



Broome County Department of Social Services

ANNUAL REPORT - 2002

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Commissioner
Deputy Commissioner of Services
Deputy Commissioner of Assistance Programs
Deputy Commissioner of Administrative Services
Deputy County Attorney

AGENCY VISION

Our vision is 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 contributions of our staff and the participation of our community. This vision shall be achieved through a culture which encourages continuous improvement.

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BROOME COUNTY EXECUTIVE

Jeffrey P. Kraham, County Executive
Thomas P. Hoke, Deputy County Executive for
Human Services

BROOME COUNTY LEGISLATURE

Daniel A. Schofield, Chairman

COMMUNITY & SOCIAL SERVICES COMMITTEE

Wanda A. Hudak, Chairperson
Arlene E. Nannery
Patrick F. O'Day
Thomas A. Hull
Mark R. Whalen

ADVISORY COUNCIL

Debra Champion, Chair
Carol Aronowitz
Rev. Henry Ausby
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Robert Ford
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Heidi Kowalchyk
Rena Kovac
Donna Lupardo
Nancy McGraw
Linda Rosemarino
Terri Rustine
Daniel Yeager
John Sterlacci



BROOME COUNTY

DEPARTMENT OF SOCIAL SERVICES

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JEFFREY P. KRAHAM
Broome County Executive

ARTHUR R. JOHNSON, CSW
Commissioner

August 28, 2003

The Honorable Jeffrey P. Kraham
Broome County Executive
The Honorable Daniel A. Schofield
Chairman, Broome County Legislature
Broome County Office Building
Government Plaza
Binghamton, New York 13901

Gentlemen:

On behalf of the Department of Social Services, I am pleased to present you with our 2002 Annual Report.

The Temporary Assistance Division ended the year with significant increases in caseloads due to further erosion of the economy along with the reduction in local jobs. This downturn in the economy is supported by current Department of Labor statistics referencing the loss of 1800 jobs from December, 2001 to December, 2002. Safety Net caseloads increased by 46% from year-to-year which drove a 52% increase in related expenditures. Consistent with the above employment statistics, there were 17% fewer entries to employment when compared to 2001 which highlights our local economy downturn.

The Medicaid Program continues to drive costs upward. The Medicaid caseload increased 18% over last year with an increase of 25% expenditures over 2001. The increases are due to the growing population of elderly people in the community, and significant increases in Drugs and Supplies, Hospital Inpatient and Prepaid care which is driven by the recently enacted Family Health Plus Program.

The Services Division continues to respond to community challenges regarding child abuse and neglect and the placement of children in foster care and institutions. From 2001 to 2002 expenditures increased 20% in the Foster Care Program and 11% in the Day Care Program. With the Division's emphasis on child placement, we were able to reduce the number of children in care by 21%.

The end of 2002 brought significant changes to the Department. There was turnover of the entire administration of the Department, bringing aboard a new Commissioner and three new Deputy Commissioners. In addition, a retirement incentive program brought about the exodus of many of the experienced managers.

