Broome County Department of Social Services

Annual Report 2014

Arthur R. Johnson, LCSW
Commissioner

Debra A. Preston
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.

A Message from Commissioner, Arthur R. Johnson, LCSW

2014 was another year of significant change and challenges for the Department. The NYS Health Department continues to take over portions of Medicaid Administration from local DSS'. Our staff continues to restructure & redefine their roles & responsibilities in an area that is downsizing every year as the state takes over more and more of the work. This process will continue for at least two more years.

The Department assumed responsibility as the lead agency for two programs mid-year; they are Persons in Need of Supervision (PINS) and Families First. PINS address non-criminal complaints about the behavior of young persons, less than 18 years of age that are handled by Family Court. Families First works with families, teaching and promoting new behaviors on the part of parents and children.

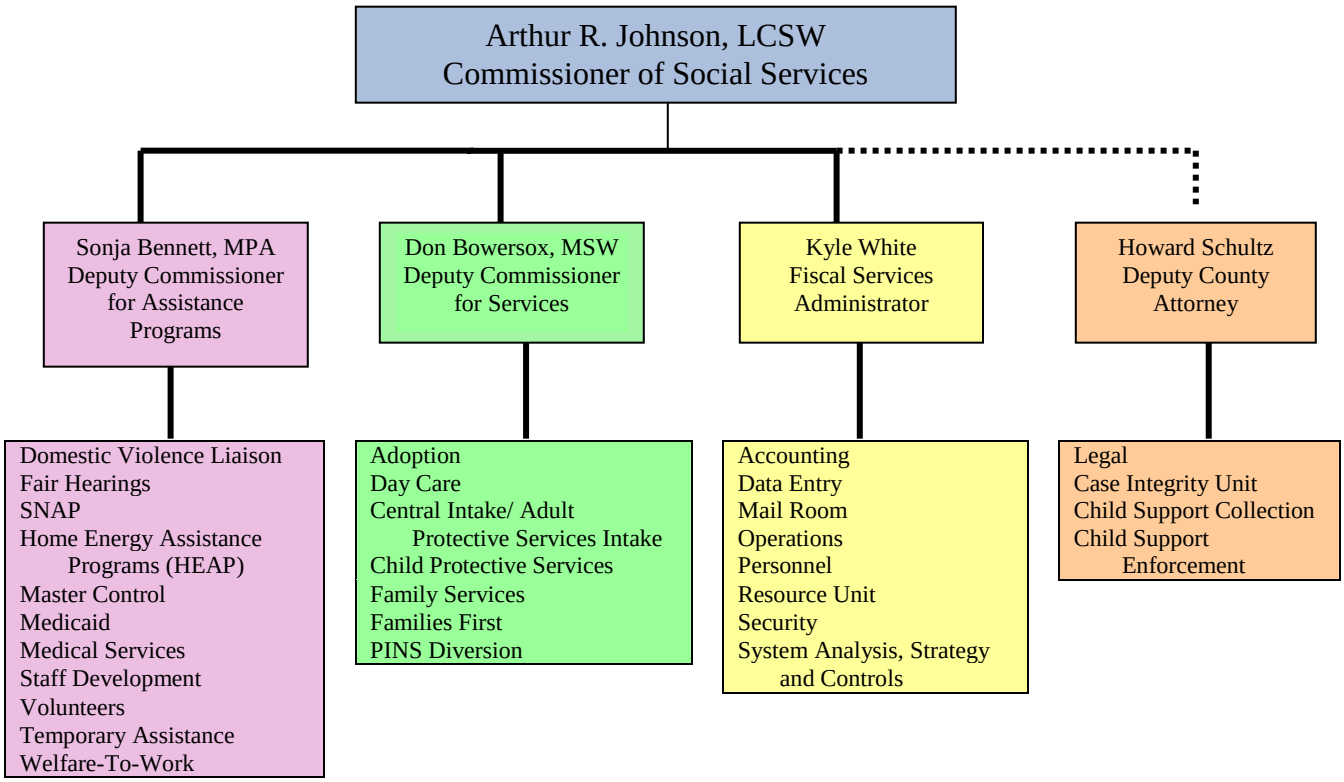
Lean/6Sigma (LSS) training, planning and many projects were implemented. Sonja Bennett, Kyle White and Barbara Barry all became Certified Green Belts in Lean/6Sigma through Binghamton University's Watson School of Engineering. Developments in year 2014 included Paper Reduction in the Services Division, Waiting Room Lean, and starting the Increase Safety Net/ Social Security Administration Applications Lean.

A Supplemental Nutrition Assistance Program (SNAP) Participation Grant Project was completed in the Assistance Division. It provides electronic processing management software (EPMS) for the distribution and monitoring of task achievement and implementation of a call center. Both enhancements streamline work and provide efficiencies.

By the end of 2014, eleven long-term employees from DSS retired. Cumulatively they had over two hundred, seventy-eight years of experience. Their years of service are a credit to the department and to the citizens that we serve. We wish them well in their new life experiences. I also want to acknowledge the continued youth movement that is occurring at DSS as many of our veteran staff retire and new staff are brought on board. These staff represent the future of the Department. Sandi Sanzo, Deputy Commissioner for Assistance was one of the individuals that retired. She turned the reigns of the Assistance Programs Division over to Sonja Bennett at the end of 2014.

Finally, I want to recognize all of our staff for the hard work that they do to provide our county's most vulnerable citizens with the help they need in these trying times.

Organizational Chart



First Row: Commissioner Arthur Johnson and Deputy Commissioner, Sonja Bennett
Back Row: Deputy County Attorney, Howard Schultz, Fiscal Services Administrator, Kyle White and Deputy Commissioner, Donald Bowersox.

SOCIAL SERVICES ACCOMPLISHMENTS 2014

Children Services and Adult & Family Services

- Child Protective Services (CPS) ended another record setting year with 4,119 reports of child abuse and neglect received, investigated and determined. In order to keep up with the mandated CPS activities, the Department proposed and received approval for adding personnel to create an additional unit. The safety of children remained our primary purpose and objective.

- Safe sleep continues to be a major focus on the Department's CPS staff. Children Services staff provided 37 Pack & Plays to families at no cost. Families with infants 12 months old or younger with no resources were given the Pack & Plays. Children Services continued to remind families of safe sleep practices.

