragonspeak software to assist the Child Welfare staff with their case notes.

Training Venues

We have steadily worked to increase on-site and long distance opportunities for staff training. Presently, off-site training is at 31%. This is a 1% increase from 2010.

NY State provides classes via teleconference. The teleconferences are live via NY Network Satellite television. Programming is usually in 2 hour blocks and may include taped segments. There is always an opportunity to call in or fax questions during and following the program. We frequently open the teleconferences to other agencies to allow their staff to attend and to initiate dialogue regarding the training topic. All teleconferences are taped and the state maintains a DVD lending library. The DVDs are shown at other times and for additional training. Some of the teleconferences are now available to be accessed after the "live" event via Trainingspace.org, located on the NYS Intranet.

Telephone conference calls to conduct meetings and training across the state continue to increase.

TrainingSpace: Interactive training *minus* a live instructor can be found on the NYS Intranet site, trainingspace.org. This training works well for our staff because it can be broken into segments and taken whenever it fits into their schedule – most do not have to be completed until the December of the year they are registered for the class. This site also has videos of some teleconferences. TrainingSpace has replaced most of the CDs (CAI) trainings we have used in the past.

iLinc (formerly known as LearnLinc) classes provided by NYS are accessed via state networked PCs. These long-distance classes are instructor–led, live over the NYS Intranet. There is a visual display utilizing a “white board”, video, and Internet links. Students utilize headsets with microphones to talk with the instructor and other attendees. Classes are usually 1 ½ - 2 hours in length.

Of note is that our Foster Parents may now access these classes from their home PC. Registration is handled by the Staff Development Coordinator.

On-site specialized workshops: Technical assistance trainings and workshops were presented on-site in 2011. Some had no associated cost. Others were paid under the FLCC contract and SWEC. Several were arranged through NY State with a low registration fee per attendee. We also invited other agencies to attend presentations along with our staff to build our partnerships.

On-site presentations by staff members:

We rely on several staff in office to provide technical training. 2011 trainers were Angela Switzer, Dennis Watrous, Kris Reed, Dawn Cinelli and the SDC\

TRAINING VENUES

Training Venue	Number	Topics
New Worker Orientation	10 completed	
Teleconferences	4 attended	PSA Legal Updates, CPS Legal Updates, Kinship
DVD Trainings	2 attended	Child Sexual Predators, Safety (Transportation Drivers)
Telephone Conference Calls	21 held	MA Updates, HEAP, Child Care Union Dues
Net Meetings/Webinars	6 attended	Protective Services for Adults and Child Welfare issues
Simulcast	3 attended	<i>Babies Can't Wait</i> Series
Training Space	36 viewed	Food Stamps, CPS, Protective Services for Adults, Accounting, CONNECTIONS (Child Welfare Computer Program)
iLinc	81 attended	Intro to iLinc, Supervisor classes, CPS & Foster Care classes, Child Support, TA, Employment & Accounting
On-site Specialized Workshops	21 attended	Compassion Fatigue, Advanced Medical and Advanced Legal Issues for CPS, Medicaid issues, Supervisors classes and Physical Abuse
Excellence in Government	5 sessions	Leadership classes

Wayne County also utilizes video conferencing equipment to attend meetings without the need to travel.

Conferences and Training Institutes:

Conferences entail intense days of training workshops and presentations. New York Public Welfare Association (NYPWA) Conferences are particularly important. New initiates sometimes have their initial introduction at a NYPWA conference. Conferences often spin off many new policy decisions and new directions for the state.

Conferences attended by staff in 2011:

NYPWA Conferences (2)

LAN Administrator Conference

NYS Adult Abuse Training Institute

CPS Common CORE Training

Medicaid New Worker Institute

PSA New Worker Institute

Off-site training:

If an off-site training is NY State provided – generally the local district is charged \$14.00 per attendee and some associated costs are state covered such as lodging, some meals, and transportation. When possible, we attend training regionally – Batavia, Canandaigua and Syracuse. Often, we have no choice but to travel to Albany or more distant sites to access essential training. Area counties make every attempt to share seats when possible.

