

Broome County Department of Social Services Annual Report 2021



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



The COVID-19 Pandemic continued to create many challenges for our community in 2021. Broome DSS staff rose to the challenge and ensured that the most vulnerable members of our community received the necessary services to remain safe and healthy.

Being the primary advocate for vulnerable children and adults is the central role of the *Services Division* of DSS. During 2021, *Adult Protective* and *Child Protective Services* managed 4574 reports of abuse or neglect. There were 54 cases of children who were at imminent risk of foster care placement that were served by the DSS *Central Intake* unit in 2021. 59 families with children at risk for foster care placement were served by the DSS *Families First* program in 2021. This program is a strength based, family focused approach to working with families at risk for having their children placed in care. In 2021 the program achieved a 98.3% success rate for preventing placement for the families they served (122 out of 124 children). The DSS *Family Services Unit* managed a caseload of 299 children in all levels of care. In September 2021, NYS implemented the Federal Families First Legislation which 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 *Family Services Unit* saw a large increase in the number of children freed for adoption; 38 versus 7 in 2020. The *Juvenile Services Unit* managed 160 calls for services which resulted in 41 PINS Diversion referrals assigned.

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 2021, this team provided 108 assessments and provided case management services to 223 individuals.

The DSS *Temporary Assistance Division* ensures that eligible community members receive the benefits and support necessary to achieve self-sufficiency. In 2021, the DSS *Assistance Division* processed 9153 applications for assistance. Of those, 2714 were approved to receive assistance. In addition, there were 3468 cases approved for emergency assistance in 2021. In an effort to maximize federal reimbursement for those recipients eligible for Disability, the DSS Medical Services Unit was successful in assisting 180 approved Disability cases in 2021. DSS CASA staff provided a variety of services to 371 individuals to assist in guiding them through the Medicaid Program.

SNAP is the federally funded program administrated locally by DSS. The total number of SNAP recipients in 2021 increased from 2020 (17,048 vs 16,546). In addition, over 19,000 low-income households received assistance through the Federal Home Energy Assistance Program (HEAP) in 2021.

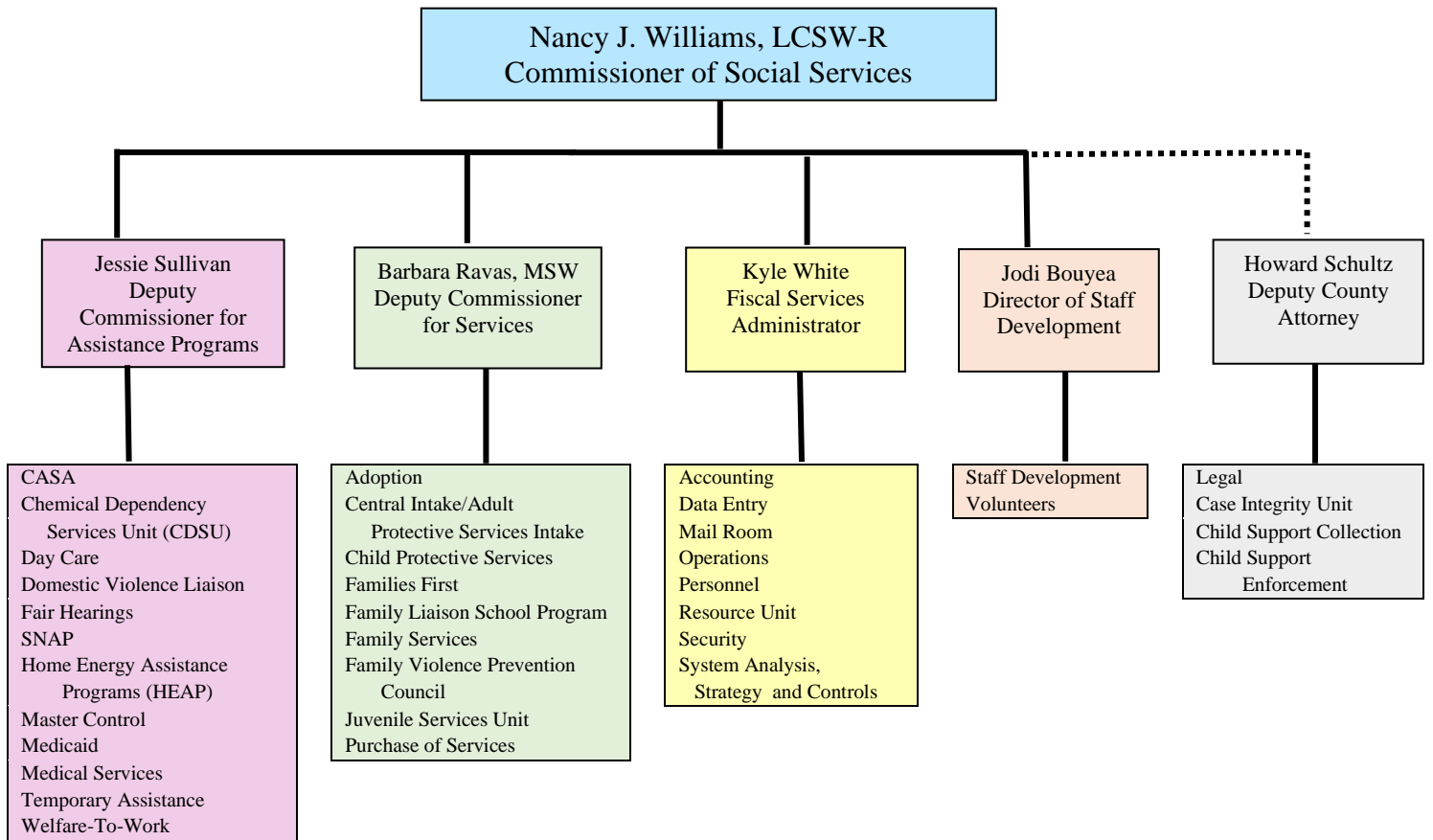
The *DSS Legal* initiated Family Court proceedings that protected 162 children from abuse and neglect and recovered over 4 million dollars in Child Support and Lien Recoveries in 2021. In addition, in collaboration with the *Family Services Unit* and *Adult Services Unit*, they were successful in freeing up 44 foster care children for adoption and approving 18 individuals for guardianship.

