

# Broome County Department of Social Services

## ANNUAL REPORT - 2007

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# **AGENCY VISION**

**Our vision is 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 contributions of our staff and the participation of our community. This vision shall be achieved through a culture which encourages continuous improvement.**

# Broome County Department of Social Services 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.

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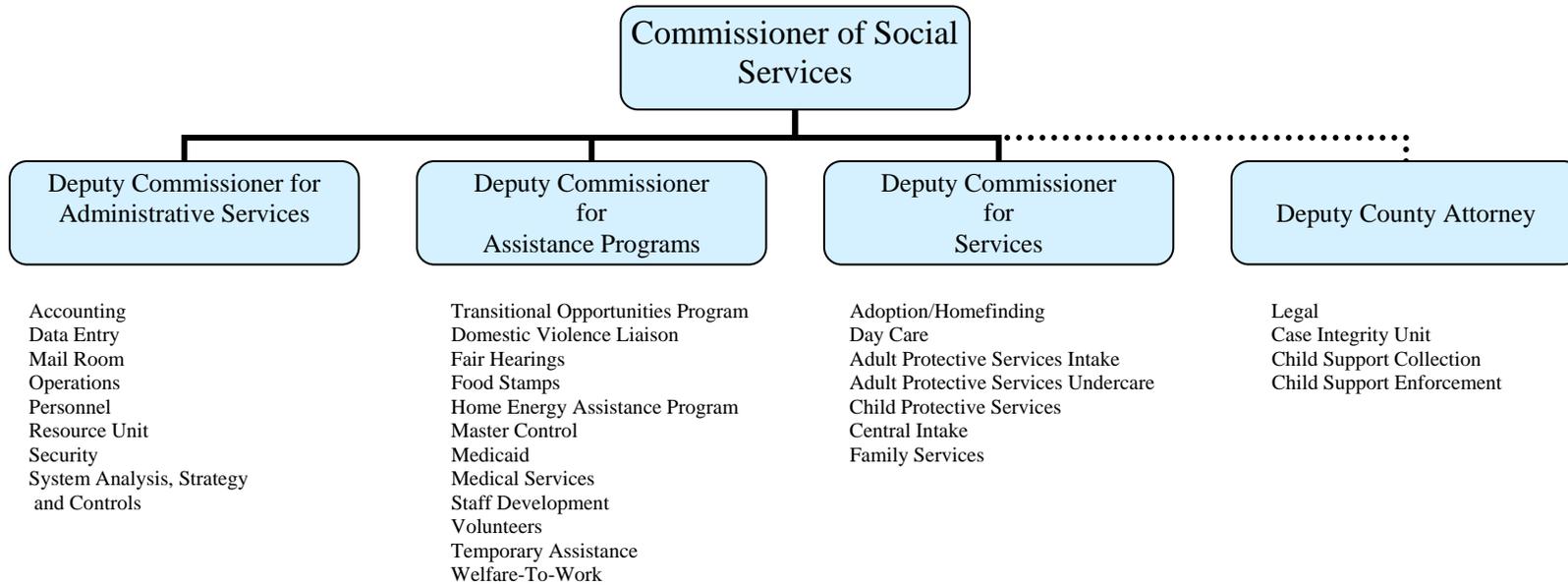
## 2007 ACCOMPLISHMENTS

