

# Broome County Department of Social Services Annual Report 2018



**Nancy J. Williams, LCSW-R**  
**Commissioner**

**Jason T. Garnar**  
**County Executive**

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## Our Vision:

To be an organization which promotes self-sufficiency and assures the protection of vulnerable individuals. We strive to have an organization which values the needs of our customers, the contribution of our staff and the participation of our community. This vision shall be achieved through a culture which encourages continuous improvement.

## Organizational Values:

### 1. Professionalism

Applying the highest standards of ethics and practice in the performance of one's duties.

### 2. Doing What is Right

Within organizational parameters, and based on facts, to make decisions and to act in accordance with the values and the vision of the department.

### 3. Taking Responsibility

The acceptance and ownership of the consequences of one's decisions and actions.

### 4. Results Oriented

To identify desired outcomes and work toward achieving those outcomes in an efficient manner.

### 5. Team Oriented

Working with others to promote an environment of "collective" ownership of organizational outcomes.

### 6. Enthusiasm

Being positively energized and motivated while working toward one's full potential.

### 7. Innovation

To explore and develop new ideas and products that improve individual and organizational performance.

### 8. Acceptance of Risk

Understanding that progress and change involves some degree of uncertainty.

### 9. Quality

To continuously achieve excellence of both process and product.

### 10. Continuous Growth

Taking responsibility to seek and utilize opportunities that support individual and organizational development.



## A Message from Commissioner, Nancy J. Williams, LCSW-R



### *Mission:*

*To be an organization which promotes self-sufficiency and assures the protection of vulnerable individuals. We strive to have an organization which values the needs of our customers, the contribution of our staff and the participation of our community. This vision shall be achieved through a culture which encourages continuous improvement.*

Broome County DSS staff fulfilled the mission of the department in numerous ways in 2018. It was a year full of new beginnings and fond farewells as Broome County Department of Social Services experienced the retirements of a Deputy Commissioner, Department Directors, Division Supervisors and several others who dedicated most of their working lives to serving our community. Their contribution to the Organization will not be forgotten. Our new staff have big shoes to fill, and I am confident that they are up to the task. While there have been changes, the importance of the vital services provided by DSS remain. Approximately 40,000 Social Service cases were managed by the Department in 2018. These included services for individuals in need of Medical Benefits, Food, Shelter, Nursing Home Care, Foster Care and Day Care Services.

During 2018, Broome County DSS began some exciting new programs and expanded others. One new initiative that began in our Welfare to Work Division was the *Clean Sweep Program* which utilizes a job coach to assist clients to learn job skills. The participants in this program are transported in a van to job sites all over Broome County. This has been especially useful for non-profit agencies who operate on a limited budget and who need general repair and clean-up work done at their site. Another important initiative which began in 2018 was the implementation of the use of *Self-Service Kiosks* in the lobby of DSS. Consumers now have the choice to avoid waiting in line by using this new system to submit necessary paperwork. There are staff available to assist if necessary in this process. In our Services Division, we expanded the *School Caseworker Program* into the Whitney Point and Maine Endwell School Districts.

Being the primary advocate for vulnerable children and adults is the central role of the *Services Division* of DSS. During 2018, *Adult Protective* and *Child Protective Services* received 4891 reports of abuse or neglect. In addition, the Persons In Need of Supervision (*PINS*) unit served 131 youth. Of these, 81 were diverted from going to Family Court. The *Family Services Unit*, who work with families with children in (or at risk of) foster care placement, saw a slight increase in the number of children in all levels of care. Reducing reliance on Congregate Care for youth will be a primary focus for the Services Division as NYS prepares for the implementation of the Federal Families First Legislation which will take effect in September, 2021. To that end, the Services Division received a Technical Assistance Grant from the Redlich Horwitz Foundation to identify opportunities to increase the use of Kinship Foster Families for youth in care. This is a two-year grant.

The Day Care Unit assisted in providing funds to 1354 children of parents who are either recipients of Temporary Assistance, involved in an employment program, receiving preventative services or low income families transitioning from Temporary Assistance to employment.

Another valuable program, *Families First*, a strengths based, family focused approach to working with families at risk for having their children placed in care, achieved a 100% rate for preventing placement for the families they served in 2018 (104 out of 104 children).

The Opioid Crisis has impacted our community and has been a focus for County leaders. At DSS, the *Chemical Dependency Services Unit (CDSU)* ensures that those who cannot work due to a Substance Use Disorder, receive an assessment and follow up case management services as needed to ensure that they receive the treatment necessary to achieve health and ultimately return to self-sufficiency. In 2018, this unit experienced an increase in the number of individuals who received assessments; 75 vs 58 assessments. In addition, the CDSU team provided 230 Case Management cases during 2018.

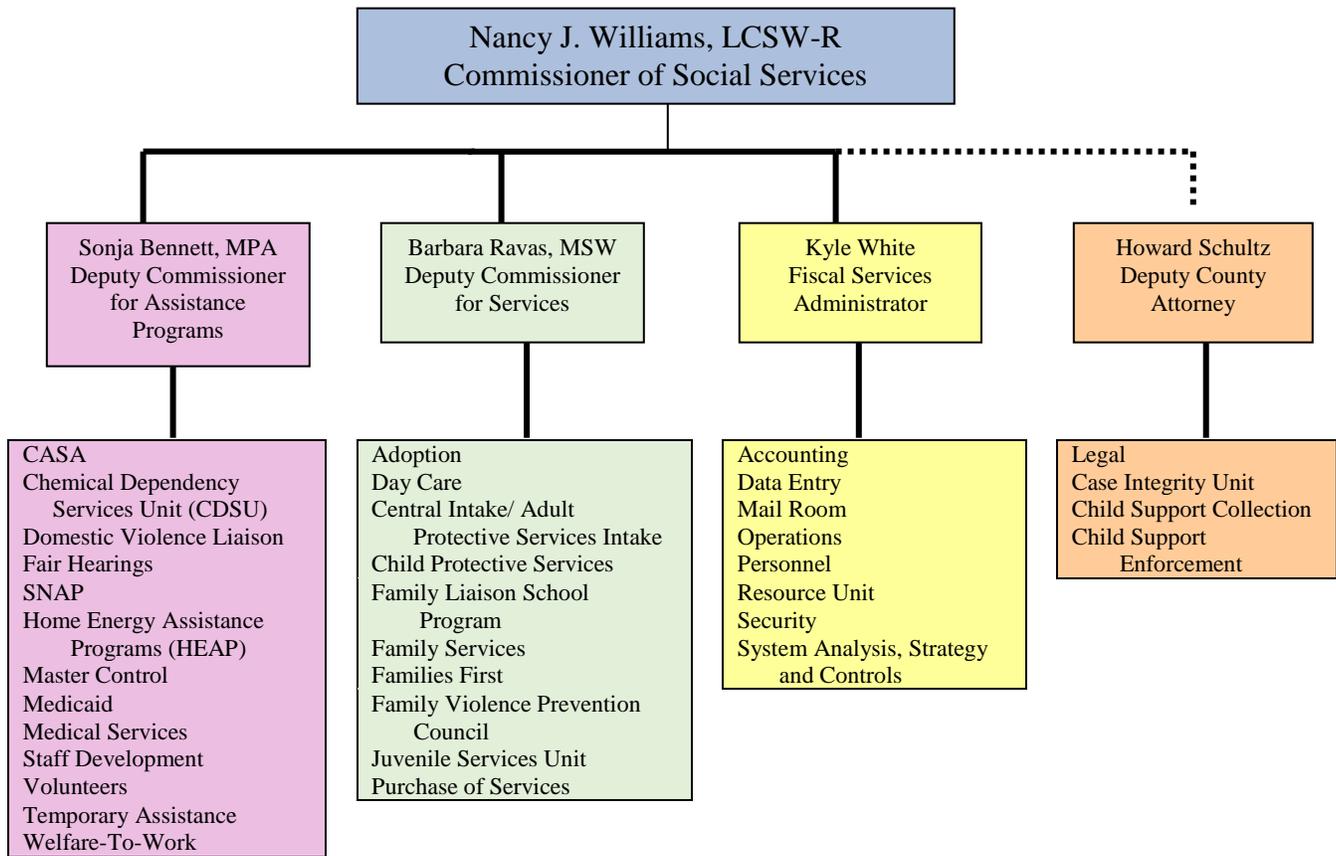
Through the efforts of the *Welfare to Work* program, 757 recipients became successfully employed in 2018. This was accomplished by the provision of employability assessments and planning, job readiness training, WORKFARE/Community Work Experience, job search, and job development. The *DSS Legal Unit* recovered over 3 million dollars in Child Support and Lien Recoveries in 2018. In addition, in collaboration with the Services Unit, they were successful in 54 Foster Care Children successfully freed for adoption; an increase from 2017.

