

Broome County Department of Social Services Annual Report 2023



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



Broome County Department of Social Services provided a variety of essential services to our County's most vulnerable citizens.

Being the primary advocate for vulnerable children and adults is the central role of the *Services Division* of DSS. During 2023, *Adult Protective* and *Child Protective Services* managed 4346 reports of abuse or neglect. There were 36 cases of children who were at imminent risk of foster care placement that were served by the DSS *Central Intake* unit in 2023. There were 67 families with children at risk for foster care placement who were served by the DSS *Families First* program in 2023. This program is a strength based, family focused approach to working with families at risk for having their children placed in care. In 2023 the program achieved a 100% success rate for preventing placement for the families they served (147 of 147 children). The DSS *Family Services Unit* managed a caseload of 245 children in all levels of care. There was a significant reduction in the number of children placed in all levels of care from 2022 to 2023 (116 vs 71). Thirty-six children were freed for adoptions and thirty-nine adoptions were finalized in 2023.

Broome County Child Welfare staff continued to work to ensure the full implementation of the requirements of the Federal Families First Legislation which began in 2021. This requires a reduction in the reliance on Congregate Care placements and an increase in the use of Kinship Care for youth. Broome County DSS was successful in this effort. The *Juvenile Services Unit* managed 206 calls for services which resulted in 42 PINS Diversion referrals assigned with 68 youth provided PINS Diversion Services.

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

The Opioid Crisis continues to impact our community. At DSS, the *Chemical Dependency Services Unit (CDSU)* ensures that those recipients who are identified as having a substance use disorder, receive an assessment, and follow up case management services as needed to ensure that they receive the appropriate treatment. In 2023, Broome County DSS contracted with Industrial Medical Associates-Substance Abuse Assessments and Monitoring to provide assessments and monitoring of our recipients who experience substance use challenges.

The DSS *Assistance Division* ensures that eligible community members receive the benefits and support necessary to achieve self-sufficiency. 2023 saw an increase in the number of received and approved applicants for Family Assistance, Safety Net Assistance and Emergency Programs. There was a significant increase from 2022 in the number of TANF/Safety Net recipients who successfully entered employment in 2023 (251 vs 410) which resulted in a Welfare Grant Savings of \$573,398.

In an effort to maximize federal reimbursement for those recipients eligible for Disability, the DSS *Medical Services Unit* was successful in assisting 131 approved Disability cases in 2023. In addition, DSS CASA staff completed a total of 687 visits with community members in need of a variety of Medicaid Personal Care and Waiver services. The end of the Pandemic resulted in the beginning of the Medicaid Unwind which required Medicaid recipients to resume eligibility determinations and reenrollment. Because of this, there was a demonstrated significant increase in the number of Medicaid applications received and approved/reopened in 2023.

SNAP is the federally funded program administrated locally by DSS. In 2023, SNAP staff managed a caseload of 1588 recipients. In addition, the Home Energy Assistance Program (HEAP) staff processed 19,258 applications in 2023.

Changes in the eligibility for Day Care Subsidy led to increases in the number of children receiving subsidized Day Care services in 2023.

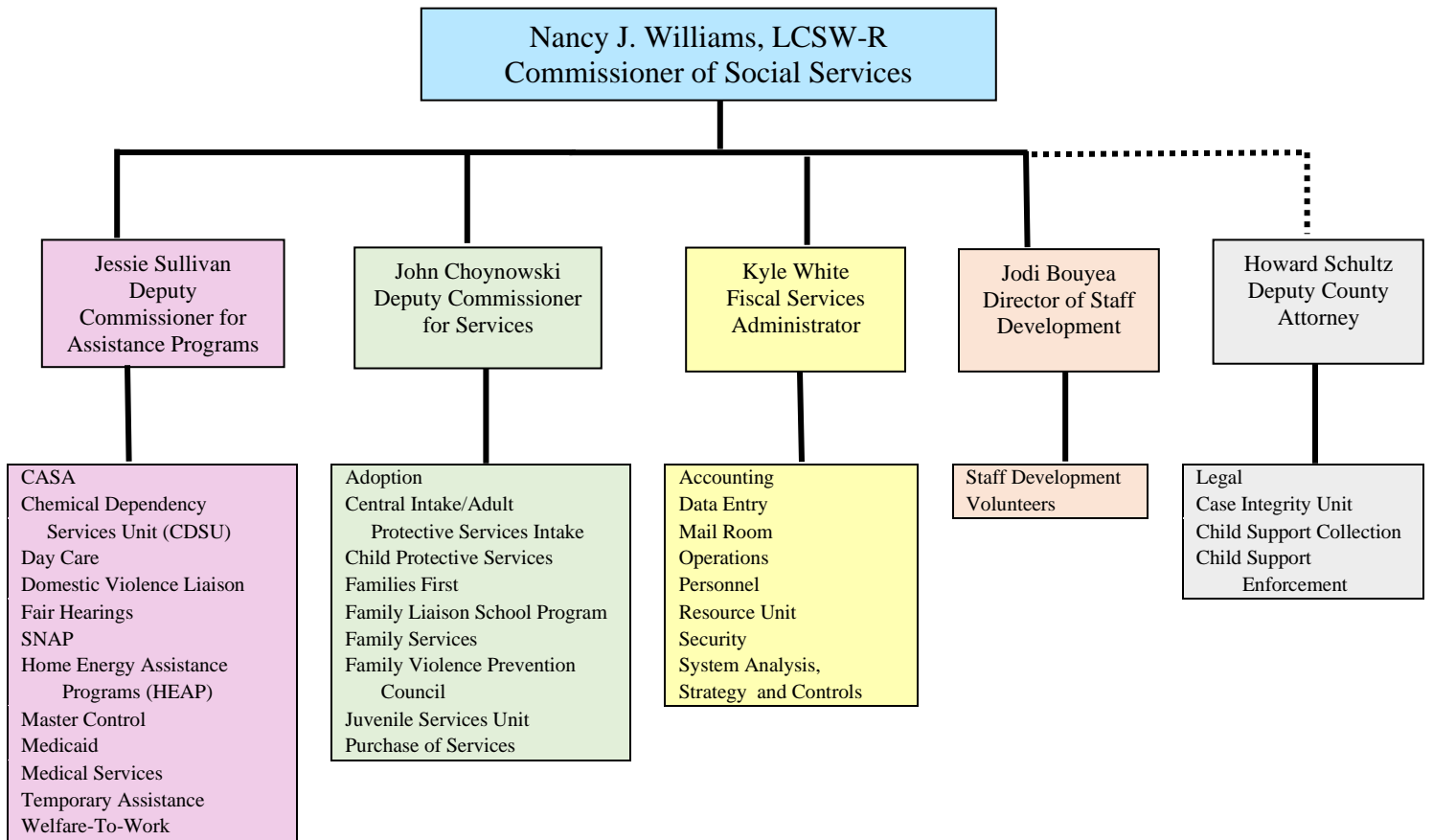
DSS Legal initiated Family Court proceedings that protected 88 children from abuse and neglect and recovered over 3 million dollars in Child Support and Lien Recoveries in 2023. In addition, in collaboration with the *Family Services Unit* and *Adult Services Unit*, they were successful in freeing 56 foster care children for adoption as well as processing 44 individuals for guardianship. The Child Support Enforcement and Collections Unit was successful in recovering over \$15 million in child support collections.