The Broome DSS Staff Development team provided 3559 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 2021. 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.

Once again, Broome County DSS met the continuing challenges of the ongoing Pandemic to ensure that services were provided to our most vulnerable community members.

Organizational Chart



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

Child Welfare Workers Recognized



Celebrated in September each year, Child Welfare Worker Appreciation week recognizes Child Welfare professionals for their work in helping to keep families together and children safe from neglect and abuse. Broome County is proud to have participated in this week by acknowledging workers both at the office and at an event held at Otsiningo Park on September 16th.

The weather was beautiful, and the air was full of gratitude for our Child Welfare workforce. Present at the event were Edward Hickey (Representative for Congresswoman Claudia Tenney) and Deputy County Executive Colleen Wagner. Both recognized and thanked our Child Welfare workforce for the difficult jobs they do day in and day out and acknowledged the challenges of their work during the pandemic. Commissioner Nancy Williams also spoke and gave her thanks to our staff.

In addition, New York State Senator Fred Akshar, New York State Assemblywoman Donna Lupardo, and New York State Assemblyman Joseph Angelino all sent citations declaring September 16th Child Welfare Worker Appreciation Day.



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

Nadya Kotik
Meaghan Litchko
Alana Serevetas
Kelsey Giordami
Paula Ponte
Christine Delaney
Lawrence Hardy
Tracey Horsford
Anne Loughridge
Megan Miller
Jessica Saunders

10 years

Linda Bauman
Michelle Kemmerer
Coleen Griswold
Heather Miller
Kristin Ramey

15 years

Nancy McSorley-Funk
Cynthia Cortright
Jo-an Morrison
Cheryl Fisher
Tracy Cooper
Nimisha Patel
Collen Collison
Deborah Eaton

30 years

Colleen O'Neil
Mohamad Jalil
Teresa Swartz

20 years

Jenn Moses
Robin Peterson
Julie Powell
Ruth Roberts
Melissa Falvey
Kelly Laskowsky
Kathy Clark
Teresa Lateer
Sandra Denmon
Cynthia Gable
Kathryn Medinosky
Rhonda Hawley
April Nichols
Anita Black

25 years

Jodi Bouyea
Anita Stocking
Karen Paden
Shelley Reed-Devita
Jessica White
Jennifer Zimmerman
Joseph Collins
Daniel Morgan

