

# Broome County Department of Social Services Annual Report 2020



**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



As Essential Workers, Broome County Department of Social Services remained fully operational during the recent COVID-19 Pandemic. Through collaboration with state and local partners, Broome County DSS maintained all of the state and federally mandated services to our community. This entailed developing new work processes and the ability to pivot as the Pandemic required. There were numerous waivers provided by New York State which resulted in more cases remaining open for public assistance than in previous years. One such waiver eliminated the need for face to face interviews for applicants to apply for assistance.

Being the primary advocate for vulnerable children and adults is the central role of the *Services Division* of DSS. During 2020, *Adult Protective* and *Child Protective Services* managed 4407 reports of abuse or neglect. There were 52 cases of children who were at imminent risk of foster care placement that were served by the DSS *Central Intake* unit in 2020. 58 families with children at risk for foster care placement were served by the DSS *Families First* program in 2020. This program is a strength based, family focused approach to working with families at risk for having their children placed in care. In 2020 the program achieved a 97.6% success rate for preventing placement for the families they served (157 out of 161 children). The DSS Family Services Unit managed a caseload of 294 children in all levels of care. Reducing reliance on Congregate Care and increasing Kinship Care for youth continued to 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. The *Juvenile Services Unit* managed 140 calls for services which resulted in 23 PINS Diversion referrals.

Daycare was a key challenge during the COVID Pandemic. Through a waiver from the Office of Children and Family Services (OCFS), more families became eligible for a subsidy. In total, there were 601 families/1016 children who received a daycare subsidy. In addition, the DSS Daycare Unit worked with the Broome County Office for Aging and the DA's Office to rapidly stand up a free, safe, Daycare facility for school aged children of essential workers.

Broome County DSS continues to partner with Community Agencies through our *Purchase of Service Contracts* which provide a variety of therapeutic programming which enable families to meet the needs of their children in order to prevent out of home placement.

The Opioid Crisis continues to impact our community. At DSS, the *Chemical Dependency Services Unit (CDSU)* ensures that those recipients who are identified as having a Substance Use Disorder, receive an assessment and follow up case management services as needed to ensure that they receive the appropriate treatment. In 2020, this unit experienced an increase in the number of individuals who received case management services; 392 vs 134.

The DSS *Temporary Assistance Division* ensures that eligible community members receive the benefits and support necessary to achieve self-sufficiency. In 2020, the DSS *Assistance Division* processed 9402 applications for assistance. Of those, 2874 were approved to receive assistance. In addition, there were 3664 cases approved for emergency assistance in 2020. There were 18,079 Medicaid cases handled by the DSS *Medical Assistance Unit*. In addition, in an effort to maximize federal reimbursement for those recipients eligible for Disability, the DSS Medical Services Unit was successful in assisting 208 approved Disability cases in 2020.

SNAP is the federally funded program administrated locally by DSS. During the Pandemic, USDA expanded eligibility for residents to receive SNAP. This resulted in a significant increase in total SNAP cases being managed by Broome DSS (16,546 vs 15,661) In addition, over 21,000 low income households received assistance through the Federal Home Energy Assistance Program (HEAP) in 2020.

In spite of the challenges presented by the Pandemic, the Medical Services Unit was kept busy ensuring the service provision to a caseload of 415 community members who needed assistance accessing Personal Care Services, Medicaid to Disabled services, Medicaid Managed Care and Managed Long-Term Care.