- The Department ended the year with just 259 children in foster care, the lowest number in over 30 years of service. The Department continued to divert youth from expensive residential placements. This has kept youth closer to home and in more "family-like" settings. The goal of keeping foster care youth home after being discharged from care is one in which the Department had success. The national average of re-entry into foster care is 8.3% while Broome's re-entry average was 5.3%, making Broome a leader in this permanency category.

- The Children's Home of Wyoming Conference provides foster care services including recruiting and retention of foster homes. Broome was the first upstate county to contract out foster care services for other than special populations.

- In 2014, Families First was moved under the supervision of the Department of Social Services and became a unit of the Services Division. Money was saved in rent and space by moving Families First to the Department. During the time of the transition, the Program Supervisor of Families First took on additional supervisory responsibilities resulting in further savings.

- Families First personnel provided three 8-week modules of *Strength Based Parenting* classes graduating 52 individuals.

- Families First personnel also provided three 8-week modules of *Anger Management for Parents* classes graduating 50 individuals. They achieved a Satisfaction rating of 100**%** from families enrolled in the program.

- In December 2014, the Department assumed responsibility for the administration of the Person in Need of Supervision (PINS) Diversion program. OCFS clarified cooperative agreement between county agencies (i.e.: DSS/Probation). Significant savings were realized by shifting the PINS Program from the Probation Department to the Department of Social Services.

Assistance Programs Division

- TANF Application Process, designed to engage Temporary Assistance/TANF applicants in employment activities and reduce emergency housing costs during the application period, resulted in a reduction of Emergency Housing Costs for TANF by 14% (from Average Cost per case in 2013 of $913 to $778 in 2014)

- The introduction of the Electronic Processing Management System (EPMS), Call Center and other technologic advances resulted in improved case processing. The number of new applications and recertifications stayed steady; however, staff production increased by 75% (Staff now completes an average 29 tasks per day, compared to 2013 when it was 17 tasks per day)

- Front End Application workflows have been refined to allow for a reduction in the amount of time consumers spend in our waiting room. In 2013, the average time spent transacting business was in excess of 20 minutes. In 2014, that has been reduced to less than 10 minutes for the average consumer.

- The Welfare to Work Unit and The MA Disability Review Unit have combined efforts to streamline the process of determining clients' medical exemptions and identify those eligible for SSI/SSD. Processing these applications earlier and more efficiently will decrease the amount of months on assistance by securing SSI/SSD awards sooner.

- The Broome County DSS, Volunteer Income Tax Assistance (VITA) site filed 601 income tax returns for families and individuals. Federal refunds totaling $830,563 were provided to individuals and families in Broome County, of which $388,373 was earned income credit and $18,447 was child tax credit. There was also $222,386 brought back to the community from NY state returns.

- Successfully implemented the transition of our Managed Care enrollments to New York Medicaid Choice. Consolidated the Medical Services department into other areas within the agency, saving DSS $21,087/year. Continued to maintain our Medicaid caseload of over 35,000 individuals.

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.

NYPWA confirms Commissioner Johnson as 2nd Vice President

Commissioner Art Johnson was sworn in as the 2nd Vice President of the New York Public Welfare Association (NYPWA) in January 2014. NYPWA represents New York's 58 local social services districts. NYPWA's Mission: The New York Public Welfare Association, Inc. is a dynamic partnership of local social services districts dedicated to improving the quality and effectiveness of social welfare policy, so that it is accountable to taxpayers and protective of vulnerable people. NYPWA provides information, policy analysis, and technical assistance to federal, state and local policy makers and direct support districts. NYPWA Vision: The New York Public Welfare Association, through its leadership, expertise and the influence of its membership, plays a crucial role in shaping social policy in New York State.

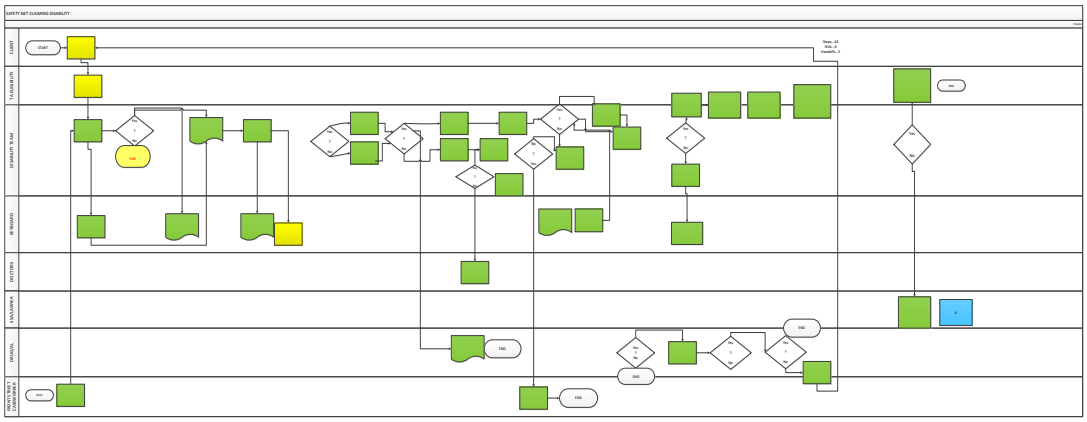
Commissioner Johnson receives the Esther W. Couper Memorial Award

The Family and Children's Society recognized Commissioner Johnson for his dedication and commitment to our community by honoring him with the Esther W. Couper Memorial Award.

Arthur R. Johnson is the Broome County Commissioner of Mental Health and Social Services. Together the two departments employ approximately 400 staff and have budgets of $135 million. He is a NYS Licensed Clinical Social Worker and Internationally Certified Alcohol and Drug Counselor.

Mr. Johnson has 35 years of human service experience including substance abuse, mental health and public welfare. He is the Second Vice President of NYS Public Welfare Association and the Chairman of the Mental Health Committee of the NYS Conference of Local Mental Hygiene Directors. Family and Children's Society recognized Commissioner Johnson and all his efforts to save the Greater Binghamton Health Center and his past work during the region's floods.

