

Broome County Department of Social Services Annual Report 2019



Nancy J. Williams, LCSW-R
Commissioner

Jason T. Garnar
County Executive

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Our Vision:

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

Organizational Values:

1. Professionalism

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

2. Doing What is Right

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

3. Taking Responsibility

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

4. Results Oriented

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

5. Team Oriented

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

6. Enthusiasm

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

7. Innovation

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

8. Acceptance of Risk

Understanding that progress and change involves some degree of uncertainty.

9. Quality

To continuously achieve excellence of both process and product.

10. Continuous Growth

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



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



Mission:

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

Broome County Department of Social Services provides the Safety Net for the most vulnerable in our community. In 2019 that included the management of over 37,000 active cases for community members in need of a variety of assistance such as Medical Benefits, Food, Shelter, Nursing Home Care, Foster Care and Day Care Services.

Being the primary advocate for vulnerable children and adults is the central role of the *Services Division* of DSS. During 2019, *Adult Protective* and *Child Protective Services* received 4895 reports of abuse or neglect. There were 52 cases of children who were at imminent risk of foster care placement that were served by the DSS *Central Intake* unit in 2019. 77 families with children at risk for foster care placement were served by the DSS *Families First* program in 2019. This program is a strength based, family focused approach to working with families at risk for having their children placed in care. In 2019 the program achieved a 94% success rate for preventing placement for the families they served (177 out of 188 children).

In addition, the *Persons In Need of Supervision* (PINS) unit served 137 youth. Of these, 71 were diverted from going to Family Court. The *Family Services Unit*, who work with families with children in (or at risk of) foster care placement, saw a slight increase in the number of children in all levels of care. Reducing reliance on Congregate Care for youth will be a primary focus for the Services Division as NYS prepares for the implementation of the Federal Families First Legislation which will take effect in September 2021. To that end, the Services Division participated in the second of a two-year grant with the Redlich Horwitz Foundation to identify opportunities to increase the use of Kinship Foster Families for youth in care.

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

The *Day Care Unit* assisted, on a monthly average, in providing funds to 1319 children of parents who are either recipients of Temporary Assistance, involved in an employment program, receiving preventative services or low-income families transitioning from Temporary Assistance to employment.

The Opioid Crisis continues to impact our community. In 2019, County Executive Garnar declared a State of Emergency due to the significant rise in Opioid Deaths. At DSS, the *Chemical Dependency Services Unit* (CDSU) ensures that those recipients who are identified as having a Substance Use Disorder, receive an assessment and follow up case management services as needed to ensure that they receive the appropriate treatment. In 2019, this unit experienced a monthly

increase in the number of individuals who received assessments; 100 vs 75 assessments. In addition, the monthly average the CDSU team provided Case Management services was 96 cases during 2019.

The DSS *Assistance Division* ensures that eligible community members receive the benefits and support necessary to achieve self-sufficiency. In 2019, the DSS *Temporary Assistance Unit* processed 12,313 applications for assistance. Of those, 4,207 were approved to receive assistance. The monthly average shows that the DSS *Medical Assistance Unit* assisted 17,306 individuals and families with payment for medical services such as medical care, services and supplies. In addition, in an effort to maximize federal reimbursement for those recipients eligible for Disability, the DSS *Medical Services Unit* was successful in assisting 198 approved Disability cases in 2019.

SNAP, the federally funded program administrated locally by DSS, provided nutritional support to an average of 15,661 income eligible households monthly. In addition, over 20,000 low income households received assistance through the Federal Home Energy Assistance Program (HEAP) in 2019.

Through the efforts of the *Welfare to Work* program, 687 recipients became successfully employed in 2019. This was accomplished by the provision of employability assessments and planning, job readiness training, WORKFARE/Community Work Experience, job search, and job development. Other activities include the Transitional Employment Advancement Program, the On-The-Job Training programs, and several others.