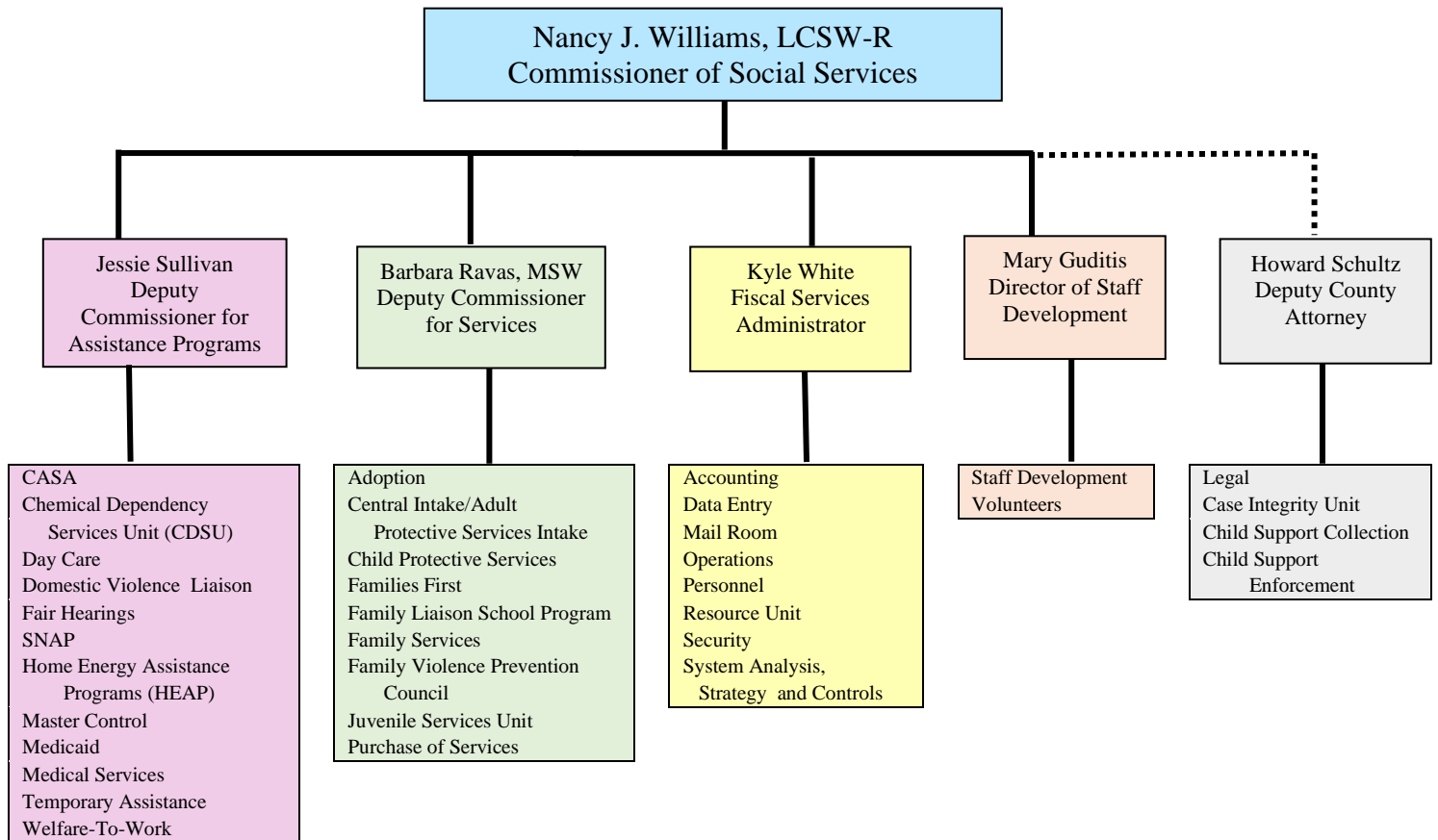
The DSS *Legal Unit* recovered over 4 million dollars in Child Support and Lien Recoveries in 2020. In addition, in collaboration with the Services Unit, they were successful in 14 Foster Care Children successfully freed for adoption.

The COVID-19 Pandemic created feelings of stress and uncertainty among our staff. Early on in the Pandemic, the DSS *Staff Development* worked with DSS Senior Leadership to develop and send out a daily email blast to all staff providing updates from County Executive Garnar and NYS Governor Andrew Cuomo. As the Pandemic continued, the format changed and provided the opportunity for any staff to submit questions which would be answered in the following email blast. This served to ensure that all staff had the most accurate and up to date information related to COVID-19.

Behind the scenes, the Accounting, Personnel and Operations Management Teams provided overall support functions to all divisions in 2020. 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.

In spite of the challenges presented by the COVID-19 Pandemic, Broome County DSS ensured that all essential services were provided to the most vulnerable in our community.

# Organizational Chart



## Temporary Assistance Housing Search Program

In March 2020, the Temporary Assistance Housing Unit launched a new program called the Housing Search program. The unit assist homeless individuals locate, move into, and maintain permanent housing. These case management and stabilization efforts have resulted in great success. Placement in permanent housing can save the Agency up to \$1,250 per person per month.

Not only is the unit helping the county to save money, they are improving the lives of those consumers who utilize the program.

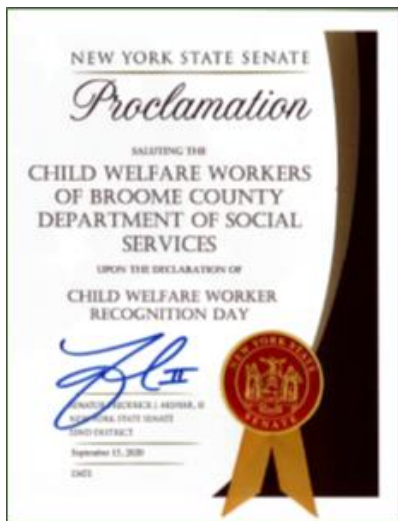
# Child Welfare Workers Recognized



Child Welfare Worker Appreciation week is celebrated each year in September. The appreciation week recognizes Child Welfare professionals for their work to help keep families together and protect children from neglect and abuse. Our Agency was proud to take part in this acknowledgement and to show our gratitude to our Child Welfare workforce during the week of September 14 – 18, 2020.

On September 15, 2020, an event was held where County Executive Jason Garnar proclaimed the date “Child Welfare Recognition Day” in Broome County. In his speech he referred to Child Welfare workers as “everyday heroes”. In addition, Congressman Anthony Brindisi, New York Senator Fred Akshar, and New York State Assembly woman Donna Lupardo all proclaimed September 15<sup>th</sup> “Child Welfare Recognition Day”.

Staff were honored with certificates of recognition from our Commissioner, Nancy Williams. A banner was hung on the front of our building thanking staff, lunch and desserts were provided, and a drawing was held for donated baskets and gifts.