35 years

Dawn Devita
Bill Myers

40 years

George Kurbaba

Employee of the Month



January 2021
Samantha Scott



February 2021
Clark Stanton



March 2021
Meghan Litchko



April 2021
Mark McGrath



May 2021
Lori Morris



June 2021
Tim Kiley



July 2021
David Sullivan



August 2021
Jessica White



September 2021
Katie Graham



October 2021
Heidi Mikeska



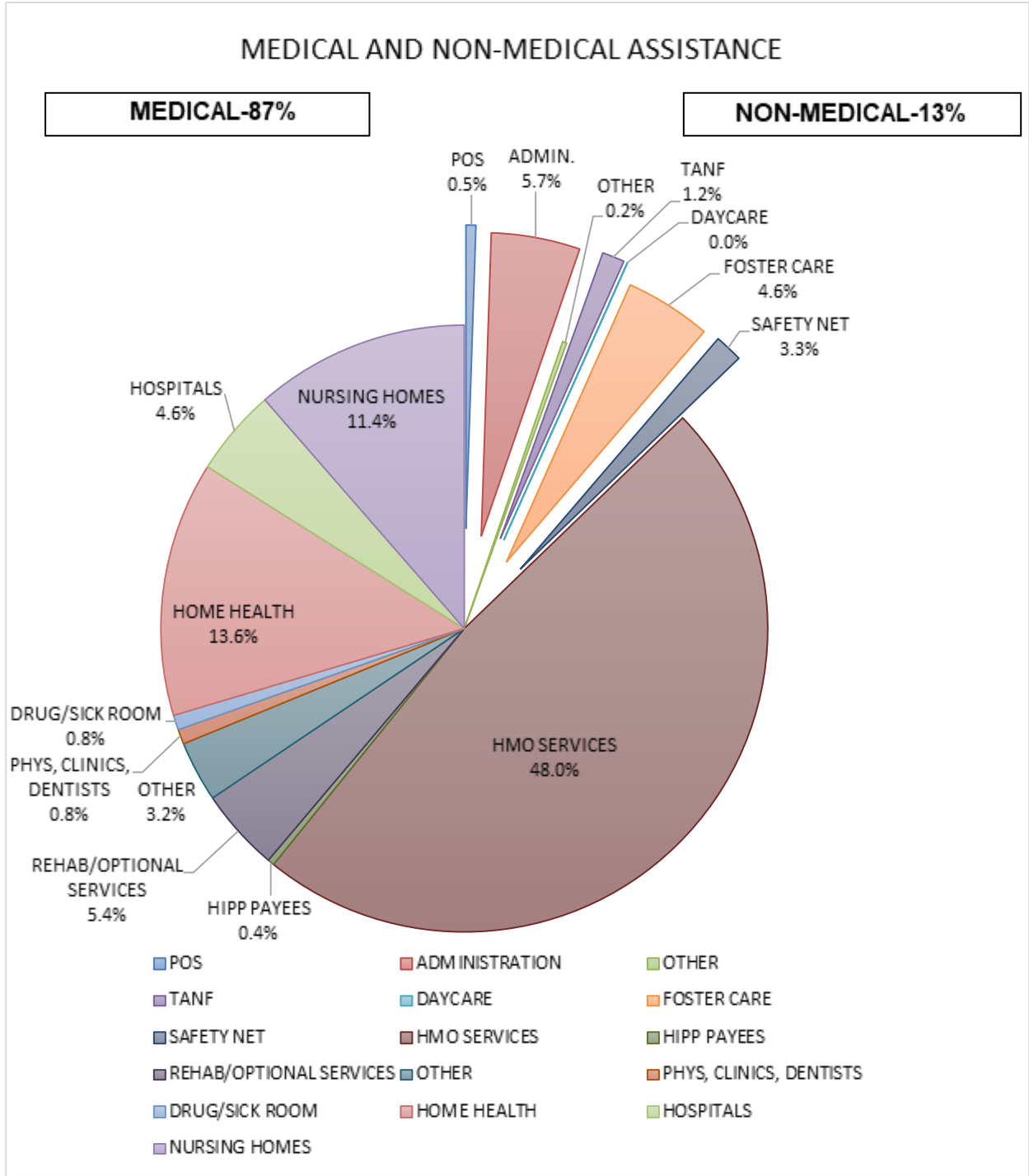
November 2021
Natasha D'Oliveira



December 2021
Amanda Bamberg

2021 BUDGET EXPENDITURES

How \$534,626,021 (Federal, State and Local Shares) was spent for Department Programs in 2021.



EXPENDITURES BY PROGRAM

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

	2020	2021
TANF	906	798
SAFETY NET	1,309	1,182
MA & MA SSI & MAFC, NH	18,079	19,012
SNAP (formerly Food Stamps)	14,766	15,068
NURSING HOMES	1,012	933
PSA CASES	421	585
CHILDREN IN FOSTER CARE	294	299
CHILDREN IN DAY CARE	883	1,221

PROGRAM ACTIVITIES Cumulative for year

	2020	2021
REPORTS OF ABUSE AND NEGLECT	3,986	3935
ENTRIES TO EMPLOYMENT	329	310
SANCTIONS	240	134

EXPENDITURES BY PROGRAM

PROGRAMS	2020	2021
Medical Assistance Program	\$34,997,159	\$30,572,729
Temporary Aid to Needy Families	\$7,583,053	\$6,360,192
Administration	\$24,092,714	\$25,293,402
Foster Care	\$23,092,714	\$23,927,209
Safety Net	\$9,958,680	\$8,005,430
Purchase of Services	\$2,754,722	\$2,808,343
TANF Day Care	\$154,023	\$81,400
Burials	\$393,930	\$398,694
Emergency Aid to Adults	\$225,644	\$120,310
RepPayee/PSA	\$692,695	\$667,695
Non-Secure Detention	\$721,984	\$690,708
Totals	\$105,272,430	\$98,926,112

REVENUES

	2020	2021
Repayments	\$4,303,035	\$3,545,381
Revenues – Federal/State	\$40,853,994	\$43,906,512
Net Cost to County	\$60,115,400	\$51,474,219

Assistance Programs

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

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

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

TEMPORARY ASSISTANCE

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

Temporary Assistance Caseload (as of 12/31):

	2020	2021
All Categories	2,217	1,980

Applications: Family Assistance, Safety Net and Emergency Programs:

	2020	2021
Received:	9,402	9,153
Approved:	2,874	2,714
Denied and Withdrawn:	4,268	4,054
Other (open/close, reopened, reactivated):	3,629	4,086

Income Maintenance Activity:

	2020	2021
Walk-ins	985	661
Recertifications	2,576	2,005
Cases Closed	3,494	3,499
Case Changes	27,441	30,204
Front Desk Contacts	70,127	52,376

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	2020	2021
Called	598	511
Held	182	151
Affirmed	225	184
Reversed	50	54
Decision correct when made (New information provided)	24	18
Withdrawn	165	57
Defaults	188	201

MEDICAL ASSISTANCE (MEDICAID)

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

The NYS Department of Health began the Takeover of Administration of the Medicaid program in 2011. Also, occurring simultaneously is the implementation of the Affordable Care Act which includes an increase in the income level for Medicaid eligibility to 138% of the federal poverty level, 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)	2020	2021
MA Only	10,612	11,086
MA-SSI	7,467	7,340
TOTAL	18,079	18,426

Applications- MA only and MA SSI	2020	2021
Received	3,950	3,204
Approved/Reopened*	6,423	5,078

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

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

SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP)

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

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

Caseload (as of 12/31)	2020	2021
Temporary Assistance SNAP	1,780	1,980
SNAP Only (Non-Temporary Assistance households)	14,766	15,068
TOTALS:	16,546	17,048

Applications (NPA)	2020	2021
Received	11,009	10,393
Approved/Opened	9,729	8,739

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.

1610 approvals (18.42%) 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.