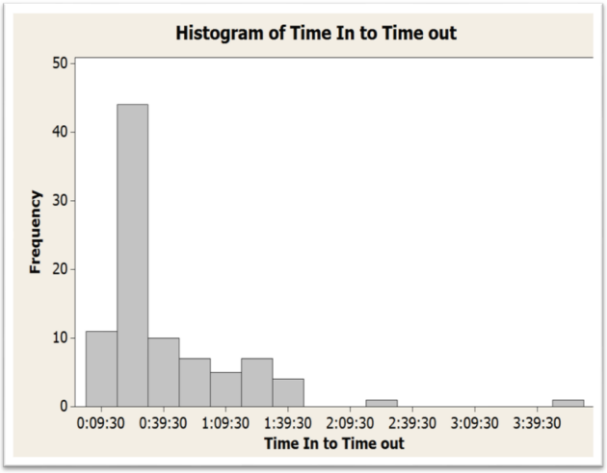
LEAN SIX SIGMA



2014 brought further advances in Lean Six Sigma (LSS) strategy for the Agency; a team of employees earned their Lean Six Sigma (LSS), Green-Belt Certifications by successfully participating in training provided by the Thomas J. Watson School of Engineering at Binghamton University (BU). LSS is a long-term commitment for the Department; it provides techniques for improving processes and outcomes. The 3 DSS Divisions including: Assistance Programs, Services and Administration have all participated in Lean projects which have improved outcomes and streamlined processes.

Key LSS projects for 2014 were the *Waiting Room Lean*, *Paper Reduction in the Services Division* and initiating the *Increase Safety Net/ Social Security Administration Applications Lean*. All the projects involve considerable data, statistical analysis, streamlining, planning and redeployment of resources. In LSS projects, the Staff Development Unit facilitates the lean process steps. The workgroups set the outcome framework. Interns help conduct the necessary research and analysis. Project implementation then follows with the Division managers providing guidance, resources and oversight through to completion.

LEAN PROJECT CHARTER	
Project Information	
Project Title: Increase SN/SSA Applications	Charter Date: 12/2/14
Location: DSS- W-t-W & Medical Services	
Benefiting Customers(s): Clients, Broome County, Taxpayers, Employees, Physicians	



The Urban Star Thrift Store

The Urban Star Thrift Store as of April 2014, has assisted 103 people procure employment. The store which opened in 2013 is a collaborative project with the Department of Social Services, and the Urban League. The Urban League Work Experience Program is designated to be a Recycling Center that focuses on building soft-skills as well as retail store skills, by giving participants real hands-on experience. Participants become vital parts to the business by acquiring administrative, maintenance, retail, and upcycling skills that allow them to fill in gaps of employment with real work experience. Participants learn to maximize their potential and achieve self-sufficiency through work experience and on the job training.

The Work Experience Program is supported by local community members, as well as, from the Department's own personnel, who generously donate used or new items. Items are then washed and cleaned, and at times, upcycled into entirely new items. The participants have made tires into ottomans, fabric earrings, and lunch pails from old jeans, and the list goes on. Participants are required to research ways to upcycle items at little to no-cost, but with the focus on making a profit.

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

Nerissa Bess
Erin Newton
Patricia Sedlak
Kim Andrascik
Emily MacClary
Pete Davis
Robin D'Angelo
Amanda Maine
Melissa Pajak-Anderson
Sarah Schild
Jennifer Benjamin
Felix Rosario
Barbara Boger
Wendi Ludington
Carrie Moran

10 years

Cynthia Orton
Edith Lianexay
Kerry Vollmer
Timothy George
Tim Burns
Jeff Davis
Christine Schultz
Jeanne Schmidt
Patricia Quick
Susan Shuman
Dana Ward

15 years

Terri Trudeaux
Pamela Williams
Marlene Cushner
Emily Lux
Arthur Johnson
Mark Camp
Myreta Mulcahy
Carolyn Brown
Michelle Ferrigno
Denise Cooper
Susan George
Linda Lattanze
Gloria Matthews
Patricia Herzich
Francesca Leuci
Christopher Pratko

20 years

Mary Foley
James Gorski
John Tkach
Tim Kiley
Susan Patterson
John Choynowski
Clark Stanton
Ronda Kunsman

25 years

Susan Burrell
Patricia Sullivan
Barbara Gray
Maria Mitchell
Valerie Gable
Margaret Hergel

