

Broome County Department of Social Services 2010 Annual Report



Arthur R. Johnson, LCSW
Commissioner

Patrick Brennan
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.



Commissioner's Advisory Council

Arthur R. Johnson, LCSW

Commissioner
Broome County Department of Social Services

Joe Sanfilippo

Broome County Legislature

Michelle Napolitano

Fairview Recovery Services, Inc.

Bob Ford

Lourdes Hospital

Michelle Berry

Broome County CASA

Lori Accardi

Catholic Charities

Andrew Baranoski

American Civic Associations, Inc.

Fred Du Four

Family & Children's Society

Cindy Nord

Broome County Department of Social Services

Keith Leahy

Mental Health Association

Janette Cyganovich-Brush

Family Violence

Darrell Newvine

Family Enrichment Network

Don Bowersox

Broome County Department of Social Services

Carole Coppens

YWCA

Robert Houser

Children's Home of Wyoming Conference

David Salvemini

Community Member



Members of the Commissioner's Advisory Council

A Message from Commissioner, Arthur R. Johnson, LCSW



Broome County Department of Social Services provides essential services to our community's vulnerable and distressed residents. With the increased number of recipients applying for benefits, staff continues to rise to the challenge.

Our region's 2010 unemployment rate was 8.7%. Over the past 2 ½ years Broome/Tioga's metropolitan area lost almost two thousand manufacturing jobs. Hundreds of entry level jobs lost in Broome County resulted in a steady increase in individuals applying for DSS assistance benefits. More people within Broome County are collecting unemployment benefits, Medicaid and Food Stamps than ever before.

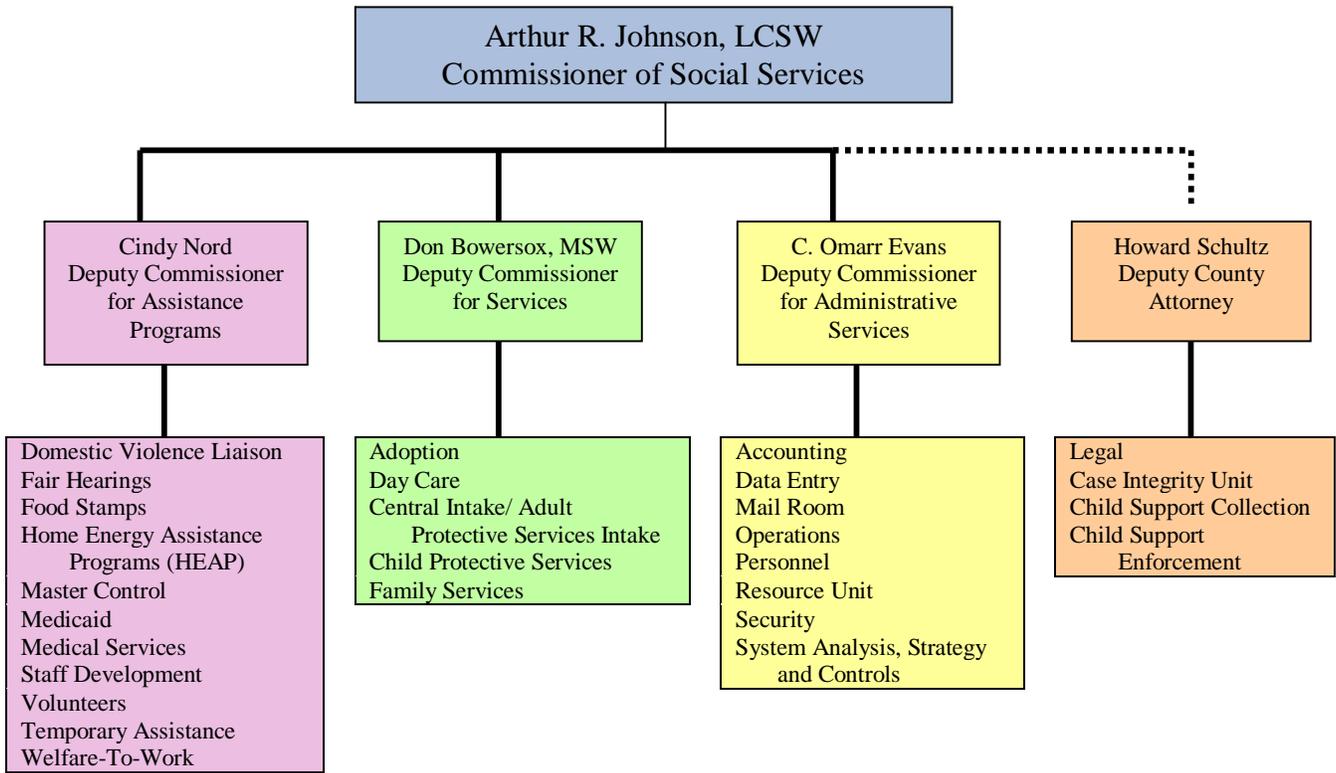
Adverse economic conditions across the county resulted in the Federal Government providing significant funding in 2009 to prevent homelessness. This program, called Homeless Prevention and Rapid Re-Housing (HPRP) provides temporary financial assistance, housing relocation and stabilization services to homeless individuals and families; and those at risk of homelessness "but for" this assistance. Broome County Department of Social Services (DSS) administered two Homeless Prevention and Rapid Re-Housing programs (HPRP).

596 households, totaling 1,366 individuals to date have been served through Broome's Homeless Prevention and Rapid Re-Housing Programs. The Department provided these services through contracts with Opportunities for Broome and the Mental Health Association of the Southern Tier. Both programs are expected to end in 2011.

Significant innovative changes impacting Broome's vulnerable children and adults were made through the Department's Services Division. These changes resulted in greater efficiency and County savings. The Department contracted with the Children's Home of Wyoming Conference to assume responsibility for the Department's over 80 foster homes, as well as for case planning for children freed for adoption. In addition, the Department's Adult Services Under Care & Financial Management Only cases were contracted to Catholic Charities. To meet the protective needs of Broome's children the Department increased Child Protective Services' staffing. The Services Division also focused on reducing costly institutional placements: from a June 2010 high of 92, to approximately 60 children by December 31, 2010.

Improving employee and client security and safety continued to be a high priority. To enhance security DSS' Main Street offices added a new magnetometer, X-ray machine and scan station. The new equipment increased accuracy and efficiency, while still respecting the privacy of the over 100,000 individuals who annually enter our facility. The X-ray machine allowed Security to maintain the same level of security without having to manually search all bags and packages. For our Front Street Office of Employment & Training the first phase of security upgrades was completed. This first phase included installing 75 panic alarms, adding badge access controls on 5 doors, and alarming all exterior doors.