*DSS Staff Development* organized and implemented more units of job specific trainings for staff in 2018 than in 2017. In addition, to address the need for succession planning, the Staff Development team organized and arranged for training in Leadership Development: *Appreciative Inquiry and Succession Planning: Strengths Based Leadership*.

Behind the scenes, the Accounting, Personnel and Operations Management Teams provided overall support functions to all divisions in 2018. They ensured that the Department had the financial resources to run the programs, receive and send documents and were provided with a safe and comfortable environment for staff and clients.

Broome County DSS provided mission driven services and acted as a Safety Net for thousands of vulnerable community members in 2018. We are fortunate to have such hard working and dedicated staff who work to ensure that Broome County residents receive the services necessary to enable them to live safe and healthy lives.

# Organizational Chart



Pictured: Deputy Commissioner, Sonja Bennett; Commissioner, Nancy Williams; Deputy Commissioner Barbara Ravas; Deputy County Attorney, Howard Schultz and Fiscal Services Administrator, Kyle White.

# Self-Service Kiosks at DSS

The Assistance Division installed 2 new Self-Service Kiosks in the lobby at Broome County Department of Social Services (DSS). These kiosks allow consumers the choice to not have to wait in long lines to drop off documents or paperwork for Temporary Assistance, SNAP, Medicaid and Welfare to Work. The documents or paperwork are scanned at the kiosks and the consumer receives a printed receipt showing that the information has been submitted. The consumer gets to leave with their original paperwork and the scanned documents go directly to the DSS worker.

The kiosks also provide access to myBenefits.gov, an online application tool for New York State residents. By using myBenefits, individuals can check potential eligibility for benefit programs; apply online for Supplemental Nutrition Assistance Program (SNAP) and the Home Energy Assistance Program (HEAP); recertify for SNAP or Temporary Assistance; report changes; and view case details such as SNAP benefit balances. Consumers will also be able to print their SNAP or Temporary Assistance Budget, by using their EBT card.

Consumers are encouraged to bring their Electronic Benefit Transfer (EBT) in with them, as well as, any bar-coded documents their worker gave to them. A worker will also be in the lobby to assist consumers as needed.

The Assistance Division is committed to providing excellent customer service and hopes that the DSS consumer will find the kiosks helpful and easy to use.



# Tree of Inclusion



February signifies Cultural Competence Month at Broome County Department of Social Services. Five different trainings were offered to staffs during the month of February raising their awareness of cultural diversity. During the celebration of diversity month, everyone in DSS was invited to participate in making the colorful tree grow. Staffs added their own distinctly, unique colored leaves, writing a word they used to describe their identity or a picture of something they like. The end results showed the tree of inclusion displaying how diverse we are here at the Agency and yet united in our mission.

## **Staff Honored for Service:**

The following employees received citations from the Broome County Executive commending them for their years of service to the County.

### **5 years**

Stephen Askew  
Jeremiah Harvey  
Rebecca Smayda  
Maura Tabarrini  
Michelle Bobik  
Tracy Kusterbeck  
Pamela Shepard  
Jody Mott  
Harold Rahner  
Marshall Ryman

### **10 years**

Albert Aaron  
Heather Denton  
Mary Opie  
Lawrence Braun  
Stephanie Gray  
Courtney Hull  
Debbra Bresloff  
Jessica Brown  
Candy Clements  
Lisa Horbey  
Peter Ames  
Marsha Hinkley  
Lisa Reardon

### **15 years**

Joyce Ballard

### **30 years**

Sonja Bennett  
Sylvia Cullen

### **20 years**

Rose Espinal  
Jennifer Skinner  
Kelly Buckland

### **25 years**

Brenda Franceschetti-Zeoli  
Kathleen Walsh  
Gail Hunker  
Rebecca Capozzi  
Jessie Sullivan  
Christine Thomas

### **35 years**

Jo Anne Hall  
Donna Bobier



# Employee of the Month



**January 2018**  
Jeanette Pratkanis



**February 2018**  
Colleen Giblin



**March 2018**  
Robert Gould



**April 2018**  
Maria Mitchell



**May 2018**  
Jennifer Zimmerman



**June 2018**  
Jeannie Schmidt



**July 2018**  
Tammy Bailey



**August 2018**  
Brandon Wolcott



**September 2018**  
Greg Williams



**October 2018**  
Ren Fanning



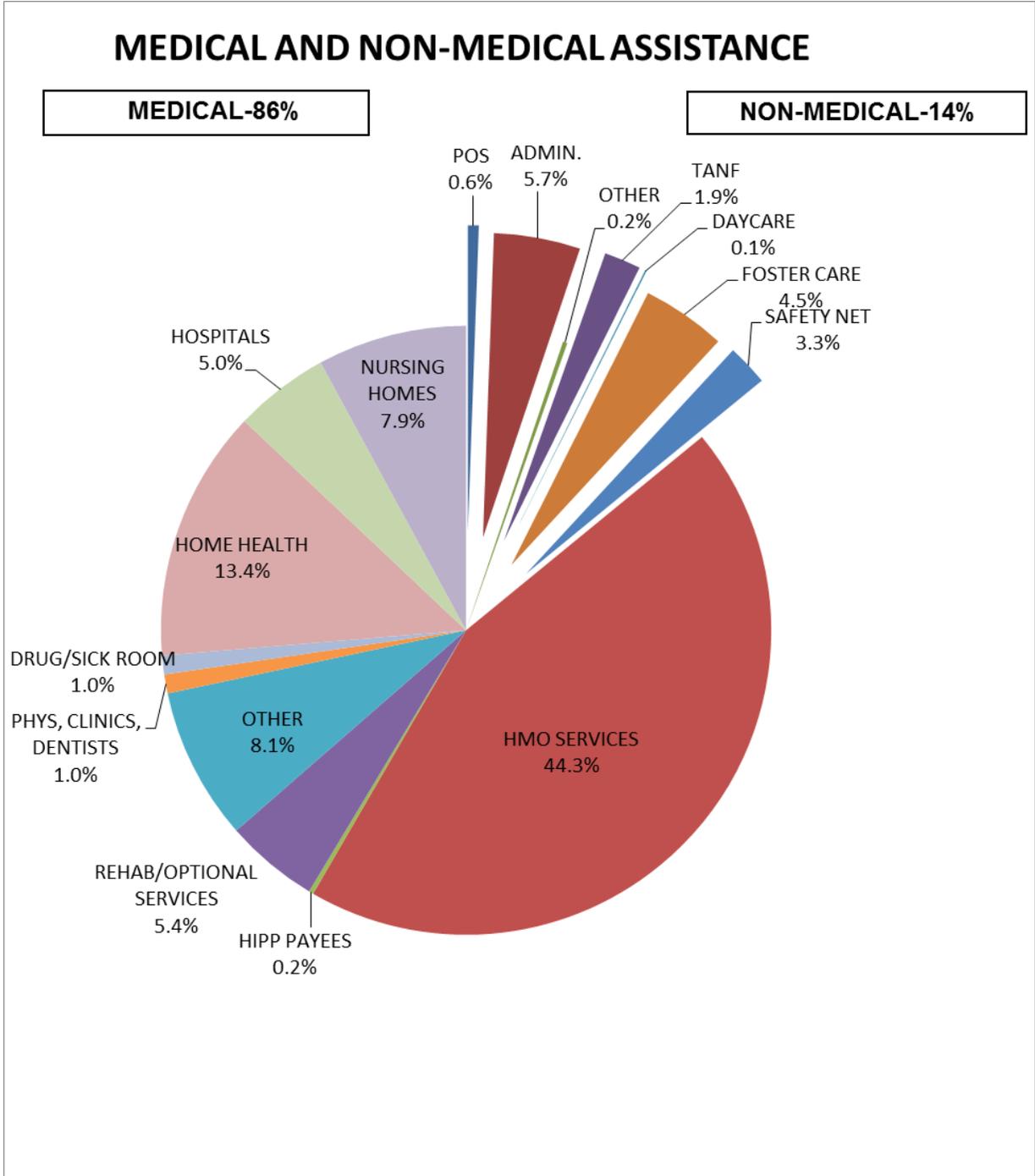
**November 2018**  
Amber Batista



**December 2018**  
Linda Hall

# 2018 BUDGET EXPENDITURES

How \$526,410,956 (Federal, State and Local Shares) was spent for Department Programs in 2018



# **EXPENDITURES BY PROGRAM**

## **BROOME COUNTY DEPARTMENT OF SOCIAL SERVICES END OF YEAR CASELOAD REPORT Caseload on December 31<sup>st</sup>**

	<b>2017</b>	<b>2018</b>
TANF	1,354	1,257
SAFETY NET	1,702	1,633
MA & MA SSI & MAFC, NH, FHPlus	21,654	17,101
SNAP (formerly Food Stamps)	16,654	16,260
NURSING HOMES	1,025	1,065
PSA CASES	597*	620
CHILDREN IN FOSTER CARE	259	266
CHILDREN IN DAY CARE	1,386	1,354

\*This reflects a modification in terms of how calls to the APS Intake Line are documented in ASAP to better comply with NYS regulations.