Meetings attended by staff:

Some staff members serve on local boards, and are members of task forces and consortiums. Staff members also attend regional meetings (our Region II includes Monroe, Livingston, Yates, Seneca, Ontario, Steuben, Schuyler, Chemung counties). Much of the meeting content includes training on regulations, policy, procedures, upcoming state initiatives, and sharing of information. The exchange with other local districts and agencies as to how regulations and policies imposed by the state are handled in their districts/departments is invaluable. Staff also present to the Community and participate in workshops. The Staff Development Coordinator arranges for presentation materials as requested for community presentations. These presentations are usually mutually beneficial with information returning to the department to be shared with staff.

Staff attended the following meetings in 2011:

Food Stamp Regional Meeting, yearly

Staff Development Regions I and II meeting, quarterly

Welfare Fraud Investigator Meeting, yearly

Adoption Exchange, bimonthly, depending on the topic

Regional Directors of Services meeting, bimonthly

WATS Advisory, quarterly

Regional Child Protective Supervisor meeting, bimonthly

Regional Protective Services to Adults meeting, quarterly

Jail Advisory, monthly

Housing Consortium, bimonthly

PC Users Regional Meeting, bimonthly

Connections Regional meeting, bimonthly

Domestic Violence Task Force, monthly

Legal Assistance meeting, quarterly

Medicaid Consortium, bimonthly

Managed Care: Coalition Meetings, quarterly

Managed Care: Coordinator Meetings, quarterly

Tuckahoe Rd. Community Residence Intake Committee,

As needed

Facilitated Enrollers meeting, quarterly

Joint Planning, bimonthly

Western Regional Commissioner's meeting, monthly

Head Start Policy Board, monthly

Victim Resource Board, monthly

NYS Local Government IT Directors Association, twice yearly

Western Region Fiscal Meetings, Quarterly

Annual Fiscal Training

Wayne County Agency Network, 5 times per year

PINS Diversion, monthly

SPOA (single point of access for children), biweekly

FACT/SPOA Oversight Committee, quarterly

NYPWA Commissioner Meetings, monthly

Western NY Attorney Meeting, bi-monthly

Social Work Education Consortium Meeting, quarterly

Permanency Forum Workgroup Meeting, bimonthly

Four County Coalition Meeting, bimonthly

HEAP Vendor Meeting, yearly

SPOE (Single Point of Entry for Adults), biweekly
Wayne CAP Board of Directors, monthly

New York Connects, quarterly
Wayne County Community Services Board, quarterly

Staff Development Plans for 2012

- Updating training on Child Care Time and Attendance System (CCTA) to become available in 2012
- Update training plans and new worker orientation, ongoing as needs change
- Continuation of the development and fostering of quality opportunities for training and fortifying staff development
- Train staff on the Department's ADA Policy
- Work with Region II Staff Development Coordinators to bring quality training on current issues and needs to staff

ANNUAL FISCAL REPORT

ACCOUNTING DIVISION

2011

The Wayne County Department of Social Services is a highly reimbursed Department. In 2011, the Accounting Division generated over \$16.5 Million in total revenues, of which in excess of \$15.8 Million (95.6%) was the result of claims filed by the Accounting Division. 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 2011 a total of \$731,924.02 was recovered, representing 4.4% of the total \$16,532,779.99 in revenues generated by this Department from all actions. The 2011 total amount recovered was \$110,914.49 less than the 2010 total of \$842,838.51.