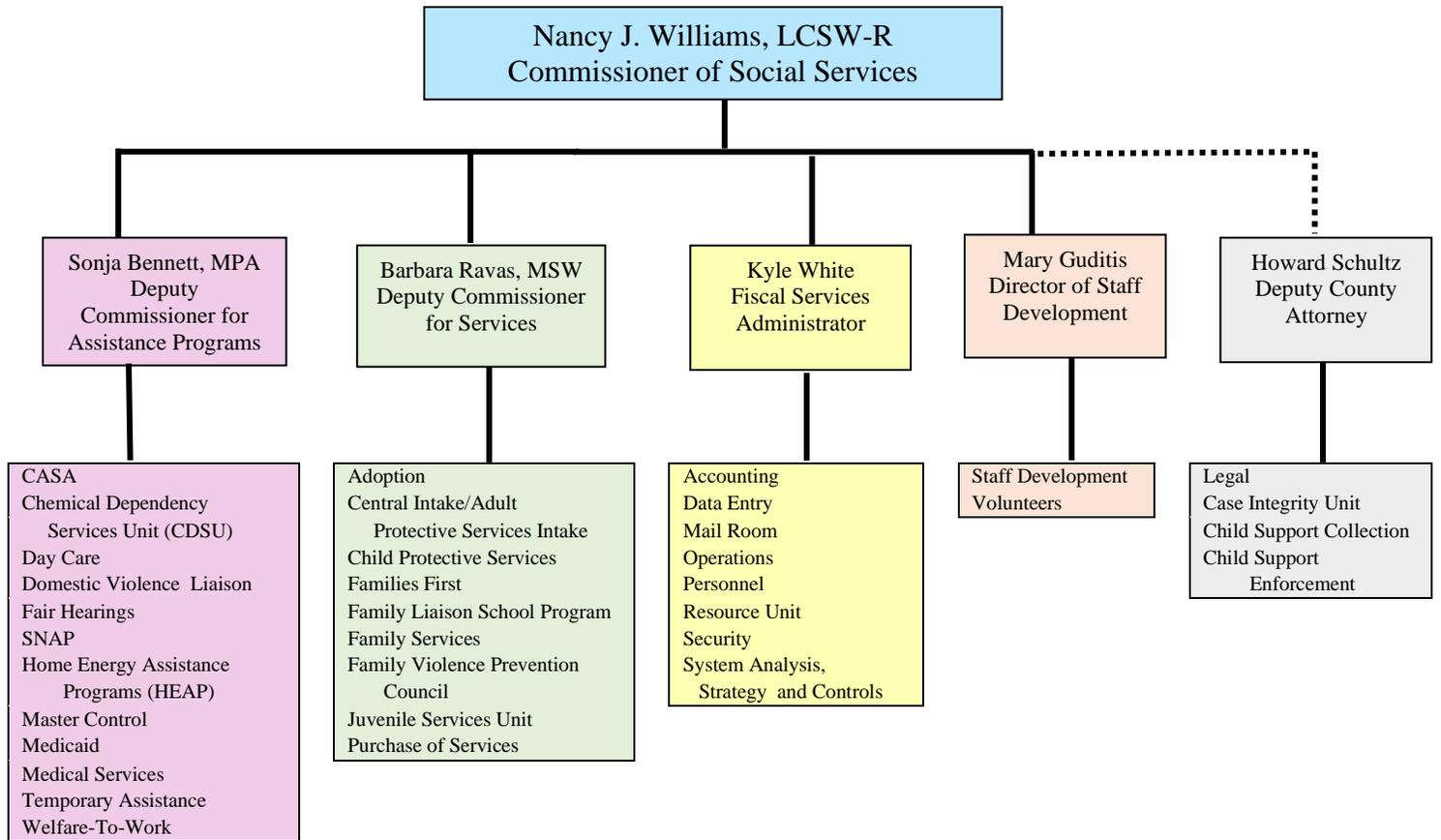
The DSS *Legal Unit* recovered over 3 million dollars in Child Support and Lien Recoveries in 2019. In addition, in collaboration with the Services Unit, they were successful in 38 Foster Care Children successfully freed for adoption; an increase from 2017.

DSS Staff Development organized and implemented more units of job specific trainings for staff in 2019 than in 2018. In addition, through the department's Employee Recognition Program, 42 DSS staff received recognition. Staff Development staff also provided 64 new employee orientations in 2019.

Behind the scenes, the Accounting, Personnel and Operations Management Teams provided overall support functions to all divisions in 2019. They ensured that the Department had the financial resources to run the programs, receive and send documents and were provided with a safe and comfortable environment for staff and clients.

Broome County DSS provided mission driven services and acted as a Safety Net for thousands of vulnerable community members in 2019. DSS staff across all divisions worked hard in 2019 to provide essential services to our community which enable thousands of individuals to live safe and healthy lives.

Organizational Chart



Pictured: Deputy Commissioner, Sonja Bennett; Commissioner, Nancy Williams; Deputy Commissioner Barbara Ravas; Deputy County Attorney, Howard Schultz and Fiscal Services Administrator, Kyle White. Absent: Director of Staff Development, Mary Guditis.

Broome County Child Support Ranks #1 in NY State

Broome County Department of Social Services Child Support annually collects and disburses over \$18 million in child support. However, oftentimes distributing what's been collected can be challenging. There are many reasons for this. Including, address changes, death of parents and changes in households.

Child support payments that cannot be distributed are characterized by New York State as undistributed funds. This is a statewide problem. Throughout New York State tens of millions of dollars collected in child support becomes "undistributed".

In 2017, the child support process was reviewed and over the years, tweaked to make sure it was effective. Through the concerted efforts of Child Support Collection, Child Support Enforcement and Broome County Legal units, this new process worked, and they were able to distribute over half of the undistributed funds. Broome County Child Support became the best in New York State in distributing undistributed collections. Despite problems that made these funds un-distributable, through their perseverance most of these funds now properly get to where they belong.



Broome County DSS Day Care Supervisor Speaks at the Broome County Anti-Poverty Advisory Council Press Conference

The Broome County Anti-Poverty Advisory Council presented at a press conference, on July 23, 2019, its recommendations for policy changes identified to address three of the more significant barriers to families getting out of poverty. The press conference was in reference to a published Policy Recommendations Paper developed by the Broome County Council Anti-Poverty Task Force Policy Committee. The document was a culmination of a year of research and inquiry regarding barriers which prevent many Broome County residents from successfully achieving greater economic and social stability.

