

Broome County Department of Social Services Annual Report 2024



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



In 2024, the Broome County Department of Social Services (DSS) continued its mission to protect and support the county's most vulnerable residents. Across its divisions, DSS implemented strategic, family-centered programs and strengthened partnerships to improve outcomes in child welfare, financial assistance, recipient self-sufficiency and community support.

Key Highlights

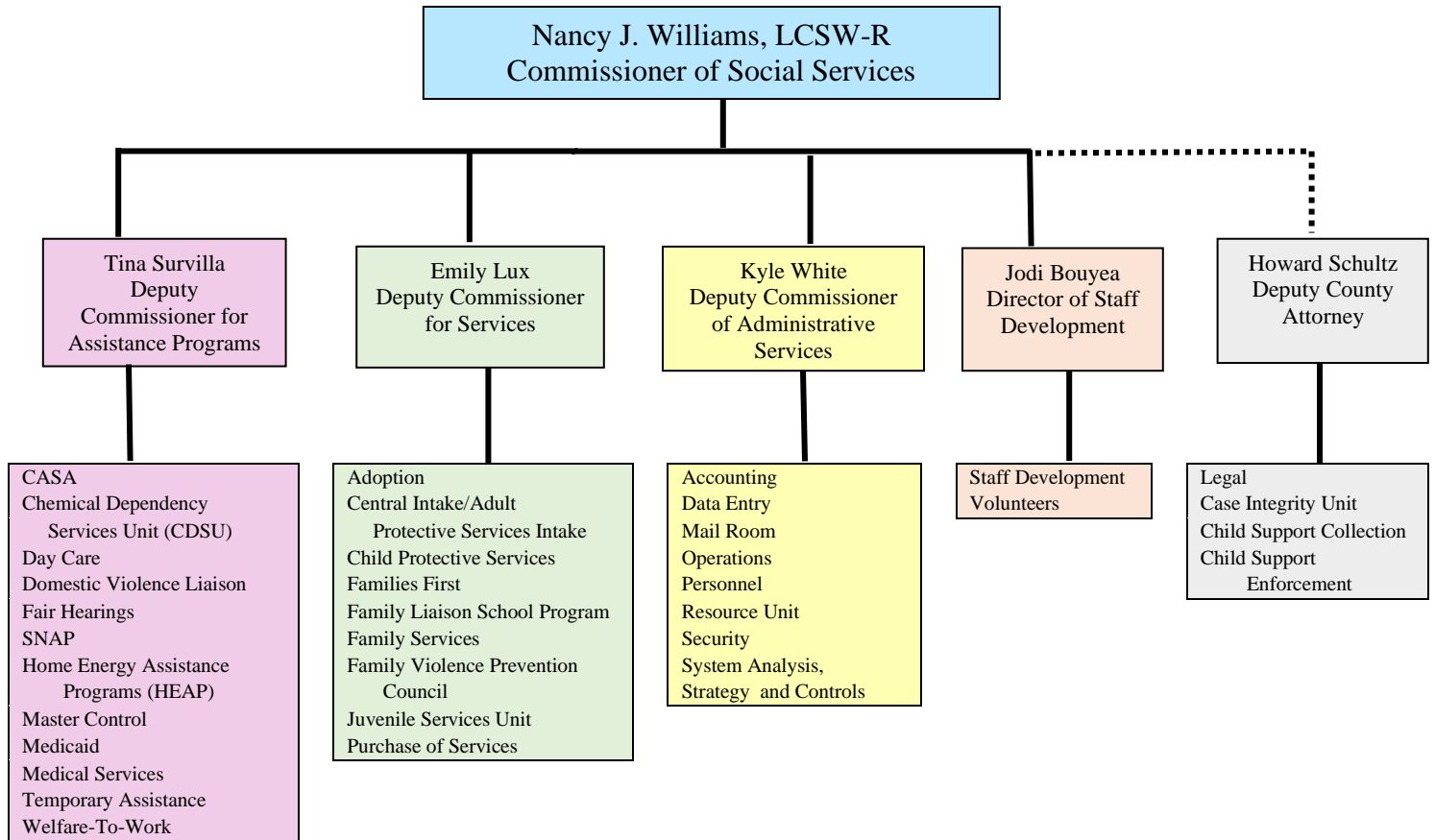
- **Protective Services**
 - Managed **4,179 reports** of adult and child abuse/neglect.
 - Launched the **Thrive Program** to assist at-risk families, resulting in expanded service reach.
- **Family Preservation**
 - **Families First Program** served **64 families / 109 children**, preventing all from entering foster care (**100% success rate**).
 - Overall child placements dropped by **23%**, with **26% fewer** children entering foster care.
 - **48 children** freed for adoption (+33%) and **56 adoptions finalized** (+30%).
- **Juvenile Services**
 - Responded to **165 service calls**, providing **73 youth** with diversion services under the **Juvenile Services program**.
 - Continued implementation of **Federal Families First Legislation**, increasing use of kinship care.
- **Chemical Dependency Services**
 - Maintained partnership with **Industrial Medical Associates** to ensure treatment for recipients with substance use disorders.
- **Assistance & Emergency Support**
 - Managed **2,015 ongoing public assistance cases**.
 - Provided emergency aid to **4,611 individuals** in crisis.

