

Annual Report

Wayne County  
Department  
Of  
Social Services

2012

Annual Report

Prepared February 2013

**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*

## TABLE OF CONTENTS - 2012

	Page No.
Commissioner's Report	1
Wayne/Ontario Caseload Comparisons 1998-2012 Graph	2
Temporary Assistance	3-6
Temporary Assistance Caseload 1/12-12/12 Graph	7
Medicaid Caseload 1/12-12/12 Graph	8
Supplemental Nutrition Assistance Program Caseload 1/12-12/12 Graph	9
Child Support	10-12
Legal	13
Services	14-20
Staff Development	21-27
Fiscal Report – Accounting Department	28-29
2012 - Recoveries - Fourth Quarter and Year End Total	30
DSS IT Division	31-32
Medicaid (MA) Caseload – 1994-2012 Graph	33
Personnel Report	34
Departmental Totals – 2012 - As of 2/26/13	35

**COMMISSIONER'S REPORT**  
**Wayne County Department of Social Services**  
**2012**

The year of 2012 continued to bring challenges: a sluggish economy meant increases in the need for such supports as Medical Assistance (MA) (Medicaid/Family Health Plus) and Food Stamps (now called the Supplemental Nutrition Assistance Program – SNAP). Caseloads were up in SNAP by 240 (4.7%) and MA by 381 (4.6%). The last three years has seen an increase in MA cases from 7541 in January '10 to 8719 in December '12, an increase of 1,178 cases (15.6%). During that same timeframe, SNAP cases have increased from 4366 in January '10 to 5355 in December '12, an increase of 989 cases (22.7%). While the average Transitional Assistance/Public Assistance caseload actually decreased in 2012 by 17 cases/month, over the past three years there has been an approximate increase of 47 cases/month (9.5%).

Consequently, the total average caseload increase in the past three years is 2,214 cases/month, a 17.9% increase. A corresponding increase in Eligibility unit staffing would equal between 10 and 11 additional staff. Yet we are handling this marked increase in workload with no additional staff.

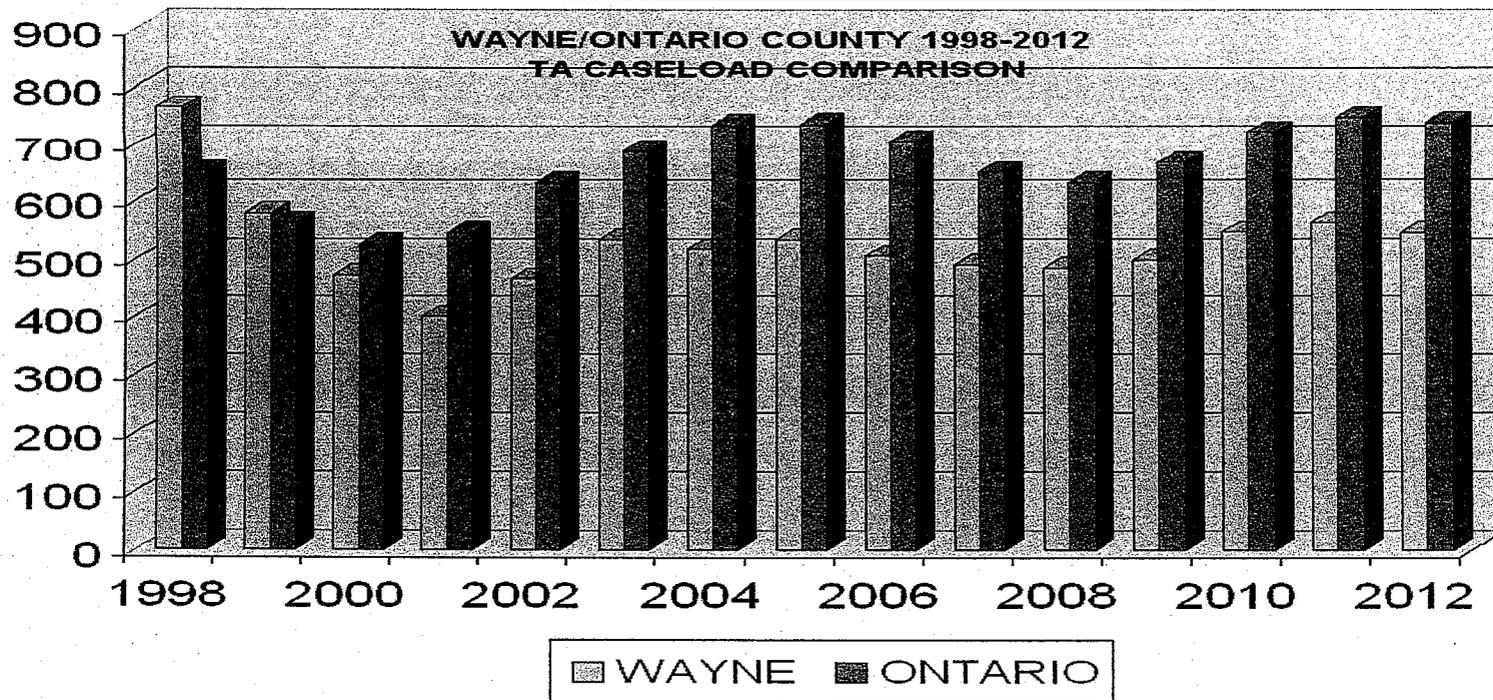
At the same time, we have been able to keep our caseloads significantly below those of our sister county, Ontario, saving Wayne County taxpayers in excess of \$1 Million (compared to Ontario) in 2012 alone. The graph on the following page highlights savings in the past thirteen years of over \$12 Million total.

Such success has been achieved by hard work, working in a more effective and efficient manner, and working with other county agencies to keep taxpayer costs lower. I am grateful to all those who have worked together to bring us success in 2012 and look forward to working even more collaboratively in 2013.

M. Josh McCrossen, Commissioner

**WAYNE/ONTARIO COUNTY TEMPORARY ASSISTANCE  
1998-2012 CASELOAD COMPARISON**

	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012
<b>WAYNE</b>	763	576	470	398	463	530	514	531	502	487	482	495	543	559	542
<b>ONTARIO</b>	648	559	523	542	627	686	732	734	703	647	627	665	720	745	736
<b>Difference (W-O)</b>	<b>+115</b>	<b>+17</b>	<b>-53</b>	<b>-144</b>	<b>-164</b>	<b>-156</b>	<b>-218</b>	<b>-203</b>	<b>-201</b>	<b>-160</b>	<b>-145</b>	<b>-170</b>	<b>-177</b>	<b>-186</b>	<b>-194</b>



Wayne's caseload average declined from 2011 to 2012 by 17 cases/mo. vs. 9 cases for Ontario. Compared to caseloads in 1998, Ontario has 88 more but Wayne has 221 fewer.

\*\*\*Prior to 1998, caseloads in Wayne were higher than Ontario's each year. Only in 2000, did Wayne's #'s dip below Ontario's #'s. This lower caseload # has continued to date. In the timeframe between 2000 and 2012 (a 13 year span), Wayne has averaged a total of 2,171 fewer cases. At a county cost of \$450/month (a conservative estimate) for each case, the total difference in county expenditures over 2000-2012 equals just under \$12 million. The difference in 2012 alone is over \$1million.\*\*\*

# ANNUAL REPORT

## TEMPORARY ASSISTANCE 2012

**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 SNAP (the Food Stamp program is now referred to SNAP, which stands for Supplemental Nutrition Assistance Program) 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 Work Force Development/Finger Lakes Career 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, 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, Presumptive Eligibility for Children, Infant Guarantees, Continuous Coverage and Expanded Eligibility, often during a single interview.