	2018-2019	2019-2020	2020-2021
Administrative Allocation	\$656,370	\$663,400	1,578,562
Total County Allocation	\$656,370	\$663,400	1,578,562

	2018-2019	2019-2020	2020-2021
Public Assistance /SNAP Households	13,523	12,925	11,357
Non-Public Assistance Households	3,725	4,117	4,861
Emergency Payments	3,404	3,596	2,831
Furnace Repair/Replacement	102	93	24
Clean & Tune		84	134
Cooling		187	166

DAYCARE

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

Caseload (average per month)

	2020	2021
Families Receiving Daycare Services	601	577
Children Receiving Daycare Services	1,016	1,173

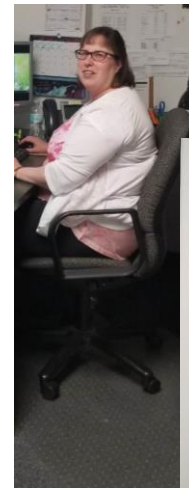


WELFARE-TO-WORK

The Welfare-to-Work Unit (WTW) is made up of the Employment Unit, Disability/Employability Review Team (DERT) and the Chemical Dependency Services Unit (CDSU). All three units work with applicants and 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.

Welfare to Work Caseload (mthly avg)	2020	2021
TANF	617	389
TANF exempt*	327 (53%)	235 (60%)
Safety Net	1,106	859
SN exempt*	907 (82%)	682 (79%)
Total caseload	1,723	1,248
Total exempt*	72%	73%

*exempt status – claiming or documented unable to work



2021 Employment Unit Highlights:

TANF/Safety Net Recipients	2020	2021
Entries to Employment	329	310
Welfare Grant Savings	\$563,089	\$528,475

	2020	2021
Total Grant Savings <i>(Entries to Employment and Sanctions)</i>	\$642,384	\$573,859



2021 Disability/Employability Review Team Highlights:

	2020	2021
Number Awarded SSI	208	180
Interim Assistance paid to client returned to DSS	\$820,227.22	\$742,455.68

CHEMICAL DEPENDENCY SERVICES UNIT

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

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

CDSU 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.

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

2021 CDSU highlights

CDSU (mthly avg)	TANF 2020	TANF 2021	Safety Net 2020	Safety Net 2021
Assessments	4	14	89	94
Case Management Cases	41	23	345	223

TEMPORARY ASSISTANCE SERVICES SCREENING UNIT

The Temporary Assistance Services Unit is comprised of staff that performs a variety of services, which are either mandated or supportive of the Agency goals and responsibilities. The Unit is responsible to assist Temporary Assistance applicants faced with crisis situations, most often homelessness and lack of adequate heat, but can also include transportation, domestic violence and youth services issues.

Emergency Assistance and Crisis Management	2020	2021
Number of cases screened	4,126	6,960
Number of cases approved for emergency assistance (housing issues/fuel/utility shutoffs)	3,664	3,468

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.

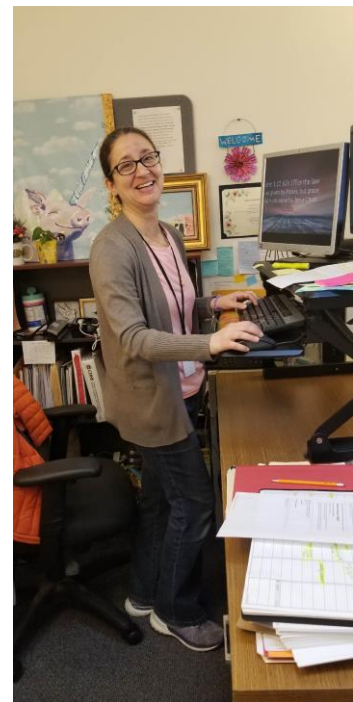
	2020	2021
*Personal Care Service hours	110,858	79,335
Cost of Service	\$2,296,439	1,515,088
Adult Foster Care Clients	39	32

* 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.

	2020	2021
Cases reviewed for Aid to Disabled Category	43	20
Cases eligible for Aid to Disabled Category	46	28
Cases approved for SSI/SSD	208	180



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	2020 Year to Date Enrollment	2021 Year to Date Enrollment
CDPHP	399	393
Fidelis	3,211	2,937
Excellus	6,782	6,192
UHC	917	901
Molina		114
TOTAL	11,309	10,537

*Does not include HARP

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	2020 Year to Date Enrollment	2021 Year to Date Enrollment
Fidelis Care at Home	255	230
I Circle	229	217
VNA Homecare	46	70
TOTALS	530	557