- **Disability & Medical Services**
 - Secured approval for **147 disability cases**, enhancing federal reimbursement.
 - **547 home visits** conducted for Medicaid Personal Care and Waiver services.
- **Economic Support Programs**
 - Processed **9,977 SNAP applications**, with **2,409 approvals**.
 - Managed **15,790 HEAP applications**.
 - Increased access to **subsidized Day Care** due to eligibility expansions.
- **Legal & Child Support Services**
 - Protected and initiated permanency for **93 children** through Family Court proceedings.
 - Recovered **\$3M+** through child support and lien recoveries.
 - **\$15M+** collected in total child support payments.
- **Workforce & Operations**
 - Delivered **5,647 training units** to staff—a **59% increase**, supporting onboarding of new HELP hires.
 - Accounting, Personnel, and Operations teams ensured stable, safe, and efficient departmental operations.

Looking Ahead

Broome County DSS remains committed to collaborative, data-driven, and compassionate service delivery. Through innovation and partnership, DSS will continue to protect children and adults, promote self-sufficiency, and support the overall health of our community.

Organizational Chart



Pictured: Deputy County Attorney; Howard Schultz, Commissioner; Nancy Williams, Secretary to the Commissioner; Sarah Jones, Deputy Commissioner; Tina Survilla; Deputy Commissioner; Kyle White, Deputy Commissioner; Emily Lux.

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

Samantha Mills
McKayla Vandermark
Ticia Eaves
Cindy Kendrick
Kimberlie Merwin
Nicole Verrastro
Kristi Winchell
Antoinette Stroman
Umid Ibrahim
Joscelyn Salmon