30 years

Robin Taft
Karen Schultze

Jeff Davis, 10 yrs. of service

Michelle Ferrigno, 15 yrs. of service

John Choynowski, 20 yrs. of service

Employee of the Month

January 2014
Debra Beagell

February 2014
Christopher Meattey

March 2014
Jennifer Moses

April 2014
JoAnne Hall

May 2014
Jessica White

June 2014
Catherine Gower

July 2014
Patricia Sedlak

August 2014
Stephanie Gray

September 2014
Heather Awad

October 2014
Adrienne Irons

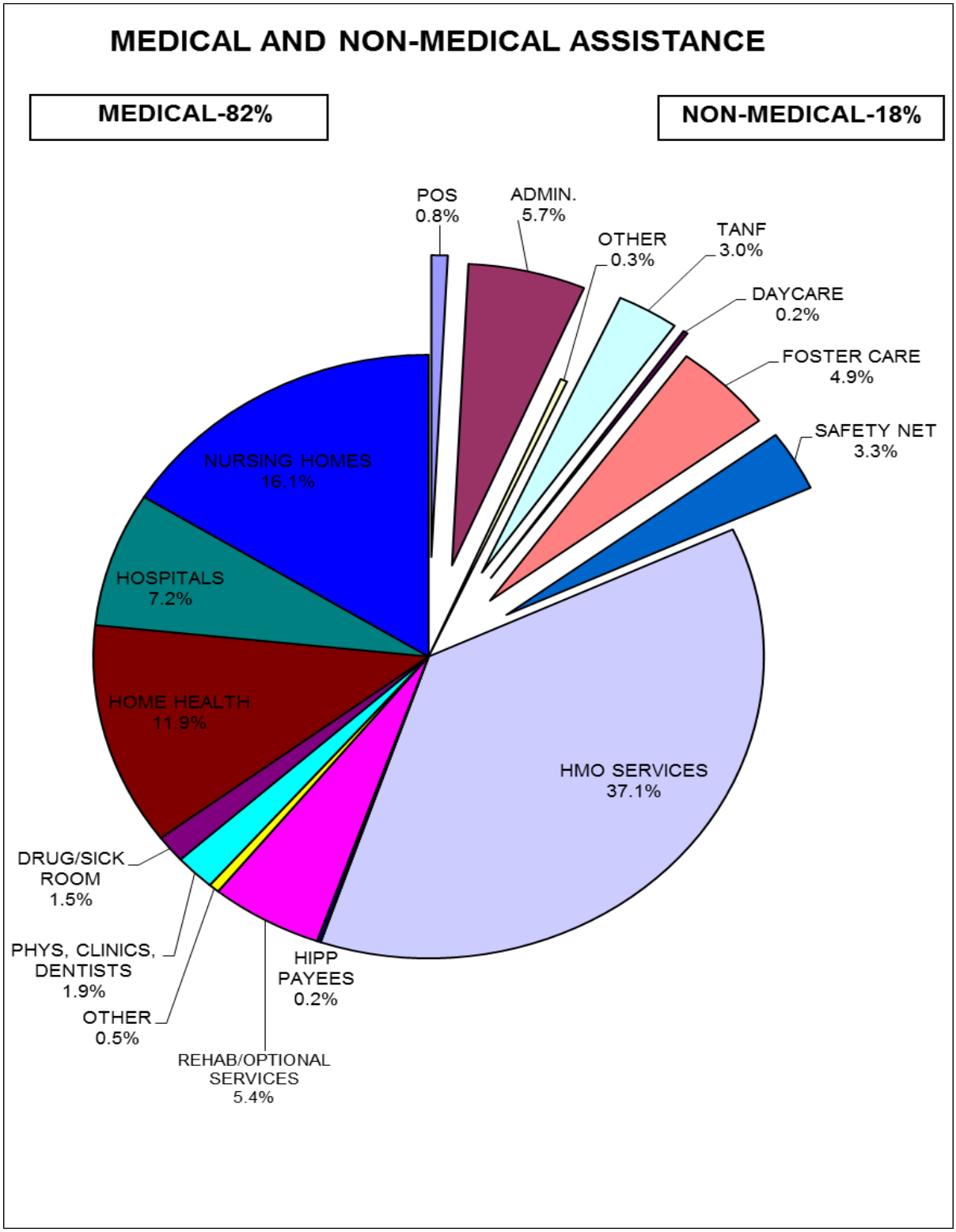
November 2014
Angie Slade

December 2014
Tina Survilla

2014 BUDGET EXPENDITURES

How $407,568,552 (Federal, State and Local Shares) was spent for

Department Programs in 2014



EXPENDITURES BY PROGRAM

BROOME COUNTY DEPARTMENT OF SOCIAL SERVICES END OF YEAR CASELOAD REPORT

Caseload on December 31st

	2013	2014
TANF	1,611	1,559
SAFETY NET	1,744	1,843
MA & MA SSI & MAFC, NH, FHPlus	25,949	24,521
SNAP (formerly Food Stamps)	16,914	17,202
NURSING HOMES	1,331	1,238
PSA CASES	467	356
CHILDREN IN FOSTER CARE	298	259
CHILDREN IN DAY CARE	1,439	1,465

PROGRAM ACTIVITIES

Cumulative for year

	2013	2014
REPORTS OF ABUSE AND NEGLECT	3,966	4,119
MANAGED CARE ENROLLMENT	30,382	28,133
ENTRIES TO EMPLOYMENT	1,130	1,002
SANCTIONS	1,159	1,119

EXPENDITURES BY PROGRAM

PROGRAMS	2013	2014
Medical Assistance Program	$38,841,332	$38,452,684
Temporary Aid to Needy Families	$12,455,454	$12,117,283
Administration	$22,388,853	$23,057,272
Foster Care	$18,845,084	$18,925,508
Safety Net	$13,386,687	$13,240,518
Purchase of Services	$4,277,619	$3,188,951
TANF Day Care	$907,380	$907,161
Burials	$602,158	$510,206
Emergency Aid to Adults	$233,021	$313,465
RepPayee/PSA	$523,826	$531,802
Non-Secure Detention	$883,097	$892,147
Totals	**$113,344,511**	**$112,136,998**

REVENUES

	2013	2014
Repayments	$3,121,695	$3,523,184
Revenues – Federal/State	$50,565,315	$49,469,658
Net Cost to County	$59,657,501	$59,144,156

Assistance Programs

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

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

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

TEMPORARY ASSISTANCE

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

Temporary Assistance Caseload (as of 12/31):

	2013	2014
All Categories	3,356	3,403

Applications: Family Assistance, Safety Net and Emergency Programs:

	2013	2014
Received:	15,168	16,415
Approved:	4,294	4,287
Denied and Withdrawn:	7,231	8,121
Other (open/close, reopened, reactivated):	5,337	4,555

Income Maintenance Activity:

	2013	2014
Walk-ins	5,202	3,381
Recertifications	3,444	3,707
Cases Closed	5,023	5,540
Case Changes	33,494	32,707
Front Desk Contacts	179,332	171,964

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:

Fair Hearings	2013	2014
Called	671	879
Held	211	224
Affirmed	177	152
Reversed	36	26
Decision correct when made (New information provided)	34	18
Withdrawn	14	23
Defaults	354	442

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 increasing numbers of elderly in the community and State policy changes, such as the Elimination of the Resource Test for Non-SSI-Related Medicaid/Family Health Plus Applicants/Recipients and the Elimination of the Personal Interview Requirement for Medicaid and Family Health Plus Applicants, as well as easing of other application and renewal procedures for applicants and recipients has continued to drive the Medicaid/Family Health Plus caseload increases. Another reason for continued increase in caseload size is the maintaining of active cases while individuals are in psychiatric institutions and while they are incarcerated. The Medicaid caseload increased 12.3% from 2013 to 2014.

Caseload (as of 12/31)	**2013**	**2014**
MA Only	24,988	28,955
MA-SSI	7,070	7,046
TOTAL	32,058	36,001

Applications- MA only and MA SSI	**2013**	**2014**
Received	11,361	10,563
Approved/Reopened*	12,342	11,093

* 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.

Caseload *(as of 12/31)*	**2013**	**2014**
Temporary Assistance SNAP	2,805	2,837
SNAP Only (Non-Temporary Assistance households)	14,109	14,365
TOTALS:	16,914	17,202

Applications (NPA)	**2013**	**2014**
Received	6,999	8,681
Approved/Opened	5,619	5,403

Dear Ms.Majewski,

I want to thank you for looking into my brother's SNAP allotment by reconsidering his taxes. I was the person who reached you on the phone the day I called to ask about it.