Organizational Chart



First Row: Deputy Commissioner Cindy Nord and Commissioner Johnson
 Back Row: Deputy County Attorney, Howard Schultz, Deputy Commissioner C. Omarr Evans and Deputy Commissioner Don Bowersox

SOCIAL SERVICES

2010 Accomplishments:

- DSS' Adoption and Home Finding services were moved to the Children's Home. Beginning on April 1, 2010 the Children's Home has taken over the homefinding function and arranged placements, recruited, trained, licensed and recertified all foster parents. The number of children in the Close to Home Program has increased from approximately 60 to almost 100. The Children's Home has also taken over the adoption function and 21 adoptions have been completed and finalized. The Children's Home has also completed the 3 year Recruitment & Retention Plan of Foster Parents for Broome.
- Protective Services for Adults Undercare was moved to Catholic Charities (CC) during the first half of 2010. The program was created and developed in cooperation with the Department. Extensive training and collaboration was the focus during the first couple months of transition. Beginning May 1, 2010 cases were gradually transferred over to CC. On June 1, 2010 all undercare cases had been transferred to CC. In addition, a total of 165 Financial Management Only (FMO) cases have been transferred over. There has been an increase in the number of FMO cases over the year. This project was a huge undertaking and required close cooperation between both agencies. Its success is a result of the hard work and dedication of staff from both agencies.
- Broome's Medicaid Provider Fraud Demonstration Program: For 2010 Broome continued to actively participate in NY State's Medicaid Provider Fraud Demonstration Program. Through the leadership of Broome County Social Services Commissioner Arthur Johnson and Deputy County Attorney Howard Schultz over \$50 million in Medicaid provider claims have been audited. To date, I am pleased to report over \$850,000 has been recovered. Over \$1 million in additional recoveries has also been identified. For 2011 further audits are planned. Working closely with NY State's Medicaid Inspector General, this successful project assures our considerable Medicaid tax dollars are responsibly spent.
- Institutional Care of children is one of the Department's most expensive budget items. During the year Institutional care was reduced from a high of 92 (June 2010) to 65 on December 31, 2010. Several things led to this reduction, including:
 - High Level Staff attending all Wednesday Assessment Meetings at Probation
 - Deputy/Director approval of court extensions of placements
 - Use of the SHINE Program (Catholic Charities) to reduce time spent in residential or other higher level of care
 - Residential Programs being advised that Broome is looking for 6-9 months as the maximum length of stay
 - Communication with Probation regarding any youth at risk of going/returning to court.
- Family Services reduced children in foster care from a high of 374 in June 2010 to 321 at the end of the year. This is the lowest end of year number since 2004.
- The Department applied for and received the following grants from NYS OCFS:
 - Detention Alternative Grant: \$109,888, used to fund the Detention Alternative After School Program that is an alternative to detention and is now being used anytime a youth is at risk of court action.
- Child Protective Services Enhanced Funding: \$50,000, the use of this funding will result in a better investigation/worker ratio.
- Portable Technology Grant: \$14,235 The Department was awarded this funding purchase 15 wireless lap tops for Child Protective Services. We continue to provide our staff with the latest and best technology in an effort to streamline their job paperwork requirements.
- A total of 31,949 applications for TA, FS, MA and HEAP were processed by staff. On 12/31/10 the following number of individuals were in receipt of assistance:
 - Temporary Assistance 6,988
 - Food Stamps 29,153
 - Medicaid 32,933
 - Some households may have members in two or more programs.

- As of January 31, 2011, the OTDA Homeless Prevention and Rapid Re-Housing program (HPRP) has served close to 300 households, over 600 individuals, providing housing stabilization and relocation services. All available funds have been expended well in advance of the July 2011 program ending date.
- State reimbursement for Child Welfare programs was cut 2.38% (\$919,288 annualized) for 2010. DSS made cuts necessary to avoid a cost shift to Broome County resulting in Broome County avoiding a local share increase of \$348K.
- Accounting Supervisor coordinated fiscal workgroups for all fiscal contacts within the county to better assist with the PeopleSoft implementation for financials.
- Developed a PeopleSoft expenditure report to complete DSS Federal and State claims.
- Created various detail step by step processes to assist with extracting information.
- In 2010 the Cultural Competence Initiative was introduced to all staff. A 1 day session was hosted at the Binghamton Regency introducing the concept through a video and smaller group sessions. All areas formed a workgroup to complete an agency assessment of where we are. The consultants will review the assessments and make recommendations.
- DSS Accounting provided fiscal support for the Broome Youth Bureau. This included filing all state claims, completing vouchers, journal entries and processing billing from community agencies.

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.

Values Committee

It is the charge of this committee to highlight an Organizational Value for a month. The value that is selected is presented to the employees of the Department of Social Services. The employees are then asked to nominate an individual in their division who exemplifies the agency's value. The nominees are reviewed and those selected are highlighted in the agency's "Hot News" newsletter and given a certificate of recognition. The values that have been highlighted thus far are Professionalism, Doing What is Right, Taking Responsibility and Results Oriented.

Professionalism

Recipients include:

Barb Gray, Carol Clemente, Deb Aton, Dan Soltis, Jon Miselnicky, Jeanne Schmidt, Teri Trudeau, Sue Burrell, Julie Fiester, Patricia Samson, Patty Sullivan, Jim Cucci, Janet Hebbard, Robin Mastrangelo, Edith Lianexay, Nancy Combs, Lisa Moore, Cherrie Thompson, Carolyn Lamaitis, Kelly Brady, Keri Coyne and Larry Braun.



Doing What is Right

Recipients include:

Jeanne Schmidt, Debbie Aton, Craig Cooley, Pat Shirhall, Karen Connors, Sue Shuman, Sue Burrell, Dirk Johnson, Denise Cooper, Kerry Vollmer, Jude Tropa, Tammi Holtslander, Courtney Hull, Kathleen Quain-McCormack, Cheryl Swider, Jana Reavis and Barbara Barry.



Taking Responsibility

Recipients include:

Kelly Budd, Kim Spear, Julie Fiester, Nicole Munchback, Lorna Singer, Darlene Price, John Choynowski, Steve Randall, Florence Piech, Dan Morgan, Patti Sedlak and Patty Sullivan.



Results Oriented

Recipients include:

Angie Slade, Gina White, Jessica Brown, Kathleen Quain McCormack, Denise Cooper, Tammy Bailey, Julie Fiester and Bob Gould.