10 years

Shannon Thomas
Amber Batista

15 years

Robin Mangan
Melissa Pajak-Anderson
Linda Kostek

20 years

Christine Schultz
Jeff Davis
Jeanne Schmidt

25 years

Emily Lux
Mark Camp
Michele Ferrigno
Susan George

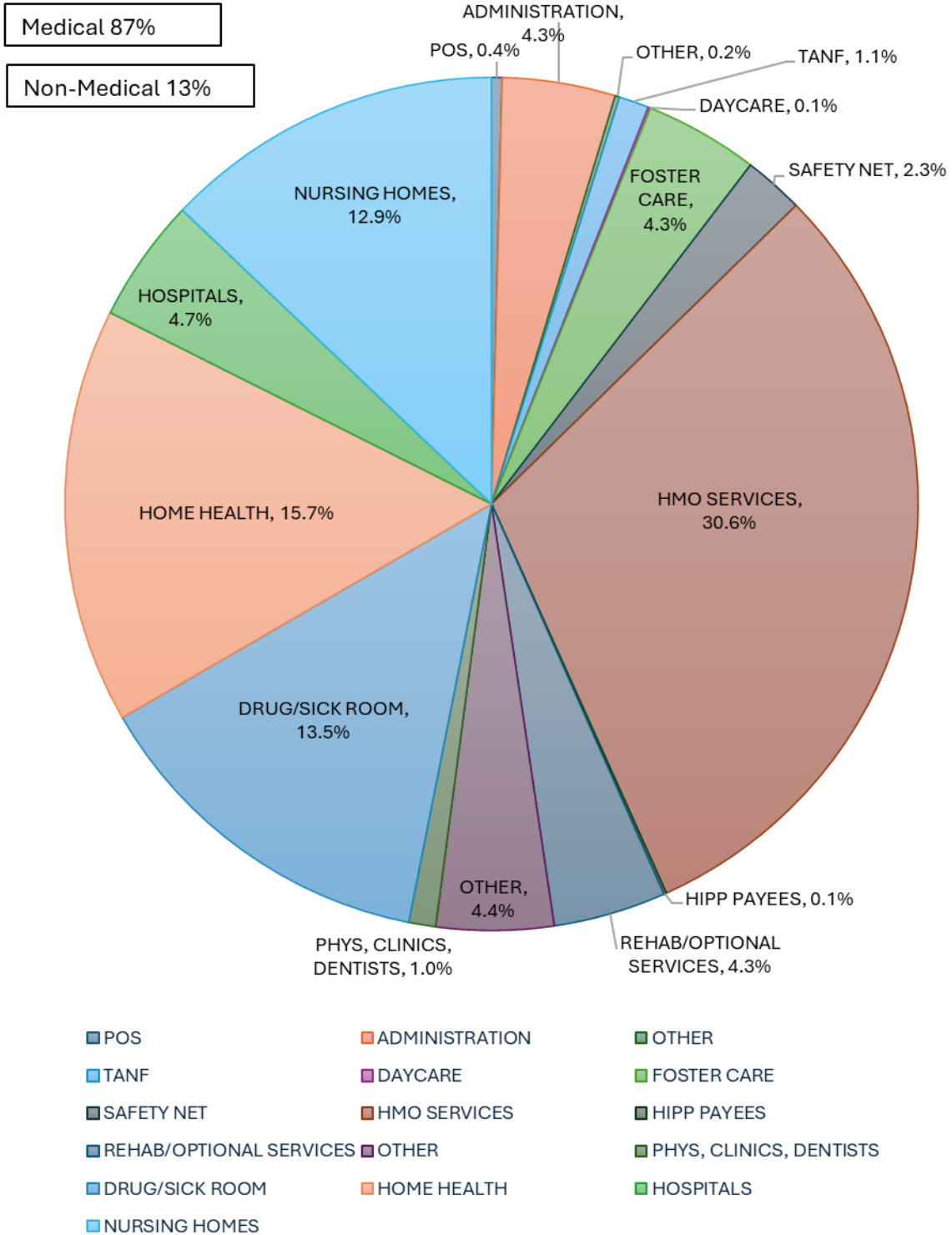
30 years

Mary Foley
Timothy Kiley
Greg Williams
John Choynowski

2024 BUDGET EXPENDITURES

How \$631,846,551 (Federal, State and Local Shares) was spent for
Department Programs in 2024.

MEDICAL AND NON-MEDICAL ASSISTANCE



EXPENDITURES BY PROGRAM

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

	2023	2024
TANF	719	773
SAFETY NET	1,199	1,311
MA & MA SSI	17,439	18,243
SNAP (formerly Food Stamps)	14,850	15,309
NURSING HOMES	953	963
PSA CASES	655	609
CHILDREN IN FOSTER CARE	245	195
CHILDREN IN DAY CARE	2,164	2,557

PROGRAM ACTIVITIES Cumulative for year

	2023	2024
REPORTS OF ABUSE AND NEGLECT	3,690	3,525
ENTRIES TO EMPLOYMENT	410	391

EXPENDITURES BY PROGRAM

PROGRAMS	2023	2024
Medical Assistance Program	\$34,384,287	\$38,610,736
Temporary Aid to Needy Families	\$6,767,670	\$7,186,757
Administration	\$24,217,157	\$27,103,991
Foster Care	\$28,122,180	\$26,326,973
Safety Net	\$12,815,076	\$14,374,437
Purchase of Services	\$2,647,231	\$2,492,754
TANF Day Care	\$352,236	\$527,149
Burials	\$427,003	\$383,027
Emergency Aid to Adults	\$18,035	\$9,558
RepPayee/PSA	\$685,695	\$667,695
Non-Secure Detention	\$931,553	\$908,901
Totals	\$111,368,123	\$118,591,978