### **TA/SNAP Intake**

This unit consists of 11 Examiners, 3 Senior Examiners, 1 Principal and 2 Clerk Typists. Of the eleven Examiners, 2 are devoted entirely to Heap (Home Energy Assistance Program) during the HEAP season, and process SNAP applications during the off season. Last year, these 2 Examiners processed a total of 1,114 Regular and Emergency HEAP applications.

We have 4 Examiners which handle all scheduled Temporary Assistance appointments as well as all emergency appointments. Each Examiner processed approximately 335 applications in 2012, or 28 applications per month. These appointments, because they are 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 many clients who are homeless, have no food, have no power or some other type of emergency that needs to be dealt with immediately. Often, we are unable to get new applications in for a face to face within in the 7 day mandated limit set by the State. When we are unable to book clients for an appointment in the not so distant future, Intake ends up with more emergency applications, because it's the easiest way to get an appointment quickly. This results in an increase number of applications in addition to those appointments which have already been scheduled. We have three Examiners who handle all SNAP applications, and 1 Examiner who helps out when she can. They processed 3,112 SNAP applications, or 1037 applications per worker in 2012. 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. Again, this is in addition to appointments which have already been booked, who are seen first. One Examiner is responsible for all Intake Front End Detection Investigations and helps with overflow when needed.

As part of the TA application process, all individuals requesting an appointment for cash assistance must attend orientation, which now occurs at Work Force Development. They conduct a group presentation which explains the individual's responsibilities for employment purposes, with the understanding 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 clients do not follow through with attending orientation. In 2012, 2295 individuals were booked for orientation, out of that number, only 1254 clients actually attended, resulting in a diversion of 1041 individuals. Of the 1254 clients who went to orientation, only 1045 showed up for their TA interview which resulted in a diversion of 1250 clients who were diverted based solely on orientation. This equals a 54% diversion rate for all TA applicants.

## **Undercare Unit**

This unit continues to consist of 11 Examiners, 3 Senior Examiners, 1 Principal Examiner and 2 Clerks. The TANF and Safety Net caseloads continued to increase for 2012 from 584 to 611 cases. By year's end there are 312 TANF cases and 299 Safety Net cases. The SNAP caseload increased for 2012 from 4844 to 5235. The Undercare unit reorganized yet again on July 23, 2012 to handle the demands of the Temporary Assistance and SNAP increased numbers. 10 examiners evenly split the entire caseload giving them an average of 61 temporary assistance cases and 523 SNAP cases. One examiner from this group continues to serve as a back-up HEAP examiner and another is in the process of learning how to process SSI interim assistance workups. The final examiner is responsible for processing all HEAPS for TA and SNAP recipients. Some recipients need to file an application based on when their case was opened, but most recipients are eligible for an automatic HEAP benefit, and to process them, we need to make sure we have the correct fuel/utility vendor in our computer system. This is a very labor intensive process which includes walk in clients, phone contacts, check returns from vendors that we weren't aware of, weatherization referrals, address changes, etc. Her main focus is to assure that all clients that are eligible for a benefit when facing an emergency are dealt with immediately. She also serves as a "back up" to the other 10 examiners and assists them with SNAP case processing when she has available time. For the year 2012 the unit had a total of 27,254 case transactions.

Along with the "generic" concept being implemented in this unit in 2012, we have also begun, with State approval, 12 month SNAP certifications, 24 month Temporary Assistance non-parent caregiver's certifications and 12 month Temporary Assistance certifications. There is a criterion that must be met before a client can be moved to these time framed certifications. There are also either periodic reports or mail in recertifications that must be processed for these individuals. This results in the face to face or phone contact for the client to decline. This is a time saver for the examiner as an interview is not required, but the examiner must still process this paperwork to extend client's benefits. This also allows the workers to be interchangeable when they have been trained in all program areas.

This unit continues to have several mass authorizations throughout the year. This means the state goes into our computer system and automatically updates whatever changes are being authorized, and we must monitor these changes accordingly. For example, all SNAP benefits increase annually on October 1<sup>st</sup> which is called the Thrifty Food Plan increase, involving changes on 5227 cases. In addition, in 2012 we had: Earned Income disregard automatic change in April - 22 cases; a TA cash grant increase in the basic allowance effective July 1<sup>st</sup> for 492 TA cases; and a 2<sup>nd</sup> basic allowance increase effective 10/1<sup>st</sup> for 510 cases. Any recipient of cash benefit and/or SNAP benefits, are automatically eligible for Home Energy Assistance Program, which does not require a separate application. TA HEAP automatic authorizations in September -332 cases, SNAP HEAP authorizations in October - 3960; and a cost of living adjustment in December for any recipients in receipt of Social Security benefits - 4204 cases. Each and every one of these transactions must be handled by an Examiner regardless of the State's automatic reauthorization.

## **Medicaid Unit**

The Medicaid Unit consists of 1 Principal Welfare Examiner, 4 Senior Welfare Examiners, 14 Social Welfare Examiners and 3 Clerks. 2012 was a year of change for the Medicaid Unit. In February the State decided it needed to pull back some of the Counties from the Enrollment Center so the Undercare Unit began processing their own recertifications once again.

3571 applications were received in 2012 which averages 298 per month. There are 3 full time Examiners who determine eligibility on the mail in applications and see clients who walk in or have appointments. They each average about 57 applications per month.

One Examiner does approximately 28 mail in applications per month in addition to Child Health Plus Express applications, which is a relatively new program. To make the Undercare caseloads more manageable the "Over 65" population was separated out and the same worker maintains those 552 cases. A 5th Examiner does approximately 37 mail in applications per month along with 252 PCAP (Perinatal Care/Presumptive Eligibility) applications received in 2012.

One Examiner carries the MASSI (guaranteed Medicaid cases), DAC (Disabled Adult Children) and the Facility cases which total 2474 cases and she determines eligibility for the Waiver 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. 178 cases were compiled in 2012. Along with this, she also did 297 Medicare Savings Applications; she maintains the Foster Care caseload of 114 cases and she does all the Temporary Assistance separate determinations.

In 2012, 69 Family Planning Application were processed in the Medicaid Unit. As of December 2012 the State began taking over the Family Planning applications. However, after opening the cases, they come to the County to maintain the Undercare changes.

There are currently 5 Examiners that carry the "Under 65" community caseload of 5192 cases which gives them approximately 1038 cases each. They process the yearly recertifications, all Undercare changes and determine and authorize the spenddown coverage each month.

There are 2 Examiners who share a Chronic Care caseload of 353 cases. They received 166 Chronic Care applications in 2012. Not only have the Chronic Care application and the caseload increased from 2011, but the applications continue to get more complex with the 5 year look back. We are receiving more applications that are assisted by law firms that have several bank accounts and have set up trusts and promissory notes to shelter resources. It has become an extremely lengthy process to determine the eligibility in these cases.

## **Accomplishments for 2012**

**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 2012, the agency had 100 Fair Hearings contesting our decisions: of those 47 were withdrawn, 4 have been adjourned into 2013, 1 hearing was held but no decision has been rendered, 47 hearings were won. And out of 100 hearings, only 1 was lost.