## **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**

Amber Batista  
Heather Jacobs  
Amanda Panus  
Kristine Sisler  
Brandon Wolcott  
Renny Fanning  
Brett Gomolka  
Carly Mooney  
Nicole Dutcher  
Keeley Fitzgerald  
Jessica Laymon  
Shelila Maniates  
Cynthia Mann  
Michael Partenza  
Nathan Wysocki

### **20 years**

Denise Cooper  
Susan George  
Christopher Pratkan  
Linda Hall  
Loretta Smith  
Kyle White  
Lorraine Bucci  
Teresa Lateer  
Kim Petrylak  
Diane Teed

### **10 years**

Barbara Reed Boger  
Carrie Mann  
Kathleen Jason  
Geoff Gardner  
Jon Miselnicky  
Tracy Thompson  
Samantha Gilroy  
Kathleen Jones  
Amy Morgan  
David Sullivan

### **25 years**

John Choynowski  
Greg Williams  
Clark Stanton  
Ronda Kunsman  
Robert Gould  
Renee Metera  
Kathleen Quain-McCormack  
Patricia Shirhall

### **15 years**

Jeff Davis  
Jeanne Schmidt  
Christine Schultz  
Linda Kotasek  
Faith Leonard  
Patricia Quick  
Dana Ward  
Stacy Giordani  
Joy Hailey  
Cindy Duncan  
Dennis Falvey