In 2011 the Administrative Services Division was responsible for recoveries totaling \$400,848.33 for an average of \$7,708.62 per week. This represents 54.7% 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 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: review, approval or denial of taxi, bus, wheelchair or stretcher transport coordination for Medicaid-approved clients to medical appointments per Medicaid Law.
- Medical care as available per the Medicaid Program for clients.
- Provision of Day Care for children of eligible working clients.
- Provision of support for children in Foster Care and to Foster Parents.
- Provision of support and housing for children in Institutional Foster Care placements and other congregate care facilities.
- Provision of 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 to recover monies from NYS and the Federal government for cost of our operation.
- Supervisory oversight and managerial planning.
- 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,

Neil S. Washburn

Director of Administrative Services

FOURTH QUARTER 2011
FISCAL RECOVERIES

PRIOR YEAR (2010) FIRST QUARTER: \$ 154,888.12
 PRIOR YEAR (2010) SECOND QUARTER: \$ 144,279.34
 PRIOR YEAR (2010) THIRD QUARTER: \$ 242,446.46
 PRIOR YEAR (2010) FOURTH QUARTER: \$ 301,224.59
 PRIOR YEAR (2010) TOTAL FOR YEAR: \$ 842,838.51

		<u>FOURTH</u> <u>QUARTER</u>	<u>THIRD</u> <u>QUARTER</u>	<u>SECOND</u> <u>QUARTER</u>	<u>FIRST</u> <u>QUARTER</u>	<u>2011</u> <u>TOTAL</u>
TYPE:						
NPA FRAUD PAYMENTS	328.16					
NPA FRAUD RECOUPMENTS/FTOP	<u>234.00</u>					
TOTAL NPA FRAUD	<u>562.16</u>					
PA FRAUD PAYMENTS	928.61					
PA FRAUD RECOUPMENTS/FTOP	<u>38.00</u>					
TOTAL PA FRAUD	<u>966.61</u>					
TOTAL FRAUD	<u>1,528.77</u>	1,528.77	3,224.80	9,113.06	7,929.41	21,796.04
MORTGAGE		3,839.86	2,529.28	3,379.97	2,954.97	12,704.08
ESTATE		74,763.98	49,132.76	36,381.59	51,835.01	212,113.34
RESOURCE OVERAGE		0.00	0.00	0.00	0.00	0.00
LIEN		24,948.97	41,294.51	18,346.96	21,667.83	106,258.27
THIRD PARTY		4,200.00	0.00	0.00	0.00	4,200.00
ADMINISTRATIVE/INTEREST		448.59	448.59	448.59	449.59	1,795.36
REPAYMENT OF ASSISTANCE:						
OVERGRANT		2,344.67	1,202.95	2,214.42	1,142.00	6,904.04
FOOD STAMP OVERISSUES						
REPAYMENTS	160.00					
FTOP	77.00					
RECOUPMENTS	<u>4,163.00</u>					
TOTAL NON FRAUD FOODSTAMP	4,400.00	4,400.00	5,762.18	5,339.00	14,149.31	29,650.49
T53/T535 TRANSFERS		8,113.46	0.00	5,896.50	7,078.71	21,088.67
T536 TRANSFERS		0.00	0.00	0.00	9,579.14	9,579.14
MORTGAGE SATISFACTIONS		40,327.45	0.00	11,134.25	0.00	51,461.70
REPAYMENTS		3,198.25	615.78	423.48	303.32	4,540.83
LOTTERY INTERCEPTS		1,618.78	5,406.65	2,776.90	2,227.48	12,029.81
HR INTERIM		30,799.30	85,642.15	55,976.92	65,383.88	237,802.25
TOTAL		200,532.08	195,259.65	151,431.64	184,700.65	\$731,924.02

2/24/2012

DSS IT ANNUAL REPORT - 2011

GENERAL INFORMATION

The DSS IT division provides the following support:

- 158 EMPLOYEES (154 DSS & 4 WFD)
- THREE NETWORKS (COUNTY, HSEN, WMS/BICS)
- 195 COMPUTERS, FOUR SERVERS, 94 PRINTERS
 - 13 WORKSTATIONS (TRAINING LAB)
 - 18 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/Centrport■ 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■ EmedNY/Mobius Reports	<ul style="list-style-type: none">■ E-HEAP■ IAF■ I/EDR (Imaging/Enterprise Document Repository)■ Learnline■ Multicalendar■ MUNIS■ Mybenefits■ MyWorkSpace■ NYSeWebstar■ OSOS■ OSS (On-Site Scanning)■ Report Studio■ Rweb■ SOLQ (State Online Query System)■ SOS■ Stars■ Time Matters■ Trainingspace.org■ TREAT (Text Report Extractor and Translator)■ Welfare Resource Tracking System WRTS (Temporary Assistance)■ WMS■ WTWCMS
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COMPLETED PROJECTS 2011