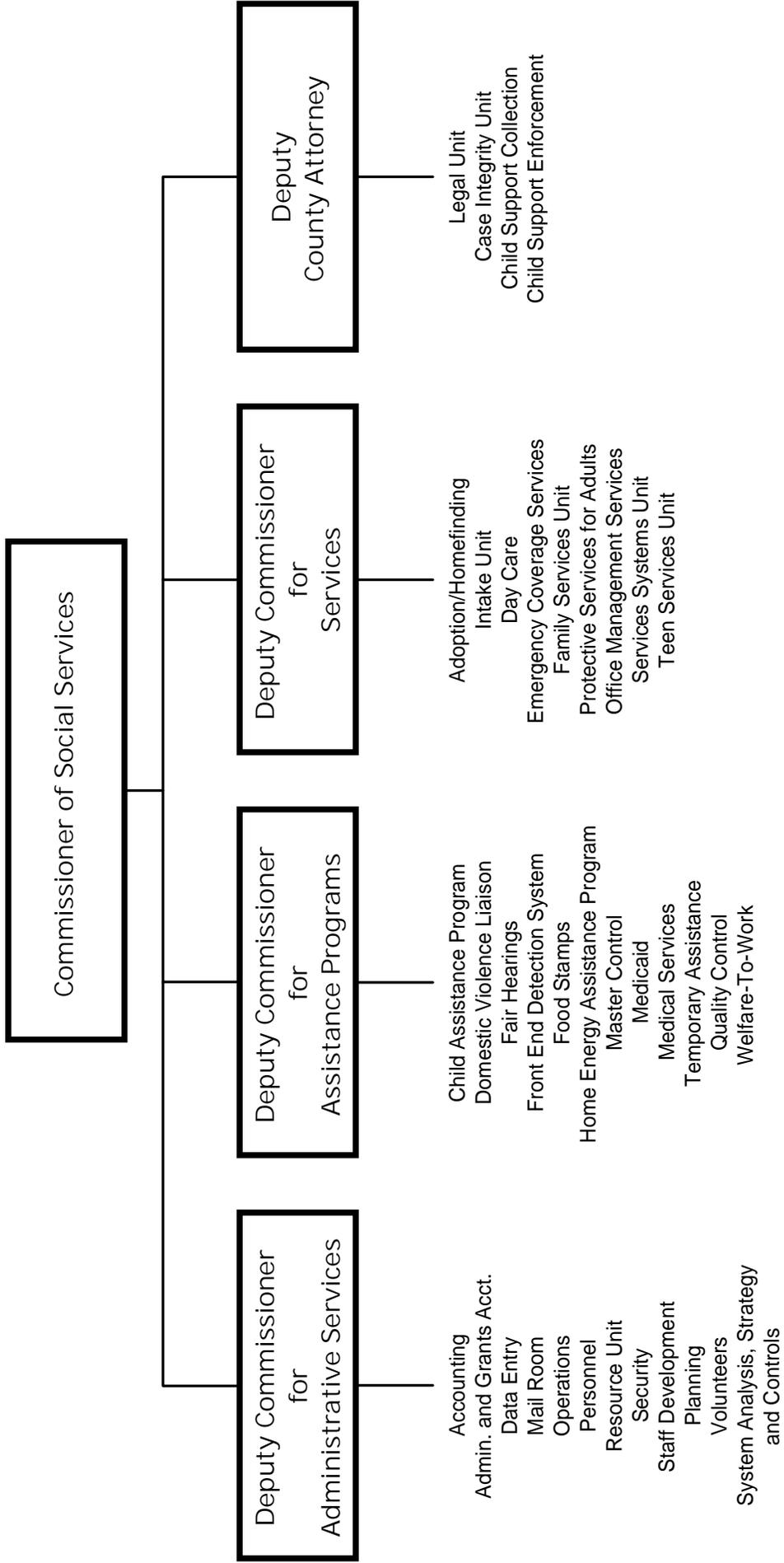
I would like to commend the efforts of all the staff of the Department in carrying out the work of the Department during times of increased workloads and administrative change.

Respectfully submitted,

A handwritten signature in black ink, appearing to read 'A. R. Johnson', with a long horizontal flourish extending to the right.

Arthur R. Johnson, CSW
Commissioner

Department of Social Services



**BROOME COUNTY DEPARTMENT OF SOCIAL SERVICES
 END OF YEAR CASELOAD REPORT
 Caseload on December 31st**

	2001	2002
TANF	1,151	1,323
SAFETY NET	595	868
MA & MA SSI & MAFC, NH	11,989	14,130
FOOD STAMPS	4,805	5,357
NURSING HOMES	1,164	1,402
PSA CASES	482	453
CHILDREN IN FOSTER CARE	375	349
DAY CARE	2,092	1,733

**PROGRAM ACTIVITIES
 Cumulative for year**

	2001	2002
REPORTS OF ABUSE AND NEGLECT	2,440	2,368
MANAGED CARE ENROLLMENT	10,319	12,478
ENTRIES TO EMPLOYMENT	1,336	1,106
SANCTIONS	479	382