The Broome DSS Staff Development team provided 3082 units of job specific training to ensure our staff are provided with the tools and resources needed to perform their jobs.

Behind the scenes, the Accounting, Personnel and Operations Management Teams provided overall support functions to all divisions in 2023. 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 Department of Social Services will continue to work collaboratively with our community and relevant stakeholders to ensure the health and wellbeing of our community.

Organizational Chart



Pictured: Commissioner, Nancy Williams; Deputy Commissioner, Jessie Sullivan; Fiscal Services Administrator, Kyle White, Deputy County Attorney, Howard Schultz, Deputy Commissioner, John Choynowski.

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

Chelsea Christoffersen
Brianna DeRitis
Sakina Pearson
Debra Perry
Aaron Wade
John Sebesta
Brian Smith
Mary Rakas
Kristi Green
Lori Morris
Amanda Bamberg
Rachel Davies
Courtney Elliott
Holly Griffin
Terri LaBarron

10 years

Rebecca Smayda
Joann Lettis
Tracy Kusterbeck
Heather Heavey
Pamela Shepard
Harold Rahner
Marshall Ryman
Donna Parker

15 years

Albert (Al) Aaron
Heather Denton
Marshall Cutting
Linda Buman
Diane Dreyer
Courtney Hull
Lisa Horbey

20 years

Joyce Ballard
Gayle Betzenhauser
Michelle Muccio

25 years

Tammy Bailey
Ellen Lloyd
Rose Espinal
Bonnie Vincent
Jennifer Skinner
Marnie Coyle
Keri Coyne