## **Fraud/FEDS/EVR**

**Front End Detection (FEDS)** -The Front End Detection Program is a mandated program for all applicants, and requires a written plan on file with the State, plus an Investigation Unit Plan as we regularly receive referrals from the state requesting investigations on potential frauds

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 State approved mandated indicators plus any county specific indicators of our choice. 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. During 2012, we referred 297 cases to FEDS and our cost avoidance increased to \$468,258.00.

**Eligibility Verification Review** – Is an investigation conducted on a recipient of cash, Medicaid, SNAP or childcare. In 2012, we referred there were 11 Temporary Assistance and 11 Food Stamp fraud investigations completed. For a total cost savings of \$16,866.00 in the Temporary Assistance, Medicaid and SNAP programs.

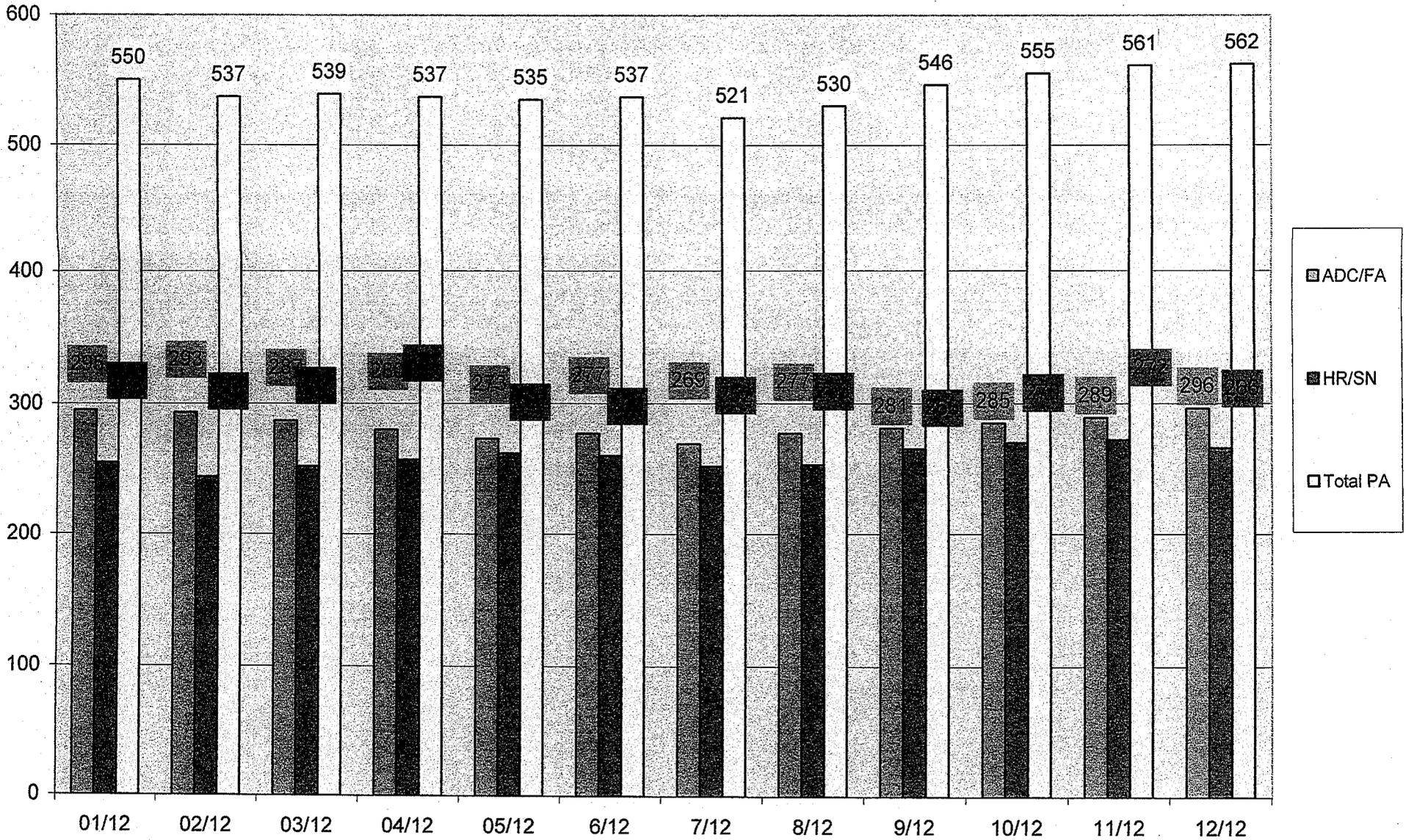
### **Frauds**

In 2012, we imposed 9 TA/SNAP disqualifications as a result of individuals being convicted of Welfare Fraud. As the result a raid in 2011 at the Sunoco Gas Station in Lyons for SNAP trafficking, 2012 brought convictions that resulted in 1 lifetime SNAP disqualification of a recipient who was employed at the store so she will never receive these benefits again. This person was the cashier who was debiting accounts for non-SNAP items, including synthetic drugs, lottery tickets, gas, beer, etc. The owner of the store pled guilty to a SNAP trafficking charge and falsifying business records. Both his lottery and liquor licenses were revoked which resulted in the closure of his business.

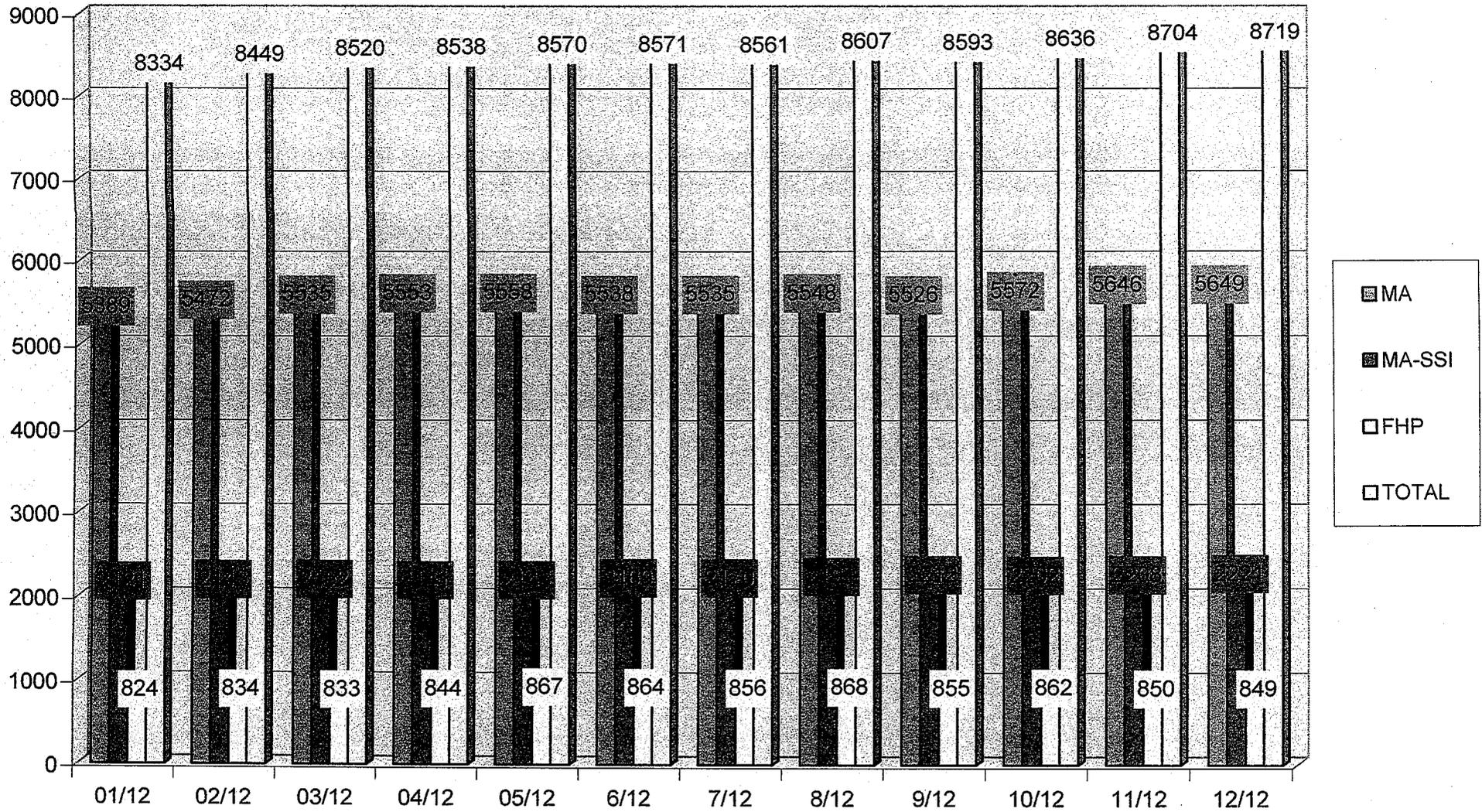
Another investigation conducted by Investigator Alan Graham of the Wayne County Sheriff's Department resulted in a conviction of a woman who was billing Medicaid for services she never provided to a Wayne County recipient. She was sentenced to one year in the Wayne County Jail followed by a year in the Monroe County jail, had to pay restitution of \$32,000.00 and her nursing license was revoked.