## **PROGRAM ACTIVITIES Cumulative for year**

	<b>2017</b>	<b>2018</b>
REPORTS OF ABUSE AND NEGLECT	4,284	4,311
MANAGED CARE ENROLLMENT	22,448	12,846
ENTRIES TO EMPLOYMENT	812	757
SANCTIONS	848	909

## **EXPENDITURES BY PROGRAM**

<b>PROGRAMS</b>	<b>2017</b>	<b>2018</b>
Medical Assistance Program	\$37,104,509	\$37,019,255
Temporary Aid to Needy Families	\$10,934,758	\$10,226,922
Administration	\$23,595,635	\$24,092,740
Foster Care	\$21,436,437	\$22,424,370
Safety Net	\$12,328,926	\$11,532,674
Purchase of Services	\$2,936,794	\$3,001,898
TANF Day Care	\$536,332	\$409,364
Burials	\$362,783	\$437,601
Emergency Aid to Adults	\$255,145	\$225,297
RepPayee/PSA	\$589,310	\$579,385
Non-Secure Detention	\$1,025,854	\$1,068,416
<b>Totals</b>	<b>\$111,106,483</b>	<b>\$111,017,923</b>

## **REVENUES**

	<b>2017</b>	<b>2018</b>
Repayments	\$4,294,890	\$2,959,590
Revenues – Federal/State	\$48,758,484	\$46,685,054
Net Cost to County	\$58,053,109	\$61,373,279

# Assistance Programs

The Assistance Programs Division is responsible for the administration of the benefits programs. These include Temporary Assistance, Medicaid, SNAP and the Home Energy Assistance Program. The division also includes the Welfare-to-Work Unit.

The goal of the Assistance Programs is to determine eligibility for the various benefit programs to perform the following:

1. Assist clients in achieving self-support and self-sufficiency;
2. Provide accessible and responsive services to recipients; and
3. Provide the most efficient service possible while maintaining high standards of effectiveness.

## **TEMPORARY ASSISTANCE**

Temporary Assistance is the cash component of the Assistance Programs. Consumers receive a cash benefit either paid to them or to a vendor to pay for specific household needs. Household composition, resource and income levels will affect the amount of the shelter, heat, utility and other payments made for eligible families and individuals.

Temporary Assistance Caseload (as of 12/31):

	<b>2017</b>	<b>2018</b>
All Categories	3,059	2,893

Applications: Family Assistance, Safety Net and Emergency Programs:

	<b>2017</b>	<b>2018</b>
Received:	13,763	11,872
Approved:	4,825	4,743
Denied and Withdrawn:	6,159	5,854
Other (open/close, reopened, reactivated):	3,938	2,298



Income Maintenance Activity:

	<b>2017</b>	<b>2018</b>
Walk-ins	1,982	1,174
Recertifications	3,254	3,211
Cases Closed	5,116	5,298
Case Changes	25,450	28,245
Front Desk Contacts	172,109	170,380



## **FAIR HEARINGS**

Fair Hearings is the process applicants and recipients have to review Agency decisions made on their application for Assistance Programs. The Fair Hearing Specialist is responsible to represent the Agency in this administrative process.

Fair Hearings Activity:

<b>Fair Hearings</b>	<b>2017</b>	<b>2018</b>
Called	868	748
Held	273	222
Affirmed	187	193
Reversed	55	56
Decision correct when made (New information provided)	31	31
Withdrawn	163	50
Defaults	450	431

## **MEDICAL ASSISTANCE (MEDICAID)**

Medicaid is the program that enables indigent individuals in our community to obtain necessary medical care, services and supplies by assisting them with the payment for such services.

The NYS Department of Health began the Takeover of Administration of the Medicaid program in 2011. Also, occurring simultaneously is the implementation of the Affordable Care Act which includes an increase in the income level for Medicaid eligibility to 138% of the federal poverty level.

In addition to the increase in income levels, the New York State of Health Marketplace was opened back in October of 2013. This year was the first time we have seen a decrease in caseloads and applications due to certain individuals being able to apply through the Marketplace for Medicaid coverage.

<b>Caseload (as of 12/31)</b>	<b>2017</b>	<b>2018</b>
MA Only	14,384	9,278
MA-SSI	7,270	7,379
TOTAL	21,654	16,657

<b>Applications- MA only and MA SSI</b>	<b>2017</b>	<b>2018</b>
Received	4,170	4,814
Approved/Reopened*	3,132	7,156

\* includes cases opened by the state for Buy-In and Medicare Savings Program

\*MA-SSI automatic system openings are included. No application is received.



**SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP)**

SNAP (formerly Food Stamps) is a federally funded program administered by the Department of Social Services for the United States Department of Agriculture. The goal of the program is to provide a higher level of nutrition to income eligible individuals and families by enhancing their ability to purchase food.

Eligibility for the program is determined by financial criteria. Those found to be eligible receive an electronic benefit card, which is scanned in any of 29 locations (grocery stores) in Broome County.

<b>Caseload (as of 12/31)</b>	<b>2017</b>	<b>2018</b>
Temporary Assistance SNAP	2,500	1,762
SNAP Only (Non-Temporary Assistance households)	14,157	14,498
TOTALS:	16,657	16,260

<b>Applications (NPA)</b>	<b>2017</b>	<b>2018</b>
Received	8,872	8,989
Approved/Opened	4,835	4,875

**Expedited Supplemental Nutrition Assistance Program (SNAP)**

The Expedited SNAP program issues SNAP benefits to needy persons on an emergency basis. This includes, for example, people who have terminated income, or pending income.

Identification is required of all applicants. Any income received within the month of application, together with liquid resources, is budgeted against amounts to determine eligibility. Interviews are conducted on an immediate basis so those eligible clients may receive their SNAP benefit within 5 calendar days.

3,254 approvals (67%) of NPA SNAP openings were eligible for expedited issuance.

## **HOME ENERGY ASSISTANCE PROGRAM (HEAP)**

HEAP provides energy assistance to low income households through payments to those households' fuel and/or utility suppliers. The program also provides emergency assistance for repair or replacement of essential heating equipment and in fuel emergency situations. The program includes a twenty-four-hour hotline from October through April of each year to ensure that county residents have recourse in the event of an emergency situation when the Department is not open.

The Broome County Social Services HEAP unit is responsible for the processing of all HEAP applications, including those received from the Office for the Aging. OFA serves the over-60 and disabled population in Broome County.

The State provided a supplemental benefit in the 2015-2016 HEAP year.

	<b>2016-2017</b>	<b>2017-2018</b>
Administrative Allocation	\$422,896	\$490,754
Total County Allocation	\$422,896	\$490,754

	<b>2016-2017</b>	<b>2017-2018</b>
Public Assistance /SNAP Households	14,050	14,003
Non-Public Assistance Households	3,334	3,577
Emergency Payments	2,037	3,549
Furnace Repair/Replacement	88	96



**WELFARE-TO-WORK**

The Welfare-to-Work Unit (WTW) consists of the Safety Net Division (located at the Main Street Department of Social Services) and the Welfare to Work Family Assistance Division (located at the Broome Employment Center). These offices offer a variety of programs and services to public assistance and food stamp recipients to help them gain and retain employment and become self-sufficient.