REVENUES

	2023	2024
Repayments	\$3,016,966	\$3,056,456
Revenues – Federal/State	\$50,981,945	\$51,325,346
Net Cost to County	\$57,369,212	\$64,210,175

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):

	2023	2024
All Categories	1,919	2,015

Applications: Family Assistance, Safety Net and Emergency Programs:

	2023	2024
Received:	12,733	13,204
Approved:	3,575	3,599
Denied and Withdrawn:	5,120	5,545
Other (open/close, reopened, reactivated):	4,940	4,775

Income Maintenance Activity:

	2023	2024
Walk-ins	872	1,062
Recertifications	2,105	2,072
Cases Closed	3,695	3,775
Case Changes	25,504	25,662



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	2023	2024
Called	638	808
Held	148	206
Affirmed	165	126
Reversed	32	22
Decision correct when made (New information provided)	13	7
Withdrawn (by agency)	35	42
Defaults	257	256

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)	2023	2024
MA Only	10,015	10,693
MA-SSI	6,958	6,985
TOTAL	17,439	18,205

Applications- MA only and MA-SSI	2023	2024
Received	3,937	4,782
Approved/Reopened*	5,623	6,444

* 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.

	2023	2024
TPHI offset Medicaid	\$64,657,305	\$70,046,914



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)	2023	2024
Temporary Assistance SNAP	1,588	1,721
SNAP Only (Non-Temporary Assistance households)	14,850	15,309
TOTALS:	16,438	17,030

Applications (NPA)	2023	2024
Received	10,198	9977
Approved/Opened	2,547	2409



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.

938 approvals (38.94%) of NPA SNAP openings were eligible for expedited issuance.

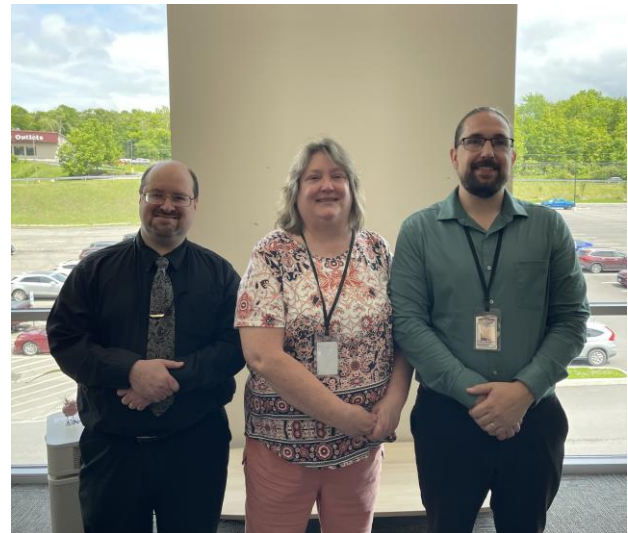
HOME ENERGY ASSISTANCE PROGRAM (HEAP)

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.

	2021-2022	2022-2023	2023-2024
Administrative Allocation	\$589,493	\$831,729	\$565,116
Total County Allocation	\$589,493	\$831,729	\$565,116

	2021-2022	2022-2023	2023-2024
Public Assistance /SNAP Households	11,506	11,586	11,357
Non-Public Assistance Households	5,028	4,076	4433
Emergency Payments	3,430	2,978	3415
Furnace Replacement	55	39	51
Furnace Repair, Estimates & Clean & Tune	278	290	371
Cooling	490	289	551



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)

	2023	2024
Families Receiving Daycare Services	998	1,161
Children Receiving Daycare Services	2,012	2,347



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)	2023	2024
TANF	412	449
TANF exempt*	221 (54%)	212 (47%)
Safety Net	858	882
SN exempt*	653 (76%)	640 (73%)
Total caseload	1270	1331
Total exempt*	68%	64%

*Exempt status – claiming or documented unable to work

TANF/Safety Net Recipients	2023	2024
Entries to Employment	410	391

Employability/Medical Review Unit Highlights:

	2023	2024
Number Awarded SSI	131	147
Interim Assistance paid to client returned to DSS	\$490,651.97	\$519,019.85

Chemical Dependency Services Unit (CDSU)

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.