After dropping off his tax bill copies, my brother's monthly allotment went up more than the typical COLA and I believe you were responsible for that.

Thank you for being a genuinely helpful and compassionate civil servant.

I hope your holidays are good ones.

Sincerely,
Name Withheld

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.

During 2014, 8,681 households were screened for Expedited SNAP. Of those screened, 3,480 or 40% 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.

The 2013-2014 administrative allocation for Broome County totaled $441,381. Beginning in 2007-2008 the payments were sent from Albany (OSC) directly to the vendors. Therefore it was no longer necessary to give the local districts an allocation for Emergency, Non-public assistance and Public assistance payments (*). The Allocation is for Administrative costs only. HEAP is 100% Federal funding.

The State provided a supplemental benefit in the 2013-2014 HEAP year.

	2012-2013	**2013-2014**
Administrative Allocation	$456,983	$441,381
Total County Allocation	$456,983	$441,381

	2012-2013	**2013-2014**
Public Assistance /SNAP Households	11,756	12,673
Non-Public Assistance Households	5,885	6,242
Emergency Payments	1,954	2,438
Furnace Repair/Replacement	60	21

WELFARE-TO-WORK

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

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

2014 Welfare-to-Work Unit Highlights:

TANF/Safety Net Non-Compliance	2013	2014
Non Compliance Sanctions	1,159	1,141
Welfare Grant Savings	$469,455	$384,077

TANF/Safety Net Recipients	2013	2014
Entries to Employment	1,130	1,002
Welfare Grant Savings	$1,840,726	$1,683,605

	2013	2014
Total Grant Savings *(Entries to Employment and Sanctions)*	$2,310,181	$2,067,682

Welfare to Work Caseload (mthly avg)	2013	2014
TANF	1,185	1,074
TANF exempt*	454 (38%)	488 (46%)
Safety Net	1,221	1,240
SN exempt*	708 (58%)	847 (69%)
Total caseload	**2,407**	**2,314**
Total exempt*	**48%**	**58%**

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

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.

Emergency Assistance and Crisis Management	2013	2014
Number of cases screened	8,495	4,144
Number of cases approved for emergency assistance (housing issues/fuel/utility shutoffs	2,433	3,338

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.

	2013	2014
Nursing home patients (average)	1,337	1,237
*Personal Care Service hours	180,682	179,878
Cost of Service	$2,884,773	$3,401,040
Adult Foster Care Clients	36	28
Care at Home Clients (as of 12/31)	14	13

Lisa,

There are no words that can express my sincere gratitude for the work you and Karen did for me and my wife in our struggle to acquire Medicaid through these tough times.

(Name Withheld) and I will always remember you in our thoughts and prayers.

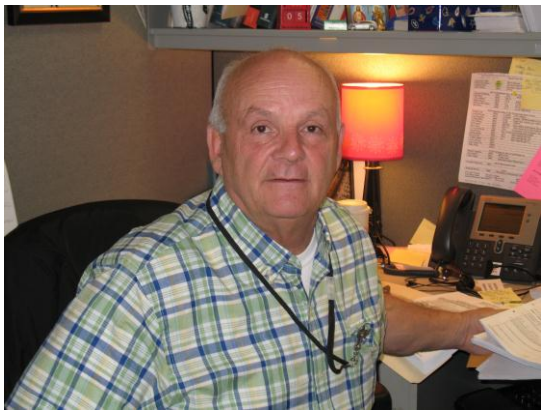
Respectfully,
Name Withheld

*** 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.

	2013	2014
Cases reviewed for Aid to Disabled Category	174	147
Cases eligible for Aid to Disabled Category	159	126
Cases reviewed for SSI/SSD	162	163
Cases approved for SSI/SSD	176	227



PRENATAL CARE ASSISTANCE PROGRAM (PCAP)

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

	2013	2014
PCAP Cases	532	512
PCAP Eligibility Determinations	842	661

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. As of December 31, 2014 Broome's total managed care enrollment was 27,778 which represents a 77.1% 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 <2%.

Plan	2013 Year to Date Enrollment	2014 Year to Date Enrollment
CDPHP	275	217
Fidelis	4,372	4,892
Excellus	22,062	21,957
UHC	543	658
TOTAL	27,252	27,778

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 1st, 2014.

Plan	2014 Year to Date Enrollment
Fidelis Care at Home	52
United Health Care PA	6
I Circle	1
TOTALS	59

FAMILY HEALTH PLUS

The Family Health Plus Program was repealed effective January 2015. FHP enrollees who had income up to 133% of the FPL were transitioned to Medicaid in 2014.

FHP enrollees with income between 133%-150% were enrolled into Qualified Health Plan (Silver Plan), and now have their premiums and cost-sharing paid by the State.

Those who did not choose the Sliver plan have gone to the Advance Premium Tax Credit program through the exchange.

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 40 private practicing dentists to improve access to dental services for the Medicaid population. The Medicaid program as a whole is moving to a managed care environment whereby the dental benefits are provided through the managed care plans. The DSS Case Manager currently provides client education and assistance with billing and eligibility concerns for Fee for Service Medicaid recipients. In 2014, 496 billing and eligibility concerns were resolved.

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 2014 included:

- Answered 4,261 Intake line calls
- Received and logged in 356 Adult Protective Service referrals
- Assigned 259 referrals for Assessments
- Assigned 88 Central Intake calls of which 37 were CI Preventive referrals which included **7** ICPCs assigned in-house (3 were assigned to CHWC), and 48 Home Study investigations
- Broome County filed one guardianship petition. The petition was accepted.
- Broome County DSS Commissioner was appointed guardian for 9 new individuals
- The Broome County DSS Commissioner served as guardian for 27 individuals, and was a stand-by guardian for one additional person

	2013	**2014**
Central Intake Referrals Assigned	273	88

	2013	**2014**
PSA Referrals	447	356
PSA Intake		
Adult Abuse	14	33
Self-Neglect	137	88
Chronic MI Untreated		129

To Whom it may Concern:

I wish to commend Dana Ward for helping me with my "financial problems". He has done his maximum assistance with his job. You at Social Services should be very proud of this man.

Thank you all,
Name Withheld

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 2014 included:

- Served 88 families (351 individual) including 175 children at risk of placement
- Achieved a 99% prevention of placement rate for families served in 2014
- Achieved an overall prevention of placement rate of 96% for families based on follow-ups at 3-month, 6-month, 12-month and 24-month post closure.