We collected \$12,632.91 in restitution payments, received via either cash payments, payments to probation or TA/SNAP grant reductions. Judgments are filed on all convictions to ensure the agency has a chance of getting the taxpayers money back.

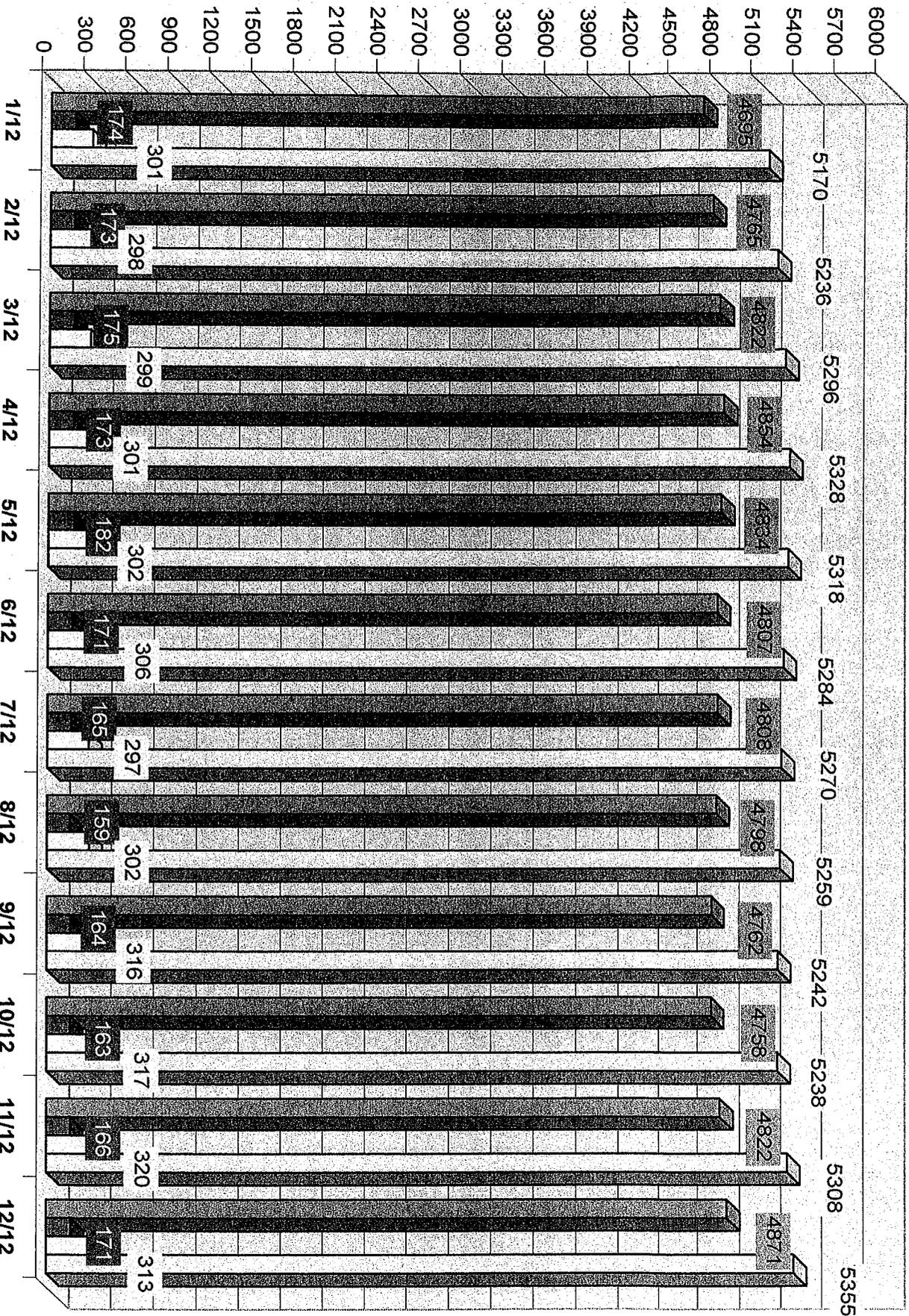
## Temporary Assistance Caseload 2012



# MEDICAID ASSISTANCE CASELOAD COMPARISON 2012



# SNAP CASELOAD COMPARISON 2012



NPA-SNAP
  SNAP-MIX  
 TOTALSNAP

## **CHILD SUPPORT**

### **2012 ANNUAL REPORT**

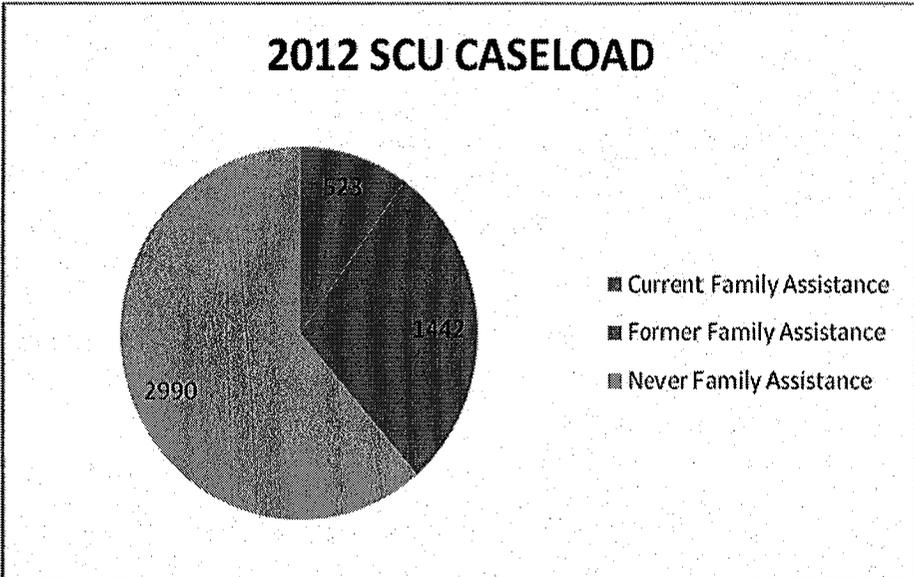
The Wayne County Child Support Enforcement program helps to strengthen families and reduce welfare spending by placing the responsibility for supporting children on those parents with the financial resources to provide such support. For families receiving public assistance, the establishment and enforcement 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 \$11,454,747 in 2012. 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

# CHILD SUPPORT UNIT 2012

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 2012.