CASA

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

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

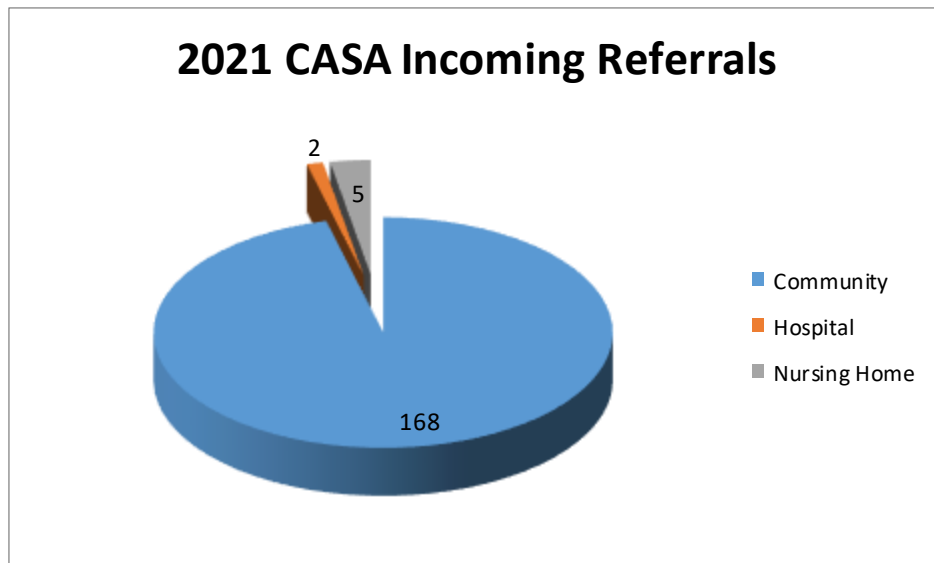
As the Medicaid Redesign Team initiatives continue, most of the PCA and CDPAP Level II clients have transitioned to a Managed Long-Term Care Program. CASA nurses continue to case manage Level I clients as well as the PCA/CDPAP services for clients enrolled in one of the Medicaid Waiver programs.

CASA remains an experienced, trusted presence in Broome County. CASA nurses complete the UAS-NY assessments for their clients as required as well as the annual assessments for the Nursing Home Transition & Diversion (NHTD) and Traumatic Brain Injury (TBI) waiver programs. All routine reassessments were resumed in July 2021, after the suspension of such assessments in March 2020 due to the COVID-19 pandemic.

CASA nurses are certified to complete the PRI and Screen for Nursing Home Placement. Throughout the pandemic, CASA continued to make some home visits to complete these assessments as required for placement.

2021 CASA End-of-Year Caseload Report

	2020	2021
Traditional Personal Care Aide Program	64	48
Shared Aide Program	13	9
Consumer Directed Personal Assistance Program	108	108
Foster Family Care Program	27	27
Nursing Home to Community Program	2	2
Nursing Home Transition & Diversion Waiver Program	6	4
Children's Waiver Program	8	11
Private Duty Nursing Program	16	14
Home and Community Based Waiver Program	100	92
Traumatic Brain Injury Waiver Program	5	7
CASA Case Management Only	66	49



2021 - CASA Clients Transitioned to Managed Care (MCO or MLTC)

Managed Company	Client Numbers
Fidelis MLTC	2
I-Circle MLTC	5
Nascentia MLTC	8
Excellus MCO	2
Fidelis MCO	2
UHC MCO	1
TOTAL	20

PCA	8
Shared Aide	1
CDPAP	3
Case Management	8
TOTAL	20

Broome County CASA 2021 Visits Made by Staff

Initial Visits	132
Reassessment Visits	314
Annual Visits	5
Community Follow-up Visits	679*
Hospital Follow-up Visits	242-mostly remote
Nursing Home Follow-up Visits	193-mostly remote
Total	1565

*Routine reassessments resumed in July 2021. While reassessment visits were suspended, nurses were required to follow up with clients and extend Prior Approvals every 90 days. These authorization extensions were done remotely and considered a Community Follow-up Visit.



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 2021 included:

- Answered 1,742 Intake line calls.
- Received and logged in 585 Adult Protective Service referrals.
- Assigned 199 referrals for Assessments.
- Assigned 54 Central Intake calls (7 CI Preventive referrals, 7 ICPCs, 35 Home Study investigations and 0 Runaway Homeless Youth referrals).
- Broome County filed 2 guardianship petitions. The petitions were accepted.
- Broome County DSS Commissioner was appointed guardian for 9 new individuals.
- The Broome County DSS Commissioner served as guardian for 42 individuals.
- In addition to the Intake Line calls the APS/CI Unit received and made 7,093 phone calls, reviewed 34,527 records and participated in 26 case consultations.

	2020	2021
Central Intake Referrals Assigned	52	54

	2020	2021
PSA Referrals	421	585
PSA Intake		
Adult Abuse	48	65
Self-Neglect	120	148
Chronic MI Untreated	100	131
Guardianships	41	42

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 2021 included:

- Served 59 families including 124 children at risk of placement.
 - Anger Management for Parents classes were held once last year with 20 people graduating.
 - Achieved a Satisfaction rating of 97.7% **from families enrolled in the program (based on 30 completed surveys) I negative review the family was satisfied with the worker but angry with the agency response to their crisis.
 - Achieved a 98.3% prevention of placement rate for families served in 2021 (122 of 124 children).
 - Achieved an overall prevention of placement rate of 97.9% for families based on follow-ups at 3-month, 6-month, and 12-month and 24-month post closure. (486/502). *
- * 7 of the children placed were at the recommendation of Families First. One of the children placed was due to case closing as Father was hospitalized in a Mental Health facility. One child was placed after a failed reunification due to child committing several felony crimes. Two were in placement with relatives at the start of the case and remained there. Two were placed at FF recommendation.
- * The unit was functioning at below optimal staff numbers, for over 7 months.