	2013	2014
Number of Families Served	84	88

PINS DIVERSION

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 2014 included:

- There were 320 calls from individuals interested in filing a PINS complaint
- 205 were diverted prior to a PINS complaint being filed
- 115 PINS Intakes complaints were filed
- 65 PINS cases were successfully diverted from going to Family Court
- 39 PINS complaints were withdrawn without court action

	2013	2014
PINS Diversion Referrals	110	115

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:

	2013	**2014**
Children Placed - all levels of care	136	114
Children discharged - all levels of care	147	137
Children freed for adoption	30	32
Children placed in adoptive homes	47	27
Children legally adopted	25	42
Children in foster homes (12/31)	223	183
Children in institutions (12/31)	40	32
Children in group homes (12/31)	25	22
Children in all levels of care	298	256

Carolyn,

To many times in life, we work very hard and wonder if we truly make a difference. I believe you are truly a blessing to our family, being firm and consistent with Name Withheld. And having amazing compassion for our grandsons. Thank you so much.

Name Withheld

DAY CARE

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

Caseload (average per month)

	2013	**2014**
Families Receiving Daycare Services	870	852
Children Receiving Daycare Services	1,439	1,455

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.

Child Protective Services experienced a 2.5% increase in the number of SCR reports received in 2011. See the three-year comparison below:

	2012	**2013**	**2014**
Abuse Reports	235	241	255
Neglect Reports	3,467	3,725	3,864
TOTAL	4,046	3,966	4,119
Sexual Abuse Reports	209	224	239
New Family Court Petitions	86	88	90
1034 Investigations	499	456	481
Assist Other Counties in SCR Investigations	302	322	389

Dear Mr. Johnson,

Today, Teresa Swartz, a Supervisor in CPS, made a presentation to the Binghamton City School District PACT Program staff. She was clear, concise, patient, confident and knowledgeable. She answered all questions thoughtfully and without hesitation.

The staff left with an increase knowledge and a clearer understanding and appreciation of the process of a CPS investigation, determination and follow up services. Teresa's presence also allowed us to forge a relationship with DSS staff in the field.

Thank you for allowing this representative of Broome County DSS to provide this workshop. Broome County Binghamton School District and all the families who reside here are lucky to have Teresa Swartz to assist them through difficult times.

Sincerely,
Name Withheld

PURCHASE OF SERVICE PROGRAMS

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

SEXUAL ABUSE TREATMENT

The Sexual Abuse Treatment Program is a contracted service with the Family and Children's Society. This program provides assessment and treatment services to the victims and families of interfamilial child sexual abuse.

THERAPEUTIC AFTER-SCHOOL PROGRAM

The Therapeutic After-School Program is a contracted service with the Children's Home of Wyoming Conference. The program provides therapeutic after-school services to youth at risk of institutional placement. The program operates on all school attendance days during the school year, 5 days per week, except for legal holidays and a two-week interruption during the summer months. TASP provides the children with transportation and dinner to maximize their time in program.

PINS DIVERSION SERVICES

The PINS (Person In Need of Supervision) Diversion Services are provided through the Probation Department. The purpose of this program is to divert PINS cases from Family Court and subsequent DSS custody and placement in group home and institutional care. (This program ended November 30, 2014 and began as a Broome County Department of Social Services on December 1, 2014.)

FAMILIES FIRST

This program is provided in conjunction with the Mental Health Department. This program provides a Family Preservation approach by offering home-based crisis intervention to families at high risk of having their children placed in foster care. The program is available 24 hours a day, seven days a week and is very intensive. (This program has been moved under the Department of Social Services and is actually physically operating out of the building.)

FUNCTIONAL FAMILY THERAPY

Functional Family Therapy (FFT) is an empirically grounded, 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 aged 11-18, younger siblings of referred adolescents often become part of the intervention process. Intervention ranges from, on average, 8-12 one-hour sessions for mild cases and up to 30 sessions of direct service for more difficult situations. This is a home-based model.

COORDINATED CHILDREN'S SERVICE INITIATIVE

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

three major components into its process: Parent Partners, the wraparound process, and parent support groups.

NON-RESIDENTIAL SERVICES FOR VICTIMS OF DOMESTIC VIOLENCE

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

CHILD ADVOCACY CENTER (CAC)

This program provides coordination of services: victim advocacy, crisis intervention and case management for child abuse/neglect victims and the non-offending family members. The program also educates local agencies and providers in the awareness and identification of child sexual abuse. The CAC referral process permits sharing of appropriate information regarding the disclosure, eliminating the need for the medical practitioner to conduct an added interview, and reducing further trauma to the child. Broome County is one of the few in the state to have readily accessible medical specialists for cases of child sexual abuse.

ELDER ABUSE OUTREACH

The Elder Abuse Outreach program enhances the potential for case-finding and successful intervention. It identifies older adults with impairments that decrease their capacity for self-care and self determination and who are unable to meet their essential needs for food, clothing, shelter, medical care or 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 but refers to Protective Services for Adults (PSA) when appropriate.

LOURDES HOME VISITING

This program provides Family Services Advocates and Fatherhood Advocates who work with families from pregnancy until the child reaches the age of five. They work with the parents to enhance the parent-child relationship, to enhance healthy childhood growth and development and to develop strong family support systems.

SOS DOMESTIC VIOLENCE/CHILD ABUSE PROGRAM

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

CHILDREN'S HOME PREVENTIVE SERIVCES (CHPS)

The Children's Home (of Wyoming Conference) Preventive Services provides family focused 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 and preserve the family unit.

SHARING HOPE AND INSPIRING NEW ENERGY (SHINE)

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

DETENTION ALTERNATIVE AFTERSCHOOL PROGRAM (DASP)

The program is an intensive afterschool program that works with PINS & JD's who have either had an initial appearance before Family Court or been adjudicated. 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. These individuals also require representative payee services. This program includes a Financial Management Only (FMO) for adults who don't require under care services but do need to have a representative payee. The FMO program serves approximately 175 clients.

MENTAL HEALTH JUVENILE JUSTICE PROJECT (MHJJ)

The Mental Health Juvenile Justice (MHJJ) Project is a partnership with probation and families which targets youth charged as juvenile delinquents or Persons In Need of Supervision (PINS), who have been screened by probation to have mental health, family, or substance abuse issues. The MHJJ Project provides masters level clinicians to offer mobile and flexible clinical assessment, counseling and case management services to identified youth in an effort to prevent further involvement in the juvenile justice system. The program is designed to improve the youth's ability to function at home, at school and reduce or eliminate delinquent behavior.