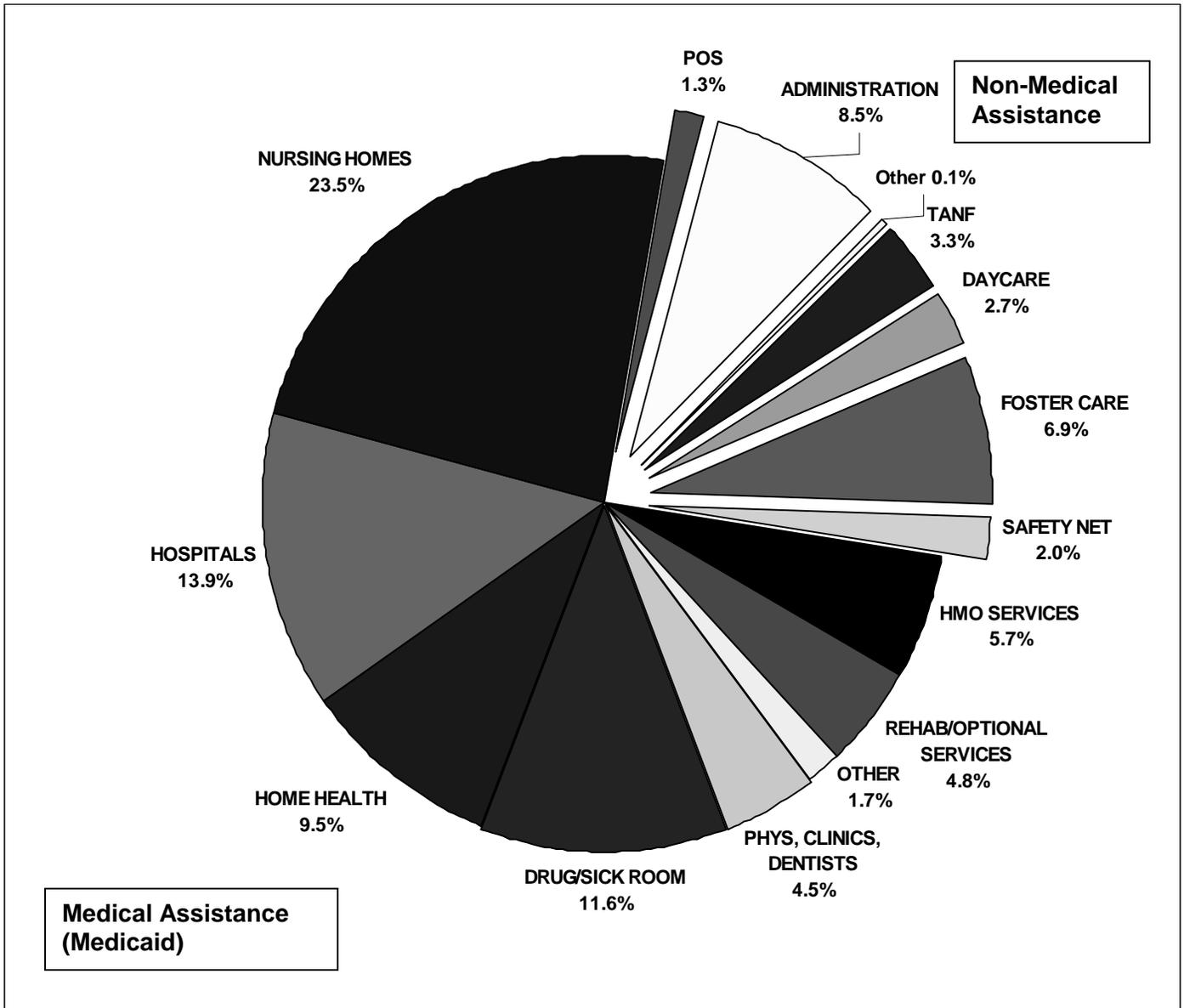
EXPENDITURES BY PROGRAM

PROGRAMS	2001	2002
Medical Assistance Program	\$25,534,737	\$31,971,998
Temporary Aid to Needy Families	8,721,295	7,495,221
Administration	18,056,522	19,452,656
Foster Care	12,097,219	14,563,097
Safety Net	2,982,440	4,545,743
Purchase of Services	2,550,199	3,086,964
Day Care	5,581,234	6,209,847
Burials	242,702	244,112
Emergency Aid to Adults	19,698	12,447
Special Needs - FTHA	4,177	1,445
Non-Secure Detention	1,282,403	1,155,887
Totals	\$77,072,626	\$88,739,417

REVENUES

	2001	2002
Expenditures	\$77,072,626	\$88,739,417
Repayments	\$4,447,104	\$4,330,803
Revenues – Federal/State	\$36,006,835	\$43,554,189
Net Cost to County	\$36,618,687	\$40,854,425
% to County	47.51%	46.04%

2002 BUDGET EXPEDITURES
HOW \$229,116,787 was spent for Department programs in 2002



Medical Assistance (Medicaid)- \$172,349,368

Non-Medical Assistance- \$56,767,419

Part I



- ⌘ Temporary Assistance
- ⌘ Medicaid
- ⌘ Food Stamps
- ⌘ Home Energy Assistance Program (HEAP)
- ⌘ Welfare-to-Work
- ⌘ Temporary Assistance Services

Assistance Programs

ASSISTANCE PROGRAMS

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

During 2002 the Temporary Assistance caseload increased 16% over 2001. This reflects the down swing of the economy and the lack of local jobs.