### THE DEPARTMENT OF SOCIAL SERVICES

- In the beginning of 2007-2008 State Budget process, NYS Office of Child and Family Services (OCFS) cut \$1.1 million dollars in Day Care funding to Broome County. This would have had the devastating result of over 100 families losing subsidized day care that assisted them to keep their jobs. The Broome County DSS Commissioner was successful in having all of this funding restored!
- Medicaid Provider Fraud Demonstration Project – As one of 13 counties participating in this NY State sponsored project, Broome has successfully obtained NY State's approval of its necessary software and vendor agreements to commence with this project. During 2008 Broome will request State approval to audit local Medicaid providers. Through these audits the public will be assured their Medicaid tax dollars are being properly spent.
- Our Document Imaging Project continues toward completion. In 2007 Assistance Programs were able to shred over 8.5 TONS of paper documents that have been digitized. This is the beginning of our paper destruction as we move forward with Imaging. They were also able to remove 37 file cabinets from the work areas. The Family Services Programs completed a scanning project of over 150,000 active family court documents in Services and developed a system for scanning incoming court documents. The funding for this project came through the Department receiving a Sarah Grant from NY State Archives.
- The Department kicked off a Cultural Competency Improvement Initiative for DSS in June 2007. A Cultural Competency Committee was created at DSS and planning took place throughout the fall. The Committee members will work to ensure that diversity training is available to all employees. The Cultural Competency Improvement Initiative will include trainings/workshops, policy review and changes, expectations for all staff, selecting assessment tools, getting consumer input, and marketing the plan throughout DSS.
- Child Protective Services Investigated and Determined a total of 2776 reports of child abuse and/or maltreatment. The 2776 reports involved 6081 children. The Child Protective Division ranked 1<sup>st</sup> throughout the year, among counties with over 200 open investigations, for the least amount of overdue determinations at the end of each month.
- The Department dedicated two caseworker staff to the PINS/JD population. The project works to get children placed in residential reunited with their families sooner. So far the project is delivering the results expected. At the end of 2006 there were 94 children in institutional levels of care; at the end of 2007 there were 61. Children in the program are generally discharged from care within 12 months.

- The Department provided day care subsidies to a total of 2011 families with 3419 total children.
- Nineteen children had their adoptions finalized. Many of these children were older and difficult to place. They now have been discharged from care and are living with their permanent family.
- Broome County DSS was awarded a Food Stamp Improved Program Access grant for the second year in a row by the NYS Office of Temporary & Disability Assistance (OTDA).
- Broome County DSS was also awarded an Intensive Case Services grant for Non-Compliant Families by NYS OTDA for the second year. This grant is given to provide resources for intensive case management of individuals who have not complied with Welfare to Work programs to try to get them engaged in activities that lead to work.
- The Welfare to Work Program staff placed 794 individuals (both Safety Net and TANF) in jobs.
- A total of 173 cases were reviewed and approved for welfare fraud prosecution by Case Integrity Unit staff, DSS staff, and Deputy County Attorney.
- Implemented the “Focus on Values”, a DSS initiative to increase recognition for staff that go the extra mile in representing the agency’s values.
- Security remains a top priority at DSS.
  - All visitors to DSS are required to enter the front of the building to be processed by security and go through a metal detector.
  - The panic alarm system was upgraded. Range extenders were installed and obsolete units were replaced.
  - Additional security monitoring equipment was upgraded and installed. Areas included additional video cameras and new upgraded color cameras as well as the replacement of monitoring equipment.
  - Quarterly Defibrillator drills with Security began in 2007. The latest drill recorded a response time of 35 seconds.
  - All DSS Employees attended the Violence in the Workplace Training.

# Department of Social Services



**BROOME COUNTY DEPARTMENT OF SOCIAL SERVICES  
 END OF YEAR CASELOAD REPORT  
 Caseload on December 31<sup>st</sup>**

	<b>2006</b>	<b>2007</b>
TANF	1,286	1,183
SAFETY NET	1,140	1,237
MA & MA SSI & MAFC, NH, FHPlus	17,686	17,933
FOOD STAMPS	7,533	10,228
NURSING HOMES	1,200	1,200
PSA CASES	519	488
CHILDREN IN FOSTER CARE	371	349
CHILDREN IN DAY CARE	1,728	1,751

**PROGRAM ACTIVITIES  
 Cumulative for year**

	<b>2006</b>	<b>2007</b>
REPORTS OF ABUSE AND NEGLECT	2,413	2,578
MANAGED CARE ENROLLMENT	17,412*	16,897
ENTRIES TO EMPLOYMENT	842	794
SANCTIONS	534	631