### **30 years**

Julie Fiester  
Mark Heath  
Joe Medinosky  
Barbara Ravas  
Barbara Villasana

### **35 years**

Tena Baxter  
Mary Guditis

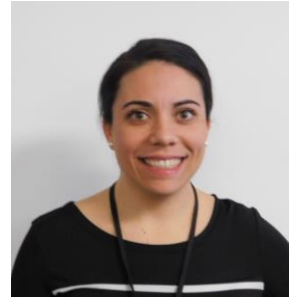
# Employee of the Month



**January 2020**  
Geoffrey Gardner



**February 2020**  
Chris Jones



**March 2020**  
Angela Catanzaro



**April 2020**  
Stacy Giordani



**May 2020**  
Corinne Stanley



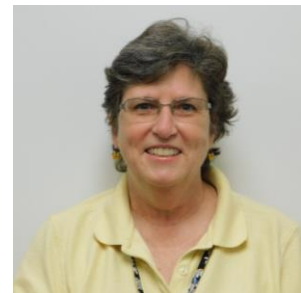
**June 2020**  
Mary Foley



**July 2020**  
Brian Smith



**August 2020**  
Gina Hummell



**September 2020**  
Joann Lettis



**October 2020**  
Maria Fabrizi



**November 2020**  
Dana Ward

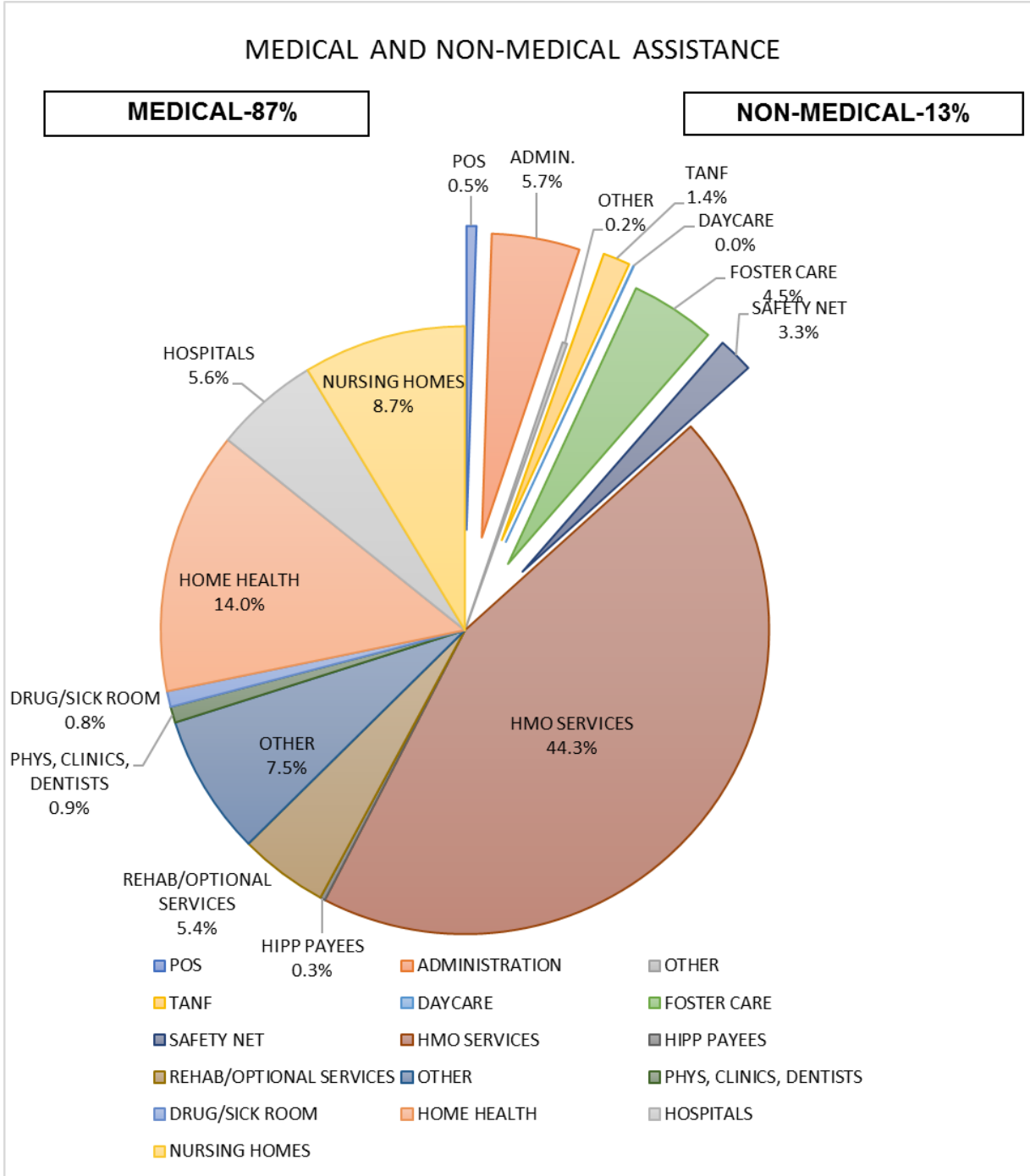


**December 2020**  
Joanne Enders



# 2020 BUDGET EXPENDITURES

How \$528,037,724 (Federal, State and Local Shares) was spent for Department Programs in 2020



# **EXPENDITURES BY PROGRAM**

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

	<b>2019</b>	<b>2020</b>
TANF	1,102	906
SAFETY NET	1,549	1,309
MA & MA SSI & MAFC, NH	17,984	18,079
SNAP (formerly Food Stamps)	15,661	14,766
NURSING HOMES	1,055	1,012
PSA CASES	472	421
CHILDREN IN FOSTER CARE	281	294
CHILDREN IN DAY CARE	1,197	883

### **PROGRAM ACTIVITIES Cumulative for year**

	<b>2019</b>	<b>2020</b>
REPORTS OF ABUSE AND NEGLECT	4,468	3,986
MANAGED CARE ENROLLMENT	8,688	11,309
ENTRIES TO EMPLOYMENT	687	329
SANCTIONS	680	240

## **EXPENDITURES BY PROGRAM**

<b>PROGRAMS</b>	<b>2019</b>	<b>2020</b>
Medical Assistance Program	\$37,685,915	\$34,997,159
Temporary Aid to Needy Families	\$9,124,324	\$7,583,053
Administration	\$24,397,967	\$24,092,714
Foster Care	\$24,105,464	\$23,092,714
Safety Net	\$10,660,398	\$9,958,680
Purchase of Services	\$2,762,808	\$2,754,722
TANF Day Care	\$439,405	\$154,023
Burials	\$362,637	\$393,930
Emergency Aid to Adults	\$211,715	\$225,644
RepPayee/PSA	\$645,116	\$692,695
Non-Secure Detention	\$932,538	\$721,984
<b>Totals</b>	<b>\$111,328,287</b>	<b>\$105,272,430</b>

## **REVENUES**

	<b>2019</b>	<b>2020</b>
Repayments	\$3,112,996	\$4,303,035
Revenues – Federal/State	\$47,546,672	\$40,853,994
Net Cost to County	\$60,668,618	\$60,115,400

# 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 and the Day Care 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>2019</b>	<b>2020</b>
All Categories	2,651	2,217

Applications: Family Assistance, Safety Net and Emergency Programs:

	<b>2019</b>	<b>2020</b>
Received:	12,313	9,402
Approved:	4,207	2,874
Denied and Withdrawn:	5,521	4,268
Other (open/close, reopened, reactivated):	3,370	3,629

Income Maintenance Activity:

	<b>2019</b>	<b>2020</b>
Walk-ins	1,464	985
Recertifications	2,944	2,576
Cases Closed	4,934	3,494
Case Changes	27,716	27,441
Front Desk Contacts	147,106	70,127

## **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>2019</b>	<b>2020</b>
Called	683	598
Held	206	182
Affirmed	163	225
Reversed	36	50
Decision correct when made (New information provided)	15	24
Withdrawn	75	165
Defaults	354	188

## **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 Broome County Social Services has seen an increase in caseload due to the Covid-19 Pandemic.

<b>Caseload (as of 12/31)</b>	<b>2019</b>	<b>2020</b>
MA Only	9,888	10,612
MA-SSI	7,418	7,467
<b>TOTAL</b>	<b>17,306</b>	<b>18,079</b>

<b>Applications- MA only and MA SSI</b>	<b>2019</b>	<b>2020</b>
Received	4,075	3,950
Approved/Reopened*	7,055	6,423

\* 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>2019</b>	<b>2020</b>
Temporary Assistance SNAP	1,552	1,780
SNAP Only (Non-Temporary Assistance households)	14,109	14,766
<b>TOTALS:</b>	<b>15,661</b>	<b>16,546</b>

<b>Applications (NPA)</b>	<b>2019</b>	<b>2020</b>
Received	9,287	11,009
Approved/Opened	6,231	9,729

## **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.

1814 approvals (16.48%) 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.

	<b>2018-2019</b>	<b>2019-2020</b>
Administrative Allocation	\$656,370	\$663,400
Total County Allocation	\$656,370	\$663,400

	<b>2018-2019</b>	<b>2019-2020</b>
Public Assistance /SNAP Households	13,523	12,925
Non-Public Assistance Households	3,725	4,117
Emergency Payments	3,404	3,596
Furnace Repair/Replacement	102	93
Clean & Tune		84
Cooling		187

### **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. As well as families who are working and earn less than 200% of the state income standard.