Temporary Assistance Caseload (as of 12/31):

	2001	2002
All Categories	1,746	2,191

Applications: Aid to Dependent Children, Home Relief and Emergency Programs:

	2001	2002
Received:	6,342	7,079
Approved:	2,657	3,074
Denied and Withdrawn:	3,534	3,914

Income Maintenance Activity:

Client Contacts:	2001	2002
Walk-ins	5,896	6,595
Recertifications	2,086	1,932
Cases Closed	2,407	2,810
Case Changes	18,104	19,356

	2001	2002
Front Desk Contacts	90,899	107,655

Fair Hearings Activity:

Fair Hearings	2001	2002
Called	268	267
Held	93	101
Affirmed	64	113
Reversed	12	19
Split (decision correct when made)	1	0
Withdrawn	62	70

MEDICAL ASSISTANCE (MEDICAID)

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

The increasing numbers of elderly in the community and federal policy changes, which added new programs, such as guaranteed continuous coverage for children under 19, Facilitated Enrollment and Family Health Plus, continue to drive Medicaid caseload increases. The Medicaid caseload increased during 2002.

Caseload (as of 12/31)	2001	2002
MA Only	6,845	8,958
MA-SSI	5,144	5,172
TOTAL	11,989	14,130

Applications- MA only and MA SSI	2001	2002
Received	6,396	8,113
Approved/Reopened*	6,648	8,367

*Includes transfers from other programs

FOOD STAMPS

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 a card, which is activated by computer scan in any of 29 locations (grocery stores) in Broome County. The stamps are issued by the grocery store but can be spent anywhere that is authorized to receive Food Stamps.

Caseload (as of 12/31)

	2001	2002
Temporary Assistance Food Stamps	984	1,165
*Food Stamps Only (Non-Temporary Assistance households)	4,805	5,357
TOTALS:	5,789	6,522

* Includes SSI and Office of Mental Health Hygiene Cases

Applications (NPA)	2001	2002
New Cases	3,802	4,099
Total Cases**	3,802	3,854

** Includes transfers from other programs

Expedited Food Stamps

The Expedited Food Stamps program issues Food Stamps 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 Food Stamps within 5 calendar days.

During 2002, 7,070 households were screened for Expedited Food Stamps. Of those screened, 1,578 or 22% were found to be eligible for this service. Some of these households also were processed for a Public Assistance program.

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. PROBE serves the under-60 population in Broome County.

The 2001-2002 budget for Broome County totaled \$2,794,341. This program is 100% Federally funded.

	2000-2001*	2001-2002
Administrative Allocation	\$455,794	\$229,384
Emergency Allocation	\$1,289,556	\$535,664
Non-Public Assistance County Allocation	\$879,632	\$1,130,690
Public Assistance	\$875,008	\$898,011
Total County Allocation	\$2,984,701	\$2,794,341
Households Served	8,779	5,762

*Benefit levels per household increased by State.

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 Comprehensive Employment Opportunity Support Center (CEOSC - located at the Self-Sufficiency Center on State Street). 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 Training and Employment (TEP) and On-The-Job Training (OJT) programs, Food Stamp Employment and Training (FSE&T), and the Disabled Client Assistance Program.

2002 Welfare-to-Work Unit Highlights:

TANF/Safety Net Recipients	2001	2002
Entries to Employment	1,213	1,106

	2001	2002
Required TANF Welfare to Work Activities Participation Rate	45%	50%
Broome County's Rate	52%	54%

	2001	2002
Required Safety Net Welfare to Work Activities Participation Rate	90%	90%
Broome County's Rate	97%	100%

TASA/Teen Services Unit

The Teen Services Unit was created under the Pregnant and Parenting Youth Service TANF grant to enhance the services provided by TASA. With common Welfare to Work outcomes as a focus, and with continuing or completing high school education as a primary objective, the unit attempts to identify specific barriers that inhibit a youth’s success and to develop plans to overcome them. Primary emphasis of casework activity is upon education, self-sufficiency, lifestyle stabilization, improved parenting, reduction of subsequent births, and developing positive connections to community through employment, family living and socially appropriate and safe behavior.

	2001	2002
Number of TASA/TSU Cases	201	332

2002:

# Youth entering employment	# Youth enrolled in High School or GED	# Youth Achieving HSD or GED	# Parenting Youth	# Parenting Youth enrolled in Parenting Program
82	102	35	231	65

*Barriers	1 to 2 barriers	3 to 5 barriers	5 or more
	33	199	100

*Barriers refer to specific conditions or problems in the adolescent’s life at the time they are being serviced and which represent significant obstacles to goal achievement. The identified barriers are: Child Care issues, criminal justice history, juvenile justice history, former foster care, child protective history, drug or alcohol issues, domestic violence, relationship problems, gang association, homelessness, independent living skills deficits, inadequate education, learning disability, lack of medical care, mental health issues, pregnancy, parenting skills deficits, lack of social supports, and the absence of meaningful work history.