\*corrected to include FHPlus enrollments for 2006

## **EXPENDITURES BY PROGRAM**

<b>PROGRAMS</b>	<b>2006</b>	<b>2007</b>
Medical Assistance Program	\$35,344,590	\$35,669,788
Temporary Aid to Needy Families	8,167,637	8,285,482
Administration	23,405,403	24,668,775
Foster Care	18,450,052	19,682,363
Safety Net	7,244,946	7,987,998
Purchase of Services	3,761,777	4,591,207
TANF Day Care	1,032,268	899,149
Burials	365,080	404,761
Transfer to Grant for CAP	86,161	86,161
Emergency Aid to Adults	54,765	112,295
Special Needs-FTHA	9,477	4,615
Non-Secure Detention	1,066,264	952,173
<b>Totals</b>	<b>\$98,988,420</b>	<b>\$103,344,767</b>

## **REVENUES**

	<b>2006</b>	<b>2007</b>
Repayments	\$4,244,931	\$6,044,325
Revenues – Federal/State	\$44,922,935	\$44,440,170
Net Cost to County	\$49,820,554	\$52,860,272

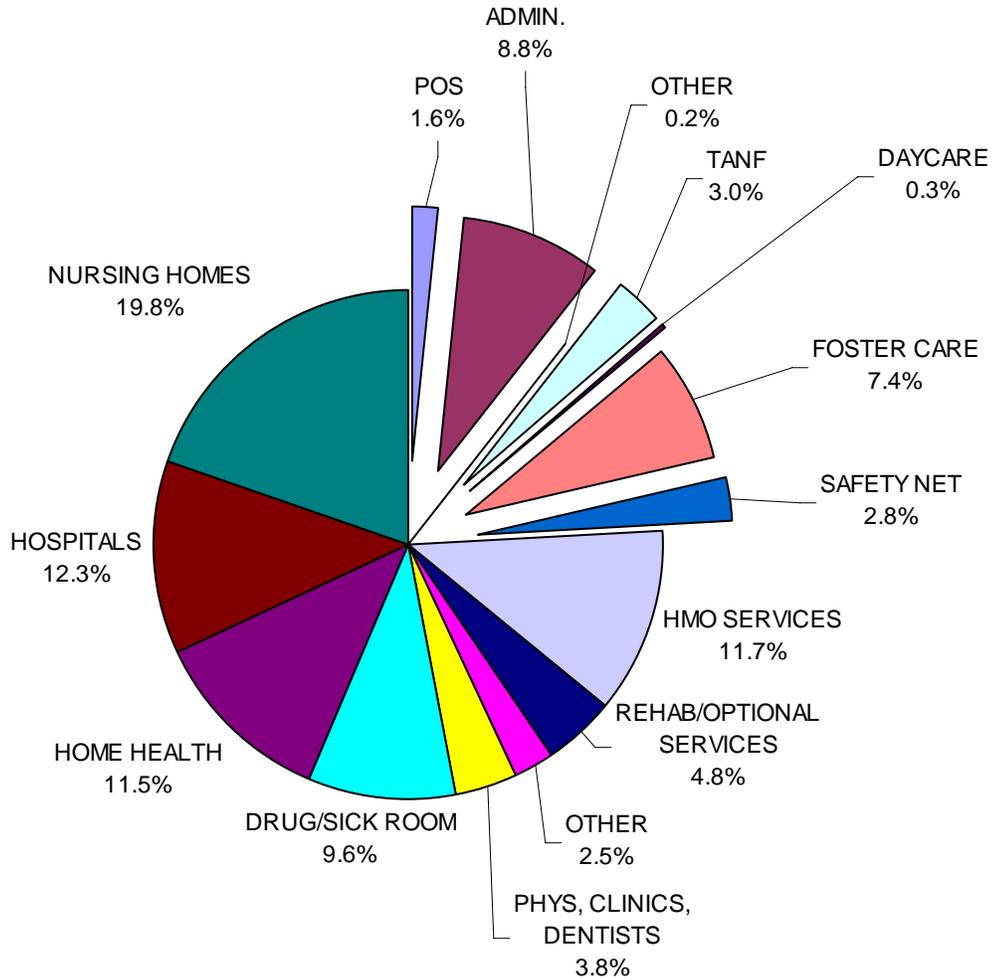
# 2007 BUDGET EXPENDITURES

How \$280,524,160 (Federal, State and Local Shares) was spent for Department Programs in 2007