Over the past two years the 34 member, Anti-poverty Advisory Council has worked to identify opportunities for individuals and families as well as the barriers which may prevent someone from making strides forward, and set a goal of achieving a 30% reduction in the number of individuals and families living in poverty by 2025. Four core challenges rose to the top: 1) Transportation, 2) Childcare, 3) Services, Supports, Community and Civic Engagement, and 4) Housing. Early on a lack of adequate childcare, housing and transportation were identified as factors that hold many people back from achieving their full potential. Local residents and topic experts were engaged to help find the largest barriers to success and to assist with potential changes in law that could have an impact over a long period of time.

Sonja Bennett, Deputy Commissioner of Assistance Programs, sits on the Advisory Council. Jennifer Skinner, Supervisor of the Day Care Unit was one of the experts that spoke at the press conference. Many of her ideas were used in the recommendations.



Jennifer Skinner with Assemblywoman Donna Lupardo

Diversity

Why must we embrace diversity? Workplace diversity fosters mutual respect among employees. Whether employees work in groups or teams comprised of co-workers with varied work styles, disabilities or who represent different cultures or generations, a synergistic work environment becomes the norm. Although idyllic atmosphere may be difficult to achieve, employees nevertheless recognize the many strengths and talents that diversity brings to the workplace and they gain respect for their colleagues' performance.

In February 2019, Broome County DSS celebrated Diversity and Cultural Understanding. Five trainings were given in the month on various topics to enlighten and educate staff to better serve the clients, relate to co-workers, and better understand themselves.

To show the diversity of our staff, Staff Development gave each employee a puzzle piece, on which to color, write a phrase, place a picture, to demonstrate how they are unique and important in our organization. The puzzle pieces were collected and pieced together, layering a wall at the employee entrance. This voluntary project allowed individuals to see the many expressions of the diverse group of staff at DSS. It was a wonderful representation of the many one-of-a-kind individuals that work at the Agency every day. The puzzle also represented how all the unique parts fit together to make a diverse, yet unified and complete "whole".