Caseload (average per month)

	<b>2019</b>	<b>2020</b>
Families Receiving Daycare Services	739	601
Children Receiving Daycare Services	1,319	1,016

### **WELFARE-TO-WORK**

The Welfare-to-Work Unit (WTW) offers 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, Community Work Experience, job search, and job development, placement and retention. Other activities

include education, vocation and job skills training, CHOW Works, On-The-Job Training (OJT) programs and, in conjunction with medical Services, the Disability/Employability Review Team.

**2020 Welfare-to-Work Unit Highlights:**

<b>TANF/Safety Net Non-Compliance</b>	<b>2019</b>	<b>2020</b>
Non Compliance Sanctions	680	240
Welfare Grant Savings	\$234,823	\$79,295

<b>TANF/Safety Net Recipients</b>	<b>2019</b>	<b>2020</b>
Entries to Employment	687	329
Welfare Grant Savings	\$1,160,874	\$563,089

	<b>2019</b>	<b>2020</b>
Total Grant Savings <i>(Entries to Employment and Sanctions)</i>	\$1,395,697	\$642,384

<b>Welfare to Work Caseload (mthly avg)</b>	<b>2019</b>	<b>2020</b>
TANF	723	617
TANF exempt*	465 (64%)	327 (53%)
Safety Net	1,172	1,106
SN exempt*	1,005 (84%)	907 (82%)
<b>Total caseload</b>	<b>1,895</b>	<b>1,723</b>
<b>Total exempt*</b>	<b>78%</b>	<b>72%</b>

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

**2020 Disability/Employability Review Team Highlights:**

	<b>2020</b>
Number Awarded SSI	208
Interim Assistance paid to client returned to DSS	\$820,227.22



**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.

CDSU ensures the recommended treatment program is licensed or certified by the NYS Office of Alcoholism and Substance Abuse Services (OASAS); develop a treatment plan which includes expected date of employability; provide, at a minimum of every three months, a treatment progress report for each recipient; and request approval of the District CASAC, prior to changing an individual’s level of care. If the change recommended is to a Congregate Care Level II (CCII) facility, a CCII Authorization form must be submitted and approved.

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.

**2020 CDSU highlights**

<b>CDSU (mthly avg)</b>	<b>TANF 2019</b>	<b>TANF 2020</b>	<b>Safety Net 2019</b>	<b>Safety Net 2020</b>
Assessments	6	4	100	89
Case Management Cases	38	41	96	345

**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>2019</b>	<b>2020</b>
Number of cases screened	6,456	4,125
Number of cases approved for emergency assistance (housing issues/fuel/utility shutoffs)	5,624	3,664

## 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.

	2019	2020
*Personal Care Service hours	129,423	110,858
Cost of Service	\$2,695,804	\$2,296,439
Adult Foster Care Clients	37	39

\* 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.

	2019	2020
Cases reviewed for Aid to Disabled Category	53	43
Cases eligible for Aid to Disabled Category	96	48
Cases reviewed for SSI/SSD	1,796	525
Cases approved for SSI/SSD	198	208

## **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 themes 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. Broome County Social Services staff no longer conducts educational or outreach efforts. This activity has been handled by Maximus since 2015.

<b>Plan</b>	<b>2019 Year to Date Enrollment</b>	<b>2020 Year to Date Enrollment</b>
CDPHP	262	399
Fidelis	2,211	3,211
Excelsus	5,518	6,782
UHC	697	917
TOTAL	8,688	11,309

## **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>2019 Year to Date Enrollment</b>	<b>2020 Year to Date Enrollment</b>
Fidelis Care at Home	244	255
I Circle	312	229
VNA Homecare	62	46
TOTALS	618	530

# 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.

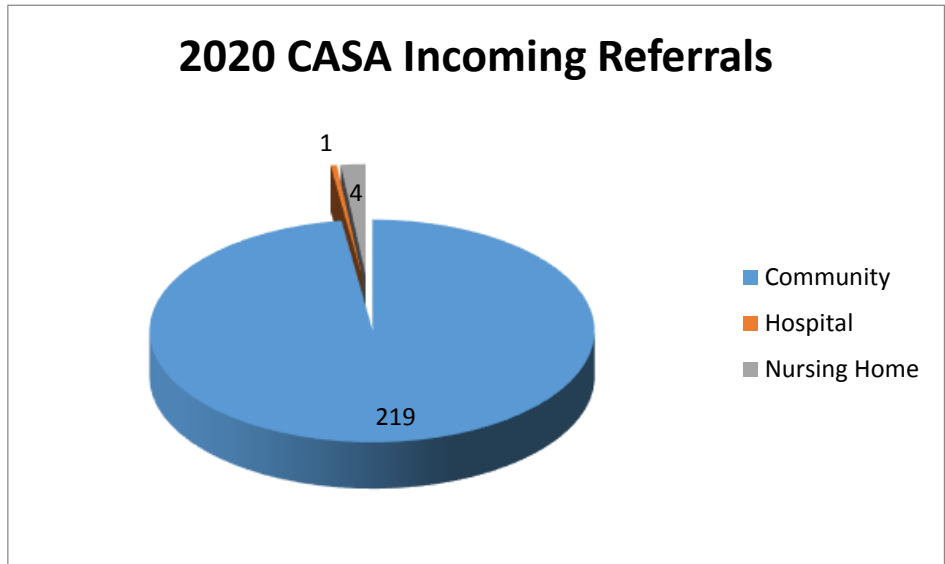
CASA remains an experienced, trusted presence in Broome County. They complete the UAS-NY assessments for their clients as required as well as the annual assessments for the Nursing Home Transition & Diversion (NHTD) and Traumatic Brain Injury (TBI) waiver programs. Due to the COVID-19 pandemic, the NYS DOH suspended routine reassessments. Some initial assessments were completed remotely.