These programs and services include employability assessment and planning, job readiness training, WORKFARE/Community Work Experience, job search, and job development, placement and retention. Other activities include the Transitional Employment Advancement Program (TEAP) and On-The-Job Training (OJT) programs, SNAP Employment and Training (SNAP E&T), and the Disabled Client Assistance Program.

**2018 Welfare-to-Work Unit Highlights:**

<b>TANF/Safety Net Non-Compliance</b>	<b>2017</b>	<b>2018</b>
Non Compliance Sanctions	848	909
Welfare Grant Savings	\$277,343	\$314,345

<b>TANF/Safety Net Recipients</b>	<b>2017</b>	<b>2018</b>
Entries to Employment	812	757
Welfare Grant Savings	\$1,376,470	\$1,281,976

	<b>2017</b>	<b>2018</b>
Total Grant Savings <i>(Entries to Employment and Sanctions)</i>	\$1,774,052	\$1,596,321

<b>Welfare to Work Caseload (mthly avg)</b>	<b>2017</b>	<b>2018</b>
TANF	914	844
TANF exempt*	577 (63%)	538 (64%)
Safety Net	1,344	1,286
SN exempt*	1,091 (81%)	1073 (83%)
<b>Total caseload</b>	<b>2,258</b>	<b>2,130</b>
<b>Total exempt*</b>	<b>74%</b>	<b>76%</b>

\*exempt status – not capable of engaging in work activity as confirmed by medical documentation

## **CHEMICAL DEPENDENCY SERVICES UNIT**

*The New York State Office of Temporary and Disability Assistance (OTDA) requires all local Social Services Departments to screen and assess applicants/recipients who may have a substance use disorder and in need of treatment. Part of this regulation requires our local district CASAC oversee and determine appropriate treatment program placement. State regulations also require treatment providers to seek the approval of the District CASAC prior to changing an individual's level of treatment care. (Title 18 Statutory Authority: Social Services Law, New York Code of Rules and Regulations part 385)*

In accordance with the above referenced state regulation, the Chemical Dependency Services Unit (CDSU) acts as the District CASAC for Broome County Department of Social Services. When a Temporary Assistance applicant/recipient provides a reason to suspect they may have a substance use disorder they are referred to CDSU for an assessment. If a substance use disorder is indicated, and/or if there is a probation/parole/court or other mandate present, CDSU refers the individual to the appropriate local licensed agency for a full diagnostic evaluation and recommendations.

The Chemical Dependency Services Unit (CDSU) provides brief chemical dependency assessments for individuals referred by the Department of Social Services. Upon completing the brief assessment; if substance abuse is indicated, and/or if an individual has a probation or parole mandate for a chemical dependency evaluation, CDSU will refer the individual to the appropriate local OASAS licensed agency for an evaluation and recommendations. CDSU also monitors the individual's progress throughout the course of their treatment.

CDSU monitors the individual's progress throughout the course of their treatment and determines when employability status changes from nonexempt to exempt and/or vice versa.

### **2018 CDSU highlights**

<b>CDSU (mthly avg)</b>	<b>TANF 2017</b>	<b>TANF 2018</b>	<b>Safety Net 2017</b>	<b>Safety Net 2018</b>
Assessments	10	4	58	75
Case Management Cases	13	49	307	230

## **TEMPORARY ASSISTANCE SERVICES SCREENING UNIT**

The Temporary Assistance Services Unit is comprised of staff that performs a variety of services, which are either mandated or supportive of the Agency goals and responsibilities. The Unit is responsible to assist Temporary Assistance applicants faced with crisis situations, most often homelessness and lack of adequate heat, but can also include transportation, domestic violence and youth services issues.

<b>Emergency Assistance and Crisis Management</b>	<b>2017</b>	<b>2018</b>
Number of cases screened	4,144	4,279
Number of cases approved for emergency assistance (housing issues/fuel/utility shutoffs)	3,596	3,749

# Medical Services

The Medical Services Unit monitors service provision in Personal Care Services, nursing home and other long term care programs. Services to nursing home and hospital patients include monitoring levels of care, informing patients of their rights, and insuring appropriateness of care requested.

	2017	2018
*Personal Care Service hours	111,415	71,353
Cost of Service	\$1,917,944	\$1,488,997
Adult Foster Care Clients	41	38
Care at Home Clients (as of 12/31)	16	15

\* These figures do not include Medicaid Personal Care authorized by the Long-Term Home Health Care Program Agencies.

## DISABILITY REVIEW

Medicaid Aid to Disabled is a special program to maximize federal reimbursement through the use of the Aid to Disabled category in Medicaid that assists the NYS Department of Health in demonstrating cost neutrality for the 1115 Managed Care Waiver.

	2017	2018
Cases reviewed for Aid to Disabled Category	108	30
Cases eligible for Aid to Disabled Category	74	39
Cases reviewed for SSI/SSD	1,495	2,762
Cases approved for SSI/SSD	278	222

## PRENATAL CARE ASSISTANCE PROGRAM (PCAP)

The Prenatal Care Assistance Program (PCAP), funded by New York State, enables pregnant women with limited financial resources or health insurance to receive prenatal care. The Designated Pregnancy Worker in DSS serves as a contact person for pregnant women, PCAP sites, Medicaid, Public Assistance and Services.

	2017	2018
PCAP Cases	345	95
PCAP Eligibility Determinations	357	95

## **MANAGED CARE**

Broome County Social Services is a Mandatory Medicaid Managed Care County. In 2010 Governor Cuomo signed Executive Order #5 which created the Medicaid Redesign Team (MRT) in January 2011. The MRT is aimed at redesigning New York's outsized Medicaid program. One overarching theme of the redesign team proposals is to move all Medicaid recipients from Fee for Service reimbursement to Managed Care. If recipients do not select a managed care plan, the State assigns one for the recipient. Each mandatory Social Service district is to maintain a minimum 20% auto-assign rate. Due to successful education and outreach efforts by the Medical Services staff, Broome DSS maintained an average auto-assignment rate of <2%.

<b>Plan</b>	<b>2017 Year to Date Enrollment</b>	<b>2018 Year to Date Enrollment</b>
CDPHP	307	279
Fidelis	4,030	2,786
Excellus	15,186	9,188
UHC	659	593
TOTAL	22,448	12,846

## **MANAGED LONG TERM CARE**

Broome County Social Services is a Mandatory Medicaid Managed Care County. In 2010 Governor Cuomo signed Executive Order #5 which created the Medicaid Redesign Team (MRT) in January 2011. The next phase was NY State's Medicaid Redesign Initiative (MRT#90) to which is to transition Dual Eligible individuals, age 21 and over, requiring more than 120 days of community based long term care services (CBLTCS) to Managed Long Term Care Plans (MLTCP). CBLTCS are defined as: Home Health Care, Personal Care Services, Adult Day Health Care, Consumer Directed Personal Assistance Program, and Private Duty Nursing. This went into effect in Broome County October 1<sup>st</sup>, 2014.

<b>Plan</b>	<b>2017 Year to Date Enrollment</b>	<b>2018 Year to Date Enrollment</b>
Fidelis Care at Home	283	459
United Health Care PA	232	Withdrew
I Circle	94	184
VNA Homecare	111	205
TOTALS	723	848

# CASA

CASA, a division of the Department of Social Services, can complete nursing assessments to help guide clients through New York State Medicaid Programs.

CASA assessments can help to prevent a crisis by matching needs to programs and services and putting together short term plans with long term options. Long term care options may include a Level of Care assessment and/or one or more of the following Medicaid programs; Personal Care Aide services, Shared Aide services, Consumer Directed Personal Assistance services and Private Duty Nursing services. Individuals may need just a little assistance to maintain their independence in their residence. CASA nurses may also assess clients for alternative living options, such as a Foster Family Care Home or Nursing Home Placement. Whatever the need CASA will respond with suggestions and recommendations, giving the client and their family the information they need to make the best decision on the appropriate level of care.