The DSS IT Division completed the following projects:

- PHASE 2 OF THE I/EDR PROJECT ONSITE SCANNING
- ACCOUNT SETUP FOR ALL COUNTY EMPLOYEES TO USE THE STATE e-Learn SITE TO COMPLETE COMPLIANCE TRAINING
- RWEB A NEW WAY TO ACCESS WMS
- CHILD CARE TIME and ATTENDANCE (CCTA) PHASE 1
- "IT WORK" REQUEST TEMPLATE
 - FROM JANUARY OF 2011 TO DECEMBER 2011 WE RESPONDED TO 2200 "IT WORK" REQUESTS, PASSWORD RESETS FOR e-Learn, AND VARIOUS OTHER IT HELP CALLS

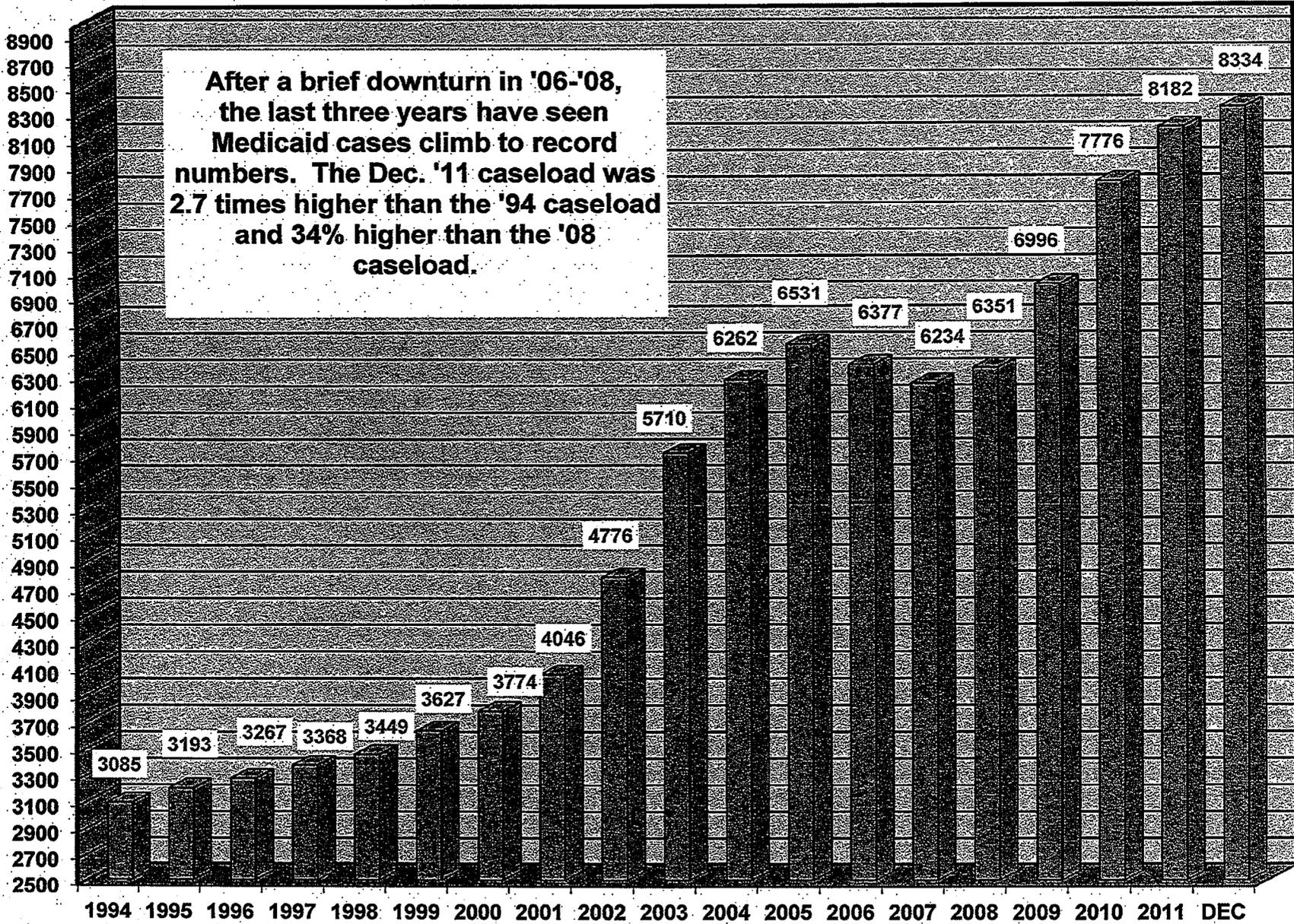
CURRENT PROJECTS FOR 2011

The DSS IT Division is working on the following projects:

- UPGRADE OF THE DSS NETWORK FROM T1 LINES TO FIBER
- CHILD CARE TIME and ATTENDANCE (CCTA) PHASE 2
- ONSITE TRAINING AND UPDATES FOR NEW AND SEASONED DSS STAFF
- ONGOING PHASE OUT OF GREENBAR PAPER THROUGH IMPLEMENTATION OF "TREAT" (TEXT REPORT EXTRACTOR AND TRANSLATOR)

AVERAGE
MEDICAID
CASES PER MONTH

MA CASELOAD 1994-2011



DSS - Personnel Report - 2011

<u># OF POSITIONS AT END OF 2011 - 154</u>	<u># OF POSITIONS AT BEGINNING OF 2012- 156</u>
We started 2011 with 153 positions. During the year we added 1 Sr. Typist in Legal making 154 total positions at the end of 2011.	2 Registered Nurses from PH transferred to DSS effective 1/1/12 – this makes a total of 156 employees at the beginning of 2012.

Turnover – 2011

2	-	Typist	-	Resignation (took other jobs)
1	-	Account Clerk	-	Removal