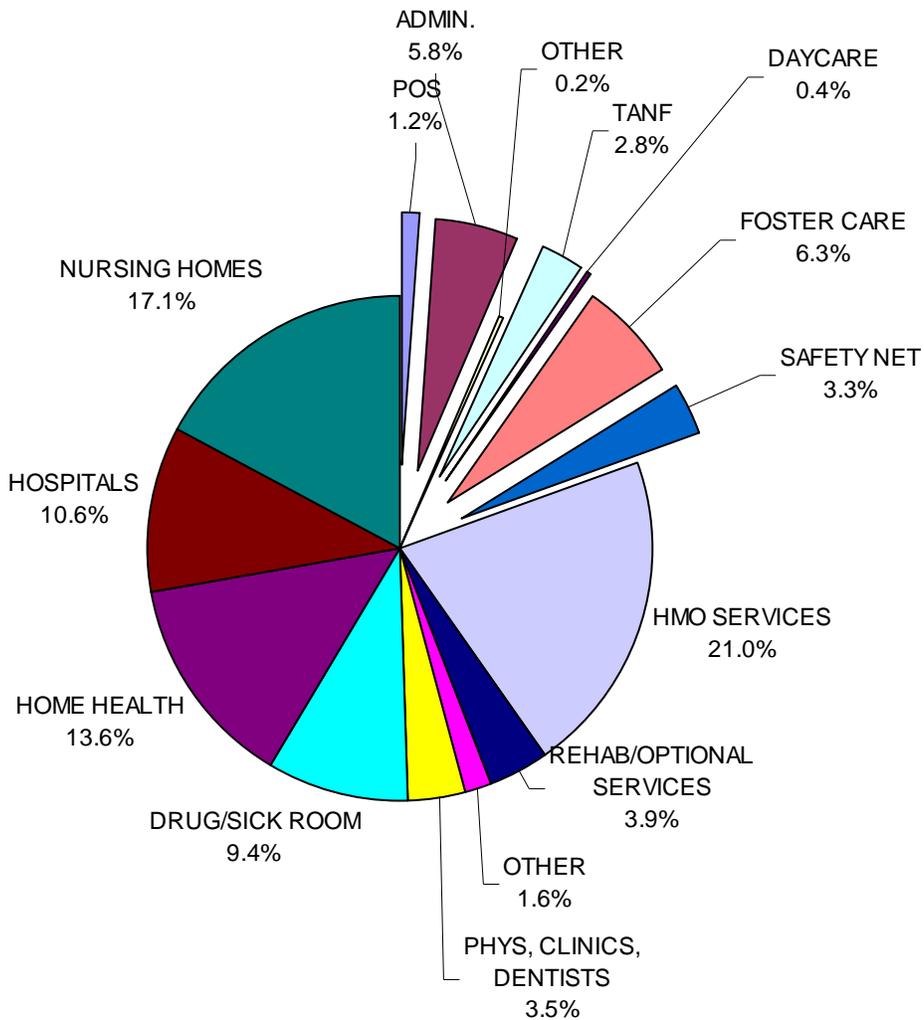
2010 BUDGET EXPENDITURES

How \$385,023,956 (Federal, State and Local Shares) was spent for Department Programs in 2010

MEDICAL AND NON-MEDICAL ASSISTANCE

MEDICAL-81%

NON-MEDICAL-19%



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

	2009	2010
TANF	1,316	1,699
SAFETY NET	1,412	1,918
MA & MA SSI & MAFC, NH, FHPlus	19,688	23,409
FOOD STAMPS	11,588	15,354
NURSING HOMES	1,264	1,433
PSA CASES	456	481
CHILDREN IN FOSTER CARE	346	321
CHILDREN IN DAY CARE*	1,076	1,436

*average per month

REVENUES

	2009	2010
Repayments	\$3,431,483	\$3,307,459
Revenues- Federal/State	\$47,844,211	\$50,593,399
Net Cost to County	\$51,119,781	\$51,889,847

**PROGRAM ACTIVITIES
Cumulative for Year**

	2009	2010
Reports of Abuse and Neglect	3,635	3,639
Managed Care Enrollment	20,966	21,793
Entries to Employment	540	738
Sanctions	519	1,378

EXPENDITURES BY PROGRAM

PROGRAMS	2009	2010
Medical Assistance Program*	\$31,718,076	\$30,989,757
Temporary Aid to Needy Families	\$9,471,031	\$10,715,557
Administration	\$20,744,603	\$20,402,012
Foster Care	\$21,962,777	\$23,082,803
Safety Net	\$10,888,092	\$12,623,933
Purchase of Services	\$4,862,936	\$4,483,620
TANF Day Care	\$992,713	\$1,363,335
Burials	\$435,228	\$432,701
Transfer to Grant for CAP	\$68,104	\$0
Emergency Aid to Adults	\$203,624	\$200,724
RepPayee/PSA **	\$0	\$446,000
Non-Secure Detention	\$1,048,291	\$1,050,263
TOTALS	\$102,395,475	\$105,790,705

* The reduction in yearly expenditures is due to a reduction in FMAP.

** The RepPayee/PSA Program was contracted with Catholic Charities beginning 2010.

Assistance Programs

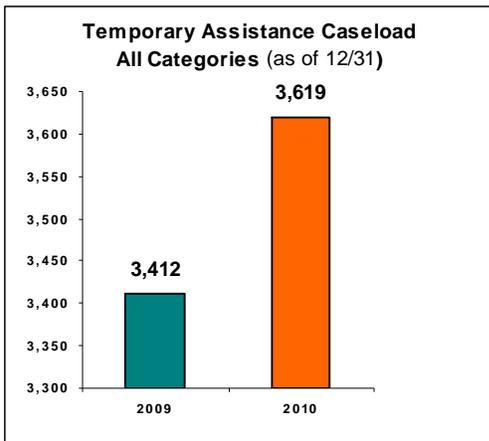
The Assistance Programs Division is responsible for the administration of the benefits programs. These include Temporary Assistance, Medicaid, Food Stamps and the Home Energy Assistance Program. The division also includes the Welfare-to-Work Unit.

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.



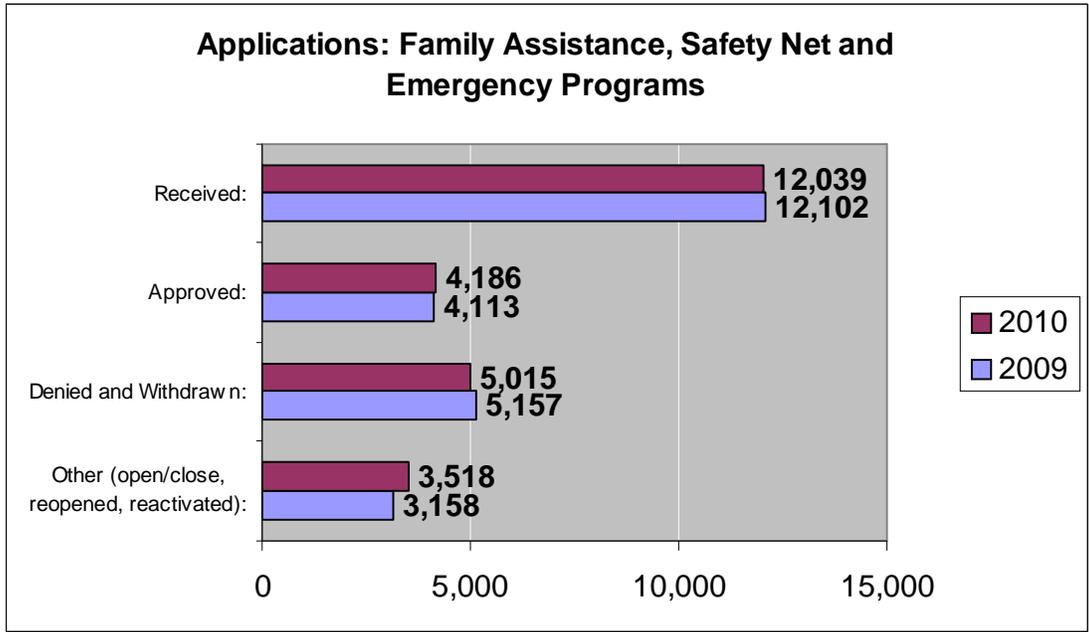
Income Maintenance Activity:

Client Contacts:	2009	2010
Walk-ins	9,813	6,817
Recertifications	3,063	3,284
Cases Closed	4,179	5,358
Case Changes	31,585	33,150



	2009	2010
Front Desk Contacts	139,134	154,191





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	2009	2010
Called	400	488
Held	127	134
Affirmed	133	139
Reversed	26	11
Decision correct when made (New information provided)	8	14
Withdrawn	73	107
Defaults	145	236



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 federal policy changes, which added new programs, such as guaranteed continuous coverage for children under 19, Facilitated Enrollment and Family Health Plus, continue to drive Medicaid caseload increases. The Medicaid caseload increased 9 % from 2009 to 2010.

Caseload (as of 12/31)	2009	2010
MA Only	15,017	16,838
MA-SSI	6,448	6,571
TOTAL	21,465	23,409



Applications- MA only and MA SSI	2009	2010
Received	10,557	11,078
Approved/Reopened*	10,555	11,951

* includes cases opened by the state for Buy-In and Medicare Savings Program.
 * MA-SSI automatic system openings are included. No application is received.