PURCHASE OF SERVICE PROGRAMS

	PROVIDER	TOTAL SERVED	AMOUNT
Sexual Abuse Treatment Program (SAP)	Family & Children's Society	197 Clients	$461,050
Functional Family Therapy (FFT)	Catholic Social Services	91 Families	$314,899
Therapeutic After-School Program (TASP)	Children's Home of Wyoming Conference	65 Youth	$606,333
PINS/JD Diversion	Probation Department	252 PINS 564 JD	$112,708
Families First	Mental Health Department	88 Families	$288,828
Non-Residential Services to Victims of Domestic Violence	SOS Shelter	317 Clients	$84,213
Child Advocacy Center	Crime Victim's Assistance Center	239 Children	$15,222
Coordinated Children's Services Initiative (CCSI)	Catholic Charities of Broome County	128 Families	$128,512
Elder Abuse Outreach	Broome County Office for Aging	10-15 Clients	$105,098
Lourdes Home Visiting (IMPACT)	Lourdes	77 Parents	$181,101
SOS Shelter Domestic Violence/Child Abuse	SOS Shelter	276 Clients	$25,000
Children's Home Preventive Services (CHPS)	Children's Home of Wyoming Conference	77 Families	$473,800
Sharing Hope and Inspiring New Energy (SHINE)	Catholic Social Services	41 Youth	$152,349
Detention Alternative Afterschool Program (DAASP)	Lourdes Youth Services	37 Youth	$300,318
Catholic Charities Protective Services for Adults Program	Catholic Charities	183 Undercare Cases 226 FMO	$531,802
Mental Health Juvenile Justice (MHJJ)	Lourdes	64 Youth	$77,250
Total	**All Providers**		**$3,858,483**

BROOME COUNTY PERFORMANCE MANAGEMENT

Lynne Esquivel, MPA
Performance Management Analyst

Lynne Esquivel oversees the monitoring of contracted mental health and preventive services programs for children and families within the Broome County Mental Health and Social Services Departments. In addition, Lynne provides technical assistance to contract agencies to support ongoing performance improvement. She recently completed the *Driving Government Performance: "Leadership Strategies that Produce Results"* at Harvard's Kennedy School of Government Executive Education.

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

Lynne received her bachelor's degree in Applied Social Science and her Master's of Public Administration from Binghamton University with a concentration on health policy. In addition to the on-site expertise Lynne brings to the Broome County Mental Health and Social Services departments, she draws on members of the Coordinated Care Services, Inc. team as needed to provide specialized support in the areas of **Evaluation and Services Research**, **Service Quality and System Development** and **Financial Services / Contract Management.** An on-site Information Analyst provides additional support to performance improvement initiatives.

BROOME COUNTY FAMILY VIOLENCE PREVENTION COUNCIL

The Family Violence Prevention Council is a forum to address the incidence and effects of family violence in Broome County sponsored by the Broome County Executive and Legislature. The mission of the Council is to reduce the incidence and severity of family violence in all its forms; child abuse, domestic violence and elder abuse. The Council consists of 40 representatives from the community that volunteer their time to work collaboratively on issues of family violence. Through the work of various Council committees, the Council meets its functions of: Interagency Coordination, Community Education, Professional Education, Advocacy and Program Development. The Council is certified to provide the curriculum; NYS Identification and Reporting of Child Abuse and Neglect for Mandated Reporters. Many professionals in New York State are required to have this training. The office also has a library of resources on child abuse, domestic violence, and elder abuse and can provide various types of training on issues of family violence. Council coordinator and part time clerical staff are employed by the Department of Social Services.
For information about the Council and preventing family violence please visit its website: www.gobroomecounty.com/fvpc. A copy of the Family Violence Prevention Council Annual Report 2014 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 2014 there were 114 foster care eligibility determinations compared to 137 in 2013; of these, 72 were Title IV-E determinations, as compared to 99 Title IV-E determinations in 2013.

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.

	2013	**2014**
Services Systems Transactions	20,885	21,480

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.

	2013	**2014**
Authorizations	234,276	229,440

MASTER CONTROL

Master Control is the record custodian for active, auxiliary, and closed Public Assistance, Food Stamp and Medical Assistance Cases. All new case numbers are processed in this unit. In addition, Master Control provides various County agencies with client identification numbers and effective dates of eligibility. Staff is responsible for the finger imaging of all mandated Assistance Programs' applicants and recipients, averaging 670 per month. Other duties include staffing the reception desk, issuing benefit cards (averaging 710 per month). Master Control houses three (3) document scanning stations, one staffed fulltime and the other as staffing allows.

Requisitioning, distributing, recycling and inventory control of office supplies for staff also fall under the responsibility of Master Control. State forms and publications are ordered and distributed by this unit. All shipments received in this agency are signed for and routed through Master Control. Master Control also has responsibility for the Telephone Switchboard Operator where on an average day, 375-425 calls could be processed for the Agency.

	2013	**2014**
Case Numbers Issued	5,190	4,565
Clients Finger Imaged (TA)	7,693	8,044
Switchboard Phone Calls Received	100,647	97,536

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 2014 were:

Court Appearances

	2013	2014
Child Welfare	2,240	2,087
Child Support	3,585	3,417
Total	5,825	5,504

Monetary Recoveries

	2013	2014
Child Support Recoveries*	$2,491,228.95	$2,410,994.65
Lien Recoveries (Estates, Injury Claims, Overpayments, MA Real Property, Mortgages)	$818,380.20	$840,725.90
Medicaid Provider Fraud Demonstration Program	$116,939.50	$8,678.44
Misc. Civil Collections	$7,253.27	$1,115.73
Total Monetary Recoveries	$3,433,801.92	$3,261,514.72

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

Child Welfare

	2013	2014
Child Abuse/Neglect New Children Receiving Protection	191	184
Foster Children Having Legal Proceedings Commenced to Free for Adoption	58	33

Protective Services for Adults

	2013	2014
Guardianships	37	44

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.