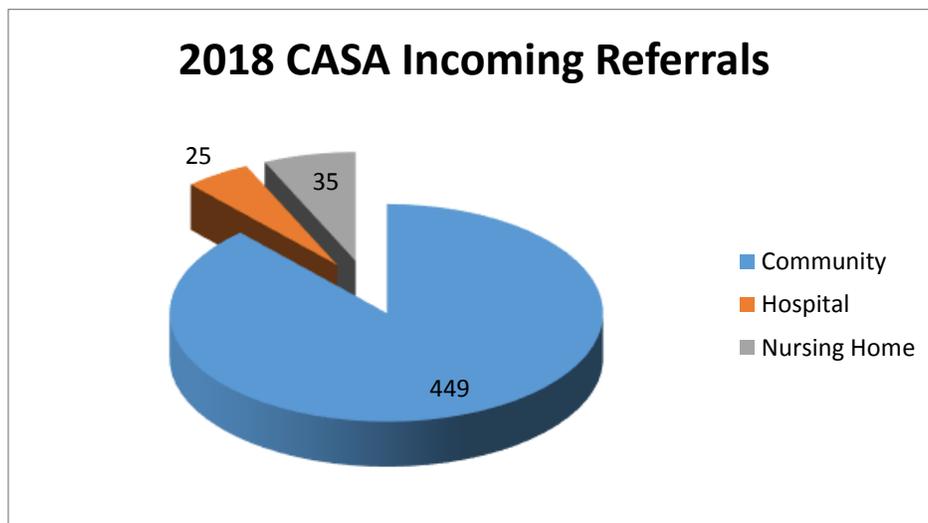
As the Medicaid Redesign Team initiatives continue, most of the PCA and CDPAP Level II clients have transitioned to a Managed Long Term Care Program. CASA nurses continue to case manage Level I clients as well as the PCA/CDPAP services for clients enrolled in one of the Medicaid Waiver programs.

CASA remains an experienced, trusted presence in Broome County. They complete the UAS-NY assessments for their clients as required, the annual assessments for the Nursing Home Transition & Diversion (NHTD) & Traumatic Brain Injury (TBI) waiver programs and assessments for the Care at Home (CAH) waiver program. CASA nurses are certified to complete the PRI and Screen for Nursing Home Placement. We assist our clients as they are discharged from hospitals and nursing homes. Years of nursing experience are a part of every CASA home visit and assessment.



## 2018 CASA End-of-Year Caseload Report

	2017	2018
Traditional Personal Care Program	77	78
Shared Aide Program	45	40
Consumer Directed Personal Aide Program	100	103
Foster Family Care	40	38
Nursing Home to Community Program	1	0
Nursing Home Transition Diversion Waiver	4	5
Care at Home Program	16	15
Private Duty Nursing Program	18	15
Home Community Based Waiver Program	85	83
Traumatic Brain Injury Program	5	8
CASA Case Management Only	72	51



**2018 - CASA Clients Transitioned to  
MLTC**

<b>MLTC Agency Name</b>	<b>Client Numbers</b>
Fidelis	10
I-Circle	3
United Health Care	1
Nascentia- formerly VNA	1
<b>TOTAL</b>	<b>15</b>

PCA	7
Shared Aide	1
CDPAP	7
<b>TOTAL</b>	<b>15</b>

**2018 - CASA Clients Transitioned to  
MCO**

<b>MCO Agency Name</b>	<b>Client Numbers</b>
Excellus	2
Fidelis	0
<b>TOTAL</b>	<b>2</b>
PCA	0
Shared Aide	0
CDPAP	1
Private Duty Nursing	1
<b>TOTAL</b>	<b>2</b>

**Broome County CASA 2018 Visits Made by Staff**

Initial Visits	382
Reassessment Visits	735
Annual Visits	10
Community Follow-up Visits	5
Hospital Follow-up Visits	9
Nursing Home Follow-up Visits	17
<b>Total</b>	<b>1,158</b>

# Social Services

## CENTRAL INTAKE AND ADULT PROTECTIVE SERVICES

Referrals to Central Intake are accepted when a child or children are identified as being at immediate or imminent risk of placement in foster care. Caseworkers from Central Intake will assess the household and the risk of placement. If eligible for Mandated Preventive Services, caseworkers will make referrals to programs provided by contract agencies.

Referrals to Adults Protective Services are accepted for adults who are in danger of harm through their own actions or the actions of others, and who have no one willing and able to help them responsibly. Caseworkers from Adult Protective Services assess the adult’s situation and provide assistance and referral for services provided by community based agencies or contract agencies.

### Services and accomplishments in 2018 included:

- Answered 1,773 Intake line calls.
- Received and logged in 580 Adult Protective Service referrals.
- Assigned 154 referrals for Assessments.
- Assigned 86 Central Intake calls (22 CI Preventive referrals, 8 ICPCs, 56 Home Study investigations and 1 Runaway Homeless Youth referral).
- Broome County filed one guardianship petitions. The petition was accepted.
- Broome County DSS Commissioner was appointed guardian for 8 new individuals.
- The Broome County DSS Commissioner served as guardian for 40 individuals.
- In addition to the Intake Line calls the APS/CI Unit received and made 5,252 phone calls, reviewed 4,115 records and participated in 872 case consultations.

	2017	2018
Central Intake Referrals Assigned	119	90

	2017	2018
PSA Referrals	564	580
PSA Intake		
Adult Abuse	31	34
Self-Neglect	133	170
Chronic MI Untreated	151	101
Guardianships	34	40

## **FAMILIES FIRST**

The Families First program offers a strength-based, family focused approach to providing support and assistance to families that are at risk of having their children placed outside of the home. In-home therapists work intensively with the family (minimally 2-3 times per week) providing a myriad of concrete and support services in an effort to help them resolve the presenting crisis and make positive changes, and to help parents establish a safe and nurturing environment for their children. The program is available 24 hours a day, seven days a week.

### **Services and accomplishments in 2018 included:**

- Served 75 families including 217 children at risk of placement.
  - Provided two 8-week modules of *Anger Management for Parents* classes graduating 31 individuals.
  - Achieved a Satisfaction rating of 100% from families enrolled in the program (based on 40 completed surveys).
  - Achieved a 100% prevention of placement rate for families served in the first 6 months of 2018 (104 of 104 children).
  - Achieved an overall prevention of placement rate of 98.3% for families based on follow-ups at 3-month, 6-month, and 12-month and 24-month post closure. (276/281). \*
- \* One of the children placed was at the recommendation of Families First.

	<b>2017</b>	<b>2018</b>
Number of Families Served	72	75



## JUVENILE SERVICES UNIT

The Person In Need of Supervision (PINS) Diversion Services strive to divert PINS cases from Family Court and subsequent DSS custody and placement in a group home or institutional care. A parent, school, agency (such as DSS) or police may file a complaint. PINS Diversion Services include, an intake conference, assessment, referrals to services, home and school visits, and communication and collaboration with parents, schools and providers.

Broome County Probation had provided this service until December 1, 2014 when it was transferred back to DSS to operate.

### **Services and accomplishments in 2018 included:**

- There were **254** calls from individuals interested in obtaining information pertaining to PINS Diversion eligibility and services.
- **184** PINS Diversion complaints were received including: **135** by parents and **49** by schools
- **62** Individuals attended PINS Diversion orientation for parents/guardians.
- **81** Cases were withdrawn or diverted from going to Family Court including: **48** cases diverted/withdrawn prior to the PINS Diversion complaint being opened, AND an additional **33** assigned PINS Diversion cases successfully diverted/ withdrawn from going to Family Court
- **98** PINS Diversion cases were assigned
- **131** children were served in PINS Diversion

	<b>2017</b>	<b>2018</b>
PINS Diversion Referrals	97	98



## **FAMILY SERVICES**

Family Services units work with families with children in (or at risk of) foster care placement, and children in need of adoptive placement. The primary goal of casework with children is to help the child achieve permanency; or to prevent foster care by addressing problems that place the child at risk of placement.

The following is a 2-year comparison of key activities regarding children who have been placed in foster care:

	<b>2017</b>	<b>2018</b>
Children Placed - all levels of care	127	119
Children discharged - all levels of care	121	146
Children freed for adoption	17	31
Children in pre-adoptive homes	7	22
Adoptions finalized	20	16
Children in foster homes (12/31)	164	160
Children in institutions (12/31)	42	31
Children in group homes (12/31)	22	28
Children in all levels of care	259	266



## **DAY CARE**

The Day Care Unit offers day care services to recipients of Temporary Assistance and are individuals who are involved in employment or the JOBS program and recipients of Child Protective or Preventive Services as part of a therapeutic service plan for the family. Day Care is also provided to low income working families and recipients who are transitioning from Temporary Assistance to employment.