**TOTAL COLLECTIONS FOR CHILD SUPPORT OFFICES  
IN THIS REGION BY RANKING 12/31/12  
2012 SCU COLLECTIONS**

DISTRICT	YEAR 2012 COLLECTED	TOTAL STAFF	AVERAGE COLLECTIONS PER STAFF
	\$		\$
<b>Wayne</b>	<b>11,454,747</b>	<b>11</b>	<b>1,041,340</b>
Ontario	12,484,321	14	891,737
Monroe	72,224,248	84	859,812
Cayuga	9,289,846	11	844,531
Onondaga	47,509,412	63	754,117
Livingston	7,061,264	10	706,106
Oswego	14,580,296	23	633,925
Seneca	4,029,505	7	575,643
Yates	2,192,081	4	548,020
Steuben	11,309,556	26	434,982

**TOTAL CASELOAD FOR CHILD SUPPORT OFFICES IN THIS  
REGION BY RANKING 12/31/12  
2012 SCU CASELOAD**

DISTRICT	TOTAL # OF Accounts	TOTAL STAFF	AVERAGE CASELOAD PER STAFF
Monroe	42,478	84	505
Onondaga	31,386	63	498
<b>Wayne</b>	<b>4,639</b>	<b>11</b>	<b>421</b>
Cayuga	4,191	11	381
Oswego	7,669	23	333
Livingston	3,163	10	316
Ontario	4,212	14	300
Yates	1,061	4	265
Steuben	6,406	26	246
Seneca	1,517	7	216

## Legal Annual Report – 2012

In 2012 challenges continued to characterize the Legal Division's work: the 2nd Assistant Social Services attorney resigned unexpectedly in early April 2012 after accepting a higher paying position in another county; a new 2<sup>nd</sup> Assistant Social Services attorney was hired in early June 2012; substantial attorney time was required to defend a federal civil rights lawsuit brought against the State and Wayne County regarding complex State Medicaid eligibility policy; a large number of ongoing Child Welfare cases; Adult Protective cases, 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 \$454,000 in recoveries (\$8700+/week), over \$11 Million in Child Support, prosecuted 39 new Child Protective cases, assisted in 96 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 law practice. This did not happen without diligence and sacrifice on the part of Legal Division staff.

Child welfare cases often include months/years of troubling concerns that the Court needs to consider. In 2012, child welfare foster care placements increased 27% from 2011 (up to 33 from 26). Also in 2012, the child welfare cases were more complex and more serious. More child welfare cases went to trial (often eating up days in court). Respondents with assigned counsel increasingly exercised their right to trials. Each trial required substantial attorney time. Family Court judges began to require that child welfare cases be handled in more expeditious timeframes. Meeting that requirement with current attorney staffing was problematic and severely strained the Legal Division's resources. Since 2012 considerably more attorney time was required to be devoted to the proper handling of child welfare cases, cases (including child welfare) had to be triaged out of necessity.

The Legal Division continues to be more than busy, with the DSS Attorneys routinely putting in more than 35 hours/week. DSS attorneys in 2012 continued to routinely spend significant number of extra hours to properly handle child welfare cases. If there continues to be additional requirements by the Court or by legislation, even more attorney time will be needed. Efforts will be made in 2013 to see how comparable counties are handling similar workloads. A brief comparison was done with Ontario County (due to similar size and caseloads). This look showed that Ontario was using approximately 1½ more FTE's of attorney time for DSS purposes than does Wayne. It is expected that the attorney workload increase will continue unabated. Cases (including child welfare and child support) will be further triaged in 2013 in an effort to provide needed relief to the Legal Division.

Respectfully submitted,

Gary Lee Bennett, Esq.  
Social Services Attorney

## **SOCIAL SERVICES DIVISION**

### **ANNUAL REPORT 2012**

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.

#### Child Protective Investigative Unit:

The Child Protective Investigative Unit received and investigated 1496 reports of Suspected Child Abuse and Maltreatment, involving 2554 children under the age of 18 alleged to be victims of abuse or maltreatment in 2012. 98 of these 1496 reports alleged Sexual Abuse of a child/ren by their parent/caretaker. 1109 reports had determinations made by their assigned Child Protective Investigator, 273 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 39 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 96 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 1496 Child Protective investigations, 33 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.

Child Protective:

	CPS Reports	Children	Sexual Abuse Reports	COI/1034 Investigations	Abuse/Neglect Petitions Filed	Children Placed
2008	1469	2412	122	90	51	20
2009	1537	2515	107	64	44	18
2010	1531	2337	106	104	53	22
2011	1598	2595	104	106	48	26
2012	1496	2554	98	96	39	33

**Foster Care/Adoption Unit:**

The Foster Care/Adoption Unit was equally busy and successful during 2012. The Foster Care team had to make alternate living arrangements for 45 children who were placed in the care and custody of the Commissioner of the Department of Social Services during 2012. Of these children, 33 came into foster care as a result of abuse/neglect by their parent/caretaker, 2 entered foster care as a result of an adjudication of a Person In Need of Supervision (PINS) issued against the child, and 9 entered foster care due to an adjudication of a Juvenile Delinquent charge. There were no children re-entering foster care as a result of a disrupted adoption during 2012. As the state government imposes more restrictions on Juvenile Delinquents being placed in the custody of OCFS (as is proposed for 2012), the numbers being placed in the custody of the Commissioner of Social Services is likely to increase.

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 40 existing foster families (who wanted to continue to be a possible resource for our children) and opened 13 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 8 children during 2012. These 8 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 12 Abandonment Petitions and 5 Permanent Neglect Petitions with the Family Court. They also completed 4 Private Adoption Investigations and 18 GPS/MAPP Home Studies and have 3 more GPS/MAPP home studies in progress.

**Foster Care/Adoption Data Comparison:**

Service/Year	2008	2009	2010	2011	2012
Children Admitted	33	34	28	41	45
Adoptions Finalized	2	1	6	11	8
Foster Homes Recertified/New	42	34	43	45	44
Abandonment and Perm. Neg Petitions Filed	4	10	7	11	17
Private Adoption Invs.	12	14	14	13	4
GPS/MAPP Home Studies	15	5	7	15	18

**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.

The Preventive Unit received and conducted 88 evaluations for preventive services during 2012. The Preventive Unit managed an average of 56 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 5 families/households. The Preventive Unit also manages the Daycare Services for an average of 147 families each month.

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 6962 transports during the 2012 calendar year, 4603 of which were performed by the DSS transporters.