30 years

Kathleen Walsh
Jessie Sullivan
Christine Thomas

35 years

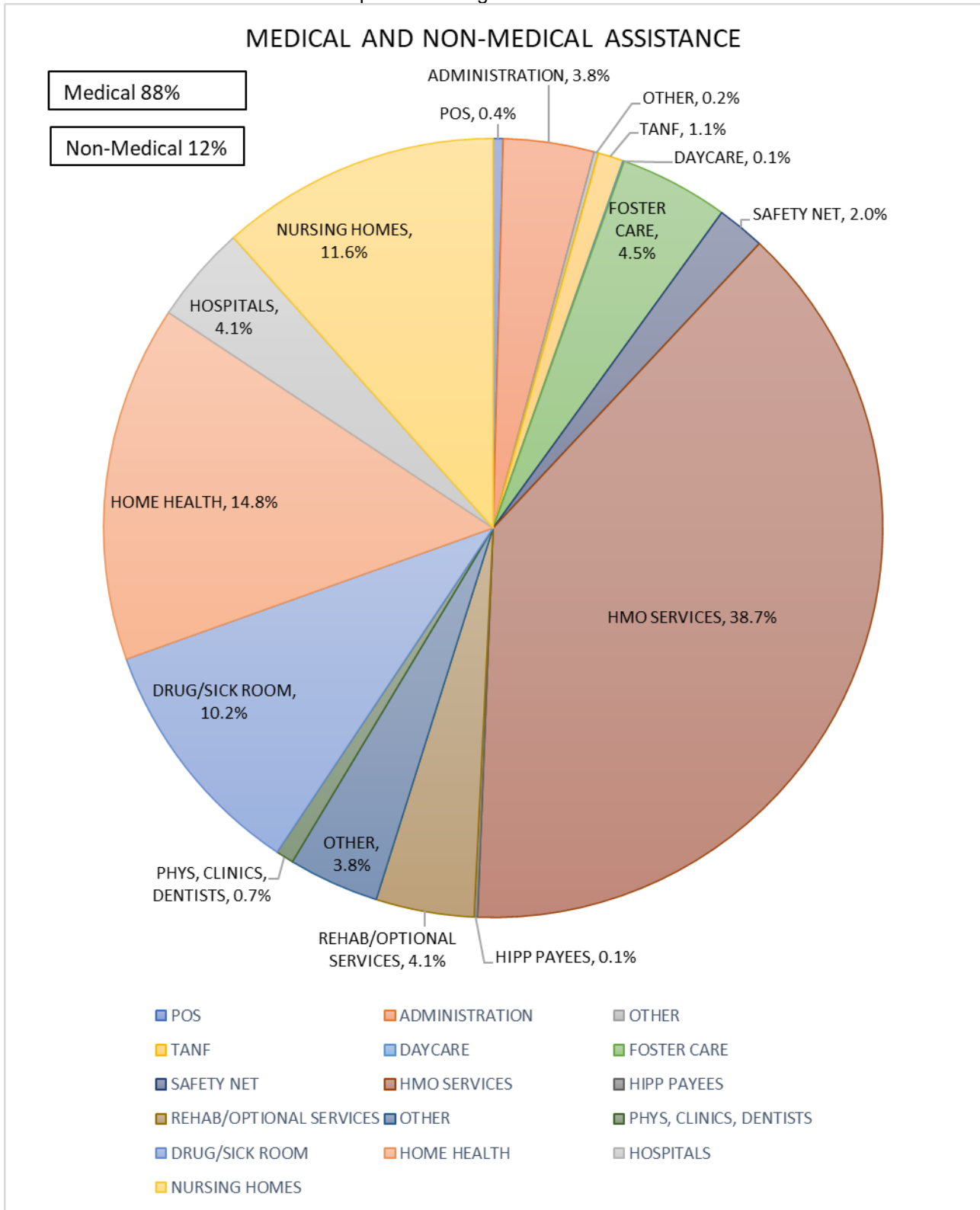
Michelle Jones

40 years

Jo Anne Hall

2023 BUDGET EXPENDITURES

How \$642,976,246 (Federal, State and Local Shares) was spent for Department Programs in 2023.



EXPENDITURES BY PROGRAM

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

	2022	2023
TANF	772	719
SAFETY NET	1,139	1,199
MA & MA SSI	19,334	17,439
SNAP (formerly Food Stamps)	15,223	14,850
NURSING HOMES	936	953
PSA CASES	558	655
CHILDREN IN FOSTER CARE	306	245
CHILDREN IN DAY CARE	1,558	2,164

PROGRAM ACTIVITIES Cumulative for year

	2022	2023
REPORTS OF ABUSE AND NEGLECT	3,894	3,690
ENTRIES TO EMPLOYMENT	251	410
SANCTIONS	126	154

EXPENDITURES BY PROGRAM

PROGRAMS	2022	2023
Medical Assistance Program	\$32,494,315	\$34,384,287
Temporary Aid to Needy Families	\$7,416,549	\$6,767,670
Administration	\$25,419,014	\$24,217,157
Foster Care	\$27,820,916	\$28,122,180
Safety Net	\$10,080,709	\$12,815,076
Purchase of Services	\$3,080,938	\$2,647,231
TANF Day Care	\$260,381	\$352,236
Burials	\$430,140	\$427,003
Emergency Aid to Adults	\$186,813	\$18,035
RepPayee/PSA	\$667,695	\$685,695
Non-Secure Detention	\$795,521	\$931,553
Totals	\$108,652,991	\$111,368,123

REVENUES

	2022	2023
Repayments	\$3,036,540	\$3,016,966
Revenues – Federal/State	\$52,807,422	\$50,981,945
Net Cost to County	\$52,809,029	\$57,369,212

Assistance Programs

The Assistance Programs Division is responsible for the administration of the benefits programs. This includes Temporary Assistance (TA), Employment, Medicaid (MA), Supplemental Nutrition Assistance Program (SNAP), Daycare and the Home Energy Assistance Program (HEAP).

The goal of the Assistance Programs is to determine financial 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. This includes both our Family Assistance cases (households that include a minor child living with a parent(s) or caretaker relative) and our Safety Net cases (individuals, couples, and families that are not eligible for family assistance). Consumers receive a cash benefit either paid to them or to a vendor for specific household needs. Household composition, resources 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):

	2022	2023
All Categories	1,942	1,919

Applications: Family Assistance, Safety Net and Emergency Programs:

	2022	2023
Received:	12,433	12,733
Approved:	3,412	3,575
Denied and Withdrawn:	5,886	5,120
Other (open/close, reopened, reactivated):	5,977	4,940

Income Maintenance Activity:

	2022	2023
Walk-ins	825	872
Recertifications	1,927	2,105
Cases Closed	3,446	3,695
Case Changes	32,874	25,504

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	2022	2023
Called	563	638
Held	175	148
Affirmed	214	165
Reversed	75	32
Decision correct when made (New information provided)	43	13
Withdrawn (by agency)	58	35
Defaults	167	257



MEDICAL ASSISTANCE (MEDICAID)/THIRD PARTY

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, resulting in lower local case levels.

In addition to the increase in income levels, the New York State of Health Marketplace was opened back in October of 2013.

Caseload (as of 12/31)	2022	2023
MA Only	12,003	10,015
MA-SSI	7,085	6,958
TOTAL	19,088	17,439

Applications- MA only and MA SSI	2022	2023
Received	2,940	3937
Approved/Reopened*	4,819	5623

* includes cases opened by the state for Buy-In and Medicare Savings Program

*MA-SSI automatic system openings are included. No application is received.

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.

	2022	2023
TPHI offset Medicaid	\$60,357,261	\$64,657,305



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)	2022	2023
Temporary Assistance SNAP	1,911	1,588
SNAP Only (Non-Temporary Assistance households)	14,931	14,850
TOTALS:	16,842	16,438

Applications (NPA)	2022	2023
Received	11,497	10,198
Approved/Opened	2,606	2,547



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 7 calendar days.

1301 approvals (51.08%) 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.