Caseload (average per month)

	<b>2017</b>	<b>2018</b>
Families Receiving Daycare Services	777	756
Children Receiving Daycare Services	1,409	1,354



## **CHILD PROTECTIVE SERVICES**

Child Protective Services is responsible for receiving and investigating all reports of child abuse and neglect. In addition, CPS must, when appropriate, provide, arrange for, or monitor the provision of services necessary to ensure and protect the child's welfare and to preserve and stabilize family life whenever possible. When families are unable or unwilling to accept, or use supportive and rehabilitative services, CPS has an obligation to initiate Family Court proceedings to protect the child. CPS must be able to receive and investigate reports on a 24- hour a day, seven-day per week basis. CPS has four basic program areas. These are (1) Intake/Investigation; (2) Undercare Services; (3) Monitoring; and (4) Emergency Coverage. Undercare Services are provided by the local district's Family Service Units.

See the three-year comparison below:

	<b>2016</b>	<b>2017</b>	<b>2018</b>
Abuse Reports	200	215	212
Neglect Reports	3,944	4,069	4,099
<b>TOTAL</b>	<b>4,144</b>	<b>4,284</b>	<b>4,311</b>
Sexual Abuse Reports	200	193	181
New Family Court Petitions	94	104	81
1034 Investigations	404	408	144
Assist Other Counties in SCR Investigations	403	430	433

## **PURCHASE OF SERVICE PROGRAMS**

In order to fulfill its mandate to provide essential services to children and families, the Department purchases services from a number of other community agencies. The purpose of these services is to improve family functioning and to reduce the number of children in out-of-home care. These services are described below.

### **SEXUAL ABUSE TREATMENT**

The Sexual Abuse Treatment Program (SAP) is a contracted service provided by the Family and Children's Society. This program provides assessment and treatment services to the victims and families of interfamilial child sexual abuse. The program provides trauma based treatment by certified therapists.

### **THERAPEUTIC AFTER-SCHOOL PROGRAM**

The Therapeutic After-School Program (TASP) is a contracted service provided by the Children's Home of Wyoming Conference. The program provides therapeutic after-school services to youth at risk of out of home placement. The program operates on all school attendance days during the school year, 4 days per week, except for legal holidays. It also provides summer programming for youth. TASP provides the children with transportation and dinner to maximize their time in program.

### **FUNCTIONAL FAMILY THERAPY**

Functional Family Therapy (FFT) is an evidenced based, well-documented, and highly successful family intervention program for dysfunctional youth provided by Catholic Charities of Broome County. The target population is at-risk youth with very serious problems such as conduct disorder, violent acting-out and substance abuse. While FFT targets youths age 11-18, younger siblings of referred adolescents often become part of the intervention process. Interventions range from, on average from 8-12 one-hour sessions for mild cases and up to 30 sessions of direct service for more difficult situations. This is a home-based model.

### **COORDINATED CHILDREN'S SERVICE INITIATIVE**

The Coordinated Children's Service Initiative (CCSI) is an interagency initiative that supports the county in creating systems of care that respond promptly to the needs of children at risk of out-of-home care, their families and their community. The program is child centered, family focused, strength based, culturally competent and flexible enough to meet the unique needs of children and their families. CCSI incorporates three major components into its process: Parent Partners, the wraparound process, and parent support groups.

### **NON-RESIDENTIAL SERVICES FOR VICTIMS OF DOMESTIC VIOLENCE**

This service provides information, referrals, advocacy, counseling, education and outreach services and a twenty-four hour hotline for victims of domestic violence. The program provides help with public entitlement programs, relocation and budgeting assistance, and some assistance with household furnishings.

### **CHILD ADVOCACY CENTER (CAC)**

This Child Advocacy Center (CAC) program provides coordination of services such as, victim advocacy, crisis intervention, and case management for child abuse/neglect victims and the non-offending family members. The CAC referral process permits sharing of appropriate information regarding the disclosure, eliminating the need for repeated interviewing of child victims, and reducing further trauma to the child. The program also educates local agencies and providers in the awareness and identification of child sexual abuse.

## **ELDER ABUSE OUTREACH**

The Elder Abuse Outreach program identifies older adults with impairments that decrease their capacity for self-care and self-determination. These adults are unable to meet their essential needs for food, clothing, shelter, medical care or are unable to protect themselves from abuse, neglect, or exploitation, and have no one available who is willing and able to assist them in a responsible manner. Office of Aging (OFA) provides case assistance and refers to Protective Services for Adults (PSA) when appropriate.

## **LOURDES HOME VISITING**

This program provides Family Advocates and Fatherhood Advocates who work with families from pregnancy until the child reaches the age of five. They work with families using an evidence based model on enhancing the parent-child relationship, healthy childhood growth and development, and in developing strong family support systems.

## **RISE DOMESTIC VIOLENCE/CHILD ABUSE PROGRAM**

A part time Family Services Worker from the RISE Shelter works with Child Protective Caseworkers to provide families affected by domestic violence information about relevant services and options.

## **CHILDREN'S HOME PREVENTIVE SERVICES (CHPS)**

The Children's Home of Wyoming Conference Preventive Services program (CHPS) provides family focused and child-centered preventive services to families of children at risk of foster care placement due to abuse or neglect. Intensive and comprehensive services are provided to improve parent-child interaction, promote self-sufficiency, mitigate risk and safety concerns, and preserve the family unit.

## **SHARING HOPE AND INSPIRING NEW ENERGY (SHINE)**

Sharing Hope and Inspiring New Energy (SHINE) is a program provided by Catholic Charities of Broome County. SHINE provides intensive case managers to work with families that have youth involved in the Juvenile Justice system. The focus is to prevent detention and foster care placements, decrease the length of stay for youth that are placed out of their home, and prevent higher levels of placement.

## **DETENTION ALTERNATIVE AFTERSCHOOL PROGRAM (DASP)**

The Detention Alternative After School Program (DAASP) program is an intensive after school program that works with Persons In Need of Supervision (PINS) and Juvenile Delinquents (JD) who have either had an initial appearance before Family Court, have been adjudicated, or at risk of placement. The program is designed to give the Courts an alternative to detention placement. The program is one of our many services aimed at juvenile justice reform.

## **CATHOLIC CHARITIES PROTECTIVE SERVICES FOR ADULTS PROGRAM**

The program provides adult protective under-care services to approximately 200 clients that have been determined eligible for protective services. This program includes a Financial Management Only (FMO) for adults who don't require under care services but do need to have a representative payee. The FMO program serves approximately 175 clients.

## **MENTAL HEALTH JUVENILE JUSTICE (MHJJ)**

The Mental Health Juvenile Justice (MHJJ) program is provided by Lourdes Youth Services, it provides assessment and referral to juveniles who have become involved in the Juvenile Justice Systems. They also provide short term therapy. Referrals are taken from the Probation Department as well as the DSS Juvenile Services Unit.

## THE BRIDGE

The Bridge is a program provided by the YWCA in Binghamton. The Bridge is a residential program for women with children under age 5. Program participants are experiencing substance abuse disorders that affect their ability to parent and their children are at risk of placement in the foster care system. The Bridge provides counseling and support as well as substance abuse treatment, supervision, and vocational counseling. The goal is for participants to be self-sufficient upon discharge.

### PURCHASE OF SERVICE PROGRAMS

	PROVIDER	TOTAL SERVED	AMOUNT
Sexual Abuse Treatment Program (SAP)	Family & Children's Society	127 Clients	\$378,000
Functional Family Therapy (FFT)	Catholic Social Services	107 Families	\$316,846
Therapeutic After-School Program (TASP)	Children's Home of Wyoming Conference	61 Youth	\$624,523
Non-Residential Services to Victims of Domestic Violence	SOS Shelter	707 Clients	\$86,739
Child Advocacy Center	Crime Victim's Assistance Center	197 Children	\$15,679
Coordinated Children's Services Initiative (CCSI)	Catholic Charities of Broome County	127 Families	\$132,367
Elder Abuse Outreach	Broome County Office for Aging	608 Clients	\$110,416
Lourdes Home Visiting (IMPACT)	Lourdes	62 Parents	\$186,534
RISE Shelter Domestic Violence/Child Abuse	SOS Shelter	210 Clients	\$25,000
Children's Home Preventive Services (CHPS)	Children's Home of Wyoming Conference	206 Children	\$497,774
Sharing Hope and Inspiring New Energy (SHINE)	Catholic Social Services	21 Youth	\$156,919
Detention Alternative Afterschool Program (DAASP)	Lourdes Youth Services	32 Youth	\$300,318
Catholic Charities Protective Services for Adults Program	Catholic Charities	153 Clients	\$577,385
The Bridge	YWCA	5 Mothers	\$263,158
Mental Health Juvenile Justice (MHJJ)	Lourdes	50 Youth	\$79,567
<b>Total</b>	<b>All Providers</b>	<b>2,673</b>	<b>\$3,751,225</b>

## **BROOME COUNTY PERFORMANCE MANAGEMENT**



Lynne Esquivel, MPA  
Quality Improvement Initiatives  
Manager

Lynne Esquivel oversees the monitoring of contracted mental health and preventive services programs for children and families within the Broome County Mental Health and Social Services Departments. In addition, Lynne provides technical assistance to contract agencies to support ongoing quality improvement, ensures the delivery of quality services and facilitate performance improvement activities.