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

Wendy DeLaney
Donna Parker
Traci Ziegenhagen
Shannon Murray
Kathryn Varga

15 years

D. Gayle Betzenhauser
Regina Hummell
Cynthia Orton
Brenda Costello

10 years

Erin Newton
Brenda Rowe
Linda Kostek
Melissa Pajak-Anderson
Sarah Schild

20 years

Marnie Coyle
Keri Coyne
Terri Trudeau
Pamela Williams

25 years

Suzanne Darpino
Mary Foley
Timothy Kiley
John Tkach



Employee of the Month



January 2019
Emily Williams



February 2019
Jennifer Travis



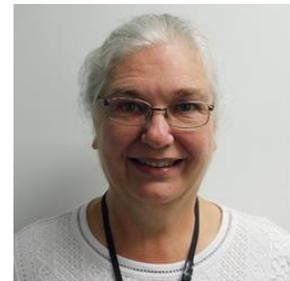
March 2019
Michelle Muccio



April 2019
Albert Aaron



May 2019
Carol Towers



June 2019
Ruth Roberts



July 2019
Donna Parker



August 2019
Emily MacClary



September 2019
Larry Braun



October 2019
Cindy Emmons



November 2019
Barbara Boger



December 2019
Gail Hunker

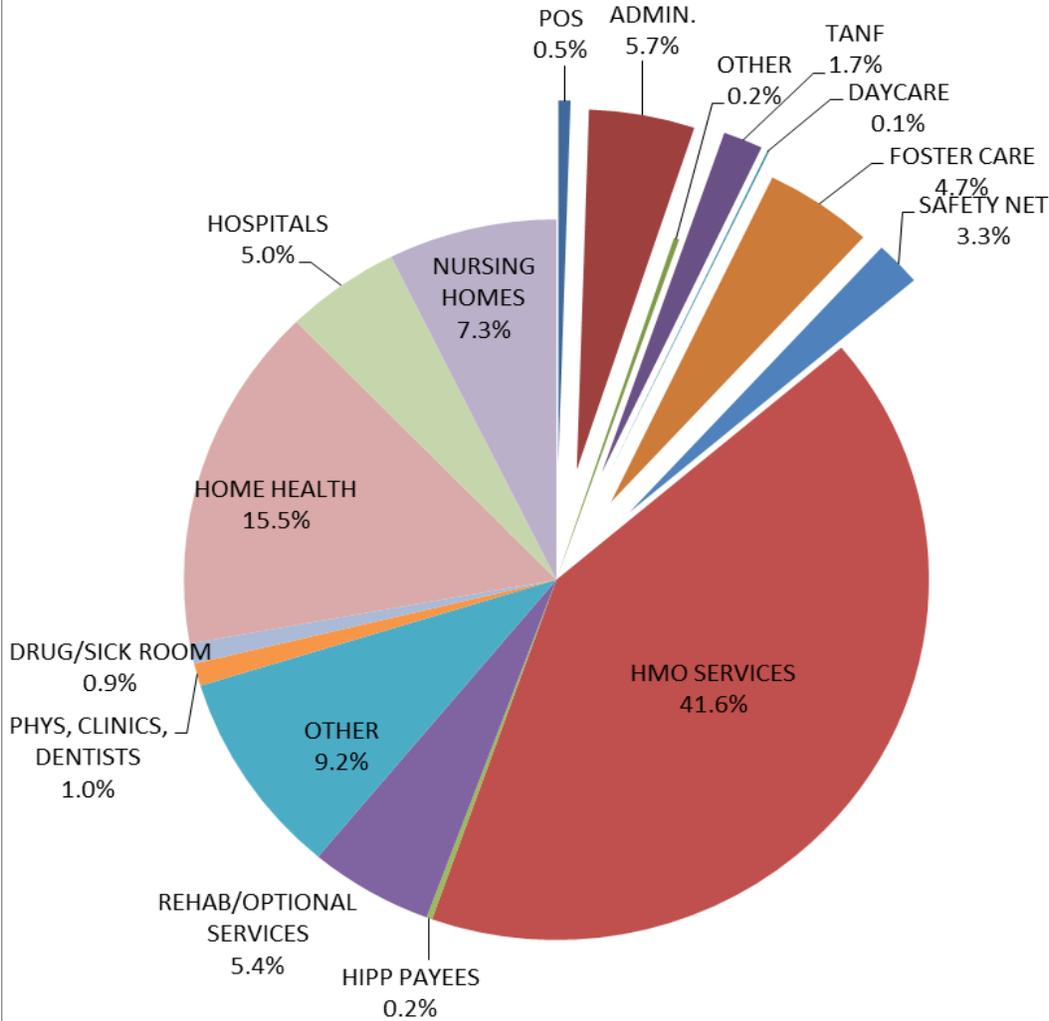
2019 BUDGET EXPENDITURES

How \$531,413,583 (Federal, State and Local Shares) was spent for Department Programs in 2019

MEDICAL AND NON-MEDICAL ASSISTANCE

MEDICAL-86%

NON-MEDICAL-14%



EXPENDITURES BY PROGRAM

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

	2018	2019
TANF	1,257	1,102
SAFETY NET	1,633	1,549
MA & MA SSI & MAFC, NH	17,101	17,984
SNAP (formerly Food Stamps)	16,260	15,661
NURSING HOMES	1,065	1,055
PSA CASES	620	472
CHILDREN IN FOSTER CARE	266	281
CHILDREN IN DAY CARE	1,354	1,197

PROGRAM ACTIVITIES Cumulative for year

	2018	2019
REPORTS OF ABUSE AND NEGLECT	4,311	4,468
MANAGED CARE ENROLLMENT	12,846	8,688
ENTRIES TO EMPLOYMENT	757	687
SANCTIONS	909	680

EXPENDITURES BY PROGRAM

PROGRAMS	2018	2019
Medical Assistance Program	\$37,019,255	\$37,685,915
Temporary Aid to Needy Families	\$10,226,922	\$9,124,324
Administration	\$24,092,740	\$24,397,967
Foster Care	\$22,424,370	\$24,105,464
Safety Net	\$11,532,674	\$10,660,398
Purchase of Services	\$3,001,898	\$2,762,808
TANF Day Care	\$409,364	\$439,405
Burials	\$437,601	\$362,637
Emergency Aid to Adults	\$225,297	\$211,715
RepPayee/PSA	\$579,385	\$645,116
Non-Secure Detention	\$1,068,416	\$932,538
Totals	\$111,017,923	\$111,328,287

REVENUES

	2018	2019
Repayments	\$2,959,590	\$3,112,996
Revenues – Federal/State	\$46,685,054	\$47,546,672
Net Cost to County	\$61,373,279	\$60,668,618

Assistance Programs

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

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

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

TEMPORARY ASSISTANCE

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

Temporary Assistance Caseload (as of 12/31):

	2018	2019
All Categories	2,893	2,651

Applications: Family Assistance, Safety Net and Emergency Programs:

	2018	2019
Received:	11,872	12,313
Approved:	4,743	4,207
Denied and Withdrawn:	5,854	5,521
Other (open/close, reopened, reactivated):	2,298	3,370

Income Maintenance Activity:

	2018	2019
Walk-ins	1,174	1,464
Recertifications	3,211	2,944
Cases Closed	5,298	4,934
Case Changes	28,245	27,716
Front Desk Contacts	170,380	147,106



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	2018	2019
Called	748	683
Held	222	206
Affirmed	193	163
Reversed	56	36
Decision correct when made (New information provided)	31	15
Withdrawn	50	75
Defaults	431	354

MEDICAL ASSISTANCE (MEDICAID)

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

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

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

Caseload (as of 12/31)	2018	2019
MA Only	9,278	9,888
MA-SSI	7,379	7,418
TOTAL	16,657	17,306

Applications- MA only and MA SSI	2018	2019
Received	4,814	4,075
Approved/Reopened*	7,156	7,055

* 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)	2018	2019
Temporary Assistance SNAP	1,762	1,552
SNAP Only (Non-Temporary Assistance households)	14,498	14,109
TOTALS:	16,260	15,661

Applications (NPA)	2018	2019
Received	8,989	9,287
Approved/Opened	4,875	6,231



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.