	2020-2021	2021-2022	2022-2023
Administrative Allocation	\$1,578,562	\$589,493	831,729
Total County Allocation	\$1,578,562	\$589,493	831,729

	2020-2021	2021-2022	2022-2023
Public Assistance /SNAP Households	11,357	11,506	11,586
Non-Public Assistance Households	4,861	5,028	4,076
Emergency Payments	2,831	3,430	2,978
Furnace Replacement	24	55	39
Furnace Repair, Estimates & Clean & Tune	134	278	290
Cooling	166	490	289



DAYCARE

The Day Care Unit offers day care services to recipients of Temporary Assistance and 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 85% of the state SMI.

Caseload (average per month)

	2022	2023
Families Receiving Daycare Services	763	998
Children Receiving Daycare Services	1,558	2,012



WELFARE-TO-WORK

The Welfare-To-Work Unit (WTW) is made up of the Employment Unit which works with our employable recipients, the Employability/Medical Review Unit (EMRU) which works with our exempt population that is claiming a medical reason for not being able to work and our Chemical Dependency Services Unit (CDSU) which works with our applicants/recipients that are dealing with substance use disorders. All three units work with applicants and/or recipients of public assistance. Some of the programs and services offered include employability assessments, case management, job search, work experience placements, supportive services, and monitoring of treatment.

Employment Unit Highlights:

Welfare to Work Caseload (mthly avg)	2022	2023
TANF	438	412
TANF exempt*	211(51%)	221 (54%)
Safety Net	823	858
SN exempt*	675(82%)	653 (76%)
Total caseload	1,261	1270
Total exempt*	70%	68%

*Exempt status – claiming or documented unable to work



TANF/Safety Net Recipients	2022	2023
Entries to Employment	251	410
Welfare Grant Savings	\$429,207	\$573,398

	2022	2023
Total Grant Savings (Entries to Employment and Sanctions)	\$511,376	\$625,092

Employability/Medical Review Unit Highlights:

	2022	2023
Number Awarded SSI	149	131
Interim Assistance paid to client returned to DSS	\$550,912	\$490,651.97

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/or need treatment. Part of this regulation requires a local CASAC to oversee and determine appropriate treatment program placement. State regulations also require treatment providers to seek the approval of this 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) works in conjunction with Industrial Medicine Associates – Substance Abuse Assessments and Monitoring (IMA-SAAM). IMA-SAAM contracts with the Broome County Department of Social Services to act as the district CASAC. When a Temporary Assistance applicant/recipient provides a reason to suspect they may have a substance use disorder they are referred to IMA-SAAM for an assessment. If a substance use disorder is indicated, and/or if there is a probation/parole/court or other mandate present, IMA-SAAM refers the individual to the appropriate local licensed agency for a full diagnostic evaluation and recommendations.

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

IMA-SAAM 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.

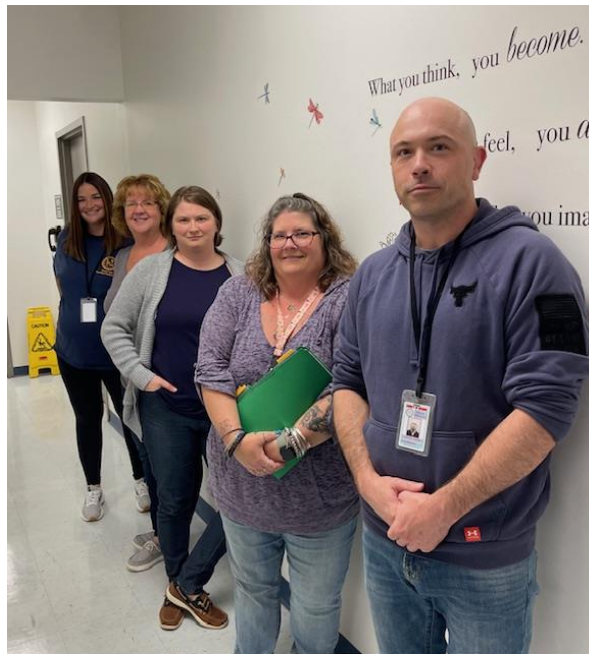
CDSU Highlights:

CDSU (mthly avg)	TANF 2022	TANF 2023	Safety Net 2022	Safety Net 2023
CASAC Assessments	10	8	96	73
Case Management Cases	22	21	260	245

TEMPORARY ASSISTANCE SERVICES SCREENING UNIT

The Temporary Assistance Emergency Screening 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	2022	2023
Number of cases screened	8,712	6,640
Number of cases approved for emergency assistance (housing issues/fuel/utility shutoffs)	5,568	4,283



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.

	2022	2023
*Personal Care Service hours	80,560	100,701
Cost of Service	\$1,455,213	\$1,724,822
Adult Foster Care Clients	29	22

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



DISABILITY REVIEW

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

	2022	2023
Cases reviewed for Aid to Disabled Category	29	22
Cases eligible for Aid to Disabled Category	26	24
Cases approved for SSI/SSD	149	131

MANAGED CARE

Broome County Social Services is a Mandatory Medicaid Managed Care County. In 2010 Governor Cuomo signed Executive Order #5 which created the Medicaid Redesign Team (MRT) in January 2011. The MRT is aimed at redesigning New York's outsized Medicaid program. One overarching themes of the redesign team proposals is to move all Medicaid recipients from Fee for Service reimbursement to Managed Care. If recipients do not select a managed care plan, the State assigns one for the recipient. Each mandatory Social Service district is to maintain a minimum 20% auto-assign rate. Broome County Social Services staff no longer conducts educational or outreach efforts. This activity has been handled by Maximus since 2015.