TEMPORARY ASSISTANCE SERVICES UNIT

The Temporary Assistance Services Unit is comprised of staff who perform a variety of services which are either mandated or supportive of the Agency goals and responsibilities. The functions of this unit include the following: screening all Temporary Assistance applicants; short-term poverty-related services for Temporary Assistance recipients; housing; services; teen pregnancy/parenting counseling (Teenage Service Act Program); services to help persons apply for SSI or SSD; and the monitoring of restricted Medicaid recipients' use of Medical Services.

	2001	2002
Number of cases screened	6,117	7,006
Denied or withdrawn	2,879	2,782
Opened at screening	68	84
Referred for eligibility determination	3,159	4,136

Housing

The Housing Consultant provides information and referral services for the Department and community and is involved on several committees that concern themselves with housing issues.

	2001	2002
Housing Services	125	95

Part II



• Disability Review
• Prenatal Care
Assistance Program
• Managed Care
Program
• Family Health Plus

Medical Services

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.

	2001	2002
Nursing home patients (average)	1, 563	1,402
*Personal Care Service hours	135,934	157,545
Cost of Service	\$2,007,768	\$ 2,224,994
Adult Foster Care Clients	32	39
Care at Home Clients (as of 12/31)	21	22

* 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.

	2001	2002
Cases reviewed for Aid to Disabled Category	400	475
Cases eligible for Aid to Disabled Category	344	287
Cases reviewed for SSI/SSD	143	38
Cases approved for SSI/SSD	113	172

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, Child/Teen Health Plan, Medicaid, Public Assistance and Services.

In November of 2000, PCAP expanded Medicaid eligibility to pregnant women and infants up to age one with family incomes up to 200% of the Federal Poverty Level. Medical Services is responsible for accepting the Medicaid applications, determining eligibility and serving as the liaison for PCAP providers.

	2001	2002
PCAP Cases Opened	920	1,000
PCAP Eligibility Determinations	712	1,004

MANAGED CARE

Broome County Social Services implemented Mandatory Medicaid Managed Care enrollment on May 1, 1998. As of December 31, 2002 Broome's total enrollment was 12,478, which represents a 76% penetration of the eligible population. 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 8.0%.

Plan	2001 Year to Date Enrollment	2002 Year to Date Enrollment
CDPHP	3,972	5,644
Broome MAX	5,866	6,359
Fidelis	481	475
TOTAL	10,319	12,478

FAMILY HEALTH PLUS

Broome County Social Services implemented the Family Health Plus Program on September 4, 2001. Family Health Plus (FHP) is New York State's first insurance program for adults who do not have health insurance and have incomes too high to qualify for Medicaid. FHP is available to single adults, couples without children and parents between the ages of 19 and 64. Comprehensive health insurance coverage is provided through managed care plans.

Plan	2001 Year to Date Enrollment Family Health Plus	2002 Year To Date Enrollment Family Health Plus
CDPHP	104	1,630
GHI-HMO	0	3
Fidelis	1	104
TOTAL	105	1,737

DENTAL CASE MANAGEMENT PROGRAM

Broome County Department of Social Services implemented the Dental Case Management Program on April 1, 2002. The program partners with over 50 private practicing dentists to improve access to dental services for the Medicaid population. The Case Manager provides client education and follow-up as well as provider support. Over 700 clients were served in 2002.

Part III



- ## Adult and Family Services
- ## Child Placement Services
- ## Child Protective Services
- ## Family Violence Prevention Council
- ## Purchase of Service Programs

Social Services

SOCIAL SERVICES

ADULT AND FAMILY SERVICES

The Adult and Family Services units provide assessment, information and referral, crisis intervention, and on-going services to families and individual adults.

Preventive Services for Families

Preventive Services for Families focuses on case management and support services for families experiencing parent-child conflict, marital conflict, severe child behavior problems, and those whose children are at risk of foster care placement.

	2001	2002
Intake Referrals	596	641
PINS Diversion	542*	144**
Adolescent Preventive Services Program	123*	61**
Early Intervention Services	159*	156*

*Families served

** Cases served/ mo.

Protective Services for Adults

Protective Services for Adults are provided to 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.

	2001	2002
PSA Referrals	626	663
Information & Referral	600	574
Representative Payee	385	405
PSA Intake:		
Adult Abuse	236	188
Self-Neglect	438	509
Total Cases Served	1,010	1,090

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.

	2001	2002
Families Receiving Daycare Services	2,064	1,991
Children Receiving Daycare Services	3,431	3,299

CHILD PLACEMENT SERVICES

Child Placement 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. This section is responsible for the agency's Foster Care and Adoptive Homes, including certification, training and support.