4,266 approvals (68%) of NPA SNAP openings were eligible for expedited issuance.

HOME ENERGY ASSISTANCE PROGRAM (HEAP)

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

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

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

	2017-2018	2018-2019
Administrative Allocation	\$490,754	\$656,370
Total County Allocation	\$490,754	\$656,370

	2017-2018	2018-2019
Public Assistance /SNAP Households	14,003	13,523
Non-Public Assistance Households	3,577	3,725
Emergency Payments	3,549	3,404
Furnace Repair/Replacement	96	102

DAY CARE

The Day Care Unit offers day care services to recipients of Temporary Assistance and are individuals who are involved in employment or the JOBS program and recipients of Child Protective or Preventive Services as part of a therapeutic service plan for the family. Day Care is also provided to low income working families and recipients who are transitioning from Temporary Assistance to employment. As well as families who are working and earn less than 200% of the state income standard.

Caseload (average per month)

	2018	2019
Families Receiving Daycare Services	756	739
Children Receiving Daycare Services	1,354	1,319

WELFARE-TO-WORK

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

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

2019 Welfare-to-Work Unit Highlights:

TANF/Safety Net Non-Compliance	2018	2019
Non Compliance Sanctions	909	680
Welfare Grant Savings	\$314,345	\$234,823

TANF/Safety Net Recipients	2018	2019
Entries to Employment	757	687
Welfare Grant Savings	\$1,281,976	\$1,160,874

	2018	2019
Total Grant Savings (Entries to Employment and Sanctions)	\$1,596,321	\$1,395,697

Welfare to Work Caseload (mthly avg)	2018	2019
TANF	844	723
TANF exempt*	538 (64%)	465 (64%)
Safety Net	1,286	1,286
SN exempt*	1,073 (83%)	1005 (84%)
Total caseload	2,130	1,895
Total exempt*	76%	78%

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

CHEMICAL DEPENDENCY SERVICES UNIT

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

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

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

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

2019 CDSU highlights

CDSU (mthly avg)	TANF 2018	TANF 2019	Safety Net 2018	Safety Net 2019
Assessments	4	6	75	100
Case Management Cases	49	38	230	96

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	2018	2019
Number of cases screened	4,279	6,456
Number of cases approved for emergency assistance (housing issues/fuel/utility shutoffs)	3,749	5,624

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.

	2018	2019
*Personal Care Service hours	71,353	129,423
Cost of Service	\$1,488,997	\$2,695,804
Adult Foster Care Clients	38	37

* 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.

	2018	2019
Cases reviewed for Aid to Disabled Category	30	53
Cases eligible for Aid to Disabled Category	39	96
Cases reviewed for SSI/SSD	2,762	1,796
Cases approved for SSI/SSD	222	198

MANAGED CARE

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

Plan	2018 Year to Date Enrollment	2019 Year to Date Enrollment
CDPHP	279	262
Fidelis	2,786	2,211
Excensus	9,188	5,518
UHC	593	697
TOTAL	12,846	8,688

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	2018 Year to Date Enrollment	2019 Year to Date Enrollment
Fidelis Care at Home	459	244
I Circle	184	312
VNA Homecare	205	62
TOTALS	848	618

CASA

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

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

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

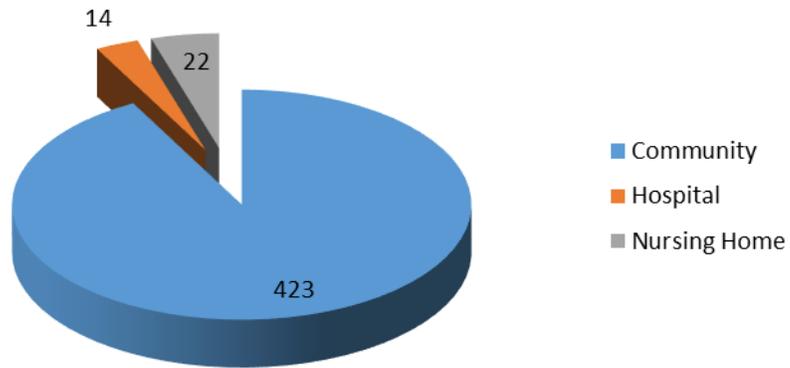
CASA remains an experienced, trusted presence in Broome County. They complete the UAS-NY assessments for their clients as required as well as the annual assessments for the Nursing Home Transition & Diversion (NHTD) and Traumatic Brain Injury (TBI) waiver programs. CASA nurses are certified to complete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

2019 CASA End-of-Year Caseload Report

	2018	2019
Traditional Personal Care Program	78	78
Shared Aide Program*	40	14
Consumer Directed Personal Aide Program	103	104
Foster Family Care	38	31
Nursing Home to Community Program	0	1
Nursing Home Transition Diversion Waiver	5	6
Care at Home Program; now called the Children's Waiver Program	15	8
Private Duty Nursing Program	15	17
Home Community Based Waiver Program	83	92
Traumatic Brain Injury Program	8	4
CASA Case Management Only	51	78

*One contracted Licensed Home Care Agency stopped providing home care services. Almost all of the 30 Shared Aide clients with that agency transferred to Traditional Personal Care Aide services with another agency.