Plan	2022 Year to Date Enrollment	2023 Year to Date Enrollment
CDPHP	431	--
Fidelis	3,265	2,264
Excelsus	6,563	4,447
UHC	956	668
Molina	148	177
TOTAL	11,363	7,556

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	2022 Year to Date Enrollment	2023 Year to Date Enrollment
Fidelis Care at Home	229	230
I Circle	194	212
Nascentia Health	112	175
TOTALS	535	617

CASA

CASA, a division of the Department of Social Services, can provide information on Medicaid personal care aide service programs, as well as the Medicaid waiver programs. We can also explain additional care options that may be available to Broome County residents. CASA nurses may complete assessments in the community.

The New York Independent Assessor (NYIA) was implemented on May 16, 2022, as part of the ongoing Medicaid Redesign Team initiatives. NYIA is responsible for all adult initial assessments for Personal Care Aide (PCA) and Consumer Directed Personal Assistance Program (CDPAP) services. Once the initial NYIA assessment is complete, the client will be provided with instructions on how to proceed for service authorization. CASA nurses can explain this new process and what to expect during and after the initial assessment.

CASA continues to complete the initial assessments for PCA/CDPAP services for children under 18 years of age. Our nurses continue to case manage and authorize PCA/CDPAP services for Level I clients, as well as for those clients enrolled in one of the Medicaid Waiver programs.

Since NYIA is currently conducting only initial assessments, our CASA nurses continue to complete the UAS-NY reassessments for their clients as required. CASA nurses may also complete the annual eligibility assessments for the Nursing Home Transition & Diversion (NHTD) and Traumatic Brain Injury (TBI) waiver programs. Almost all of the PCA/CDPAP clients required to enroll in MLTC, per Medicaid Redesign Initiatives, have transitioned to a Plan.

All CASA nurses are certified to complete the PRI and Screen for Nursing Home Placement. Our nurses may also assess clients for other alternative living options, such as the Foster Family Care Demonstration Program. 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.



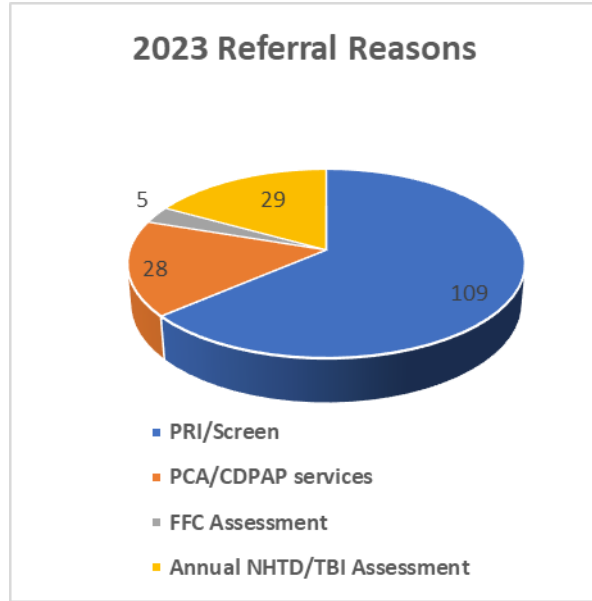
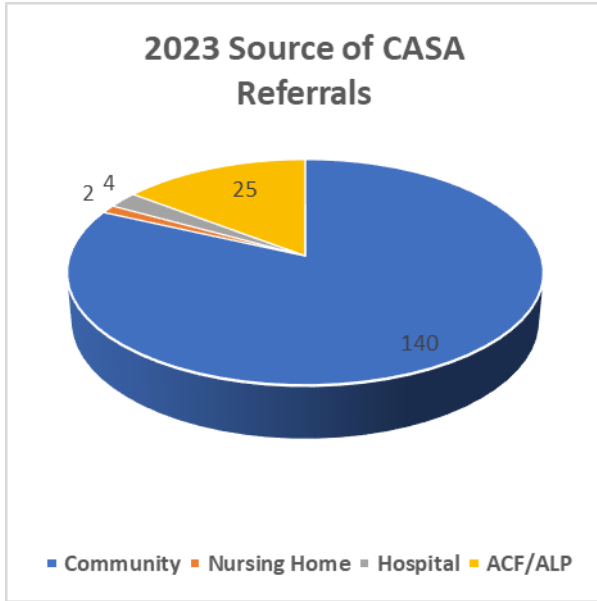
2023 CASA End-of-Year Caseload Report

	2022	2023
Personal Care Aide (PCA)	50	38
Shared Aide(SA)	9	5
Consumer Directed Personal Assistance (CDPAP)	108	117
Foster Family Care (FFC)	27	20
Nursing Home to Community	2	1
Nursing Home Transition & Diversion Waiver (NHTDW)	4	4
Children’s Waiver (CW)	11	10
Private Duty Nursing (PDN)	14	12
Home and Community Based Waiver (HCBW)	92	81
Traumatic Brain Injury Waiver (TBIW)	7	9
CASA Case Management	49	10*
Total	319	283

(*unduplicated total=206)

(*unduplicated total=184)

- CASA Case Management cases are those pending initial assessments.
- *Unduplicated total accounts for clients enrolled in more than 1 CASA program.



2023 CASA Visits Made by Staff

Initial Visits	160
Reassessment Visits	258
Community Follow-up Visits	113
Hospital Follow-up Visits	70-mostly remote*
Nursing Home Follow-up Visits	86-mostly remote*
Total	687
UAS-NY Assessments Completed	217

*Visits done mostly remotley via telephone with nurses/discharge planners; some visits were in person.

2023 CASA Clients Transitioned to Managed Care Plans

Managed Company	Number of CASA clients transitioned
Fidelis MLTC	4
I-Circle MLTC	4
Nascentia MLTC	6
CDPHP MCO	0
Excellus MCO	1
Fidelis MCO	0
UHC MCO	0
TOTAL	15

CASA Program	Number of CASA clients transitioned
CDPAP	11
PCA	3
Shared Aide	0
CDPAP and PCA/SA	1
TOTAL	15

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 2023 included:

- Answered 1,454 Intake line calls.
- Received and logged in 656 Adult Protective Service referrals.
- Assigned 146 referrals for Assessments.
- Assigned 36 Central Intake calls (5 CI Preventive referrals, 4 ICPCs, 24 Home Study investigations and 0 Runaway Homeless Youth referrals).