FOOD STAMPS

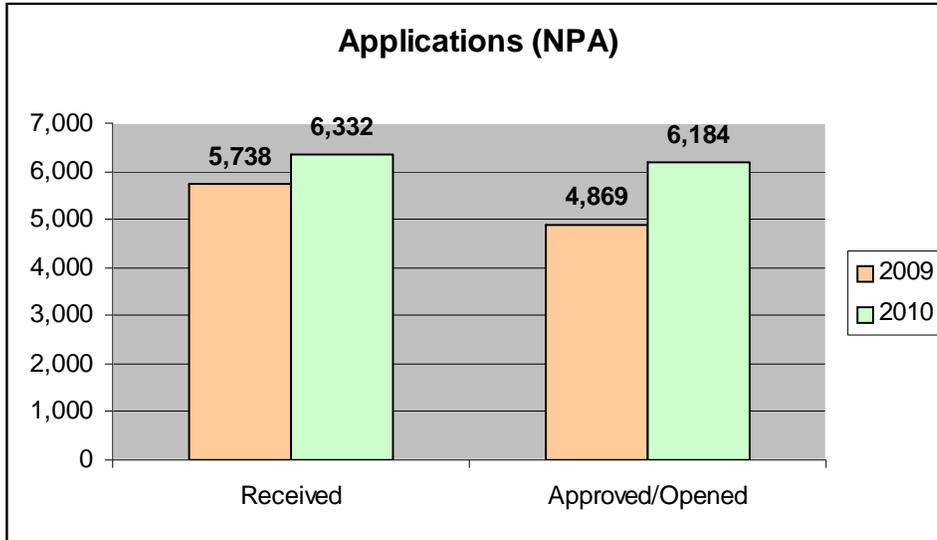
Food Stamps is a federally funded program administered by the Department of Social Services for the United States Department of Agriculture. The goal of the program is to provide a higher level of nutrition to income eligible individuals and families by enhancing their ability to purchase food.

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

Caseload (as of 12/31)

	2009	2010
Temporary Assistance Food Stamps	2,321	2,462
Food Stamps Only (Non-Temporary Assistance households)	11,513	12,892
TOTALS:	13,834	15,354





Expedited Food Stamps

The Expedited Food Stamps program issues Food Stamps to needy persons on an emergency basis. This includes, for example, people who have terminated income, or pending income. Identification is required of all applicants. Any income received within the month of application, together with liquid resources, is budgeted against amounts to determine eligibility. Interviews are conducted on an immediate basis so those eligible clients may receive their Food Stamps within 5 calendar days.

During 2010 5,576 households were screened for Expedited Food Stamps. Of those screened, 4,103 or 74% 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. OFB serves the under-60 population in Broome County.

The 2009-2010 administrative allocation for Broome County totaled \$806,345. 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 second regular autopay benefit in the 2009-2010 HEAP year.

	2008-2009	2009-2010
Administrative Allocation	\$551,030	\$806,345
Total County Allocation	\$551,030	\$806,345

	2008-09	2009-10
Public Assistance /Food Stamp Households	7,131	8,858
Non-Public Assistance Households	6,886	6,862
Emergency Payments	4,585	3,468
Second regular HEAP benefits issued	0	10,621
Furnace Repair/Replacement	112	154



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 Training and Employment (TEAP) and On-The-Job Training (OJT) programs, Food Stamp Employment and Training (FSE&T), and the Disabled Client Assistance Program.

2010 Welfare-to-Work Unit Highlights:



TANF/Safety Net Recipients 2009 2010

Entries to Employment	540	738
Welfare Grant Savings	\$802,844	\$1,093,340

TANF/Safety Net Non-Compliance 2009 2010

Non Compliance Sanctions	519	771
Welfare Grant Savings	\$344,724	\$508,998

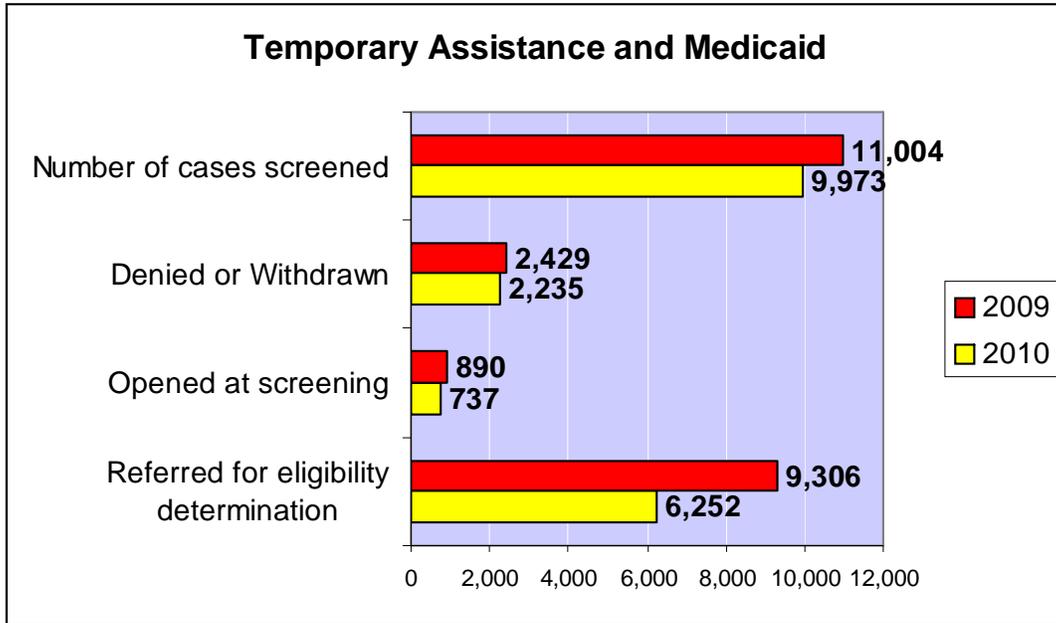
	2009	2010
Total Grant Savings (Entries to Employment and Sanctions)	\$1,147,568	\$1,602,338

Welfare to Work Caseload (mthly avg)	2009	2010
TANF	983	1,019
TANF exempt*	358 (37%)	362 (36%)
Safety Net	1,156	1,410
SN exempt*	461 (40%)	571 (40%)
Total caseload	2,139	2,429
Total exempt*	39%	38%

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

TEMPORARY ASSISTANCE SERVICES 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 functions of this unit include the following: screening all Temporary Assistance and Medicaid applicants; short-term poverty-related services for Temporary Assistance recipients; housing; eviction, utility termination, and lack of food.



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.