Lynne serves on the Cultural and Linguistic Competence (CLC) Committee for both Mental Health and Social Services in Broome County. She has worked closely with [Lenora Reid-Rose, Director, Cultural Competence and Diversity Initiatives](#) at Coordinated Care Services, Inc. (CCSI) to provide support to Broome County's CLC initiatives. Lynne also serves as chair of the Central Regional Multicultural Advisory Committee (CRMAC) for Broome County. Lynne has partnered with the NYS OMH Central Field Office and the NYS OMH Bureau of Cultural Competency whom attend the quarterly CRMAC Meetings. This Committee meets quarterly to eliminate stigma and improve behavioral health service outcomes.

Lynne received her bachelor's degree in Applied Social Science and her Master's of Public Administration from Binghamton University with a concentration on health policy. In addition to the on-site expertise Lynne brings to the Broome County Mental Health and Social Services departments, she draws on members of the Coordinated Care Services, Inc. team as needed to provide specialized support in the areas of [Project and Program Management](#), [Service Contracts](#), [Technical Assistance](#) and [Financial and Contract Management](#). An on-site Performance Management Program Associate provides additional support to performance improvement initiatives.

## **BROOME COUNTY FAMILY VIOLENCE PREVENTION COUNCIL**

The Family Violence Prevention Council is a forum to address the incidence and effects of family violence in Broome County sponsored by the Broome County Executive and Legislature. The mission of the Council is to reduce the incidence and severity of family violence in all its forms; child abuse, domestic violence and elder abuse. The Council consists of 40 representatives from the community that volunteer their time to work collaboratively on issues of family violence. Through the work of various Council committees, the Council meets its functions of: Interagency Coordination, Community Education, Professional Education, Advocacy and Program Development. The Council is certified to provide the curriculum; NYS Identification and Reporting of Child Abuse and Neglect for Mandated Reporters. Many professionals in New York State are required to have this training. The office also has a library of resources on child abuse, domestic violence, and elder abuse and can provide various types of training on issues of family violence. Council coordinator and part time clerical staff are employed by the Department of Social Services. For information about the Council and preventing family violence please visit its website: [www.gobroomecounty.com/fvpc](http://www.gobroomecounty.com/fvpc). A copy of the Family Violence Prevention Council Annual Report can be obtained by calling the Council office at 607-778-2153.



# Support Services

## SERVICES SYSTEMS UNIT

The Services Systems Unit assures proper authorization, claiming and reimbursement for the Services Division of the Department. This Unit provides data entry services for payment of foster care, day care, institutions and purchase of service providers.

Eligibility determinations on all cases and required referrals to child support, school districts and third party health insurance are done through this unit. In 2018, there were 121 foster care eligibility determinations compared to 118 in 2017; of these, 82 were Title IV-E determinations, as compared to 78 Title IV-E determinations in 2017.

The Services Systems unit must also authorize and track expenditures for Division for Youth and Special Education placements to assure the department receives proper reimbursement.

	2017	2018
Services Systems Transactions	23,023	23,836



## WELFARE MANAGEMENT SYSTEM (WMS)

The Welfare Management System is an individually oriented Eligibility file of all persons receiving Temporary Assistance, Medical Assistance, Food Stamps, Home Energy Assistance and Social Services in New York State. It is used to manage Social Services programs across all counties in New York State.

The WMS Coordinator supervises the Data Entry Unit and oversees all computer and systems activities for the Department. This includes responsibility for maintaining and upgrading the necessary hardware and software integrating both State and County systems.

	2017	2018
Authorizations	190,494	189,967

## MASTER CONTROL

Master Control is the record custodian for active, auxiliary, and closed Public Assistance, SNAP and Medical Assistance Cases. All new case numbers are processed in this unit. Staff is responsible for the finger imaging of all mandated Temporary Assistance Programs' applicants and recipients, averaging 521 per month. Other duties include staffing the reception desk, issuing benefit cards (averaging 868 per month). Master Control houses three (3) document scanning stations, one staffed fulltime and the other as staffing allows.

Requisitioning, distributing, recycling and inventory control of office supplies for staff also fall under the responsibility of Master Control. State forms and publications are ordered and distributed by this unit. The main line to the agency went to an automated contact center on May 8<sup>th</sup>, 2018 resulting in the reduction in switchboard operator calls received. Total received through the contact Center added to the report.

	<b>2017</b>	<b>2018</b>
Case Numbers Issued	3,916	3,656
Clients Finger Imaged (TA)	6,246	5,602
Contact Center Calls Received	-	29,404
Switchboard Phone Calls Received	58,296	16,470



# Enforcement

## LEGAL UNIT

The function of the Legal Unit is to represent the Department effectively in court and administrative hearings, and to advise and furnish legal services in support of the Department's programs. Major activities for the Legal Unit for 2017 were:

### Court Appearances

	2017	2018
Child Welfare	1,875	1,693
Child Support	2,735	3,324
Total	4,610	5,017

### Monetary Recoveries

	2017	2018
Child Support Recoveries*	\$2,054,594.22	\$1,982,877.98
Lien Recoveries (Estates, Injury Claims, Overpayments, MA Real Property, Mortgages)	\$1,235,785.50	\$1,409,089.31
Special Project Revenue	\$201,169.04	\$0
Misc. Civil Collections	\$1,288.79	\$1,235.32
Total Monetary Recoveries	\$3,492,837.55	\$3,393,202.61

\* Joint effort with Child Support Enforcement Unit reflects declining public assistance caseload.

### Child Welfare

	2017	2018
Child Abuse/Neglect New Children Receiving Protection	176	157
Foster Children Having Legal Proceedings Commenced to Free for Adoption	41	54

### Protective Services for Adults

	2017	2018
Guardianships	31	55

## **CHILD SUPPORT ENFORCEMENT AND COLLECTION**

The Child Support Program, which includes the Child Support Enforcement Unit (CSEU) and the Support Collection Unit (SCU), are responsible for establishing and enforcing support orders against legally responsible relatives, and on behalf of public assistance applicants/recipients, as well as non-applicant/recipient individuals who make an application for Child Support Services.

These units are also responsible for establishment of paternity for all children born out of wedlock for these applicants as necessary. The CSEU also has a responsibility to secure a court order for Third Party Insurance on behalf of all children in receipt of Public Assistance and Medicaid only benefits. Additionally, the SCU has primary responsibility to collect, monitor and enforce all support as ordered and made payable through it by any court of competent jurisdiction.

The Support Collection Unit (SCU) has the local administrative responsibility for monitoring, enforcing and distributing support payments to petitioners within Broome County and throughout the United States.

<b>Child Support Collections</b>	<b>2017</b>	<b>2018</b>
Aid to Dependent Children	\$1,252,291.15	\$1,196,489.44
Other (Home Relief, Child Welfare Medical, etc.)	\$866,903.64	\$762,011.65
Total Social Services Collections	\$2,119,194.79	\$1,958,501.09
Total General Public Collections	\$13,930,640.95	\$13,917,218.30
Total Automated Support Collection Unit Collections	\$16,049,835.74	\$15,875,719.39
Federal Incentive on Aid to Dependent Children Support Payments*	\$90,824	\$184,454.00**
Tax Offset (Federal and NYS)	\$1,149,806.45	\$1,051,009.88

\*In 1990, the State Department of Social Services began taking a percentage of this incentive as an administrative fee.

\*\*At the end of 2018, Child Support received a large amount of incentives from 2016 that was not awarded until 2018 in the amount of \$96,182.00 resulting from 18-LCM-19.

	<b>2017</b>	<b>2018</b>
Paternity Established by Court Order	136	100
Agency Acknowledgments	9	21

# Administrative Services

The Division of Administrative Services is responsible for the supervision and coordination of the fiscal and operating functions that are supportive of the agency's operation.