	2019	2020	2021
Number of Families Served	77	58	59

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 2021 included:

- There were **160** calls from individuals interested in obtaining information pertaining to PINS Diversion eligibility and services
- **132** PINS diversion referrals were received including: **108** by parents and **24** by schools
- **33** Individuals attended the PINS Diversion Orientation for Parents/Guardians.
- **34** Cases were withdrawn or diverted from going to Court including: **32** 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
- **41** PINS Diversion referrals were assigned
- **43** children were served in PINS Diversion Services (32 serviced Pre-PINS-not included in #)

PINS Diversion Referrals Assigned:

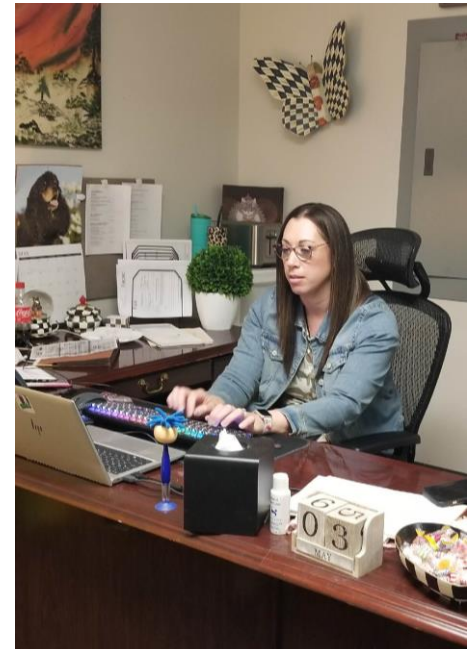
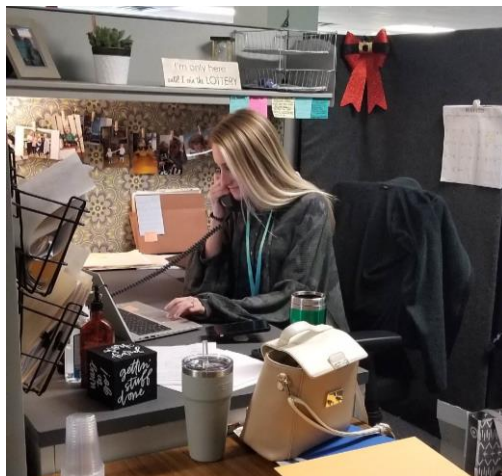
2016	2017	2018	2019	2020	2021
107	107	98	66	23	41

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:

	2020	2021
Children Placed - all levels of care	119	126
Children discharged - all levels of care	125	152
Children freed for adoption	7	38
Children in pre-adoptive homes	12	28
Adoptions finalized	17	12
Children in foster homes (12/31)	244	254
Children in institutions (12/31)	22	14
Children in group homes (12/31)	28	30
Children in all levels of care	294	299





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:

	2019	2020	2021
Abuse Reports	76	198	216
Neglect Reports	4,392	3,788	3773
TOTAL	4,468	3,986	3989
Sexual Abuse Reports	72	117	205
New Family Court Petitions	109	64	88
1034 Investigations	138	102	430
Assist Other Counties in SCR Investigations	429	395	437

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 age 11-18, younger siblings of referred adolescents often become part of the intervention process. Interventions range from, on average from 8-12 one-hour sessions for mild cases and up to 30 sessions of direct service for more difficult situations.

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

Behavioral Health Clinician

The Behavioral Health Clinician's primary duties are to assist Broome County Department of Social Services Child Protective Services and Preventive case workers in cases where maternal substance abuse has been identified. The Behavioral Health Clinician works with case workers in cases where substance abuse is suspected by providing training and consultation, accompanying staff on home visits, administering screenings and brief interventions, making referrals, and assisting with the completion of the Plan of Safe Care.

Children's Home Preventive Services Program (CHPS)

CHPS provides family focused and child-centered preventive services to families of children at risk of foster care placement due to abuse or neglect. Intensive and comprehensive services are provided to improve parent-child interaction, promote self-sufficiency, mitigate risk and safety concerns, and preserve the family unit.

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.

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

Detention Alternative After-School Program (DAASP)**

The DAASP is an intensive after school program that works with Persons In Need of Supervision (PINS) and Juvenile Delinquents (JD) who have either had an initial appearance before Family Court, have been adjudicated, or at risk of placement. The program is designed to give the Courts an alternative to detention placement. DAASP provides structured components which include educational curricula, life and self-esteem skill building, self-discipline skill development and creative expression opportunities. The program also includes community service projects and volunteer opportunities.

**This program was dissolved as of 09/30/2021 and was repurposed into a new Juvenile Justice Youth Alternatives Program.*

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

Domestic Violence and Child Abuse Project

This service provides a part-time Domestic Violence Advocate (DVA) to DSS. The DVA is available as a consultant to assist CPS investigators and preventive services staff in planning safety interventions for children and adult victims in homes where domestic violence occurs. The DVA will accompany CPS caseworkers for in-home visits and acts as a liaison between CPS and domestic violence staff. This program served an average of 45 unique individuals per quarter.

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 2021	2021 Amount
Functional Family Therapy (FFT)	Catholic Charities of Broome County	82	\$324,346
Protective Services for Adults (PSA)	Catholic Charities of Broome County	383	\$569,885
Representative Payee	Catholic Charities of Broome County	209	\$97,810
Sharing Hope and Inspiring New Energy (SHINE)	Catholic Charities of Broome County	37	\$156,919
Behavioral Health Clinician	Children's Home of Wyoming Conference	23	\$70,000
Children's Home Preventive Services Program (CHPS)	Children's Home of Wyoming Conference	124	\$497,774
Therapeutic After-School Program (TASP)	Children's Home of Wyoming Conference	72	\$624,523
Child Advocacy Center (CAC)	Crime Victim's Assistance Center	307	\$15,679
The Journey Project	Family Counseling Services	101	\$378,000
Detention Alternative After-School Program (DAASP)	Lourdes	8	\$201,500
Parents and Children Together (ImPACT)	Lourdes	75	\$186,534
Permanency Support Services	Mothers and Babies Perinatal Network	317	\$60,000
Domestic Violence and Child Abuse Project	Rise	180	\$25,000
Non-Residential Services for Victims of Domestic Violence	Rise	397	\$86,739
	YWCA	8	\$131,579
Elder Abuse Outreach	Broome County Office for Aging	1287	\$112,624
Total		3,610	\$3,538,912

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 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 2021, there were 100 foster care eligibility determinations for 142 children compared to 116 in 2020; of these, 69 were Title IV-E determinations, as compared to 80 Title IV-E determinations in 2021.