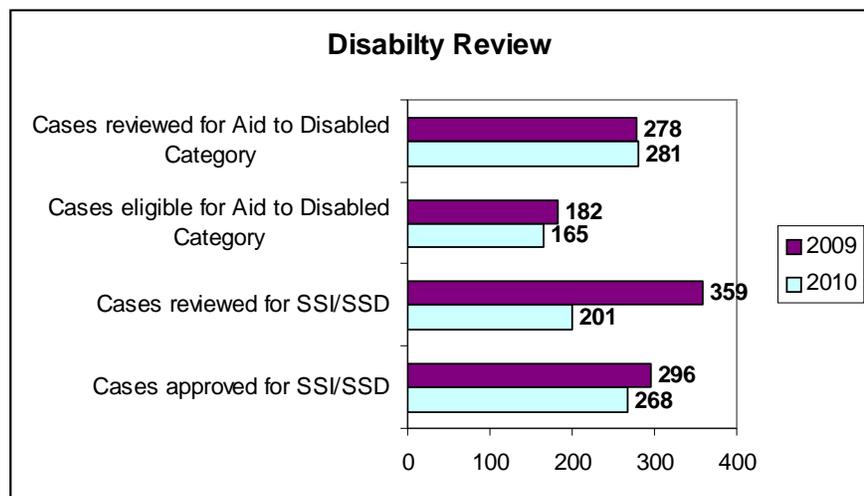
	2009	2010
Nursing home patients (average)	1,404	1,433
*Personal Care Service hours	211,768	184,600
Cost of Service	\$4,066,374	\$3,498,162
Adult Foster Care Clients	31	35
Care at Home Clients (as of 12/31)	13	9

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



DISABILITY REVIEW

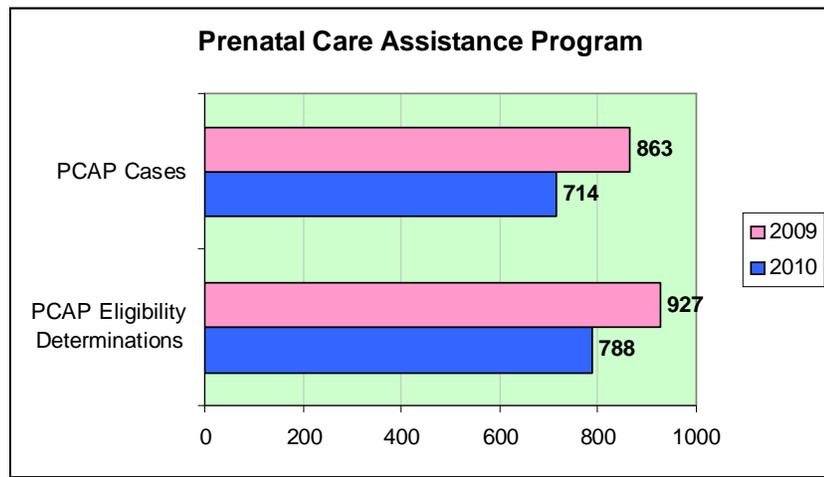
Medicaid Aid to Disabled is a special program to maximize federal reimbursement through the use of the Aid to Disabled category in Medicaid that assists the NYS Department of Health in demonstrating cost neutrality for the 1115 Managed Care Waiver.



PRENATAL CARE ASSISTANCE PROGRAM (PCAP)

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

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



MANAGED CARE

Broome County Social Services is a Mandatory Medicaid Managed Care County. In August 2008, the SSI population are required to join a Managed Care Plan. As of December 31, 2010 Broome's total enrollment was 21,793 which represents an 84% 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 5.8%.

Plan	2009 Year to Date Enrollment	2010 Year to Date Enrollment
CDPHP	523	403
Fidelis	2,608	3,367
Excellus	14,754	18,023
TOTAL	20,966	21,793

FAMILY HEALTH PLUS

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

Plan	2009 Year to Date Enrollment Family Health Plus	2010 Year To Date Enrollment Family Health Plus
CDPHP	87	56
Fidelis	388	423
Excellus	2,190	2,409
TOTAL	2,665	2,888



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 Case Manager provides client education and follow-up as well as provider support. In 2010, 854 new clients were served.

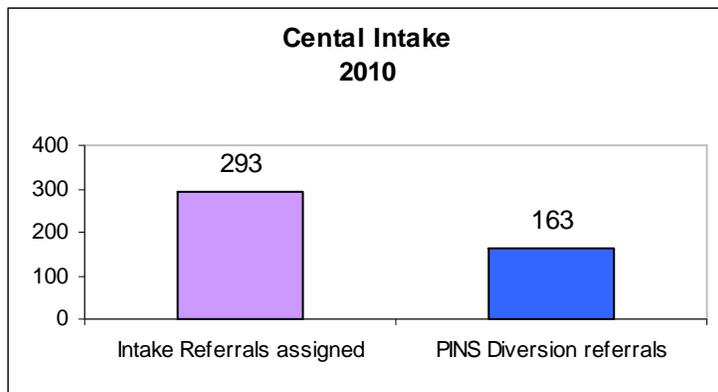
Social Services

ADULT AND FAMILY SERVICES

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

Central Intake (Preventive Services for Families)

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



Protective Services for Adults

Protective Services for Adults are provided to adults who are in danger of harm through their own actions or the actions of others, and who have no one willing and able to help them responsibly.

	2009	2010
PSA Referrals	524	485
Information & Referral	1,247	1,201
PSA Intake:		
Adult Abuse	66	46
Self-Neglect	410	386
Representative Payee	465	395

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:

	2009	2010
Children Placed - all levels of care	170	155
Children discharged - all levels of care	176	190
Children freed for adoption	30	26
Children placed in adoptive homes	41	32
Children legally adopted	39	31
Children in foster homes (12/31)	186	204
Children in institutions (12/31)	80	65
Children in group homes (12/31)	34	30
Children in all levels of care	346	321
Number of foster homes	90	44



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)

	2009	2010
Families Receiving Daycare Services	893	950
Children Receiving Daycare Services	1,076	1,436

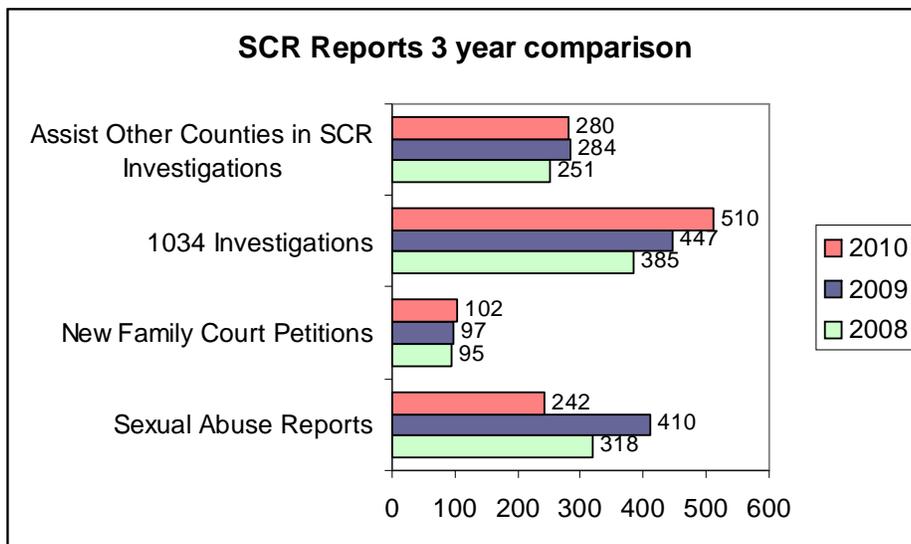
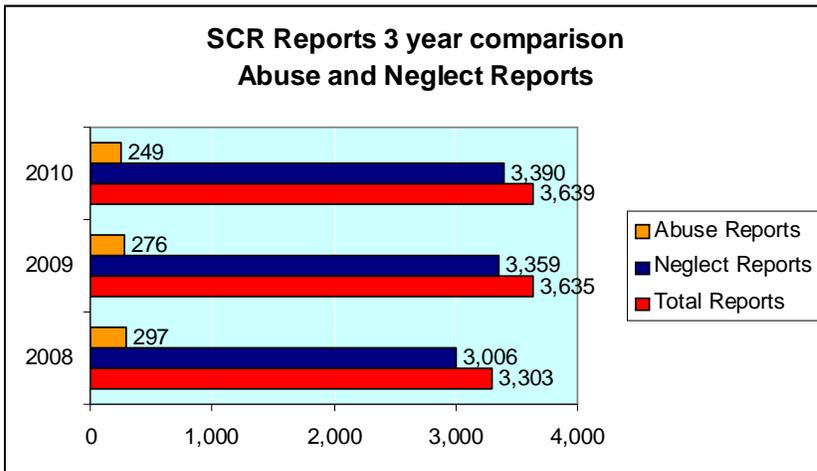


CHILD PROTECTIVE SERVICES

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 10% increase in the number of SCR reports received in 2009. See the three-year comparison below:



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.