CASA nurses are certified to complete the PRI and Screen for Nursing Home Placement. Throughout the pandemic, CASA continued to make some home visits to complete these assessments as required for 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.

## 2020 CASA End-of-Year Caseload Report

	2019	2020
Traditional Personal Care Aide Program	78	64
Shared Aide Program	14	13
Consumer Directed Personal Assistance Program	104	108
Foster Family Care Program	31	27
Nursing Home to Community Program	1	2
Nursing Home Transition & Diversion Waiver Program	6	6
Children's Waiver Program	8	8
Private Duty Nursing Program	17	16
Home and Community Based Waiver Program	92	100
Traumatic Brain Injury Waiver Program	4	5
CASA Case Management Only	78	66

## 2020 CASA Incoming Referrals



### 2020 - CASA Clients Transitioned to MLTC

MLTC Agency Name	Client Numbers
Fidelis	7
I-Circle	8
Nascentia- formerly VNA	3
<b>TOTAL</b>	<b>18</b>
PCA	4
Shared Aide	0
CDPAP	4
Case Management Only	10
<b>TOTAL</b>	<b>18</b>

### Broome County CASA 2020 Visits Made by Staff

Initial Visits	161
Reassessment Visits	178
Annual Visits	18
Community Follow-up Visits	663*
Hospital Follow-up Visits	180-mostly remote
Nursing Home Follow-up Visits	139-mostly remote
<b>Total</b>	<b>1,339</b>

\*Since routine reassessments were suspended, nurses were required to follow up with clients and extend Prior Approvals every 90 days. These authorization extensions were done remotely and considered a Community Follow-up Visit.

# 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 2020 included:

- Answered 1,465 Intake line calls.
- Received and logged in 421 Adult Protective Service referrals.
- Assigned 150 referrals for Assessments.
- Assigned 52 Central Intake calls (7 CI Preventive referrals, 7 ICPCs, 35 Home Study investigations and 0 Runaway Homeless Youth referrals).
- Broome County filed 2 guardianship petitions. The petitions were accepted.
- Broome County DSS Commissioner was appointed guardian for 5 new individuals.
- The Broome County DSS Commissioner served as guardian for 41 individuals.
- In addition to the Intake Line calls the APS/CI Unit received and made 5,750 phone calls, reviewed 3,605 records and participated in 22 case consultations.

	<b>2019</b>	<b>2020</b>
Central Intake Referrals Assigned	52	52

	<b>2019</b>	<b>2020</b>
PSA Referrals	427	421
PSA Intake		
Adult Abuse	26	48
Self-Neglect	172	120
Chronic MI Untreated	78	100
Guardianships	45	41

## **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 2020 included:**

- Served 58 families including 161 children at risk of placement.
- Anger Management for Parents classes were scheduled for 3-18-20 but due to COVID we were unable to conduct classes in 2020.
- Achieved a Satisfaction rating of 100% \*\*from families enrolled in the program (based on 43 completed surveys)
- Achieved a 97.6% prevention of placement rate for families served in 2020 (157 of 161 children).
- Achieved an overall prevention of placement rate of 96.5% for families based on follow-ups at 3-month, 6-month, and 12-month and 24-month post closure. (546/566). \*

\* Three of the children placed were at the recommendation of Families First. One of the children placed was due to case closing as Father was hospitalized in a Mental Health facility. One child was placed after a failed reunification due to child committing several felony crimes.

\* The unit was functioning at below optimal staff numbers, for 6 months we were down one staff and for two months we were down to two field staff.

	<b>2019</b>	<b>2020</b>
Number of Families Served	77	58

## **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 2020 included:**

- There were **140** calls from individuals interested in obtaining information pertaining to PINS Diversion eligibility and services.
- **87** PINS Diversion complaints were received including: **72** by parents and **15** by schools
- **20** Individuals attended PINS Diversion orientation for parents/guardians.

- **37** Cases were withdrawn or diverted from going to Family Court including: **35** cases diverted/withdrawn prior to the PINS Diversion complaint being opened, and an additional **2** assigned PINS Diversion cases successfully diverted/ withdrawn from going to Family Court
- **23** PINS Diversion cases were assigned
- **25** children were served in PINS Diversion

	<b>2019</b>	<b>2020</b>
PINS Diversion Referrals	66	23

## **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>2019</b>	<b>2020</b>
Children Placed - all levels of care	130	119
Children discharged - all levels of care	162	125
Children freed for adoption	32	7
Children in pre-adoptive homes	34	12
Adoptions finalized	30	17
Children in foster homes (12/31)	202	244
Children in institutions (12/31)	28	22
Children in group homes (12/31)	34	28
Children in all levels of care	281	294



## **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>2018</b>	<b>2019</b>	<b>2020</b>
Abuse Reports	212	76	198
Neglect Reports	4,099	4,392	3,788
<b>TOTAL</b>	<b>4,311</b>	<b>4,468</b>	<b>3,986</b>
Sexual Abuse Reports	181	72	117
New Family Court Petitions	81	109	64
1034 Investigations	144	138	102
Assist Other Counties in SCR Investigations	433	429	398

## **PURCHASE OF SERVICE PROGRAMS**

In order to fulfill our mandate to provide essential services to children, families, and vulnerable adults the Department purchases services from a number of community agencies. The purpose of these services is to improve family functioning, address risk and safety issues, 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.