The following is a 2-year comparison of key activities for Child Placement:

	2001	2002
Children Placed - all levels of care	187	148
Children discharged - all levels of care	165	183
Children freed for adoption	38	19
Children placed in adoptive homes	37	43
Children legally adopted	21	33
Children in foster homes (12/31)	209	349
Children in institutions (12/31)	103	85
Children in group homes (12/31)	30	41
Children in all levels of care	375	349
Number of foster homes	73	75
Number of Care Days	131,523	132,072

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.

Child Protective Services experienced a 3% increase in the number of SCR reports received in 2002. See the three-year comparison below:

	2000	2001	2002
Abuse Reports	154	157	174
Neglect Reports	1,931	2,283	2,194
TOTAL	2,085	2,440	2,368
Sexual Abuse Reports	144	149	167
New Family Court Petitions	90	72	100
1034 Investigations	181	249	259
Assist Other Counties in SCR Investigations	141	163	176
Emergency Abuse/Neglect Calls	1,460	1,566	1,794

BROOME COUNTY FAMILY VIOLENCE PREVENTION COUNCIL

The Family Violence Prevention Council is an advisory council to the Broome County Executive and the community on issues of family abuse and neglect. The Council is responsible to the County Executive, however the staff are employed by the Department of Social Services and under the Administration of both DSS and the Youth Bureau.

A copy of the "Broome County Family Violence Prevention Council: Annual Report 2002" is available by contacting their office.

PURCHASE OF SERVICES 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 as well as the number of care days provided. These services are listed below.

	PROVIDER	CASES/MO.	AMOUNT
Sexual Abuse Treatment Program	Family & Children's Society	70	\$476,264
Adolescent Preventive Services (APS)	Catholic Social Services	61	\$317,702
Therapeutic After-School Program	Children's Home of Wyoming Conference	42	\$516,145
Parent Aide/Homemaker Services	Family & Children's Society	96	\$248,573
PINS Diversion	Probation Department	144	\$550,517
Families First	Mental Health	8	\$371,300
Non-Residential Services to Victims of Domestic Violence	SOS Shelter	1,252	\$80,401
Child Advocacy Center	Crime Victim's Assistance Center	13	\$29,099
Coordinated Children's Services Initiative (CCSI)	Catholic Charities of Broome County	10	\$65,000
Elder Abuse Outreach	Broome County Office for Aging	12	\$75,440
Maternal Child Health Nurse	Broome County Department of Health	21	\$43,908
Youth Advocate Program	Youth Advocate Programs, Inc.	14	\$313,073
Total	All Providers	1,743	\$3,087,422

Part IV



⌘ Services Systems
Units
⌘ Welfare
Management
System

Support Services

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 2002, there were 202 foster care eligibility determinations; of these, 87 were Title IV-E determinations, as compared to 91 Title IV-E determinations in 2001

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.

	2001	2002
Services Systems Transactions	12,600	14,072

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.

	2001	2002
Authorizations	136,169	130,334

Part V



Legal Unit
Resource
Unit/Third Party
Child Support
Enforcement and
Collection
Quality
Control/FEDS

Enforcement

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 2002 were:

Court Appearances

	2001	2002
Child Welfare	1,523	1,989
Child Support	4,209	4,173
Total	5,732	6,162

Monetary Recoveries

	2001	2002
Child Support Recoveries*	\$1,839,889	\$1,808,075
Estates Proceeds	951,089.62	769,925.24
Injury Claim Liens	124,958.82	207,065.93
Misc. Civil Collections	10,726.60	7,217.45
Fraud Recoveries (cash)**	216,301.02	216,808.75
Mortgages	52,350.05	49,868.05
Medicaid Real Property Liens	189,992.91	152,125.10
Overpayment Collections	10,614.92	11,223.39
Total Monetary Recoveries	\$3,395,922.94	\$3,222,308.91

€# Joint effort with Child Support Enforcement Unit reflects declining public assistance caseload. Overall collection, which includes cases transitioning off welfare, totaled \$15,728,717.00, an \$955,395.00 increase over 2000.

** In other cases referred to the Case Integrity Unit for investigation, the Department's Certification Unit substantially recovered overpayments by reduction of public assistance grants.

Welfare Fraud

	2001	2002
Fraud Referrals to Case Integrity Unit	1,969	2,072
Fraud Prosecution/Arrests	480	162
Conviction (District Attorney's Office)	124	68

Child Welfare

	2001	2002
Child Abuse/Neglect Petitions filed	80	107
Petitions to Free Foster Children for Adoption	31	26

Protective Services for Adults

	2001	2002
Guardianships	15	26

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, property ownership is required before assistance can be issued. The Unit maintains records of all assigned assets, such as real property and mortgages, and coordinates all burials of indigent persons. The Unit is also responsible for pre and post inspection of rented housing.