**Preventive Services 2012:**

<b>Month\Type (2011/2012)</b>	<b>Mandated Preventive</b>	<b>Evaluations for Preventive</b>	<b>Prev. Financial Management</b>	<b>Home Management</b>	<b>Daycare Caseload</b>
<b>July 2011</b>	<b>50</b>	<b>8</b>	<b>2</b>	<b>7</b>	<b>107</b>
<b>August 2011</b>	<b>51</b>	<b>6</b>	<b>4</b>	<b>7</b>	<b>107</b>
<b>Sept. 2011</b>	<b>56</b>	<b>9</b>	<b>5</b>	<b>7</b>	<b>94</b>
<b>Oct. 2011</b>	<b>57</b>	<b>8</b>	<b>5</b>	<b>7</b>	<b>90</b>
<b>Nov. 2011</b>	<b>54</b>	<b>13</b>	<b>4</b>	<b>7</b>	<b>93</b>
<b>Dec. 2011</b>	<b>55</b>	<b>17</b>	<b>4</b>	<b>7</b>	<b>103</b>
<b>Jan 2012</b>	<b>55</b>	<b>10</b>	<b>3</b>	<b>7</b>	<b>118</b>
<b>Feb 2012</b>	<b>53</b>	<b>7</b>	<b>3</b>	<b>6</b>	<b>134</b>
<b>March 2012</b>	<b>51</b>	<b>7</b>	<b>3</b>	<b>6</b>	<b>135</b>
<b>April 2012</b>	<b>51</b>	<b>7</b>	<b>3</b>	<b>6</b>	<b>135</b>
<b>May 2012</b>	<b>54</b>	<b>11</b>	<b>4</b>	<b>6</b>	<b>145</b>
<b>June 2012</b>	<b>55</b>	<b>7</b>	<b>4</b>	<b>4</b>	<b>152</b>
<b>July 2012</b>	<b>59</b>	<b>6</b>	<b>4</b>	<b>4</b>	<b>158</b>
<b>August 2012</b>	<b>59</b>	<b>10</b>	<b>5</b>	<b>4</b>	<b>152</b>
<b>Sept. 2012</b>	<b>60</b>	<b>6</b>	<b>5</b>	<b>4</b>	<b>165</b>
<b>Oct. 2012</b>	<b>61</b>	<b>3</b>	<b>4</b>	<b>4</b>	<b>164</b>
<b>Nov. 2012</b>	<b>59</b>	<b>7</b>	<b>4</b>	<b>5</b>	<b>155</b>
<b>Dec. 2012</b>	<b>56</b>	<b>7</b>	<b>3</b>	<b>5</b>	<b>156</b>

**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, some with one service need and others with multiple service needs.

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.

Adult Services:

	PSA	PROT-16	HM	PCA	CDP	ALP	PERS	TOTAL
Dec 2011	31	40	102	115	62	29	22	401
Dec 2012	34	29	110	106	64	31	22	396

Intake:

	I&R	HOUSING	FOOD REFERRALS	ADULT SERVICES	PREVENTIVE SERVICES	TOTAL
7/11-12/11	567	180	188	191	160	1286
1/12-6/12	512	171	168	150	34	1035
7/12-12/12	801	268	349	161	219	1798

Respectfully Submitted by,

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

## STAFF DEVELOPMENT PROGRAM 2012

Annual Report to the Commissioner of Wayne County Department of Social Services  
Prepared by Angela S. Switzer, Staff Development Coordinator  
February 5, 2013

*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 – 2012

- 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 agency provided on-site Workplace Violence training and 134 staff attended.
  - 153 employees received Sexual Harassment training
- All state training mandates were met and exceeded the standards.
- 13 new employees went through Orientation
- AED Machines were installed on the First and Second floors of the building. 13 staff members received training in the proper use of the machines.
  
- **2012 Training totals: 252 courses/trainings were utilized by staff members in 2012. Courses range from 1 hour to several weeks and some have multiple deliveries.**
- **65% of the courses were delivered on-site.**

### Background

#### Wayne County Department of Social Services Staffing in 2012

We maintained approximately 156 positions in 2012.

#### Staff Development Unit 2012

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
- Tracks annual in-service hours for all CPS staff to ensure requirements are met

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 2012

**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. 3 staff members attended classes for their 2-year degree in 2012. 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 2012 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, Chelsea Carter all earned CLE credits in 2012.
- 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, additional voice recorders with Dragonspeak software to assist the Child Welfare staff with their case notes.

The agency has also purchased, through the Finger Lakes Community College contract, laptops for the 3 Child Welfare teams and licenses for a GenoPro program which will help caseworkers diagram family relationships.

### **Training Venues**

We have steadily worked to increase on-site and long distance opportunities for staff training. Presently, off-site training is at 35%. This is a 4% increase from 2011.

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.

Webinars: and web meetings are distance learning tools that have been utilized for trainings. They can be viewed individually on the desktop PC or as a group in the PC lab. The training is presented via a live trainer at another location. The trainings usually run 1 – 2 hours. The main difference between iLinc and Webinar trainings is the number of individuals who are able to view the training at any given time. Because there are only a set number of licenses for iLinc and each individual has to view the training on a separate computer, the number of staff who can participate at the same time is usually limited to 20 – 25 across the entire State. Since webinars can be viewed as a group on one computer, more staff can participate at the same time.

On-site specialized workshops: Technical assistance trainings and workshops were presented on-site in 2012. Some had no associated cost. Others were paid under the FLCC contract. 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. 2012 trainers were Angela Switzer, Dawn Cinelli, Karen Molisani, Jennifer Cooley, Patty Sharp, Marcia Tomer, Sue Bacon and Bruce Haug.

**TRAINING VENUES**

<b>Training Venue</b>	<b>Number</b>	<b>Topics</b>
New Worker Orientation	13 completed	
Teleconferences	4 attended	Family Engagement & Assessing DV in Child Welfare, Mental Health Interventions, Legal Aspects of PSA, Legal Updates for CPS & Child Welfare
Telephone Conference Calls	25 held	MA Updates, HEAP, Child Care Union Dues, Child Support, My Workspace, CCTA Reports
Net Meetings/Webinars	9 attended	Protective Services for Adults and HEAP issues, Barely Legal Substances series
Simulcast	2 attended	<i>Babies Can't Wait</i> Series
Training Space	22 viewed	CPS, Child Care, Management and Supervisor issues, Computer issues
iLinc	54 attended	Intro to iLinc, Supervisor classes, CPS & Foster Care classes, Child Support, TA, SDC, CONNECTIONS
On-site Specialized Workshops	19 attended	TA & SNAP Documentation, Hoarding, Teamwork, Succession Planning,, 24 Hour Helping Hands, Companion Care of Rochester

Leadership Training	3 sessions	Leadership classes
On-site New worker Medicaid Training	6 sessions	

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 2012:

- |   |   |
|---|---|
| NYPWA Conferences (2)                             | CPS Common CORE Training                    |
| Medicaid New Worker Institute                     | Director of Services Forum                  |
| NYS Adult Abuse Training Institute                | PSA New Worker Institute                    |
| Domestic Violence Liaison Training Institute      | Institute for Temporary Assistance Programs |
| Basic Training for Staff Development Coordinators |   |
| Staff Development Coordinators Annual Meeting     |   |

**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 – Rochester, 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 2012:

- |   |   |
|---|---|
| Temporary Assistance Regional Meeting, yearly             | Jail Advisory, monthly                      |
| Staff Development Regions II meeting, quarterly           | Housing Consortium, bimonthly               |
| Welfare Fraud Investigator Meeting, yearly                | Connections Regional meeting, bimonthly     |
| Regional Directors of Services meeting, bimonthly         | Domestic Violence Task Force, monthly       |
| WATS Advisory, quarterly                                  | Legal Assistance meeting, quarterly         |
| Regional Child Protective Supervisor meeting, bimonthly   | Medicaid Consortium, bimonthly              |
| Regional Protective Services to Adults meeting, quarterly | Managed Care: Coalition Meetings, quarterly |