Additionally, the Services Systems Unit opened 149 Services cases in 2021 and 180 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.



	2020	2021
Services Systems Transactions	22,949	22,949

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.

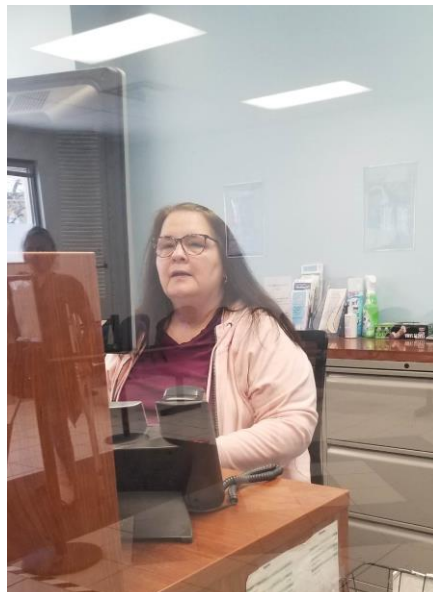
	2020	2021
Authorizations	229,785	291,837

MASTER CONTROL

Master Control is the record custodian for active, auxiliary, and closed Temporary Assistance, SNAP, and Medical Assistance Cases. All new case numbers are processed in this unit. Staff was responsible for the finger imaging of all mandated Temporary Assistance Programs' applicants and recipients. Effective January 15th, 2020, Finger Imaging was no longer required, and March 2020 was the last month finger imaging was performed. Other duties include staffing the reception desk, issuing benefit cards (averaging 146 per month). In November of 2019 we implemented procedure changes which allow issuance of temporary cards only when emergency SNAP benefits are issued or other regulatorily allowed instances, such as in an emergency. Master Control houses two (2) document scanning stations, one staffed fulltime and the other as staffing allows.

Requisitioning, distributing, recycling and inventory control of office supplies for staff also fall under the responsibility of Master Control. State forms and publications are ordered and distributed by this unit, and it is also their responsibility to ensure the agency's waiting area has the correct notices posted in order to remain in compliance with New York State's regulations.

	2020	2021
Case Numbers Issued	3,345	3,303
Clients Finger Imaged (TA)	1,113	0
Contact Center Calls Handled	125,025	96,968



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 2020 were:

Court Appearances

	2020	2021
Child Welfare	1,423	1753
Child Support	1,739	1609
Total	3,162	3362

Monetary Recoveries

	2020	2021
Child Support Recoveries*	\$3,371,585.90	\$2,320,266.54
Lien Recoveries (Estates, Injury Claims, Overpayments, MA Real Property, Mortgages)	\$1,067,809.36	\$ 1,838,237.47
Total Monetary Recoveries	\$4,439,395.26	\$4,158,504.01

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

Child Welfare

	2020	2021
Child Abuse/Neglect New Children Receiving Protection	102	162
Foster Children Having Legal Proceedings Commenced to Free for Adoption	14	44

Protective Services for Adults

	2020	2021
Guardianships	8	18

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	2020	2021
Family Assistance	\$2,207,169.49	1,476,104.80
Other (Safety Net Assistance, Child Welfare Medical, etc.)	\$1,164,416.41	844,161.74
Total Social Services Collections	\$3,371,585.90	2,320,266.54
Total General Public Collections	\$15,705,339.71	14,467,726.15
Total Automated Support Collection Unit Collections	\$19,076,925.61	16,787,992.69
Federal Incentive on Aid to Dependent Children Support Payments*	\$175,905.00**	209,976.00***
Tax Offset (Federal and NYS)	\$3,132,002.22	1,319,973.16

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

** \$86,796 Adjust in January 2020 for FFY18

*** \$117,884 Adjustment 2021 FFY19



	2020	2021
Paternity Established by Court Order	47	25
Agency Acknowledgments	0	0

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.

	2020	2021
Authorizations	71,286	99,910
Checks	27,810	21,811
Electronic Benefits	51,333	45,715

	2020	2021
Repayments Processed	3,953	3,503
Value of Repayments	\$7,010,577	\$6,830,065

MAINTENANCE OF CLAIMS*	Public Assistance		SNAP	
	2020	2021	2019	2021
Year				
Number of Claims	12,668	12,815	1,026	964
Value of Claims	\$10,696,164	\$11,075,236	\$1,067,166	\$1,056,571

*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.

	2020	2021
Number of Retro SSI Claims	208	176
Amount of Reimbursement Received	\$708,310	\$674,540

RESOURCE UNIT/THIRD PARTY

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

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

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

	2020	2021
Number of burials arranged	222 (Cost \$393,950)	203 (Cost \$398,694)
Number of rental inspections	28	5

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.

	2020	2021
TPHI offset Medicaid	\$47,765,482	\$53,588,432

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.



	2020	2021
Personnel Data Records	534	310
Position Change Request	70	28

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.