2019 CASA Incoming Referrals



2019 - CASA Clients Transitioned to Managed Long-Term Care (MLTC)

MLTC Agency Name	Client Numbers
Fidelis	5
I-Circle	9
Nascentia- formerly VNA	1
TOTAL	15
PCA	4
Shared Aide	1
CDPAP	8
Case Management Only	2
TOTAL	15

**2019 - CASA Clients Transitioned to
Mainstream Managed Medicaid (MMC)**

MMC Agency Name	Client Numbers
Excellus	1
Fidelis	1
TOTAL	2
PCA	2
Shared Aide	0
CDPAP	1
Private Duty Nursing	1
TOTAL	2

Broome County CASA 2019 Visits Made by Staff

Initial Visits	317
Reassessment Visits	660
Annual Visits	22
Community Follow-up Visits	19
Hospital Follow-up Visits	39
Nursing Home Follow-up Visits	27
Total	1,084

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 2019 included:

- Answered 1,583 Intake line calls.
- Received and logged in 427 Adult Protective Service referrals.
- Assigned 150 referrals for Assessments.
- Assigned 52 Central Intake calls (9 CI Preventive referrals, 15 ICPCs, 28 Home Study investigations and 0 Runaway Homeless Youth referral).
- Broome County filed 3 guardianship petitions. The petitions were accepted.
- Broome County DSS Commissioner was appointed guardian for 9 new individuals.
- The Broome County DSS Commissioner served as guardian for 45 individuals.
- In addition to the Intake Line calls the APS/CI Unit received and made 4,611 phone calls, reviewed 3,723 records and participated in 21 case consultations.

	2018	2019
Central Intake Referrals Assigned	90	52

	2018	2019
PSA Referrals	580	427
PSA Intake		
Adult Abuse	34	26
Self-Neglect	170	172
Chronic MI Untreated	101	78
Guardianships	40	45

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 2019 included:

- Served 77 families including 188 children at risk of placement.
 - Provided two 8-week modules of *Anger Management for Parents* classes graduating 27 individuals.
 - Achieved a Satisfaction rating of 97.5% **from families enrolled in the program (based on 39 completed surveys). ** the number was actually 100% but 1 family filled the survey out incorrectly, family was contacted and stated that their intention was to state that they were fully satisfied with our service.
 - Achieved a 94.2% prevention of placement rate for families served in 2019 (177 of 188 children).
 - Achieved an overall prevention of placement rate of 95.1% for families based on follow-ups at 3-month, 6-month, and 12-month and 24-month post closure. (385/405). *
- * Two of the children placed was at the recommendation of Families First. One of the children placed was due to case closing as mom was incarcerated.

	2018	2019
Number of Families Served	75	77



JUVENILE SERVICES UNIT

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

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

Services and accomplishments in 2019 included:

- There were **180** calls from individuals interested in obtaining information pertaining to PINS Diversion eligibility and services.
- **146** PINS Diversion complaints were received including: **107** by parents and **39** by schools
- **35** Individuals attended PINS Diversion orientation for parents/guardians.
- **71** Cases were withdrawn or diverted from going to Family Court including: **49** cases diverted/withdrawn prior to the PINS Diversion complaint being opened, and an additional **22** assigned PINS Diversion cases successfully diverted/ withdrawn from going to Family Court
- **66** PINS Diversion cases were assigned
- **137** children were served in PINS Diversion

	2018	2019
PINS Diversion Referrals	98	66



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:

	2018	2019
Children Placed - all levels of care	119	130
Children discharged - all levels of care	146	162
Children freed for adoption	31	32
Children in pre-adoptive homes	22	34
Adoptions finalized	16	30
Children in foster homes (12/31)	160	202
Children in institutions (12/31)	31	28
Children in group homes (12/31)	28	34
Children in all levels of care	266	281



CHILD PROTECTIVE SERVICES

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

See the three-year comparison below:

	2017	2018	2019
Abuse Reports	215	212	76
Neglect Reports	4,069	4,099	4,392
TOTAL	4,284	4,311	4,468
Sexual Abuse Reports	193	181	72
New Family Court Petitions	104	81	109
1034 Investigations	408	144	138
Assist Other Counties in SCR Investigations	430	433	429



PURCHASE OF SERVICE PROGRAMS

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

SEXUAL ABUSE TREATMENT

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

THERAPEUTIC AFTER-SCHOOL PROGRAM

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

FUNCTIONAL FAMILY THERAPY

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

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

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

ELDER ABUSE OUTREACH

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

LOURDES HOME VISITING

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

RISE DOMESTIC VIOLENCE/CHILD ABUSE PROGRAM

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

CHILDREN'S HOME PREVENTIVE SERVICES

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

SHARING HOPE AND INSPIRING NEW ENERGY

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

DETENTION ALTERNATIVE AFTER SCHOOL PROGRAM

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

CATHOLIC CHARITIES PROTECTIVE SERVICES FOR ADULTS PROGRAM

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

THE BRIDGE

The Bridge is a program provided by the YWCA in Binghamton. The Bridge is a residential program for women with children under age 5. Program participants are experiencing substance abuse disorders that affect their ability to parent and their children are at risk of placement in the foster care system. The Bridge

provides counseling and support as well as substance abuse treatment, supervision, and vocational counseling. The goal is for participants to be self-sufficient upon discharge.