### **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**

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**

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**

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 AFTER SCHOOL PROGRAM**

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.

### **CATHOLIC CHARITIES FINANCIAL MANAGEMENT ONLY**

The program provides non-protective financial management only to individuals 18 years and older who because of physical or mental impairment are unable to manage their own finances when the source of income is Social security.

### **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.

### **PERMANENCY SUPPORT SERVICES**

Permanency Support Services is a program provided by the Mothers & Babies Perinatal Network in Binghamton. This program is designed to provide parents whose young children have been placed in foster care with 1-on-1 mentoring where they work on additional supports, goals, parent education and life skills that may help expedite their reunification with their children. Also, PAL Staff and caseworkers work together to schedule visitation and provide a positive, healthy experience for the parents and the children.

## PURCHASE OF SERVICE PROGRAMS

	<b>PROVIDER</b>	<b>TOTAL SERVED</b>	<b>AMOUNT</b>
Sexual Abuse Treatment Program (SAP)	Family & Children's Society	106 Clients	\$378,000
Functional Family Therapy (FFT)	Catholic Charities	64 Families	\$324,346
Therapeutic After-School Program (TASP)	Children's Home of Wyoming Conference	46 Youth	\$624,523
Non-Residential Services to Victims of Domestic Violence	RISE	475 Clients	\$86,739
Child Advocacy Center (CAC)	Crime Victim's Assistance Center	265 Children	\$15,679
Elder Abuse Outreach	Broome County Office for Aging	985 Clients	\$112,624
Lourdes Home Visiting (IMPACT)	Lourdes	48 Parents	\$186,534
RISE Shelter Domestic Violence/Child Abuse	RISE	172 Clients	\$25,000
Children's Home Preventive Services (CHPS)	Children's Home of Wyoming Conference	140 Children	\$497,774
Sharing Hope and Inspiring New Energy (SHINE)	Catholic Charities	20 Youth	\$156,919
Detention Alternative Afterschool Program (DAASP)	Lourdes Youth Services	21 Youth	\$201,500
Catholic Charities Protective Services for Adults Program	Catholic Charities	135 Clients	\$569,885
Catholic Charities Financial Management Only (FMO)	Catholic Charities	259 Clients	\$97,810
Bridge	YWCA	8 Mothers	\$131,579
Permanency Support Services	Mothers & Babies Perinatal Network	263 Individuals	\$60,000
<b>Total</b>	<b>All Providers</b>	<b>3,007</b>	<b>\$3,468,912</b>

## **BROOME COUNTY PERFORMANCE MANAGEMENT**

### **Coordinated Care Services, Inc. (CCSI)**

The Broome County Department of Social Services contracts with Coordinated Care Services, Inc. (CCSI) to monitor the performance of contracted preventive services programs for children and families. In addition, CCSI provides technical assistance to contract agencies to support ongoing quality improvement, ensures the delivery of quality services and facilitate performance improvement activities.



The Coordinated Care Services, Inc. (CCSI) team offers expertise and specialized support in the areas of [Project and Program Management](#), [Service Contracts](#), [Technical Assistance](#) and [Financial and Contract Management](#). As a trusted leader in the areas above, CCSI holds contracts with many county and state government entities in New York State.

## **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 2020, there were 116 foster care eligibility determinations compared to 119 in 2019; of these, 80 were Title IV-E determinations, as compared to 84 Title IV-E determinations in 2019.

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.

	<b>2019</b>	<b>2020</b>
Services Systems Transactions	24,077	22,949

## **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.

	<b>2019</b>	<b>2020</b>
Authorizations	165,250	229,785

## **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 418 per month. Effective January 15<sup>th</sup>, 2020 Finger Imaging is no longer required. Other duties include staffing the reception desk, issuing benefit cards (averaging 777 per month). In November of 2019 we implemented procedure changes which allow issuance of temporary cards only when emergency SNAP benefits are issues or other regulatorily allowed instances, such as in an emergency situation. 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>2019</b>	<b>2020</b>
Case Numbers Issued	3,083	3,345
Clients Finger Imaged (TA)	5,018	1,113
Contact Center Calls Received	108,516	125,054
Switchboard Phone Calls Received	342	0

# 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 2020 were:

### **Court Appearances**

	<b>2019</b>	<b>2020</b>
Child Welfare	1,700	1,423
Child Support	3,129	1,739
Total	4,829	3,162

### **Monetary Recoveries**

	<b>2019</b>	<b>2020</b>
Child Support Recoveries*	\$2,095,996.39	\$3,371,585.90
Lien Recoveries (Estates, Injury Claims, Overpayments, MA Real Property, Mortgages)	\$1,147,585.84	\$1,067,809.36
Total Monetary Recoveries	\$3,243,582.23	\$4,439,395.26

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

### **Child Welfare**

	<b>2019</b>	<b>2020</b>
Child Abuse/Neglect New Children Receiving Protection	153	102
Foster Children Having Legal Proceedings Commenced to Free for Adoption	38	14

### **Protective Services for Adults**

	<b>2019</b>	<b>2020</b>
Guardianships	10	8



## **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>2019</b>	<b>2020</b>
Aid to Dependent Children	\$1,189,450.80	\$2,207,169.49
Other (Home Relief, Child Welfare Medical, etc.)	\$906,545.59	\$1,164,416.41
Total Social Services Collections	\$2,095,996.39	\$3,371,585.90
Total General Public Collections	\$14,626,612.13	\$15,705,339.71
Total Automated Support Collection Unit Collections	\$16,722,608.52	\$19,076,925.61
Federal Incentive on Aid to Dependent Children Support Payments*	\$86,682.00	\$175,905.00**
Tax Offset (Federal and NYS)	\$1,144,645.28	\$3,132,002.22

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

\*\*\$86,796 Adjust in January 2020 for FFY 18.