	2001	2002
Number of burials arranged	111 (Cost \$258,992.10)	106 (Cost \$ \$244,144)
Number of rental inspections	351	397

The major responsibility of the Third Party Health Insurance Unit is to reduce Medicaid expenditures through maximum utilization of other third party health insurance.

	2001	2002
TPHI offset Medicaid	\$32,167,802	\$38,426,704

CHILD SUPPORT ENFORCEMENT AND COLLECTION

The Child Support Program, which includes the Child Support Enforcement Unit (CSEU) and the Support Collection Unit (SCU), has as its principle responsibility the timely establishment and enforcement of child support obligations.

The Child Support Enforcement Unit (CSEU), which includes the Child Support Services Unit (CSSU), shares similar responsibilities of investigating matters of non-support and/or paternity. The CSEU acts on matters wherein the Department of Social Services has an Assignment of (Support) Rights, in accordance with Social Services Law. The CSSU provides services on behalf of persons who have made application for and have been approved for Child Support Services.

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.

Child Support Collections	2001	2002
Aid to Dependent Children	\$1,248,134.75	\$1,148,392.76
Other (Home Relief, Child Welfare Medical, etc.)	\$595,892.47	\$661,043.32
Total Social Services Collections	\$1,844,027.22	\$1,809,436.08
Total General Public Collections	\$13,884,586.23	\$14,781,717.28
Total Automated Support Collection Unit Collections	\$15,728,613.45	\$16,591,153.36
Federal Incentive on Aid to Dependent Children Support Payments*	\$167,644.00	\$165,528.00
Tax Offset (Federal and NYS)	\$882,211.07	\$833,382.33

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

	2001	2002
Paternity Established by Court Order	125	143
Acknowledgements	215	305

QUALITY CONTROL/FRONT END DETECTION SYSTEM (FEDS)

The Program Coordinator works directly with the Regional Office of Audit and Quality Control in maximizing federal reimbursement through independent audits of social services programs. The findings of these audits are reported to Program Managers to assist them in planning and improving the quality of assistance provided by line staff through training or other corrective actions. Cases are audited for accuracy and completeness as well as for correct application of federal, state and local policies and procedures.

The following are audits and reviews that were conducted during 2002: Public Assistance Recipient Information System (PARIS) Matches, Interstate Duplicate Assistance Matches, Social Security Enumeration Reports (WINR 5126), High Risk Resource File Integration (RFI) reports, Social Security Number Validation Reports (WINR 9311) and Annual Federal Food Stamp Management Evaluation Review.

€# The FEDS unit is a mandated program that enables local districts to conduct in-depth pre-eligibility investigations of public assistance applicants who meet select criteria for preventing possible welfare fraud. Broome County DSS conducted FEDS activities through 7/31/02 when Broome County Security Case Integrity Unit took over the program.

	2001	2002*
Referrals	1,230	898
Investigations	1,224	997
Cases Diverted	602	463
Cost Avoidance	\$3,629,874	\$3,201,774

*Numbers Listed are for 1/1/02 through 7/31/02 only.

Part VI



- ☒ Accounting
- ☒ Personnel
- ☒ Operations Management
- ☒ Master Control

Administrative Services

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. The Claims Unit issues all benefits to eligible clients. In addition it audits and issues checks relative to provider claims. This Unit is responsible for the Cash Management System (CAMS) which is used for receipts and check distribution for Representative Payee Accounts and receipt of repayments and recoveries to the Agency.

Reconciliation of check issuance and FAMIS reports is completed in this unit as well as preparation of data input sheets for the Finance Department. This unit handles the Revolving Fund and Petty Cash disbursements.

	2001	2002
Authorizations	94,668	97,980
Vouchers	3,460	3,726
Checks	25,315	29,951
Electronic Benefits	42,000	45,677

	2001	2002
Repayments Processed	6,332	6,971
Value of Repayments	\$5,214,668	\$5,110,976

MAINTENANCE OF CLAIMS*	Public Assistance		Food Stamp	
	2001	2002	2001	2002
Year				
Number of Claims	5,400	5,779	1,259	1,367
Value of Claims	\$4,976,000	\$5,211,646	\$753,000	\$821,025

*For open and closed cases.

The Administrative Support Unit is responsible for the fiscal operation of the Department and for preparation and filing all pertinent reports and claims for reimbursement as required by the State and Federal Governments.

