

MINUTES

HUMAN SERVICES COMMITTEE

Monday, February 4, 2019 8:30 a.m.

Present: Supervisors Verno, Baldrige, Emmel, Robusto, Jacobs, Groat, Chatfield, Crane, Miller and LeRoy, County Administrator Rick House, Fiscal Assistant Ken Blake, Veterans Service Director Jason Eldridge, Aging and Youth Department Director Penny Shockley, Coordinator of Aging Amy Haskins, Commissioner of Social Services Josh McCrossen, Director of Social Services Shelly Bentley, Social Services Account Supervisor Abbey Shipley and Internal Auditor Kristen Scott.

Minutes from the January 2nd Committee meeting were approved as written.

The following transmittals were presented for the Department of Social Services:

--Authorization for the Chairman of the Board to sign an agreement with Regional Transit Service/WATS for on-demand transportation services for Social Service clientele for a price of \$241,200. Approved 5-0.

--Authorization for the Chairman of the Board to sign a contract with Family Counseling Services of the Finger Lakes for the provision of trauma and general counseling services for a price of \$52,000. Approved 5-0.

--Authorization for the Chairman of the Board to sign a contract with Family Counseling of the Finger Lakes for the provision of sexual abuse assessment and treatment services. Approved 5-0.

--Authorization for the Commissioner of Social Services to sign an agreement with Wayne ARC for the administration of a consumer directed personal assistance program; there is no cost for this service. Approved 5-0.

--Authorization to accept a three-year award from the State Office of Children and Family Services in the amount of \$350,000 to be used to establish a multi-disciplinary team/child advocacy center. Mr. McCrossen noted Wayne County is one of only five counties in the State that has yet to establish one of these centers. Funds will be used for programming and administrative costs. Approved 5-0.

--Authorization to approve a four-month contract extension of the Youth Advocacy Program. There is no additional cost for extension of this contract. These contracted services will go out to bid in the near future. Approved 5-0.

--Authorization for the Chairman of the Board to sign an amended agreement with the William George Agency for child caring services. Approved 5-0.

--Authorization for the Chairman of the Board to sign a contract with Self-Direct Inc. for the provision of personal emergency response systems. Approved 5-0.

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--Authorization for the Chairman of the Board to sign an agreement with Children's Home of Poughkeepsie for the provision of child caring services through September 2021. Mr. McCrossen stated all contract agreements for child caring services need to include retroactive language included in the Families First Preventive Services Act and Raise the Age Legislation. Approved 5-0.

--Authorization for the Chairman of the Board to sign a contract amendment with Villa of Hope for child caring services through June 2021. Approved 5-0.

--Authorization for the Chairman of the Board to sign a contract amendment with Pathways Inc. for the provision of child caring services through June 2019. Approved 5-0.

--Authorization for the Chairman of the Board to sign a contract amendment with Elmcrest Children's Center for the provision of child caring services through June 2021. Approved 5-0.

--Authorization for the Chairman of the Board to sign an agreement with Children's Home of Wyoming Conference for the provision of child caring services through September 2021. Approved 5-0.

--Authorization for the Chairman of the Board to sign an agreement with The House of the Good Shepherd for the provision of child caring services through September 2021. Approved 5-0.

--Authorization for the Chairman of the Board to sign an agreement amendment with St. Anne Institute for the provision of child caring services through June 2021. Approved 5-0.

--Authorization for the Chairman of the Board to sign an agreement with Graham-Windham for the provision of child caring services through September 2021. Approved 5-0.

The following reports were submitted with the agenda for the Department of Social Services:

- Financial: As of the end of 2018 the Department expended 94.5% of their County budget, this is 2% less than last year.
- Caseload: At the end of December there were 817 County residents receiving Temporary Assistance, 6,173 receiving Medical Assistance and 8,047 receiving Food Stamps. The numbers in all three categories were reduced from the prior month.

A letter Howard Greenfield sent the Department of Social Services regarding payment he receives when housing Social Service clients in his building at 78-82 Water Street in Lyons was reviewed. The letter alleges that for years he has housed State parolees who are Social Service recipients and been paid through voucher submitted to the local Social Service Office (DSS). Early in 2018, he noticed he was not being paid the amount he believed he was owed. He also complained about the timeframe for voucher submission to the Department and the delay in payment of rent; he questioned why vouchers must be turned in the first of the month at 10 a.m. and no other day or time that month. Mr. McCrossen said this system was set up so that it could be assured Mr. Greenfield's vouchers were submitted and that the information in them was correct for reimbursement. It was also stated, that Mr. Greenfield himself selected the time for voucher submission. Mr. Greenfield believes the Department of Social Services owes him over \$10,000 in back rent payments for clients that have stayed in his building. Mr. McCrossen said staff have met with Mr. Greenfield in an attempt to resolve his concerns. At that time he was requested to

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provide documentation on the vouchers he claims were not paid. A letter was sent to Mr. Greenfield from the Commissioner of Social Services requesting voucher back-up information again; it was not received. Committee Chairman Verno was made aware of this situation and made a request both DSS and the County's Internal Auditor do an audit on Mr. Greenfield's vouchers. The County's Internal Auditor found the County had paid all the funds owed Mr. Greenfield up to date. Mr. McCrossen reviewed how the Department of Social Services keeps records on all vouchers submitted for payment. Supervisor Verno said he has met with staff at Social Services regarding this issue and the efforts made to resolve Mr. Greenfield's claims that the County owes him funds. Ms. Shipley said all of Mr. Greenfield's vouchers to DSS have been thoroughly reviewed and the additional amount he says is owned could not be verified. Mr. McCrossen said it is up to Mr. Greenfield if he wants to continue renting to DSS clients.