## MEDICAL AND NON-MEDICAL ASSISTANCE

MEDICAL-76%

NON-MEDICAL-24%



## **ASSISTANCE PROGRAMS**

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

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

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

### **TEMPORARY ASSISTANCE**

Temporary Assistance Caseload (as of 12/31):

	<b>2006</b>	<b>2007</b>
All Categories	2,626	2,421

Applications: Family Assistance, Safety Net and Emergency Programs:

	<b>2006</b>	<b>2007</b>
Received:	8,614	9,614
Approved:	4,831	2,705
Denied and Withdrawn:	3,794	4,210
Other (open/close, reopened, reactivated):	2,823	3,157

Income Maintenance Activity:

<b>Client Contacts:</b>	<b>2006</b>	<b>2007</b>
Walk-ins	6,783	7,235
Recertifications	2,438	2,387
Cases Closed	3,463	3,664

	<b>2006</b>	<b>2007</b>
Case Changes	25,304	25,831

	<b>2006</b>	<b>2007</b>
Front Desk Contacts	135,000	154,386

Fair Hearings Activity:

<b>Fair Hearings</b>	<b>2006</b>	<b>2007</b>
Called	431	485
Held	160	126
Affirmed	225	95
Reversed	16	6
Decision correct when made (New information provided)	12	14
Withdrawn	152	85
Defaults	190	212

**MEDICAL ASSISTANCE (MEDICAID)**

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

The increasing numbers of elderly in the community and federal policy changes, which added new programs, such as guaranteed continuous coverage for children under 19, Facilitated Enrollment and Family Health Plus, continue to drive Medicaid caseload increases. The Medicaid caseload increased 1.5% from 2006 to 2007.

<b>Caseload (as of 12/31)</b>	<b>2006</b>	<b>2007</b>
MA Only	11,784	11,854
MA-SSI	5,902	6,079
TOTAL	17,686	17,933

<b>Applications- MA only and MA SSI</b>	<b>2006</b>	<b>2007</b>
Received	8,205	8,622
Approved/Reopened*	9,334	9,039

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

## **FOOD STAMPS**

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

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

Caseload (as of 12/31)

	<b>2006</b>	<b>2007</b>
Temporary Assistance Food Stamps	2,070	2,002
Food Stamps Only (Non-Temporary Assistance households)	7,533	8,226
<b>TOTALS:</b>	<b>9,603</b>	<b>10,228</b>

<b>Applications (NPA)</b>	<b>2006</b>	<b>2007</b>
Received	4,717*	4,224
Approved/Opened	6,553+	3,999

\* Includes 598 cases that applied and received disaster assistance Food Stamps as a result of the 6/06 flood.

+Includes NYSNIP (New York State Nutrition Improvement Project) cases opened by NYS for SSI recipients

### **Expedited Food Stamps**

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

During 2007 5,283 households were screened for Expedited Food Stamps. Of those screened, 2,859 or 50% were found to be eligible for this service. Some of these households also were processed for a Public Assistance program.

### **HOME ENERGY ASSISTANCE PROGRAM (HEAP)**

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

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

The 2006-2007 budget for Broome County totaled \$4,675,207. This program is 100% Federally funded.