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 2023	TANF 2024	Safety Net 2023	Safety Net 2024
CASAC Assessments	8	10	73	71

TEMPORARY ASSISTANCE EMERGENCY 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	2023	2024
Number of cases screened	6,640	7205
Number of cases approved for emergency assistance (housing issues/fuel/utility shutoffs)	4,283	4611



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.

	2023	2024
*Personal Care Service hours	100,701	97,230
Cost of Service	\$1,724,822	\$1,876,151
Adult Foster Care Clients	22	19

* 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.

	2023	2024
Cases reviewed for Aid to Disabled Category	22	21
Cases eligible for Aid to Disabled Category	24	18

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.

	2023	2024
Fidelis	2,264	2,347
Excellus	4,447	4,244
UHS	668	670
Molina	177	213
Total	7,556	7,474

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	2023 Year to Date Enrollment	2024 Year to Date Enrollment
Fidelis Care at Home	230	297
I Circle	212	266
VNA Homecare	175	274
TOTALS	617	837

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. Depending on the situation, CASA nurses may complete assessments in the community.

The New York Independent Assessor Program (NYIAP) was implemented on May 16, 2022, as part of the ongoing Medicaid Redesign Team initiatives. The NYIAP is responsible for all adult initial assessments for Personal Care Aide (PCA) and Consumer Directed Personal Assistance Program (CDPAP) services. Once the initial NYIAP assessment is complete, the client is 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 provide case management and authorize PCA/CDPAP services for clients with Fee for Service Medicaid. This may include clients who are not eligible for a Medicaid Managed Long Term Care Plan, or who are enrolled in one of the Medicaid Waiver programs. Since the NYIAP is currently only conducting initial assessments, our CASA nurses complete the UAS-NY reassessments for our 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.

All CASA nurses are certified to complete the PRI and Screen for Nursing Home Placement.

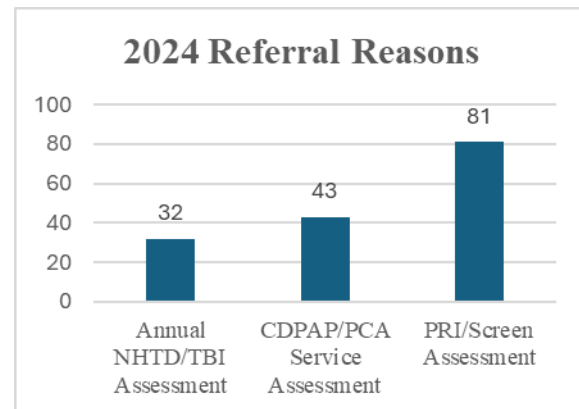
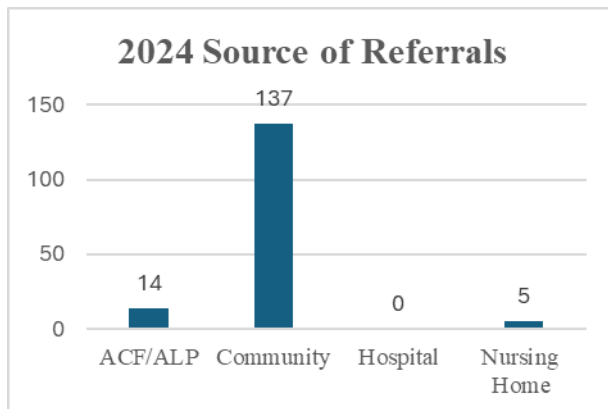
After 30 years of operation in Broome County, the Foster Family Care Demonstration Program closed on December 31, 2024.