## ACCOUNTING

Accounting is responsible for the fiscal operation of the Department and for preparing and filing all pertinent reports and claims for reimbursement as required by the State and Federal government. Accounting is responsible for issuing all benefits to eligible clients. In addition to issuing benefits, it also audits and issues checks relative to provider claims, and is responsible for the Cash Management System (CAMS). This system is used for receipt of repayments and recoveries to the Agency.

Other tasks Accounting completes are the reconciliation of check issuance and PeopleSoft reports, check disbursements and reconciliation of the Revolving Fund, Petty Cash disbursements as well as various journal entries and voucher payment.

	<b>2017</b>	<b>2018</b>
Authorizations	59,790	63,119
Checks	37,007	34,937
Electronic Benefits	67,274	62,921

	<b>2017</b>	<b>2018</b>
Repayments Processed	5,082	4,671
Value of Repayments	\$6,337,858	\$6,318,490

<b>MAINTENANCE OF CLAIMS*</b>	<b>Public Assistance</b>		<b>Food Stamp</b>	
	<b>2017</b>	<b>2018</b>	<b>2017</b>	<b>2018</b>
Year				
Number of Claims	11,413	12,027	1,072	1,095
Value of Claims	\$9,249,260	\$9,718,598	\$958,266	\$975,672

\*For open and closed cases.



Accounting also processes Interim Assistance Reimbursement claims and ensures accurate accountings and claims are filed with the Social Security Administration in a timely manner.

	<b>2017</b>	<b>2018</b>
Number of Retro SSI Claims	279	274
Amount of Reimbursement Received	\$1,272,763	\$1,080,050

### **RESOURCE UNIT/THIRD PARTY**

The Resource Unit assists all staff in obtaining necessary information concerning client income and assets. Verification of wages, benefits, bank accounts, insurance, and property ownership is required before assistance can be issued.

The Resource Unit coordinates all burials of indigent persons. The Unit is also responsible for pre and post inspection of rented housing having a security deposit agreement with the agency.

The unit compiles research of benefits issued for the legal unit to establish claims and child support orders. All departmental printing orders are maintained in the Resource unit.

	<b>2017</b>	<b>2018</b>
Number of burials arranged	205 (Cost \$367,175)	253 (Cost \$437,601)
Number of rental inspections	23	16

The major responsibility of the Third Party Health Insurance (TPHI) Unit is to reduce Medicaid expenditures through maximum utilization of other third party health insurance, including private insurance and Medicare coverage.

	<b>2017</b>	<b>2018</b>
TPHI offset Medicaid	\$52,616,320	\$51,070,170

## **PERSONNEL**

Personnel has the responsibility of coordinating and completing all personnel related functions for the department. Includes the maintenance of each individual employee's personnel file, which includes completing "Employee Change in Status Forms" (step and longevity increments, promotions, leaves of absence, etc), "Employee Separation Forms", and "New Employee Data Forms". In addition, personnel monitors all DSS and Personnel policies and practices regarding vacation, sick leave, leave of absences, worker's compensation, completion of annual evaluations and probationary reports. Personnel coordinates Civil Service regulations and procedures with the Broome County Department of Personnel.

	<b>2017</b>	<b>2018</b>
Personnel Data Records	390	387
Position Change Request	69	66

## **OPERATIONS MANAGEMENT**

The Operations Management Unit is primarily responsible for building related issues. These include: safety of the building and its inhabitants, physical environment, parking lot, telephones, courier services, room set-ups and recycling. In addition to building related issues, Operations Management is also responsible for scheduling the use and maintenance of the agency's fleet of vehicles and providing supervision for the Workfare Program participants assisting with related duties.

	<b>2017</b>	<b>2018</b>
Cars in Agency Fleet	27	27
Average Operational Fleet Size	25.5	24.8
Miles Traveled	292,359	300,105
Pieces of Mail Processed	211,815	213,291



# Central Administration

Central Administration seeks to maximize the Department’s human, physical and fiscal resources in accomplishing the Department’s mission consistent with State and Federal regulations and to continually improve the quality of services delivered to the citizens of Broome County.

## **STAFF DEVELOPMENT AND VOLUNTEER SERVICES**

Staff Development and Volunteer Services Unit are committed to improving the organization through its employees and to providing services and resources that enable the organization to realize its goals. All divisions of the Department benefit from the full spectrum of training options and support services that the Unit offers. We are results oriented and focus on continuous improvement in the following areas:

**Staff Development** - to develop all levels of staff in the competencies required to provide quality services to the community.

Staff Development personnel provide job specific training units for all program areas in the Department. In addition, through contracts with Binghamton University and Broome Community College we support employees in degree programs.

	2017	2018
Employees in Degree Programs	9	7

A training sampler for 2018 includes:

- *Opioid Overdose Prevention,*
- *Car Seat Safety,*
- *Effective Communication and,*
- *Information Security Awareness Training*

	2017	2018
Units of Job Specific Training (all program areas)	3,739	4,114

In 2018, representatives from each of the Department’s sub-divisions participated in Leadership development sessions including: *Appreciative Inquiry* and *Succession Planning: Strengths-Based Leadership*. These courses provided a foundation and framework for managerial staffs regarding working together towards Agency goals. *Appreciative Inquiry* addressed organizational change using a positive, generative and questioning approach. *Succession Planning: Strengths-Based Leadership* identified individual’s strengths and talents which can then be drawn upon, thereby increasing worker engagement and quality outcomes.

An initial roll-out of *Youth Mental Health First Aid* training, for Social Services employees, was delivered to one hundred six, Services Division staffs, through collaboration with Broome County Department of Mental Health facilitators.

**Volunteer Services** - to support and supplement the work of the organization through a variety of programs and services that match the needs of the community and the agency to the skills of the volunteer.

	<b>2017</b>	<b>2018</b>
Number of Volunteers / Interns	429	450
Hours of Service	7,046.75	9,839
Value of Donated Goods	\$21,109	\$24,395

Volunteers and interns had a positive impact on the organization in 2018. They assisted in the daily operations of the agency by performing such activities as filing income taxes, assisting workers and by providing other clerical related functions.

Broome County DSS hosted a VITA (Volunteer Income Tax Assistance) site again in 2018. Interns and volunteers for the VITA program filed 419 income tax returns for families and individuals whose household income was under \$66,000. This income tax site brought over \$561,107 in Federal refunds and over \$176,711 in NY State refunds to individuals and families in Broome County. The Volunteer’s office continued its collaboration with the United Way of Broome County and Family Enrichment Network. The partnership also continued with the AARP.

In addition, specialized programs provided children the opportunity to attend summer camp. This year 46 youngsters participated in that activity. The Holiday Wish Program provided gifts to 324 children and adults. SUNY Kids program continued to provide weekly local cultural excursions for children in Broome County. Eleven youngsters received gifts from the Birthday Buddy Program. The Agency also hosted a successful back to school supply drive, including receiving 100 backpacks from SEFCU. The Agency also received 70 backpacks from a high school student for children in foster care. In these backpacks were filled with self-care items such as toiletries, stuff animals, gloves and hats. The Agency also hosted a “Bring Your Child to Work Day” and 28 youngsters came and participated in the event.

## **GRANTS**

In order to fulfill its mission and augment services to the residents of Broome County, the department applies for and receives a variety of grants. These grants are not a part of the department's operating budget. Instead, the funding for these grants is provided by New York State and/or the Federal Government. Listed below are these grants:

<b>GRANT</b>	<b>2018 GRANT AMOUNT</b>
Binghamton University Bachelor Program	\$23,785
Broome Community College Associate Degree Program	\$27,893
Child Care and Development Block Grant (CCDBG)	\$4,380,963
CPS Enhanced Funds	\$28,884
CPS Outstation Worker	\$47,036
Flexible Funds for Family Services (FFFS)	\$500,880
Home Energy Assistance Program (HEAP)*	\$607,253
Homeless Code Blue	\$73,025
Medicaid Technologies Improvement Grant	\$3,915,229
Safe Harbor	\$116,096
School District Outstation Caseworker (SDOC)	\$389,961
SNAP Bonus	\$35,829
SNAP Employment & Training	\$36,416
Summer Youth Employment Program	\$402,775
<b>TOTAL</b>	<b>\$10,586,025</b>

\*An additional \$7,892,477 was paid by New York State on behalf of Broome County.