- Broome County filed 3 guardianship petitions. The petitions were accepted.
- Broome County DSS Commissioner was appointed guardian for 20 new individuals.
- The Broome County DSS Commissioner served as guardian for 55 individuals.
- In addition to the Intake Line calls the APS/CI Unit received and made 6,592 phone calls, reviewed 5,846 records and participated in 23 case consultations.

	2022	2023
Central Intake Referrals Assigned	32	36

	2022	2023
PSA Referrals	558	656
PSA Intake		
Adult Abuse	61	104
Self-Neglect	102	187
Chronic MI Untreated	132	154
Guardianships	49	55

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 2023 included:

- Served 67 families including 147 children at risk of placement.
- Anger Management for Parents classes were held twice last year with 25 people graduating.
- Achieved a Satisfaction rating of 100 **from families enrolled in the program (based on 47 completed surveys)
- Achieved a 100% prevention of placement rate for families served in 2023 (147 of 147 children).
- Achieved an overall prevention of placement rate of 98.1 % for families based on follow-ups at 3-month, 6-month, and 12-month and 24-month post closure. (404/412). *

* The unit was functioning at below optimal staff numbers for most of 2023.

	2021	2022	2023
Number of Families Served	59	64	67



JUVENILE SERVICES

The Juvenile Services Unit strives to divert Person In Need of Supervision (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 referral for PINS Diversion services. 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 2023 included:

- There were **206** calls from individuals interested in obtaining information pertaining to PINS Diversion eligibility and services
- **102** PINS diversion referrals were received including: **87** by parents and **15** by schools
- **32** Individuals attended the PINS Diversion Orientation for Parents/Guardians.
- **46** Cases were withdrawn or diverted from going to Court including: **45** cases diverted/withdrawn prior to the PINS Diversion referral being opened, and an additional **1** assigned PINS Diversion cases successfully diverted/ withdrawn from going to Family Court
- **42** PINS Diversion referrals were assigned
- **68** children were served in PINS Diversion Services (67 serviced Pre-PINS **included** in #)

	2020	2021	2022	2023
PINS Diversion Referrals	23	41	40	42
Assigned				

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:

	2022	2023
Children Placed - all levels of care	116	71
Children discharged - all levels of care	161	119
Children freed for adoption	39	36
Adoptions finalized	30	39
Children in foster homes (12/31)	262	213
Children in institutions (12/31)	19	17
Children in group homes (12/31)	11	6 (+ 9 kids in SILP)
Children in all levels of care	306	245



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:

	2021	2022	2023
Abuse Reports	216	261	214
Neglect Reports	3,773	3,633	3,476
TOTAL	3,989	3,894	3,690
Sexual Abuse Reports	205	238	173
New Family Court Petitions	88	76	54
1034 Investigations	430	394	407
Assist Other Counties in SCR Investigations	437	406	411



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 numerous 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 in detail below:

CATHOLIC CHARITIES OF BROOME COUNTY

Functional Family Therapy (FFT)

FFT is designed to offer home-based family therapy services to families. The program follows the FFT model which is an outcome-driven, evidenced-based prevention/intervention model for youth who have demonstrated the entire range of maladaptive, acting out behavior and related syndromes. While FFT targets youths ages 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.

Protective Services for Adults (PSA)

PSA is a service for individuals 18 and older who are physically or mentally impaired and unable to meet their essential needs with no one available to assist them responsibly. The program provides protection from actual or threats of harm, neglect or hazardous conditions caused by the action or inaction of themselves or others

Representative Payee

This service may be provided in conjunction with or separately from PSA to eligible individuals 18 years and older who, because of physical or mental impairment, are unable to manage their own finance when the source of income is Social Security

Sharing Hope and Inspiring New Energy (SHINE)

SHINE provides intensive case management for families who 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.

CHILDREN'S HOME OF WYOMING CONFERENCE

Therapeutic After-School Program (TASP)

TASP is an after-school daily activity-based program for identified at-risk Broome County children who have shown school, home and/or community adjustment difficulties. This intensive program provides clinical, educational, recreational, and psychological services to children. Both parents and children will be involved in the development of a treatment plan. Counseling sessions are required of parents twice monthly and youth weekly. 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.

Youth Empowerment and Support for Juvenile Justice (YES JJ) Program

YES JJ is an intensive, strength-based, youth-focused, trauma-informed program designed to provide a combination of family engagement, community support, and youth mentoring opportunities.

CRIME VICTIM'S ASSISTANCE CENTER

Child Advocacy Center (CAC)

The 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.

FAMILY AND CHILDREN'S COUNSELING SERVICE

The Journey Project

The Journey Project provides a specialized comprehensive assessment of the impact of sexual abuse on the child victim and family members as referred by the Department of Social Services (DSS) and subsequently develops a treatment plan based on identified needs and strengths. Individual, dyadic, family and group treatment modalities are made available within a maximum treatment duration of one year. Additionally, education and consultation are provided to the DSS and larger community agencies.

LOURDES/GUTHRIE

Parents and Children Together (ImPACT)

ImPACT develops and provides home visiting and Individual Family Support plans for each family. The plans will be driven by desired outcomes as determined by the family, the Broome County DSS caseworker and the home visiting team. Family and Fatherhood Advocates 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.

Mothers and Babies Perinatal Network

Permanency Support Services

Permanency Support Services 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, staff and caseworkers work together to schedule supervised visitation and provide a positive, healthy experience for the parents and the children.