PERMANENCY SUPPORT SERVICES

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

PURCHASE OF SERVICE PROGRAMS

	PROVIDER	TOTAL SERVED	AMOUNT
Sexual Abuse Treatment Program (SAP)	Family & Children’s Society	130 Clients	\$378,000
Functional Family Therapy (FFT)	Catholic Charities	68 Families	\$315,646
Therapeutic After-School Program (TASP)	Children’s Home of Wyoming Conference	63 Youth	\$624,523
Non-Residential Services to Victims of Domestic Violence	RISE	707 Clients	\$86,739
Child Advocacy Center (CAC)	Crime Victim’s Assistance Center	302 Children	\$15,679
Coordinated Children’s Services Initiative (CCSI)	Catholic Charities	223 Families	\$132,367
Elder Abuse Outreach	Broome County Office for Aging	772 Clients	\$110,416
Lourdes Home Visiting (IMPACT)	Lourdes	58 Parents	\$186,534
RISE Shelter Domestic Violence/Child Abuse	RISE	189 Clients	\$25,000
Children’s Home Preventive Services (CHPS)	Children’s Home of Wyoming Conference	186 Children	\$497,774
Sharing Hope and Inspiring New Energy (SHINE)	Catholic Charities	33 Youth	\$156,919
Detention Alternative Afterschool Program (DAASP)	Lourdes Youth Services	30 Youth	\$201,500
Catholic Charities Protective Services for Adults Program	Catholic Charities	146 Clients	\$586,985
The Bridge	YWCA	8 Mothers	\$131,579
Permanency Support Services	Mothers & Babies Perinatal Network	811 Individuals	45,000
Total	All Providers	2602	\$3,494,661

BROOME COUNTY PERFORMANCE MANAGEMENT



Lynne Esquivel, MPA
Quality Improvement Initiatives
Manager

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

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

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

BROOME COUNTY FAMILY VIOLENCE PREVENTION COUNCIL

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



Support Services

SERVICES SYSTEMS UNIT

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

Eligibility determinations on all cases and required referrals to child support, school districts and third-party health insurance are done through this unit. In 2019, there were 119 foster care eligibility determinations compared to 121 in 2018; of these, 84 were Title IV-E determinations, as compared to 82 Title IV-E determinations in 2018.

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.

	2018	2019
Services Systems Transactions	23,836	24,077



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.

	2018	2019
Authorizations	189,967	165,250

MASTER CONTROL

Master Control is the record custodian for active, auxiliary, and closed Public Assistance, SNAP and Medical Assistance Cases. All new case numbers are processed in this unit. Staff is responsible for the finger imaging of all mandated Temporary Assistance Programs' applicants and recipients, averaging 418 per month. Effective January 15th, 2020 Finger Imaging is no longer required. Other duties include staffing the reception desk, issuing benefit cards (averaging 777 per month). In November of 2019 we implemented procedure changes which allow issuance of temporary cards only when emergency SNAP benefits are issues or other regulatorily allowed instances, such as in an emergency situation. Master Control houses three (3) document scanning stations, one staffed fulltime and the other as staffing allows.

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

	2018	2019
Case Numbers Issued	3,656	3,083
Clients Finger Imaged (TA)	5,602	5,018
Contact Center Calls Received	29,404	108,516
Switchboard Phone Calls Received	16,470	342



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 2019 were:

Court Appearances

	2018	2019
Child Welfare	1,693	1,700
Child Support	3,324	3,129
Total	5,017	4,829

Monetary Recoveries

	2018	2019
Child Support Recoveries*	\$1,982,877.98	\$2,095,996.39
Lien Recoveries (Estates, Injury Claims, Overpayments, MA Real Property, Mortgages)	\$1,409,089.31	\$1,147,585.84
Misc. Civil Collections	\$1,235.32	\$137.93
Total Monetary Recoveries	\$3,393,202.61	\$3,243,720.16

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

Child Welfare

	2018	2019
Child Abuse/Neglect New Children Receiving Protection	157	153
Foster Children Having Legal Proceedings Commenced to Free for Adoption	54	38

Protective Services for Adults

	2018	2019
Guardianships	55	60

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	2018	2019
Aid to Dependent Children	\$1,196,489.44	\$1,189,450.80
Other (Home Relief, Child Welfare Medical, etc.)	\$762,011.65	\$906,545.59
Total Social Services Collections	\$1,958,501.09	\$2,095,996.39
Total General Public Collections	\$13,917,218.30	\$14,626,612.13
Total Automated Support Collection Unit Collections	\$15,875,719.39	\$16,722,608.52
Federal Incentive on Aid to Dependent Children Support Payments*	\$184,454.00**	\$86,682.00
Tax Offset (Federal and NYS)	\$1,051,009.88	\$1,144,645.28

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

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

	2018	2019
Paternity Established by Court Order	100	105
Agency Acknowledgments	21	4

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.