2024 End-of-Year CASA Caseload Report

	2023	2024
Personal Care Aide (PCA)	38	32
Shared Aide (SA)	2	2
Consumer Directed Personal Assistance (CDPAP)	109	118
Foster Family Care (FFC)	18	0 – closed 12/31/24
Nursing Home to Community	3	1
Nursing Home Transition & Diversion Waiver (NHTDW)	3	3
Children’s Waiver (CW)	8	7
Private Duty Nursing (PDN)	10	7
Home and Community Based Waiver (HCBW)	76	78
Traumatic Brain Injury Waiver (TBIW)	7	5
CASA Case Management	9	17
Total	283	270
	(*unduplicated total=184)	(*unduplicated total=177)

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

2024 Source of CASA Referrals & Referral Reasons



2024 Visits Made by CASA Staff

Initial Visits	128
Reassessment Visits	209
Community Follow-up Visits	72
Hospital Follow-up Visits	64-mostly remote*
Nursing Home Follow-up Visits	74-mostly remote*
Total	547
UAS-NY Assessments Completed	183

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

2024 CASA Clients Transitioned to Managed Care Plans

Managed Company	Number of CASA clients transitioned
Fidelis MLTC	3
I-Circle MLTC	6
Nascentia MLTC	1
CDPHP MCO	0
Excellus MCO	0
Fidelis MCO	0
UHC MCO	0
TOTAL	10

CASA Program	Number of CASA clients transitioned
CDPAP	7
PCA	3
Shared Aide	0
CDPAP and PCA/SA	0
TOTAL	10

Social Services

ADULT PROTECTIVE SERVICES

Referrals to Adult 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 2024 included:

- Answered 1,648 Intake line calls.
- Received and logged in 767 Adult Protective Service referrals.
- Assigned 239 referrals for Assessments.
- Broome County filed 4 guardianship petitions. The petitions were accepted.
- Broome County DSS Commissioner was appointed guardian for 27 new individuals.
- The Broome County DSS Commissioner served as guardian for 70 individuals.
- In addition to the Intake Line calls the APS Unit received and made 10,007 phone calls, reviewed 11,453 records and participated in 14 case consultations.

	2023	2024
PSA Referrals	656	767
PSA Intake		
Adult Abuse	104	174
Self-Neglect	187	251
Chronic MI Untreated	154	271
Guardianships	55	70



CENTRAL INTAKE

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.

In 2024, Central Intake received grant funding to assist at risk families with concrete/tangible needs with the focus of reducing deeper child welfare system involvement. Central Intake developed the Thrive Program to track referrals with identified concrete needs.

- 262 Referrals Received
- 220 Referrals Assigned
- 219 Families Received Thrive Program Support
- 0 Runaway Homeless Youth Referrals Received

	2023	2024
Central Intake Referrals Assigned	36	220



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 2024 included:

- Served 64 families including 109 children at risk of placement.
- Anger Management for Parents classes were held twice last year with 15 people graduating.
- Achieved a Satisfaction rating of 100 **from families enrolled in the program (based on 40 completed surveys)

- Achieved a 100% prevention of placement rate for families served in 2024 (109 of 109 children).
 - Achieved an overall prevention of placement rate of 99 % for families based on follow-ups at 3-month, 6-month, and 12-month and 24-month post closure. (389/397). *
- * The unit was functioning at below optimal staff numbers for most of 2024.

	2022	2023	2024
Number of Families Served	64	67	64

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 2024 included:

- There were **165** calls from individuals interested in obtaining information pertaining to PINS Diversion eligibility and services
- **110** PINS diversion referrals were received including: **92** by parents and **18** by schools
- **43** Individuals attended the PINS Diversion Orientation for Parents/Guardians.
- **38** Cases were withdrawn or diverted from going to Court including: **38** cases diverted/withdrawn prior to the PINS Diversion referral being opened, and an additional **0** assigned PINS Diversion cases successfully diverted/ withdrawn from going to Family Court
- **44** PINS Diversion referrals were assigned
- **73** children were served in PINS Diversion Services (73 serviced Pre-PINS **included** in #)

	2021	2022	2023	2024
PINS Diversion Referrals Assigned	41	40	42	44



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:

	2023	2024
Children Placed - all levels of care	71	55
Children discharged - all levels of care	119	124
Children freed for adoption	36	48
Adoptions finalized	39	56
Children in foster homes (12/31)	213	171
Children in institutions (12/31)	17	12
Children in group homes (12/31)	6 (+9 kids in SILP)	12 in group home, group residence or AOB (and 5 in SILP) Total 17
Children in all levels of care	245	195



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:

	2022	2023	2024
Abuse Reports	261	214	228
Neglect Reports	3,633	3,476	2964
TOTAL	3,894	3,690	3192
Sexual Abuse Reports	238	173	137
New Family Court Petitions	76	54	34
1034 Investigations	394	407	521
Assist Other Counties in SCR Investigations	406	411	346



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.

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 2024	2024 Amount
Functional Family Therapy (FFT)	Catholic Charities of Broome County	32	\$324,346
Protective Services for Adults (PSA)	Catholic Charities of Broome County	71	\$569,885
Representative Payee	Catholic Charities of Broome County	609	\$97,810
Sharing Hope and Inspiring New Energy (SHINE)	Catholic Charities of Broome County	20	\$156,919
Therapeutic After-School Program (TASP)	Children's Home of Wyoming Conference	51	\$624,523
Youth Empowerment and Support for Juvenile Justice (YES JJ Program)	Children's Home of Wyoming Conference	37	\$401,500
Child Advocacy Center (CAC)	Crime Victim's Assistance Center	294	\$15,679
The Journey Project	Family and Children's	40 individuals 29 families	\$378,000
Parents and Children Together (ImPACT)	Lourdes/Gutherie	62	\$308,745
Non-Residential Services for Victims of Domestic Violence	Rise	182	\$86,739
The Bridge	YWCA	6	\$131,579
Elder Abuse Outreach	Broome County Office for Aging	101	\$118,255
Total			\$3,213,980

BROOME COUNTY FAMILY VIOLENCE PREVENTION COUNCIL

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



Support Services

SERVICES SYSTEMS UNIT

The Services Systems Unit assures proper authorization, claiming and reimbursement for the Services Division of the Department. This Unit provides data entry services for payment of foster care, 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 2024, there were 64 foster care eligibility determinations for 97 children compared to 63 in 2023; of these, 43 were Title IV-E determinations, as compared to 59 Title IV-E determinations in 2023.

Additionally, the Services Systems Unit opened 111 Services cases in 2024 and 176 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.

	2023	2024
Services Systems Transactions	26,300	25,973



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.

	2023	2024
Authorizations	172,175	157,754



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 state forms and publications and ensuring that the agency has the required postings in our lobby as set by OTDA.

	2023	2024
Case Numbers Issued	4,275	4,549
Front Desk Contacts	80,465	88,733
Temporary Benefit Cards Issued	2,512	4,220



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 2024 were:

Court Appearances

	2023	2024
Child Welfare	1,255	918
Child Support	1,273	1,366
Total	2,528	2,284

Monetary Recoveries

	2023	2024
Child Support Recoveries*	\$1,633,778.62	\$1,659,339.84
Lien Recoveries (Estates, Injury Claims, Overpayments, MA Real Property, Mortgages)	\$1,439,084.48	\$1,421,498.41
Total Monetary Recoveries	\$3,072,863.10	\$3,080,838.25

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

Child Welfare

	2023	2024
Child Abuse/Neglect New Children Receiving Protection	88	51
Foster Children Having Legal Proceedings Commenced to Free for Adoption	56	42

Protective Services for Adults

	2023	2024
Guardianships	44	46

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	2023	2024
Family Assistance	\$1,027,721.29	\$1,033,535.92
Other (Safety Net Assistance, Child Welfare Medical, etc.)	\$606,057.33	\$625,803.92
Total Social Services Collections	\$1,633,778.62	\$1,659,339.84
Total General Public Collections	\$13,711,578.82	\$13,728,163.99
Total Automated Support Collection Unit Collections	\$15,345,357.44	\$15,387,503.73
Federal Incentive on Aid to Dependent Children Support Payments*	\$326,194**	\$208,108***
Tax Offset (Federal and NYS)	\$859,961.96	\$859,735.65

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

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

*** Incentives Calendar Year 2024 \$ 89,586 adjustment to FFY 22 incentive claimed in 2024 \$ 118,522.

	2023	2024
Paternity Established by Court Order	47	47
Agency Acknowledgments	1	3



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.