	2020	2021
Cars in Agency Fleet	27	27
Average Operational Fleet Size	24.8	26.2
Miles Traveled	167,655	189,028
Pieces of Mail Processed	166,927	151,755

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.

	2020	2021
Employees in Degree Programs	5	5

A training sampler for 2021 included:

- *Stress Management*
- *Dealing with Difficult Customers During COVID-19*
- *End the Silence w/Youth Mental Health and Suicide Prevention Center*
- *Youth Mental Health First Aid Training*
- *Human Trafficking: Look Beneath the Surface*

	2020	2021
Units of Job Specific Training (all program areas)	3,965	3,559

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.

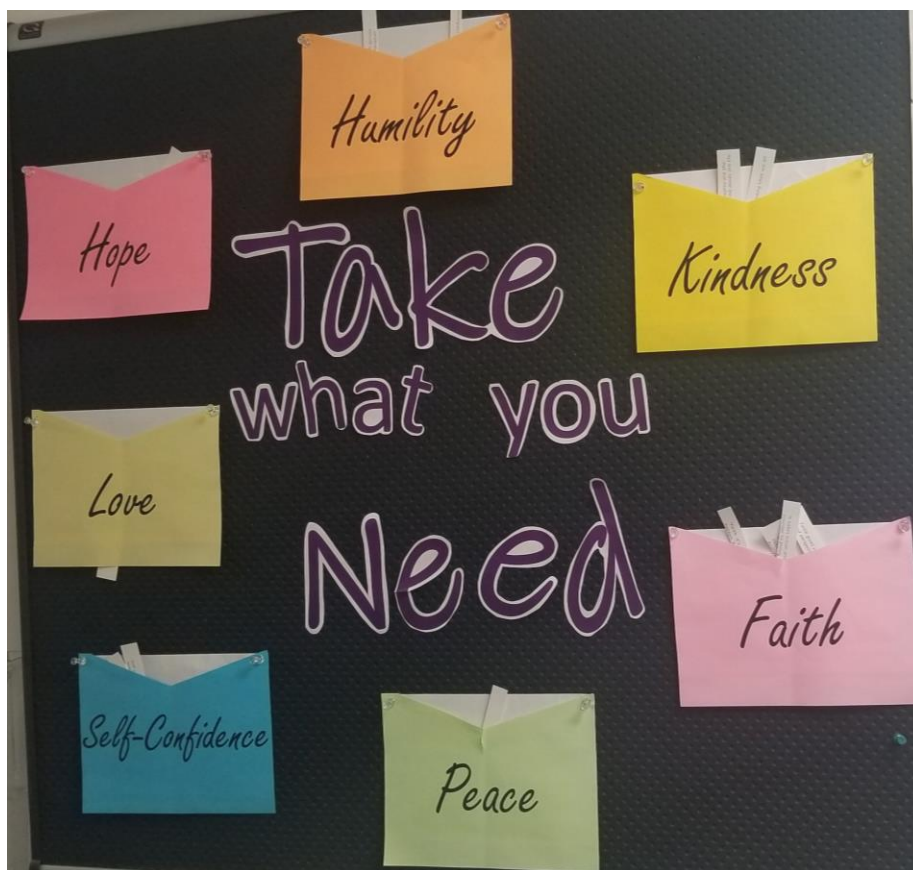
	2020	2021
Number of Volunteers / Interns	329	265
Hours of Service	8451	7027
Value of Donated Goods	\$22,276.92	\$9540

Volunteers and interns had a positive impact on the organization in 2021. 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 2021. The interns and volunteers for the VITA filed 605 income tax returns for families and individuals whose household income was under \$66,000. This income tax site brought over \$870,956 in Federal refunds and over \$142,125 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 2021. This year 21 youngsters were able to benefit from campership funds. SUNY Kids resumed in 2021 after an agreement was reached with the bus service provider and Broome County. The SUNY Kids program provided weekly local cultural excursions for children in Broome County. The Holiday Wish Program was able to provide gifts to 205 children and adults; and one child received gifts from the Birthday Buddy Program. The Agency also hosted a successful back to school supply drive. The Agency was able to host a Community Services Fair in 2021. This fair allowed organizations in the community to come into the Agency and provide information to the DSS workers about the services they provide.

The Volunteer's office assisted with the Emergency Rental Assistance Program by helping tenants and landlords apply for the program and upload documentation needed.



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	2021 GRANT AMOUNT
Adult Protective Services COVID-19	\$21,408
Binghamton University Bachelor Program	\$27,520
Broome Community College Associate Degree Program	\$14,692
Child Care and Development Block Grant (CCDBG)	\$3,696,598
Child Abuse or Neglect Prevention & Treatment (CAPTA/CARA)	\$66,897
CARES Emergency Solutions Grant	\$715,570
CARES HEAP	(\$10,676)
Expansion of Child Care Assistance Program (ECCAP)	\$237,981
Families First Transition Grant	\$28,545
Flexible Funds for Family Services (FFFS)	\$373,911
Home Energy Assistance Program (HEAP)*	\$933,927
HEAP ARPA	\$33,104
Homeless Code Blue	\$256,054
Homeless Services Plan	\$3,440
Medicaid Technologies Improvement Grant	\$3,492,841
Redlich Horowitz Foundation Program	\$35,020
Safe Harbor	\$32,763
School District Outstation Caseworker (SDOC)	\$483,182
SNAP Employment & Training	\$26,156
Summer Youth Employment Program	\$417,858
TOTAL	\$10,886,791

*An additional \$9,952,476 was paid by New York State on behalf of Broome County.