PERSONNEL

Personnel is responsible for the maintenance of each individual employee's Personnel File, which includes record keeping functions associated with vacation time, sick time, leaves of absence, and all other pertinent information. Other functions include the preparation of Personnel Data Records and coordination of Civil Service regulations and procedures with the Broome County Department of Personnel.

The Personnel Unit manages the mailing operations for the Department. The Unit records all authorizations received by the Accounting Department.

	2001	2002
Pieces of Mail Processed	285,330	295,375
Authorizations Logged	94,668	97,980

OPERATIONS MANAGEMENT

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

	2001	2002
Security Incidents	295	323
Cars in Agency Fleet	27	27
Travel Requests for Destinations Outside of Broome Co.	904	725
Average Operational Fleet Size	25.6	25.8
Miles Traveled	426,566	361,316

MASTER CONTROL

Master Control is the record custodian for closed Public Assistance, Medical Assistance and non-Public Assistance Food Stamps. All new case numbers are processed through Master Control. This unit checks obituaries and issues notices to appropriate units. In addition, Master Control provides various County agencies with CIN numbers and effective dates of eligibility.

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. All shipments received in this agency are signed for and routed through Master Control. Master Control also has responsibility for the Telephone Switchboard Operator. On the average day 275-300 calls could be processed through the switchboard.

	2001	2002
Case Numbers Issued	3,386	3,653
Authorizations (638) and Vouchers	967	727
Switchboard Phone Calls Received	58,263	70,151

Part VII



☞ Central Administration
☞ Staff Development,
Planning and Volunteer
Services

Central Administration

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, Planning and Volunteer Services

This Unit is committed to improving the organization through its employees and to providing services and resources that enable the organization to realize its goals. We are results oriented and focus on continuous improvement in the following areas:

Training - 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 and certificate programs.

In 2002, all employees participated in training sessions on Organizational Change which focused on customer Service.

	2001	2002
Units of Job Specific Training (all program areas)	2,757	1,259

	2001	2002
Employees in Degree Programs	16	18
Employees in Certificate of Administration Program	16	10

Planning - to provide technical assistance and support through research and statistical analysis producing summary documents to aid in organizational and community planning.

Planning activities in 2002 included the following: participation on the Integrated County Planning Team; compilation of the agency’s annual report and the continuous recruitment of employees to participate in agency-wide events. The unit provided oversight for organizational change teams that evolved into a major process re-engineering project by the end of 2002. The unit delivered 26 issues of the HOT NEWS, maintaining our unbroken record of 126 continuous editions since the inception of the newsletter in March of 1998. All unit members participate in community and state project teams and advisory groups and facilitate numerous task groups and committees throughout the organization.

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.

	2001	2002
Number of Volunteers / Interns	141	155
Hours of Service	14,321.25	14,921.74
Value of Donated Goods	\$15,585	\$18,050

Agency participation in community events is also encouraged and coordinated through the Volunteer Office. This year employees provided strong support in the fight against cancer by participating in the Relay for Life Walk/Run sponsored by the American Cancer Society. Staff were also involved in providing information to the public regarding the services offered by BCDSS at the Youth Education Services Community Action Project's (YESCAP) Teammates for Life. The employees commemorated the events of September 11, 2001 with a special ceremony on that day in 2002. The department also assisted with organizing the United Way's Day of Caring and hosting one of their events at the BC Sheriff's Office.

Part VIII



#Grants

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 and represent additional programs and revenues brought to our county. New York State or the Federal Government provides funding. These grants are listed below.

GRANT	GRANT AMOUNT-2002
Binghamton University Bachelor Program	\$163,665
Broome Community College Associate Degree Program	21,504
Building Independence in the Long Term (BILT)	1,284
Child Assistance Program (CAP)	472,942
Child Care and Development Block Grant (CCDBG)	4,613,451
Child Health Plus Facilitated Enrollment	35,964
Day Care Home Registration	178,276
Dental Assessment Case Manager	37,153
Domestic Violence and Child Abuse Project	21,875
DSS/BU Professional Development Program	39,623
Food Stamp Employment and Training (FSE&T)	139,502
Food Stamps Nutrition Education (FSNE)	124,622
Home Energy Assistance Program (HEAP)	2,964,607
Medicaid Managed Care Program (MAX)	132,774
Medicaid Outstation Worker	84,424
New York Work Block Grant 2S	77,096
Service and Training for Individuals in Vocational Education (STRIVE)	39,684
Top (start up)	88,984
TANF Services Block Grant	685,514
TOTAL	\$9,922,944

**Broome County Department
of Social Services
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.