	2023	2024
Authorizations	113,616	105,732
Checks	19,893	18,046
Electronic Benefits	41,648	41,285

	2023	2024
Repayments Processed	1,769	1,620
Value of Repayments	\$5,539,777	\$5,393,575

MAINTENANCE OF CLAIMS*	Public Assistance		SNAP	
Year	2023	2024	2023	2024
Number of Claims	13,263	13,501	1,024	1,069
Value of Claims	\$11,999,837	\$12,413,987	\$1,407,074	\$1,634,374

*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.

	2023	2024
Number of Retro SSI Claims	139	147
Amount of Reimbursement Received	\$519,346	\$519,020

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.

	2023	2024
Number of burials arranged	215 (Cost \$432,434)	187 (Cost \$385,308)
Number of Bank Requests	245	238
Number of Legal Claims Research	211	158
Number of Print Requests	169	151

PERSONNEL

Personnel has the responsibility of coordinating and completing all personnel-related functions for the department. Includes the maintenance of employee personnel files, which includes completing “Change in Status Forms” (step increments, promotions, leaves of absence, etc.), “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, employee communications, worker’s compensation packets, and completion of annual evaluations and probationary reports. Personnel coordinates Civil Service regulations and procedures with the Broome County Department of Personnel.

	2023	2024
Personnel Data Records	490	409
Position Change Request	77	97

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.

	2023	2024
Cars in Agency Fleet	27	27
Average Operational Fleet Size	26.1	26.0
Miles Traveled	199,084	267,480
Pieces of Mail Processed	137,213	141,988



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.

	2023	2024
Employees in Degree Programs	4	2

A training sampler for 2024 included:

- *Self Defense in the Field*
- *Grant Writing*
- *Executive Coaching/Succession Planning*
- *Crisis Communication: Skills for De-Escalating Encounters*
- *Narcotics and Dangerous Drugs*
- *Assessing and Working with Clients Who have Mental Health Issues*

	2023	2024
Units of Job Specific Training (all program areas)	3,082	5,647

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.

	2023	2024
Number of Volunteers / Interns	262	264
Hours of Service	4,186	4,523
Value of Donated Goods	\$12,090	\$10,429

Volunteers and interns had a positive impact on the organization in 2024. 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 2024. The interns and volunteers for the VITA filed 356 income tax returns for families and individuals whose household income was under \$70,000. This income tax site brought over \$407,250 in Federal refunds and over \$108,975 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 2024. This year 8 youngsters were able to benefit from campership funds. SUNY Kids continued in 2024; this program provided weekly local cultural excursions for children in Broome County. The Holiday Wish Program was able to provide gifts to 170 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 2024. 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	2024 GRANT AMOUNT
Adult Protective Services ARPA	\$28,458
Binghamton University Bachelor Program	\$27,795
Broome Community College Associate Degree Program	\$38,631
Child Care and Development Block Grant (CCDBG)	\$10,555,751
Child Abuse or Neglect Prevention & Treatment (CAPTA/CARA)	\$70,000
Code Blue	\$846,569
Family Centered Case Management Services	\$20,580
Flexible Funds for Family Services (FFFS)	\$465,175
Home Energy Assistance Program (HEAP)*	\$761,802
Homeless Services Plan	\$21,786
Medicaid Technologies Improvement Grant	\$3,764,117
Non-Residential Domestic Violence	\$35,493
Redlich Horowitz Foundation Program	\$21,128
Rental Supplemental Program	\$1,050,629
Shelter Arrears Eviction Forestallment (SAEF)	\$21,893
Safe Harbor	\$34,508
School District Outstation Caseworker (SDOC)	\$498,531
Summer Youth Employment Program	\$523,399
TOTAL	\$18,786,245

*An additional \$9,728,332 was paid by New York State on behalf of Broome County.