	2018	2019
Authorizations	63,119	57,958
Checks	34,937	31,638
Electronic Benefits	62,921	56,593

	2018	2019
Repayments Processed	4,671	4,404
Value of Repayments	\$6,318,490	\$6,660,636

MAINTENANCE OF CLAIMS*	Public Assistance		Food Stamp	
	2018	2019	2018	2019
Year				
Number of Claims	12,027	12,418	1,095	1,132
Value of Claims	\$9,718,598	\$10,167,313	\$975,672	\$1,024,041

*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.

	2018	2019
Number of Retro SSI Claims	274	248
Amount of Reimbursement Received	\$1,080,050	\$979,131

RESOURCE UNIT/THIRD PARTY

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

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

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

	2018	2019
Number of burials arranged	253 (Cost \$437,601)	205 (Cost \$362,637)
Number of rental inspections	16	10

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.

	2018	2019
TPHI offset Medicaid	\$51,070,170	\$54,391,007

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.

	2018	2019
Personnel Data Records	387	387
Position Change Request	66	92

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.

	2018	2019
Cars in Agency Fleet	27	27
Average Operational Fleet Size	24.8	25.2
Miles Traveled	300,105	299,302
Pieces of Mail Processed	213,291	151,756



Central Administration

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

STAFF DEVELOPMENT AND VOLUNTEER SERVICES

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

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

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

	2018	2019
Employees in Degree Programs	7	6

A training sampler for 2019 included:

- *I/EDR-OSS Systems Overview, Scanning, Indexing and Document Retrieval,*
- *Kinship Guardianship Assistance Eligibility (Web-EX),*
- *Supporting and Promoting Race Equity and Cultural Competence in the Child Welfare System,*
- *Resolving Shelter and Energy Emergencies*

	2018	2019
Units of Job Specific Training (all program areas)	4,114	4,796

In 2019:

The Staff Development Unit transitioned to reporting directly to Commissioner Williams.

Forty-three (43), child welfare workers attended the new NYS Office of Children and Family Services (OCFS) Human Services Training Center (HSTC) for foundational and advanced training in child protective services. The HSTC was launched in February 2019.

Through the Department’s, Employee Recognition Program, employee awards were received by forty-two (42) employees over the course of the year. The “Be the Difference Teamwork Award” was initiated as part of the recognition program.

Sixty-four (64) new employee orientations were conducted with staffs.

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.

	2018	2019
Number of Volunteers / Interns	450	361
Hours of Service	9,839	9,171
Value of Donated Goods	\$24,395	\$17,313

Volunteers and interns had a positive impact on the organization in 2019. They assisted in the daily operations of the agency by performing such activities as filing income taxes, assisting workers and by providing other clerical related functions.

Broome County DSS hosted a VITA (Volunteer Income Tax Assistance) site again in 2019. Interns and volunteers for the VITA program filed 786 income tax returns for families and individuals whose household income was under \$66,000. This income tax site brought over \$891,716 in Federal refunds and over \$211,914 in NY State refunds to individuals and families in Broome County. The Volunteer’s office continued its collaboration with the United Way of Broome County and Family Enrichment Network. The partnership also continued with the AARP.

In addition, specialized programs provided children the opportunity to attend summer camp. This year 39 youngsters participated in that activity. The Holiday Wish Program provided gifts to 272 children and adults. SUNY Kids program continued to provide weekly local cultural excursions for children in Broome County. Eight youngsters received gifts from the Birthday Buddy Program. The Agency also hosted a successful back to school supply drive. There were two Community Services Fairs held at the Agency in 2019. These Fairs allowed organizations in the community to come into the Agency and provide information to the DSS Workers about the services they provide.



Broome County DSS and the United Way of Broome County
VITA Volunteers at the year end reception

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	2019 GRANT AMOUNT
Binghamton University Bachelor Program	\$22,236
Broome Community College Associate Degree Program	\$35,947
Child Care and Development Block Grant (CCDBG)	\$4,407,430
CPS Enhanced Funds	\$28,102
Flexible Funds for Family Services (FFFS)	\$528,456
Home Energy Assistance Program (HEAP)*	\$671,896
Homeless Code Blue	\$107,560
Homeless Services Plan	\$7,276
Medicaid Technologies Improvement Grant	\$3,749,895
Safe Harbor	\$86,700
School District Outstation Caseworker (SDOC)	\$441,277
SNAP Bonus	\$124,032
SNAP Employment & Training	\$49,651
SNAP Process & Tech Improvement	\$39,000
Summer Youth Employment Program	\$435,800
TOTAL	\$10,735,258

*An additional \$7,453,019 was paid by New York State on behalf of Broome County.