Managed Care: Coordinator Meetings, quarterly  
Facilitated Enrollers Steering Committee  
Joint Planning, bimonthly  
Western Regional Commissioner's meeting, monthly  
Head Start Policy Board, monthly  
Victim Resource Board, monthly  
PINS Diversion, monthly  
Tuckahoe Rd. Community Residence Intake Committee,  
As needed  
SPOE (Single Point of Entry for Adults), biweekly  
Wayne CAP Board of Directors, monthly  
Wayne County Partnership for Strengthening Families,  
monthly  
YAP Meetings, biweekly

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  
depending on the topic  
Four County Coalition Meeting, bimonthly  
HEAP Vendor Meeting, yearly  
New York Connects, quarterly  
Wayne County Community Services Board, quarterly  
Identity Theft Coalition, bimonthly  
Wayne County Rural Health Network, monthly

### **Staff Development Plans for 2013**

- 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
- Work on a New Supervisor Orientation and Handbook
- Work on starting up an on-line informational newsletter that spans all departments in the agency to help foster exchange of knowledge among staff
- Work on setting up an on-line directory of agency employees
- Work with EMS on the implementation of the Learning Management System for local on-line trainings (to replace the eLearn system)

**ANNUAL FISCAL REPORT  
ACCOUNTING DEPARTMENT  
2012**

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 2012 a total of \$945,258.87 was recovered, representing 5.8% of the total \$16,270,811.31 in revenues generated by this Department from all actions. The 2012 total amount recovered was \$213,334.85 more than the 2011 total of \$731,924.02.

In 2012 the Administrative Services Division was responsible for recoveries totaling \$552,228.66 for an average of \$10,619.78 per week. This represents 58.4% 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: review, approval or denial of commercial taxi, bus, wheelchair or stretcher transport coordination for Medicaid-approved clients to medical appointments per Medicaid Law. This area has grown over 304% since 6/30/2008 when 12 transport providers conducted 2,854 transport runs costing \$184,518. As of 2012 the total has soared upward to 8,678 runs provided by 17 transport carriers. This phenomenal growth has forced an increase in both staffing (from 1 full-time employee in 2008 to 4 full-time employees as of 2012. The corresponding cost of Medicaid payments to this growing list of providers reached the \$656,986 mark as of 12/31/12. This represents a 356% increase since this program started in 2008.
- 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 \$12,894,709.22 from NYS and the Federal government for cost of our local Wayne County DSS operations.
- Supervisory oversight and managerial planning were key to managing a demand for increased staffing fueled by a continuous growth in Division responsibilities, particularly in the Medicaid Transportation unit.
- 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

PRIOR YEAR (2011) FIRST QUARTER: \$ 184,700.65  
 PRIOR YEAR (2011) SECOND QUARTER: \$ 151,431.64  
 PRIOR YEAR (2011) THIRD QUARTER: \$ 195,259.65  
 PRIOR YEAR (2011) FOURTH QUARTER: \$ 200,532.08  
 PRIOR YEAR (2011) TOTAL FOR YEAR: \$ 731,924.02

TYPE:		FIRST QUARTER	SECOND QUARTER	THIRD QUARTER	FOURTH QUARTER	YEAR TOTAL
	NPA FRAUD PAYMENTS	263.81				
	NPA FRAUD RECOUPMENTS/FTOP	<u>212.00</u>				
	<b>TOTAL NPA FRAUD</b>	<b>475.81</b>				
	PA FRAUD PAYMENTS	215.17				
	PA FRAUD RECOUPMENTS/FTOP	<u>0.00</u>				
	<b>TOTAL PA FRAUD</b>	<b>215.17</b>				
	<b>TOTAL FRAUD</b>	6,406.46	3,763.15	1,293.34	690.98	12,153.93
	<b>MORTGAGE</b>	60.00	60.00	462.55	60.00	642.55
	<b>ESTATE</b>	183,772.88	33,029.73	26,605.51	68,247.36	311,655.48
	<b>RESOURCE OVERAGE</b>	0.00	0.00	0.00	0.00	0.00
	<b>LIEN</b>	63,167.19	11,924.60	0.00	5,640.39	80,732.18
	<b>THIRD PARTY</b>	0.00	0.00	0.00	0.00	0.00
	<b>ADMINISTRATIVE/INTEREST</b>	449.88	48.24	0.01	1,616.76	2,114.89
<b>REPAYMENT OF ASSISTANCE:</b>						
	<b>OVERGRANT</b>	4,341.63	2,358.14	2,056.29	1,030.24	9,786.30
	REPAYMENTS	609.00				
	FTOP/EBT	2,073.00				
	RECOUPMENTS	<u>2,714.00</u>				
	<b>TOTAL NON FRAUD FOODSTAMP</b>	5,605.86	3,576.00	3,090.00	5,396.00	17,667.86
	<b>T53/T535 TRANSFERS</b>	627.31	5,501.07	19,842.20	5,103.38	31,073.96
	<b>T536 TRANSFERS</b>	1,159.95	32,311.89	10,619.22	81,860.87	125,951.93
	<b>MORTGAGE SATISFACTIONS</b>	0.00	0.00	0.00	30,000.00	30,000.00
	<b>REPAYMENTS</b>	3,457.95	831.74	1,299.76	28,316.41	33,905.86
	<b>LOTTERY INTERCEPTS</b>	1,646.45	4,140.25	0.00	2,823.00	8,609.70
	<b>HR INTERIM</b>	53,774.51	62,620.84	52,389.65	112,179.23	280,964.23
	<b>TOTAL</b>	324,470.07	160,165.65	117,658.53	342,964.62	945,258.87

## DSS IT ANNUAL REPORT - 2012

### GENERAL INFORMATION

The DSS IT division provides the following support:

- 160 EMPLOYEES (156 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:

■ ACS (Automated Claiming System)	■ E-HEAP
■ AFIS	■ IAF
■ A\$SETS	■ I/EDR (Imaging/Enterprise Document Repository)
■ ASAP (Adult Services)	■ ILinc
■ Attachmate/Centrport	■ Multicalendar
■ BICS	■ MUNIS
■ CAMS	■ Mybenefits
■ Child Care Facility System CCFS (Services Daycare)	■ MyWorkSpace
■ Child Care Time and Attendance	■ NYSeWebstar
■ Child Care Resource System CCRS(Services)	■ OSOS
■ COGNOS/IMPROMPTU	■ OSS (On-Site Scanning)
■ COLD	■ Report Studio
■ Commissioners Dashboard	■ Rweb
■ Connections (Services)	■ SOLQ (State Online Query System)
■ Data Warehouse	■ SOS
■ DMV	■ Stars
■ DOL	■ Time Matters
■ Dragon Naturally Speaking	■ Trainingspace.org
■ EBT (Electronic Benefits Transfer)	■ TREAT (Text Report Extractor and Translator)
■ EEDSS (Medicaid Eligibility)	■ Welfare Resource Tracking System WRTS (Temporary Assistance)
■ EMedNY/Claims Processing	■ WMS
■ EmedNY/Mobius Reports	■ WTWCMS

## AUDITS FOR 2012

- SOLQ – MAIN AUDIT
- SOLQ – MONTHLY AUDIT
- EJUSTICENY

## COMPLETED PROJECTS 2012

The DSS IT Division completed the following projects:

- UPGRADE OF THE DSS NETWORK FROM T1 LINES TO FIBER
- INSTALLED VIDEO CONFERENCE UNIT AND PRINTER
- FAIR HEARINGS (OCFS AND OTDA) COMPLETED NOW WITH VIDEO CONFERENCE EQUIPMENT
- SETUP SPICEWORKS (OPEN SOURCE SOFTWARE) TO TRACK “IT WORK REQUESTS”
- STARTED PROCESS OF PRINTING WMS/BICS OVER THE HSEN NETWORK (OEM/HOST PRINTING)
- OTDA PC PROJECT FOR REPLACING 95 PCs (SNAP, HEAP, AND EMPLOYMENT)
- STARTED REPLACING 20 DOH PCs FOR THE MEDICAID UNIT
- WORK REQUESTS
  - FROM JANUARY OF 2012 TO DECEMBER 2012 WE RESPONDED TO 2200 “IT WORK” REQUESTS, PASSWORD RESETS FOR e-Learn, AND VARIOUS OTHER IT HELP CALLS

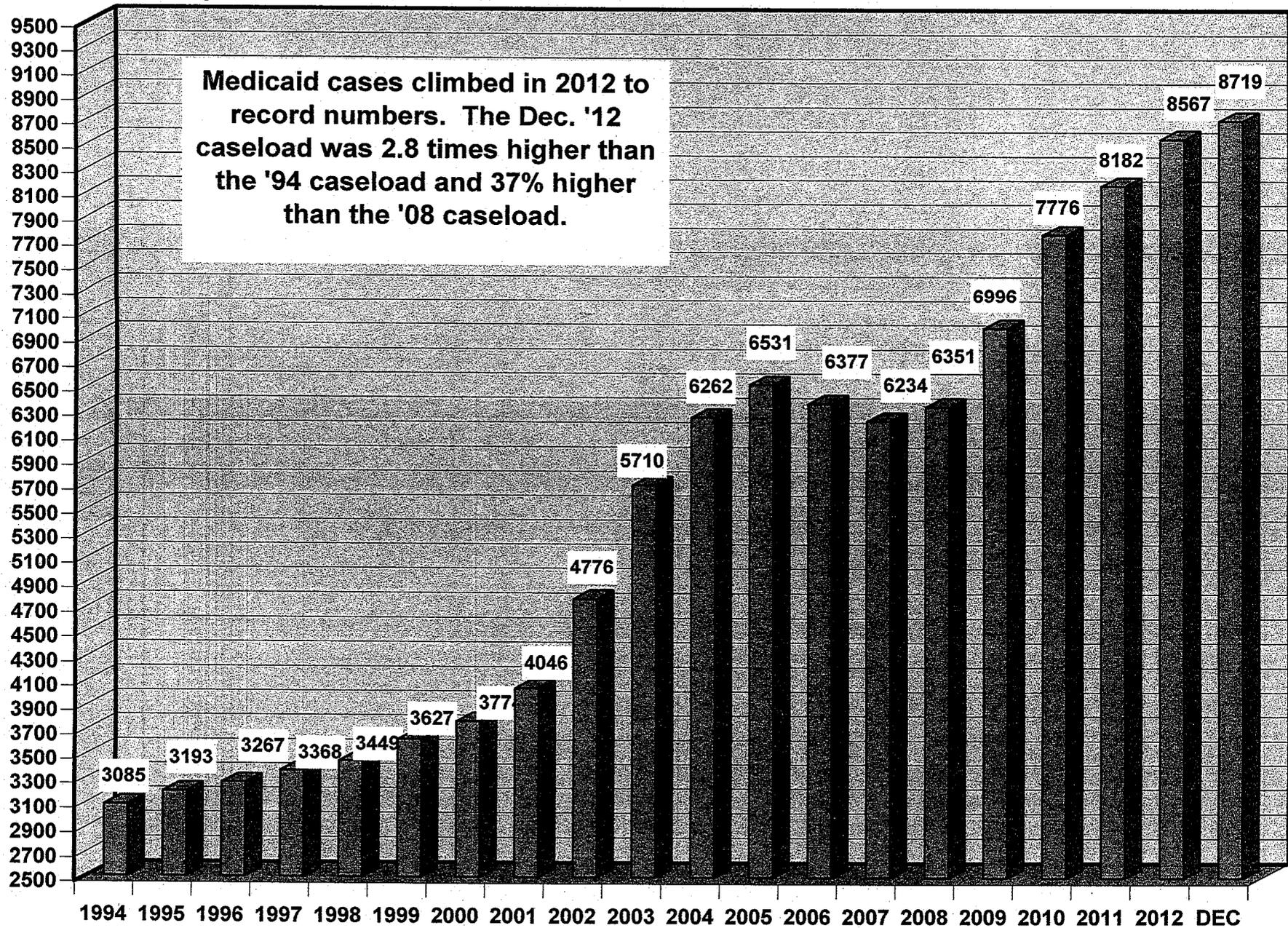
## CURRENT PROJECTS FOR 2012

The DSS IT Division is working on the following projects:

- FINISH THE OEM/HOST PRINTING PROJECT
- FINISH REPLACING 20 DOH PCs FOR THE MEDICAID UNIT
- 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 1994-2012



## DSS - Personnel Report – 2012

### # OF POSITIONS JAN. 2012 - 156

We ended 2011 with 154 employees. Effective 1/1/12 two RN positions transferred to DSS from Public Health making a total of 156 employees.

During 2012 the number of positions remained at 156 (not including temporary positions)  
One SWE position was eliminated in the 2013 budget so number of positions as of Jan 2013 will be 155.

### Turnover – 2012

1	-	Account Clerk	-	Resigned (accepted another job)
2	-	Social Welfare Examiner	-	1 – Removal (failed probation)
			-	1 – Resigned
1	-	Support Investigator	-	Resigned (accepted state job)
2	-	Caseworker	-	1 – Resignation (to Probation Dept)
			-	1 – Resignation (asked to resign)
1	-	2 <sup>nd</sup> Asst. Soc. Serv. Atty	-	Resigned (accepted another job)

7 (4.5% Turnover Rate)

1 Removal  
6 Resignations

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%	“

6.2% = Long Term Avg  
Turnover Rate

## DSS DEPARTMENT TOTALS FOR 2012 \*

ACCOUNT NO	PROGRAM NAME	REVENUES	EXPENDITURES	COUNTY COST
A60100	Administration	\$8,554,205	\$12,566,106	\$4,011,901
A60550	Day Care	\$1,267,592	\$1,173,667	(\$93,925)
A60700	Purchase of Service	\$880,996	\$1,284,388	\$403,392
A61000	Medicaid	\$5,424	\$13,842,411	\$13,836,987
A61010	Medical Assistance	\$102,473	\$98,161	(\$4,312)
A61060	Family Type Homes	-	-	-
A61090	Family Assistance	\$3,440,077	\$3,634,696	\$194,619
A61190	Foster Care	\$1,084,433	\$1,291,631	\$207,198
A61230	Juv. Delinquent Care	\$92,126	\$181,518	\$89,392
A61290	State Training School	\$80	\$316,116	\$316,036
A61400	Safety Net	\$829,416	\$1,690,904	\$861,489
A61410	Home Energy Assistance Program	\$11,328	\$21,891	\$10,563
A61420	Emergency Assistance for Adults	\$2,661	\$4,394	\$1,733
TOTALS* (As of 2/26/13)		\$16,270,811	\$36,105,883	\$19,835,073