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.

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.

FUNCTIONAL FAMILY THERAPY

Functional Family Therapy (FFT) is an empirically grounded, well-documented and highly successful family intervention program for dysfunctional youth. Target populations range from at-risk preadolescents to 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 in to 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.

VOICES FOR CHILDREN/CASA

Trained community volunteers are appointed by a Family Court Judge to work as advocates for children who are at risk of abuse, neglect or placement in foster care. The volunteers work to promote safe and stable living environment for the children.

CHILDREN'S HOME PREVENTIVE SERVICES PROGRAM (CHPS)

The program provides family focused child-centered preventive services to child(ren) at risk of abuse/neglect or foster care placement. Comprehensive arrays of services are provided to improve parent-child interaction, promote self sufficiency and preserve the family unit.

SHARING HOPE AND INSPIRING NEW ENERGY (SHINE)

The program provides intensive case managers to work with families that have youth in the PINS/JD system. The focus is to prevent detention placements, decrease the length of stay for youth that are placed and prevent higher levels of placement.

PURCHASE OF SERVICE PROGRAMS

	PROVIDER	CASES /MO.	AMOUNT
Sexual Abuse Treatment Program	Family & Children's Society	50-60	\$509,238
Functional Family Therapy (FFT)	Catholic Social Services	41	\$305,727
Therapeutic After-School Program	Children's Home of Wyoming Conference	42	\$588,673
PINS Diversion	Probation Department	333	\$1,155,293
Families First	Mental Health Department	10-15	\$528,986
Non-Residential Services to Victims of Domestic Violence	SOS Shelter	80	\$81,670
Child Advocacy Center	Crime Victim's Assistance Center	10-15	\$14,779
Coordinated Children's Services Initiative (CCSI)	Catholic Charities of Broome County	10-12	\$124,769
Elder Abuse Outreach	Broome County Office for Aging	10-15	\$97,178
Lourdes Home Visiting	Lourdes	55	\$175,826
SOS Shelter Domestic Violence/Child Abuse	SOS Shelter	30-35	\$12,075
Voices for Children/CASA	ACCORD	20-30	\$9,652
Children's Home Preventive Services Program (CHPS)	Children's Home of Wyoming Conference	40-50	\$460,000
Sharing Hope and Inspiring New Energy (SHINE)	Catholic Social Services	18-20	\$148,452
Total	All Providers		\$4,212,318

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. 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 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 2010 can be obtained by calling the Council office at 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 2010 there were 156 foster care eligibility determinations compared to 174 in 2009; of these, 113 were Title IV-E determinations, as compared to 138 Title IV-E determinations in 2009.

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.

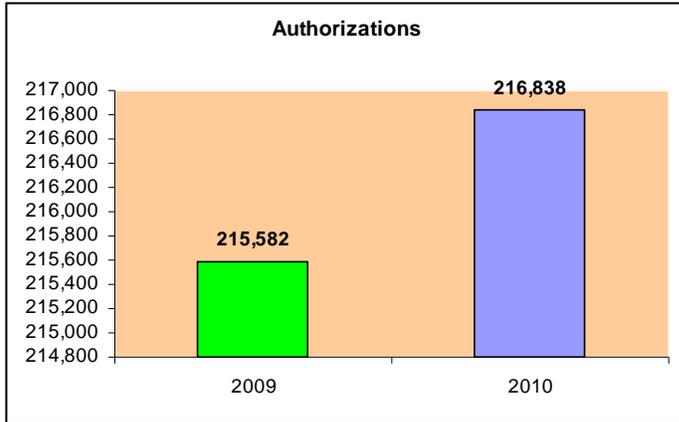
	2009	2010
Services Systems Transactions	19,648	21,122



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.



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 760 per month. Other duties include staffing the reception desk, issuing benefit cards (averaging 685 per month) and checking obituaries and notifying appropriate personnel. Master Control houses two (2) 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, 325-350 calls could be processed for the Agency.



	2009	2010
Case Numbers Issued	5,897	6,046
Clients Finger Imaged (TA & FS)	7,546	6,893
Switchboard Phone Calls Received	82,142	97,697

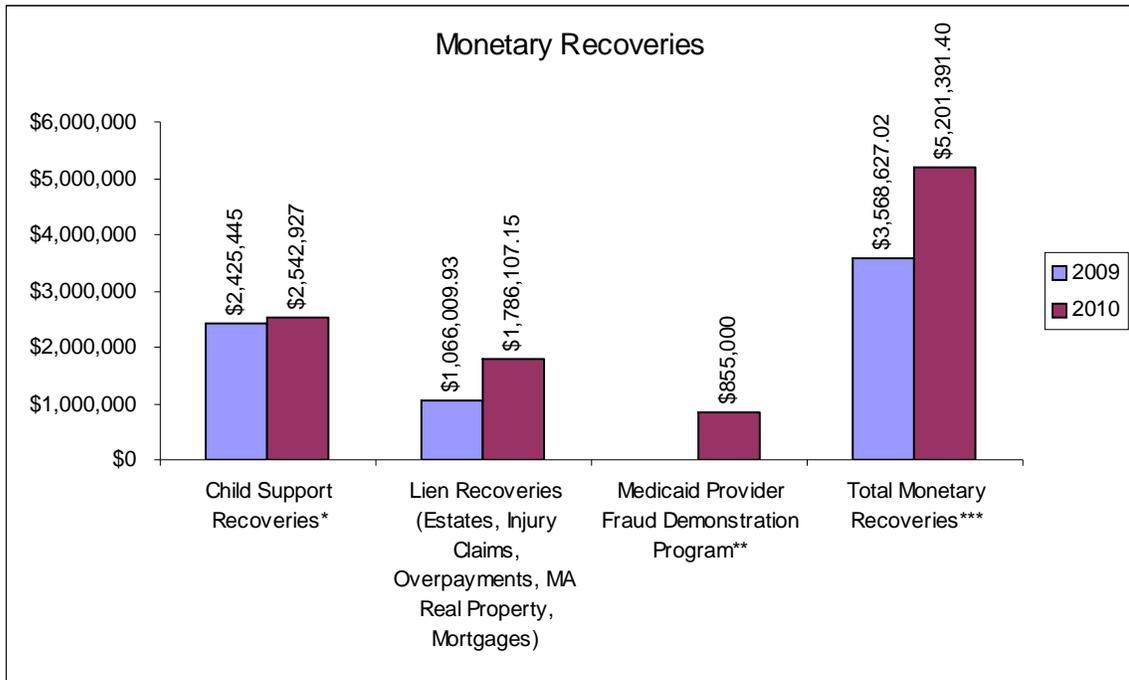
Enforcement

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 2010 were:

Court Appearances

	2009	2010
Child Welfare	2,682	2,758
Child Support	4,556	4,141
Total	7,238	6,899



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

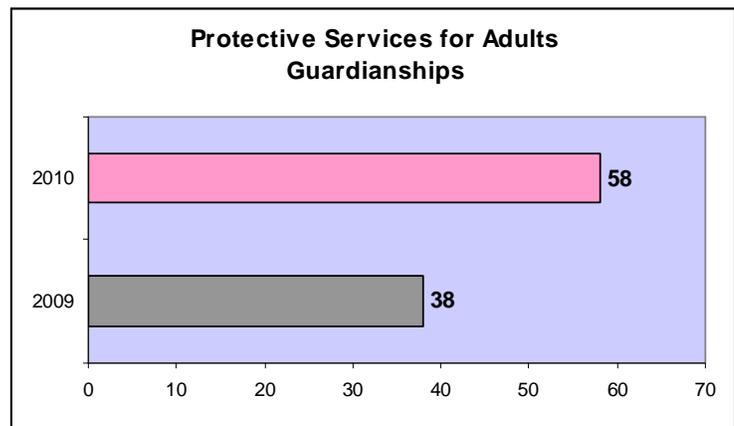
** New program started in 2010.

***Total Monetary Recoveries include Misc. Civil Collections of \$17,390.80 for 2009 and \$17,357.25 for 2010.



Child Welfare

	2009	2010
Child Abuse/Neglect New Children Receiving Protection	201	199
Foster Children Having Legal Proceedings Commenced to Free for Adoption	19	46



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.

Interim Assistance Reimbursement claims are processed thru the Resource unit and insure accurate accountings and claims are filed with the Social Security Administration in a timely manner.

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.

	2009	2010
Number of burials arranged	187 (Cost \$451,047)	181 (Cost \$446,631)
Number of rental inspections	59	77
Number of Retro SSI claims	317	343
Amount of Reimbursement Received	\$1,069,296	\$1,175,016

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

	2009*	2010
TPHI offset Medicaid	105,188,592	126,596,804

*2009 cost savings include Medicare Advantage Plans

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.

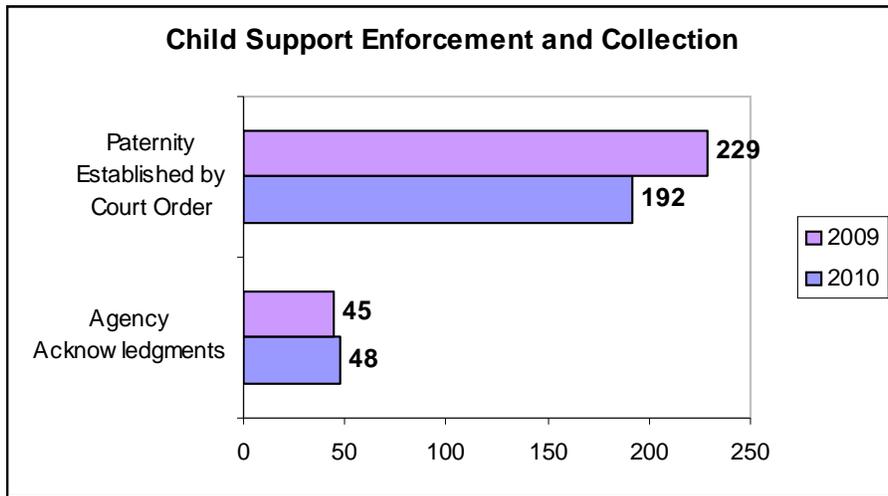
These units are also responsible for establishment of paternity for all children born out of wedlock for these applicants as necessary. The CSEU also has a responsibility to secure a court order for Third Party Insurance on behalf of all children in receipt of Public Assistance and Medicaid only benefits. 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	2009	2010
Aid to Dependent Children	\$1,383,813.10	\$1,355,549.75
Other (Home Relief, Child Welfare Medical, etc.)	\$1,048,233.83	\$1,067,884.12
Total Social Services Collections	\$2,427,875.63	\$2,423,433.97
Total General Public Collections	\$16,720,147.84	\$16,448,900.05
Total Automated Support Collection Unit Collections	\$19,087,931.77	\$18,872,333.92
Federal Incentive on Aid to Dependent Children Support Payments*	\$108,354.00	\$104,796.00
Tax Offset (Federal and NYS)	\$1,337,375.01	\$1,423,002.20

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



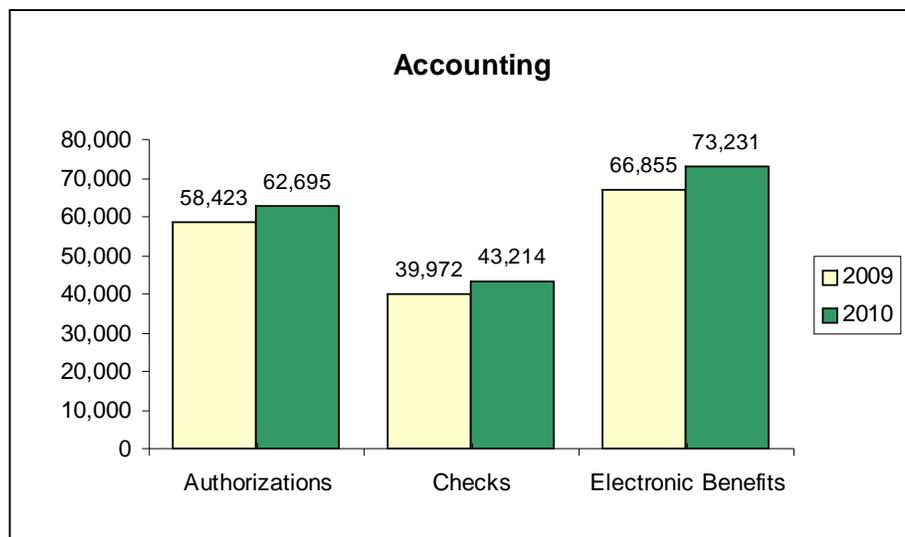
Administrative Services

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

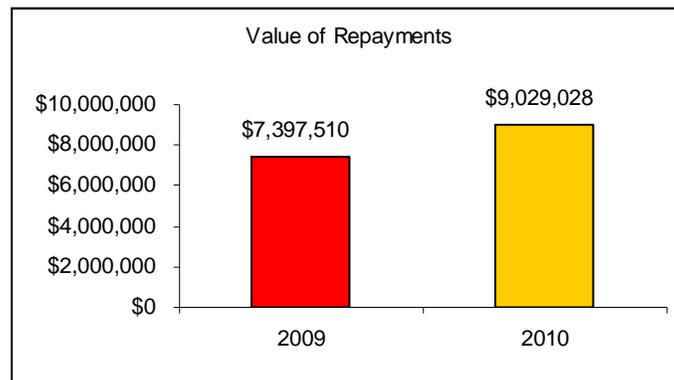
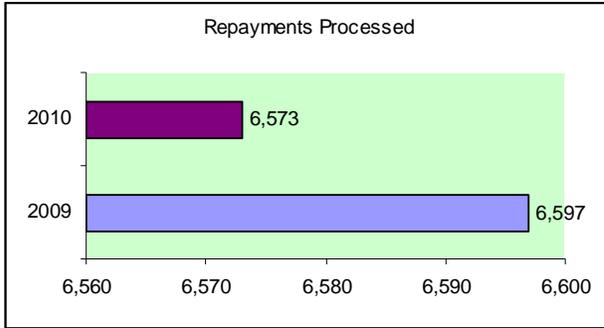
Accounting is responsible for the fiscal operation of the Department and for preparing and filing all pertinent reports and claims for reimbursement as required by the State and Federal government. Accounting is responsible for issuing all benefits to eligible clients. In addition to issuing benefits, 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 and check distribution for Representative Payee Accounts and 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 and the preparation of data input sheets for the Office of Management and Budget.