	<b>2019</b>	<b>2020</b>
Paternity Established by Court Order	105	47
Agency Acknowledgments	4	0

# 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>2019</b>	<b>2020</b>
Authorizations	57,958	71,286
Checks	31,638	27,810
Electronic Benefits	56,593	51,333

	<b>2019</b>	<b>2020</b>
Repayments Processed	4,404	3,953
Value of Repayments	\$6,660,636	\$7,010,557

<b>MAINTENANCE OF CLAIMS*</b>	<b>Public Assistance</b>		<b>Food Stamp</b>	
	<b>2019</b>	<b>2020</b>	<b>2019</b>	<b>2020</b>
Year				
Number of Claims	12,418	12,668	1,132	1,026
Value of Claims	\$10,167,313	\$10,696,164	\$1,024,041	\$1,067,116

\*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>2019</b>	<b>2020</b>
Number of Retro SSI Claims	248	208
Amount of Reimbursement Received	\$979,131	\$780,310

### **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 are 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>2019</b>	<b>2020</b>
Number of burials arranged	205 (Cost \$362,637)	222 (Cost \$393,950)
Number of rental inspections	10	28

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>2019</b>	<b>2020</b>
TPHI offset Medicaid	\$54,391,007	\$47,765,482

## **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>2019</b>	<b>2020</b>
Personnel Data Records	387	534
Position Change Request	92	70

## **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>2019</b>	<b>2020</b>
Cars in Agency Fleet	27	27
Average Operational Fleet Size	25.2	24.8
Miles Traveled	299,302	167,655
Pieces of Mail Processed	151,756	166,927

# 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.

	2019	2020
Employees in Degree Programs	6	5

A training sampler for 2020 included:

- *Legal Updates for CPS and Child Welfare*
- *Conflict Resolution*
- *Effective and Essential Workplace Interpersonal Skills*
- *Family Assessment Response (FAR) Orientation*
- *Cultural Diversity & Awareness*

	2019	2020
Units of Job Specific Training (all program areas)	4,796	3,965

In 2020:

With all that the COVID-19 pandemic brought, Commissioner Nancy Williams stated, “More than ever we need to remain informed and connected.” and with this, the daily circular, “Informed and Connected” was born. It kept all staffs well-informed on topics such as building updates, trainings, State and County news/ mandates and health and safety updates.

A new Training lab was developed which is wired for State and County Users to complete virtual trainings and in the future have congregate, participatory virtual trainings on the new 65” television. The Training Lab includes a conference space, several individual study/ break out areas and a resource room.

3 staffs successfully completed “Lean/ Six Sigma Green Belt” certification training.

**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>2019</b>	<b>2020</b>
Number of Volunteers / Interns	361	329
Hours of Service	9,171	8,451
Value of Donated Goods	\$17,313	\$22,276.92

Volunteers and interns had a positive impact on the organization in 2020. 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 2020. Unfortunately, the tax site had to close on March 13, 2020 due to COVID-19. The interns and volunteers for the VITA program did manage to file 430 income tax returns for families and individuals whose household income was under \$66,000. The Volunteer’s office continued its collaboration with the United Way of Broome County. Through this collaboration a VITA grant was pursued and was awarded monetary funds. The partnership also continued with the AARP.

COVID-19 affected summer camps closing, only a handful operated during the summer season. This year only 10 youngsters were able to benefit from campership funds. SUNY Kids was another program that was affected by COVID-19. The program was stalled due to an agreement couldn’t be reached between the bus service provider and Broome County.

The Holiday Wish Program was able to provide gifts to 252 children and adults. The Agency also hosted a successful back to school supply drive.

## **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>2020 GRANT AMOUNT</b>
Binghamton University Bachelor Program	\$32,335
Broome Community College Associate Degree Program	\$17,715
Child Care and Development Block Grant (CCDBG)	\$4,022,159
Child Abuse or Neglect Prevention & Treatment (CAPTA/CARA)	\$30,000
CARES HEAP	\$10,676
Expansion of Child Care Assistance Program Grant (ECCAP)	\$104,010
Families First Transition Grant	\$29,800
Flexible Funds for Family Services (FFFS)	\$501,585
Home Energy Assistance Program (HEAP)*	\$732,883
Homeless Code Blue	\$198,923
Medicaid Technologies Improvement Grant	\$3,609,355
Safe Harbor	\$43,350
School District Outstation Caseworker (SDOC)	\$498,447
SNAP Bonus	\$26,114
SNAP Employment & Training	\$56,478
Summer Youth Employment Program	\$257,480
<b>TOTAL</b>	<b>\$10,171,312</b>

\*An additional \$7,754,157 was paid by New York State on behalf of Broome County.