RISE

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.

YWCA

The Bridge

The Bridge is a residential program for women with children under age five, purposed to provide a safe, secure, sober environment for women recovering from alcohol and substance use disorders and their dependent children. The program provides women with case management services, parenting classes, support and trauma treatment, addiction education and relapse prevention, and group and individual therapy while in a highly structured recovery-oriented community. The Bridge served an average of five unique individuals per quarter.

OFFICE FOR AGING

Elder Abuse Outreach Program

The Elder Abuse Outreach Program has two main goals. One is to provide early intervention to clients through case assistance and thereby prevent a referral to Protective Services for Adults (PSA). The other goal is to identify elders whose risk of abuse, neglect and/or exploitation is beyond the intervention capabilities of Office for Aging staff and, therefore refer such cases to PSA for consultation, review, and/or investigation.

PURCHASE OF SERVICE PROGRAMS

Program	Provider	Total Served for 2023	2023 Amount
Functional Family Therapy (FFT)	Catholic Charities of Broome County	35	\$324,346
Protective Services for Adults (PSA)	Catholic Charities of Broome County	307	\$569,885
Representative Payee	Catholic Charities of Broome County	599	\$97,810
Sharing Hope and Inspiring New Energy (SHINE)	Catholic Charities of Broome County	27	\$156,919
Therapeutic After-School Program (TASP)	Children's Home of Wyoming Conference	62	\$624,523
Youth Empowerment and Support for Juvenile Justice (YES JJ Program)	Children's Home of Wyoming Conference	54	\$401,500
Child Advocacy Center (CAC)	Crime Victim's Assistance Center	59	\$15,679
The Journey Project	Family and Children's	37	\$378,000
Parents and Children Together (ImPACT)	Lourdes/Gutherie	54	\$186,534
Non-Residential Services for Victims of Domestic Violence	Rise	1,707	\$86,739
The Bridge	YWCA	5	\$131,579
Elder Abuse Outreach	Broome County Office for Aging	980	\$112,624
Total		3,926	3,086,138

BROOME COUNTY PERFORMANCE MANAGEMENT

Coordinated Care Services, Inc. (CCSI)

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



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

BROOME COUNTY FAMILY VIOLENCE PREVENTION COUNCIL

The Family Violence Prevention Council is a forum to address the incidence and effects of family violence in Broome County sponsored by the Broome County Executive and Legislature. The mission of the Council is to reduce the incidence and severity of family violence in all its forms; child abuse, domestic abuse and elder abuse. The Council consists of 40 representatives from the community that volunteer their time to work collaboratively on issues of family violence prevention. Through the work of various Council committees, the Council meets its functions of: Interagency Coordination, Community Education, Professional Education, Advocacy and Program Development. The office coordinates numerous community conferences to ensure relevant and affordable professional development. The office also has a library of resources on child abuse, domestic abuse, 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, adoption subsidy, 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 2022, there were 69 foster care eligibility determinations for 111 children compared to 100 in 2021; of these, 85 were Title IV-E determinations, as compared to 69 Title IV-E determinations in 2021.

Additionally, the Services Systems Unit opened 146 Services cases in 2022 and 236 other applications for Adult Protective Services, DV applications, ICPC cases, Title XX payment, Adoption Subsidy cases and cases for children that have been freed for adoption.

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.

	2022	2023
Services Systems Transactions	23,221	26,300



WELFARE MANAGEMENT SYSTEM

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.

	2022	2023
Authorizations	313,534	172,175



MASTER CONTROL

Master Control is the record custodian for active, auxiliary, and closed Public Assistance, SNAP, and Medical Assistance Cases. Staff are responsible for a variety of tasks including providing new case numbers for the agency, staffing the reception desk, issuing temporary benefit cards, providing application assistance, processing HUD verifications, and tracking voter registration forms. 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 as does ordering and distributing of state forms and publications.

	2022	2023
Case Numbers Issued	3,754	4,275
Front Desk Contacts	74,279	80,465
Temporary Benefit Cards Issued	2,540	2,512

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 2023 were:

Court Appearances

	2022	2023
Child Welfare	1,649	1255
Child Support	1,373	1273
Total	3,022	2528

Monetary Recoveries

	2022	2023
Child Support Recoveries*	\$1,855,344.48	\$1,633,778.62
Lien Recoveries (Estates, Injury Claims, Overpayments, MA Real Property, Mortgages)	\$1,665,046.06	\$1,439,084.48
Total Monetary Recoveries	\$3,520,390.54	\$3,072,863.10

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

Child Welfare

	2022	2023
Child Abuse/Neglect New Children Receiving Protection	146	88
Foster Children Having Legal Proceedings Commenced to Free for Adoption	46	56

Protective Services for Adults

	2022	2023
Guardianships	26	44

CHILD SUPPORT ENFORCEMENT AND COLLECTION

The Child Support Program, which includes the Child Support Enforcement Unit (CSEU) and the Support Collection Unit (SCU), are responsible for establishing and enforcing support orders against legally responsible relatives, and on behalf of public assistance applicants/recipients, as well as non-applicant/recipient individuals who make an application for Child Support Services.

These units are also responsible for establishment of paternity for all children born out of wedlock for these applicants as necessary. The CSEU also has a responsibility to secure a court order for Third Party Insurance on behalf of all children in receipt of Public Assistance and Medicaid only benefits. Additionally, the SCU has primary responsibility to collect, monitor and enforce all support as ordered and made payable through it by any court of competent jurisdiction.

The Support Collection Unit (SCU) has the local administrative responsibility for monitoring, enforcing and distributing support payments to petitioners within Broome County and throughout the United States.