Child Support Collections	**2013**	**2014**
Aid to Dependent Children	$1,500,952.11	$1,446,091.02
Other (Home Relief, Child Welfare Medical, etc.)	$990,477.24	$965,032.34
Total Social Services Collections	$2,491,429.35	$2,411,123.36
Total General Public Collections	$15,348,169.36	$15,075,175.32
Total Automated Support Collection Unit Collections	$17,839,598.71	$17,486,298.68
Federal Incentive on Aid to Dependent Children Support Payments*	$99,672.00	$98,157.00
Tax Offset (Federal and NYS)	$1,242,510.11	$1,207,501.61

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

	2013	**2014**
Paternity Established by Court Order	166	152
Agency Acknowledgments	28	15

Dear Ms. Price,

Recently I had many questions regarding changes that took place regarding the child support I am supposed to receive from my ex-husband. This entire process is foreign to me, and I just wanted to let you know how helpful and professional Susan Shuman was. She answered all my questions, and when I didn't quite understand she made sure to re-explain the answers to me when needed. Each time I sent her an email, I received a response in a very timely manner.

Although the process of collecting child support from my ex-husband can at times be…less than a perfect experience, I just wanted to be sure to let you know that Ms. Shuman was extremely helpful. It's probably not very often that your department gets told how well it's doing, and I didn't want this to go unsaid.

Thank you,
Name Withheld

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.

	2013	**2014**
Authorizations	62,089	63,874
Checks	41,916	38,881
Electronic Benefits	74,098	72,374

	2013	**2014**
Repayments Processed	5,933	5,794
Value of Repayments	$6,650,873	$6,759,128

MAINTENANCE OF CLAIMS*	**Public Assistance**		**Food Stamp**	
Year	**2013**	**2014**	**2013**	**2014**
Number of Claims	9,813	10,251	1,089	1,119
Value of Claims	$7,740,812	$7,995,159	$826,449	$865,819

*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.

	2013	2014
Number of Retro SSI Claims	294	227
Amount of Reimbursement Received	$789,296	$791,972

RESOURCE UNIT/THIRD PARTY

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

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

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

	2013	2014
Number of burials arranged	255 (Cost $625,665)	220 (Cost $528,837)
Number of rental inspections	191	135

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.

	2013	2014
TPHI offset Medicaid	$56,139,740	$55,425,534

Dear Stacy,

I sincerely wish to thank you for all that you did for my mom. By approving the application, this enabled her to have a proper wake, funeral mass and burial. This meant so much.

Again, thank you for this help through a very difficult time. I will remember you in my prayers.

Sincerely,
Name Withheld

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.

	2013	**2014**
Personnel Data Records	330	300
Payroll Transactions	13,528	11,811
Position Change Request	29	34

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.

	2013	**2014**
Security Incidents	442	476
Cars in Agency Fleet	25	27
Average Operational Fleet Size	23.3	23.6
Miles Traveled	311,174	304,519
Pieces of Mail Processed	248,134	228,454

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

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. 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.

	2013	2014
Employees in Degree Programs	14	13

A selection of the training deliveries in 2014 included:

- *Electronic Processing Management System (EPMS)* training – which provided user instruction on new task-based software in the Assistance Programs Division,
- One hundred ten employees attended *Health Insurance Portability and Accountability Act of 1996 (HIPPA)* Refresher training and,
- *Child Protective Services (CPS) Common Core*- foundational training to build caseworkers competencies to achieve outcomes of safety, permanency and well-being for children.

Working in conjunction with the Services Division, the Staff Development Unit implemented a year-long initiative labeled, Integrated Self-Care. Information, training and self-care articles penned by staffs, on caring for one-self for good health and well-being as human service professionals, were made available for Agency employees.

	2013	2014
Units of Job Specific Training (all program areas)	2,319	1,956

Staff Development facilitated Lean projects including *Front-end Redesign, Services Paper Reduction* and *Increase the Safety Net, Social Security Disability Applications*.

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.

	2013	2014
Number of Volunteers / Interns	418	358
Hours of Service	11,187	5,598.5
Value of Donated Goods	$21,297	$10,606.18

Volunteers and interns had a positive impact on the organization in 2014. They assisted in the daily operations of the agency by performing such activities as keyboarding, scanning, filing income taxes, conducting surveys and by providing other clerical related functions.

Broome County DSS hosted a VITA (Volunteer Income Tax Assistance) site again in 2014. Interns and volunteers for the VITA program filed 601 income tax returns for families and individuals whose household income was under $50,270. This income tax site brought over $830,563 in total federal refunds to individuals and families in Broome County. Of which, $388,373 was earned income credit and $18,447 was child tax credit. There was also $222,386 brought back to the community from NY state returns. The Volunteer's office continued its collaboration with the United Way of Broome County.

In addition, specialized programs provided children the opportunity to attend summer camp. This year 55 youngsters were able to participate in that program. The Holiday Wish Program provided gifts to 243 children. SUNY Kids program continued to provide weekly local cultural excursions for children in Broome County. Fifteen youngsters received gifts from the Birthday Buddy Program.

Dear everyone doing tax returns:

I had my taxes done at your office today and was very pleased with the results as well as the experience. Everyone from the security guard who held the doors open for me, the ladies at the desk, to you who did and checked my taxes were very kind & very efficient. I've written a letter to the editor of the Press to say the same thing. (and encouraged others to get their taxes done at your office!)

I would encourage you to send letters and/or business cards to the Vestal Wal-Mart next year advertising this service. My guess is most of our 650 or so employees would qualify for your service.

Anyway, thanks again for your help, and for brightening a frigid day!

Sincerely,
Name Withheld

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:

GRANT	2014 GRANT AMOUNT
Binghamton University Bachelor Program	$28,377
Broome Community College Associate Degree Program	$52,593
Child Care and Development Block Grant (CCDBG)	$3,889,192
Child Passenger Safety Program	$5,583
Families First	$287,615
Flexible Funds for Family Services (formerly Combined TANF)	$936,351
Home Energy Assistance Program (HEAP)*	$646,308
Integrated County Planning	$1,190
Medicaid Fraud and Abuse	$2,030
Medicaid Managed Care Program (MAX)	$21,178
Medicaid Outstation Worker Program (MOW)	$24,447
Medicaid Technologies Improvement Grant	$6,008,725
SNAP Employment & Training	$94,855
SNAP Nutrition Education	$48,133
Summer Youth Employment Program	$311,091
TOTAL	**$12,357,668**

*An additional $6,827,964 was paid by New York State on behalf of Broome County.