1	-	Sr. Typist	-	Resignation (took another job)
3	-	Social Welfare Examiner	-	2 – Removal (failed probation)
				1 – Retirement
1	-	Support Investigator	-	Deceased
4	-	Caseworker	-	2 – Retirement
				1 – Resignation (stay home with child)
				1 – Resignation (asked to resign)
1	-	Asst. Soc. Serv. Atty	-	Transferred to Co. Atty.
1	-	Director Social Services	-	Retirement
1	-	Staff Development Coordinator	-	Retirement

15 (10% Turnover Rate)

- 5 Retirements
- 3 Removal
- 5 Resignations
- 1 Transfer
- 1 Deceased

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% “

DSS DEPARTMENT TOTALS 2011 *

ACCOUNT NO	PROGRAM NAME	REVENUES	EXPENDITURES	COUNTY COST
A60100	Administration	\$8,317,701	\$11,993,909	\$3,676,208
A60550	Day Care	\$769,377	\$950,668	\$181,291
A60700	Purchase of Service	\$674,208	\$1,203,433	\$529,225
A61000	Medicaid	\$682,065	\$13,169,777	\$12,487,712
A61010	Medical Assistance	\$46,447	\$44,282	(\$2,165)
A61060	Family Type Homes	-	-	-
A61090	Family Assistance	\$3,047,767	\$3,022,144	\$25,623
A61190	Foster Care	\$1,152,083	\$1,281,796	\$129,713
A61230	Juv. Delinquent Care	\$63,696	\$168,216	\$104,520
A61290	State Training School	(\$229)	\$269,304	\$269,533
A61400	Safety Net	\$816,845	\$1,651,416	\$834,571
A61410	Home Energy Assistance Program	(\$23,884)	\$884	\$24,768
A61420	Emergency Assistance for Adults	\$7,043	\$13,205	\$6,162
TOTALS* (As of 2/1/12)		\$15,553,119	\$33,769,034	\$18,267,161