Child Support Collections	2022	2023
Family Assistance	\$1,226,275.11	\$1,027,721.29
Other (Safety Net Assistance, Child Welfare Medical, etc.)	\$629,069.37	\$606,057.33
Total Social Services Collections	\$1,855,344.48	\$1,633,778.62
Total General Public Collections	\$15,345,669.98	\$13,711,578.82
Total Automated Support Collection Unit Collections	\$17,201,014.46	\$15,345,357.44
Federal Incentive on Aid to Dependent Children Support Payments*	\$89,796**	\$326,194***
Tax Offset (Federal and NYS)	\$1,233,971.35	\$859,961.96

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

** Adjustment FFY 20 incentives claimed in 2022 \$ 0. (Adjustment has not yet been received so it will not be claimed until 2023. The amount when claimed will be \$ 116,443.00)

*** \$119,193 Adjustment 2023 FFY 21 \$116,443 Adjustment 2023 FFY 20

	2022	2023
Paternity Established by Court Order	33	47
Agency Acknowledgments	2	1



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.



	2022	2023
Authorizations	106,264	113,616
Checks	24,065	19,893
Electronic Benefits	38,862	41,648

	2022	2023
Repayments Processed	3,218	1,769
Value of Repayments	\$5,905,940	\$5,539,777

MAINTENANCE OF CLAIMS*	Public Assistance		SNAP	
	2022	2023	2022	2023
Year				
Number of Claims	13,085	13,263	1,017	1,024
Value of Claims	\$11,569,112	\$11,999,837	\$1,267,421	\$1,407,074

*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.

	2022	2023
Number of Retro SSI Claims	145	139
Amount of Reimbursement Received	\$551,255	\$519,346

RESOURCE UNIT

The Resource Unit coordinates all burials of indigent persons including processing applications and payment.

The Resource Unit also assists all staff in obtaining necessary information concerning client income and assets by sending clearance requests to banks.

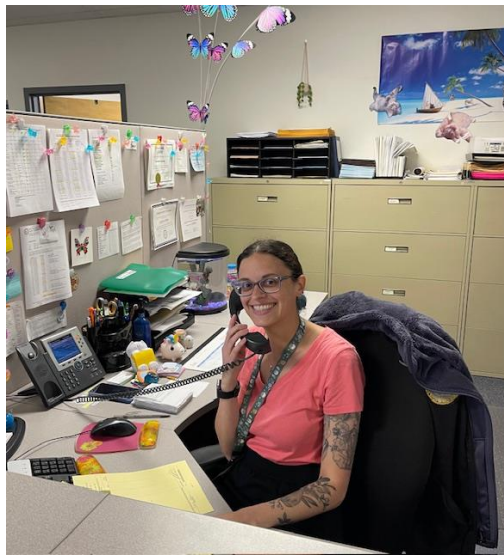
In addition, the unit compiles research of benefits issued for the legal unit to establish claims and child support orders. All departmental printing orders are also maintained in the Resource Unit.

	2022	2023
Number of burials arranged	253 (Cost \$430,140)	215 (Cost \$432,434)
Number of Bank Requests	334	444
Number of Legal Claims Research	188	211
Number of Print Requests	166	169

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.

	2022	2023
Personnel Data Records	429	490
Position Change Request	146	77



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.

	2022	2023
Cars in Agency Fleet	27	27
Average Operational Fleet Size	26.1	26.1
Miles Traveled	257,156	199,084
Pieces of Mail Processed	136,969	137,213



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.

	2022	2023
Employees in Degree Programs	4	4

A training sampler for 2023 included:

- *Self Defense in the Field*
- *The Resilient Leader*
- *Effective Communication*
- *Child and Adolescent Psychiatric Disorders*
- *Executive Coaching/Succession Planning*
- *Crisis Communication: Skills for De-escalating Encounters*

	2022	2023
Units of Job Specific Training (all program areas)	2,915	3,082

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.

	2022	2023
Number of Volunteers / Interns	315	262
Hours of Service	8,596	4,186
Value of Donated Goods	\$13,113	\$12,090

Volunteers and interns had a positive impact on the organization in 2023. 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 2023. The interns and volunteers for the VITA filed 266 income tax returns for families and individuals whose household income was under \$66,000. This income tax site brought over \$340,086 in Federal refunds and over \$80,853 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. The partnership also continued with the AARP.

In addition, specialized programs provided children the opportunity to attend summer camp in 2023. This year 9 youngsters were able to benefit from campership funds. SUNY Kids resumed in 2023 this program provided weekly local cultural excursions for children in Broome County. The Holiday Wish Program was able to provide gifts to 223 children and adults; The Agency also hosted a successful back to school supply drive. The Agency was able to host a Community Services Fair in 2023. This fair allowed organizations in the community to come into the Agency and provide information to the DSS workers about the services they provide.



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	2023 GRANT AMOUNT
Adult Protective Services COVID-19	\$17,303
Adult Protective Services ARPA	\$20,573
Binghamton University Bachelor Program	\$18,075
Broome Community College Associate Degree Program	\$34,309
Child Care and Development Block Grant (CCDBG)	\$8,579,735
Child Abuse or Neglect Prevention & Treatment (CAPTA/CARA)	\$70,000
CARES Emergency Solutions Grant	\$117,140
Code Blue	\$287,479
Flexible Funds for Family Services (FFFS)	\$454,607
Home Energy Assistance Program (HEAP)*	\$666,533
HEAP Emergency	\$231,011
Medicaid Technologies Improvement Grant	\$3,460,182
Redlich Horowitz Foundation Program	\$30,636
Rental Supplemental Program	\$757,820
Safe Harbor	\$43,350
School District Outstation Caseworker (SDOC)	\$369,180
Summer Youth Employment Program	\$498,295
TOTAL	\$15,656,228

*An additional \$10,147,724 was paid by New York State on behalf of Broome County.