Mr. Greenfield came into the meeting and proceeded to review his concerns with vouchers that have not been paid by DSS over the past two years. He is also concerned with the timeframe in payment of vouchers; after submitting a payment request it takes eight weeks to receive payment. Mr. Greenfield said he has been providing housing for Social Service recipients for six years and only began to have a problem with voucher payments in 2017. He stated that he had not kept copies of the vouchers he previously submitted but was starting to do so. He does not believe the financial system at DSS is being handled correctly. Mr. McCrossen said voucher reimbursement checks are issued between two and six weeks; the amount of time depends on the information submitted by the DSS client. Mr. Verno questioned if Mr. Greenfield had any documentation on the bills he is stating need to be paid. Mr. Greenfield said he produced names of renters for DSS and was told bills of clients were paid up; however, there was no documentation submitted with the names. Mr. Verno said the list of names Mr. Greenfield submitted to DSS for payment will be again reviewed and verified if they were even DSS clients.

In other business, Mr. House informed members a boiler line broke at the County's property at 16 William Street. At this time there is no heat in the building, it is hoped heat will be returned later today.

Mr. McCrossen stated he will do a presentation on the Department's succession plan at next month's meeting.

The monthly activities report for the Veterans Service Office was reviewed. During December 222 Veterans made contact with the local Office. Seventy-seven Veterans were transported to the Canandaigua VA Medical Center and 14 to the Syracuse VA Medical Center. Twenty-seven Veterans in Wayne County passed away during December.

A transmittal was presented requesting authorization to amend Board Resolution No. 016-18 to correct the date of services to the Veterans Service Office by Wayne Area Transportation Services during 2019. Approved 5-0.

The following transmittals were presented for the Department of Aging and Youth:

--Authorization for the Chairman of the Board to sign a contract renewal with Pre-Trial Diversion in the amount of \$106,644 for the operation of a Sexually Exploited Youth and Homeless Program. Approved 5-0.

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--Authorization for the Chairman of the Board to sign a contract with New York State ARC in the amount of \$243,780 for the provision of home delivered meals to homebound elderly individuals who are at nutritional risk. Services through this contract began on January 1st. Ms. Shockley said contract information was provided to the County Attorney's Office; however, insurance documentation took time and held up some contracts that should have been in place at the beginning of the year. Approved 5-0.

--Authorization for the Chairman of the Board to sign a contract with Seniors at Home LLC in the amount of \$43,403 for the provision of homemaking/chore services for frail and elderly residents to assist them to remain in their homes. Approved 5-0.

--Authorization for the Director of the Department of Aging and Youth to sign a memorandum of understanding with Wayne County Action Program in the amount of \$9,360 for the provision of senior transportation services. The request also includes a budget amendment to move remaining 2018 funds into this 2019 budget line. This expense is paid for with grant funds. Approved 5-0.

--Authorization for the Chairman of the Board to sign a renewal contract with New York State ARC in the amount of \$72,000 for the provision of bulk meal preparation for congregate meal centers. The cost per meal is \$4.26. Approved 5-0.

A PowerPoint presentation was given by Ms. Shockley on the County's Home Delivered Meal Program. Ms. Shockley stated the County had a long-standing contract with Home Meal Services for the provision of home delivered meals; because they were delivering the meals, Home Meal Service kept contributions made by clients and would have the amount collected deducted from the County appropriation they received. In 2017, during a State evaluation of the Home Meal Program, it was found that Home Meal Service's suggested contribution reflected a bill more than a contribution suggestion. The State did not want contributions and private payments being commingled. The State told the Office for Aging and Youth they were not to let this contractor collect the contributions or send contribution letters to individuals involved in the Agency's home delivered meal program. Ms. Shockley stated this meal program is paid for with State funds and must follow State requirements. Last year when the Office of Aging and Youth put the home delivered meal program out to bid another Agency won the contract—Wayne ARC. Home Meal Service is assisting with the delivery of meals, but not involved in food preparation. After the new contract was put in place, Home Meal Service sent out a donation letter. Any funds received through this request would be going directly to Home Meal Services to serve private pay and managed long term care clients they still serve, not the County or ARC. In past years, the Town of Sodus, United Way, ARC Wayne, Managed Long Term Care Agencies and private pay clients paid Home Meal Service for services they provided. If these contributors are aware Home Meal Service is not overseeing the Home Delivered Meal Program was questioned. The Town of Sodus has said they would send their \$2,500 contribution directly to the County now.

On another matter, Ms. Shockley presented information on office space Home Meal Service has been utilizing in County buildings for a very long time, while not paying rent. There is no contract for use of this space. If the current amount charged for County office space is imposed, Home Meal Services will need to pay \$673 a month for the 540 sq. they utilize in the Health Services Building. Ms. Shockley said the County no longer has a contract with Home Meal Service. She plans to let the Agency know they will have to pay rent for this space, as stated above, if they plan to continue to use it during 2019.

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The meeting adjourned at 10:08 a.m. The next meeting of the Human Services Committee is scheduled for Monday, March 4th at 8:30 a.m.