MAINTENANCE OF CLAIMS*	Public Assistance		Food Stamp	
	2009	2010	2009	2010
Year				
Number of Claims	8,097	8,546	794	958
Value of Claims	\$7,716,223	\$6,921,264	\$599,739	\$714,489

*For open and closed cases.



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.

Personnel also processes a bi-weekly payroll which includes inputting Sick, Vacation and Floating Holiday Hours, overtime, retro owed step increments, etc.



	2009	2010
Personnel Data Records	372	246
Payroll Transactions	14,816	14,501
Position Change Request	39	32

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.

	2009	2010
Security Incidents	148	421
Cars in Agency Fleet	27	27
Average Operational Fleet Size	23.4	24.9
Miles Traveled	390,930	385,203
Pieces of Mail Processed	300,958	275,455



Central Administration

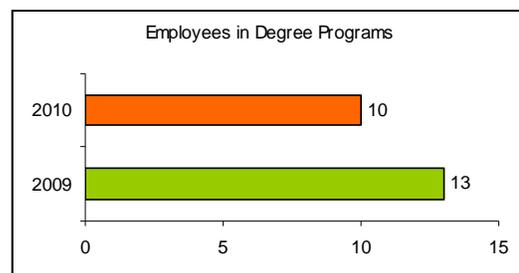
Central Administration seeks to maximize the Department's human, physical and fiscal resources in accomplishing the Department's mission consistent with State and Federal regulations and to continually improve the quality of services delivered to the citizens of Broome County.

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.



Delivered training focused on topics germane to the needs identified for 2010; they included: *Bed Bugs, Drug Identification, Field Safety* and *The Autism Spectrum* to name a few. Periodically throughout the year, community organizations presented information on their services and how to access them.

A series of courses were developed internally for new employees in the Assistance Program Division which address fundamental and essential tasks for social welfare examiners.

Cultural Competency was presented to all employees as part of the agency initiative.

	2009	2010
Units of Job Specific Training (all program areas)	1,937	2,022

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.

	2009	2010
Number of Volunteers / Interns	352	484
Hours of Service	6,039	8,458
Value of Donated Goods	\$20,249.10	\$18,808.00

Volunteers and interns had a positive impact on the organization in 2010. They assisted in the daily operations of the agency by performing such activities as keyboarding, filing, scanning, and by providing other clerical related functions.

Broome County DSS hosted a VITA (Volunteer Income Tax Assistance) site again in 2010. Interns and volunteers for the VITA program filed 498 income tax returns for families and individuals whose household income was under \$48,000. This income tax program brought \$858,123 back to individuals and families in Broome County. The Volunteer’s office collaborated with the United Way of Broome County and was a co-recipient of the VITA grant offered by the IRS.

In addition, children benefited from the SUNY Kids program designed for them, by going on weekly local cultural excursions with student counselors. Specialized programs also provided children the opportunity to attend summer camp and receive gifts through the Holiday Wish Program. There was also a successful Daffodil Drive as well as DSS employees contributed an additional \$345 to the American Cancer Society.

Volunteer’s office continued their relationship with the Friendship Tree, a local volunteer organization, and the Birthday Buddy Program. Through volunteers of the Friendship Tree, forty eight youngsters were able to receive a gift for their birthday.



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	2010 GRANT AMOUNT
Back To School Grant	(\$1,414)
Binghamton University Bachelor Program	\$47,778
Broome Community College Associate Degree Program	\$72,951
Broome Transitional Jobs	\$176,126
Child Care and Development Block Grant (CCDBG)	\$3,990,012
Child Protective Services Enhanced Funds	\$22,404
Combined TANF Allocation (formerly FFFS)	\$628,045
Detention Alternative Reporting	\$81,726
Food Stamp Employment & Training (FSE&T)	\$216,058
Food Stamp Most Improved Grant	\$125
Food Stamp Nutrition & Education (FSNE)	\$70,711
Green Jobs Corp	\$196,543
Home Energy Assistance Program (HEAP) *	\$758,757
Homeless Prevention (City of Binghamton)	\$380,296
HP/Rapid Re-Housing (OTDA)	\$545,951
Intensive Case Services	\$35,625
Medicaid Fraud and Abuse	\$30,114
Medicaid Managed Care Program (MAX)	\$68,407
Medicaid Outstation Worker Program (MOW)	\$145,802
Medicaid Technologies Improvement Grant	\$6,910,281
Point of Entry Grant	\$76,404
Preventive Services COLA	\$1,805
SNAP Grant	\$47,500
2010 SYEP	\$90,246
TOTAL	\$14,592,253

*An additional \$9,490,682 was paid by New York State on behalf of Broome County.

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

Krista Soltis
Susan Shuman
Patricia Quick
Frank Fabrizio
Linda Sniezek
Patrice Oranchak
Lyn Skiba
Joy Hailey
Claudia Baker

Melanie Depew
Cherrie Thompson
Sherry Neylan
Laura Nuccio
Janet Hebbard
Donna Aton
Lynn Pendlebury
Tammi Holtslander
Dawn Gordon
Cindy Duncan
Dennis Falvey
Jo-An Morrison
Cynthia Cortright

25 years

Karen Brown
Joseph Salva
Nikki Anderson
Mary Guditis
Roger Weston
Lee Ann Salankiewicz
Jana Reavis
Julia Hepworth-Jurena



10 years

Christopher Pratko
Francesca Leuci
Patricia Herzich
Barbara Gursky
Linda Hall
Michelle Giannuzzi
Loretta Smith
Kyle White
Kristen Tasber

Jessica Davidson-Osterhout
Sara Weeks
Cheryl-Ann Allen
Maxine Wright
Diane Teed
Carolyn Lamaitis
Gary Kircher
Lorraine Bucci
Teresa Lateer
Kim Petrylak
Margaret Micha
Sue Giblin
Laura Kendrick

30 years

Michelle Michalek
Timothy Kane
Judy Haskell
George Kurbaba



15 years

Ronda Kunsman
Patricia Samson
Kathleen Quain-McCormack
Anna Hubbert
Patricia Shirhall
Kathleen Pavlisak
Robert Gould

20 years

Marge Hergel
Valerie Gable
Christine Forse
Patricia Kattell
Julie Fiester
Mark Heath
Barbara Villasana
Alta Solomon
Joseph Medinosky
Rita Meattey
Lynn Bowling
Barbara Ravas

35 years

Debra Griffin
Elaine Isabella



Employee of the Month



January 2010
Denise Mathewson



February 2010
Christine Schultz



March 2010
Diane Boettger



April 2010
Tracy Cooper



May 2010
Jon Peterson



June 2010
Lisa Reynolds



July 2010
Lorna Singer



August 2010
Christine Forse



September 2010
Jennifer Benjamin



October 2010
Craig Cooley



November 2010
Martha Orr



December 2010
Jodi Bouyea