	<b>2005-2006</b>	<b>2006-2007</b>
Administrative Allocation	\$469,614	\$452,242
Emergency Allocation	\$973,604	\$1,011,587
Non-Public Assistance County Allocation	\$1,123,004	\$1,587,776
Public Assistance	\$1,334,800	\$1,623,602
Total County Allocation	\$3,901,022	\$4,675,207

	2005-2006	2006-2007
Public Assistance /Food Stamp Households	5,788	5,789
Non-Public Assistance Households	4,889	4,165
Emergency Payments	1,881	1,292

**WELFARE-TO-WORK**

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

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

**2007 Welfare-to-Work Unit Highlights:**

TANF/Safety Net Recipients	2006	2007
Entries to Employment	842	794
Welfare Grant Savings	\$2,168,157	\$1,294,261

TANF/Safety Net Non-Compliance	2006	2007
Non Compliance Sanctions	534	631
Welfare Grant Savings	\$637,065	\$539,079

	2006	2007
Total Grant Savings (Entries to Employment and Sanctions)	\$2,805,222	\$1,833,340

<b>Welfare to Work Caseload</b>	<b>2006</b>	<b>2007</b>
TANF	814	734
TANF exempt*	260 (32%)	330 (45%)
Safety Net	1,133	891
SN exempt*	519 (46%)	544 (61%)
<b>Total caseload</b>	<b>1,947</b>	<b>1,625</b>
<b>Total exempt*</b>	<b>40%</b>	<b>54%</b>

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

### **TEMPORARY ASSISTANCE SERVICES UNIT**

The Temporary Assistance Services Unit is comprised of staff that performs a variety of services, which are either mandated or supportive of the Agency goals and responsibilities. The functions of this unit include the following: screening all Temporary Assistance and Medicaid applicants; short-term poverty-related services for Temporary Assistance recipients; housing; eviction, utility termination, and lack of food.

	<b>2006</b>	<b>2007</b>
Number of cases screened	6,044	9,672
Denied or withdrawn	2,939	4,190
Opened at screening	409	523
Referred for eligibility determination	7,490	7,859

## **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.

	<b>2006</b>	<b>2007</b>
Nursing home patients (average)	1,300	1,300
*Personal Care Service hours	212,548	206,803
Cost of Service	\$3,544,743	\$3,614,961
Adult Foster Care Clients	40	37
Care at Home Clients (as of 12/31)	15	13

\* 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.

	<b>2006</b>	<b>2007</b>
Cases reviewed for Aid to Disabled Category	325	269
Cases eligible for Aid to Disabled Category	172	174
Cases reviewed for SSI/SSD	383	397
Cases approved for SSI/SSD	235	253

## **PRENATAL CARE ASSISTANCE PROGRAM (PCAP)**

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

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

	<b>2006</b>	<b>2007</b>
PCAP Cases	1,009	985
PCAP Eligibility Determinations	1,044	1,007

## **MANAGED CARE**

Broome County Social Services implemented Mandatory Medicaid Managed Care enrollment on May 1, 1998. As of December 31, 2007 Broome's total enrollment was 13,920 which represents a 69% penetration of the eligible population. If recipients do not select a managed care plan, the State assigns one for the recipient. Each mandatory Social Service district is to maintain a minimum 20% auto-assign rate. Due to successful education and outreach efforts by the Medical Services staff, Broome DSS maintained an average auto-assignment rate of 5.7%.

<b>Plan</b>	<b>2006 Year to Date Enrollment</b>	<b>2007 Year to Date Enrollment</b>
CDPHP	1,166	745
Broome MAX	5,266	4,486
Fidelis	1,481	1,428
GHI-HMO	623	539
Excellus	5,802	6,722
<b>TOTAL</b>	<b>14,388</b>	<b>13,920</b>

## **FAMILY HEALTH PLUS**

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

<b>Plan</b>	<b>2006 Year to Date Enrollment Family Health Plus</b>	<b>2007 Year To Date Enrollment Family Health Plus</b>
CDPHP	444	252
GHI-HMO	434	253
Fidelis	326	440
Excellus	1,870	2,032
<b>TOTAL</b>	<b>3,074</b>	<b>2,977</b>

## **DENTAL CASE MANAGEMENT PROGRAM**

Broome County Department of Social Services implemented the Dental Case Management Program on April 1, 2002. The program partners with over 40 private practicing dentists to improve access to dental services for the Medicaid population. The Case Manager provides client education and follow-up as well as provider support. In 2007, 1,027 new clients were served.

# SOCIAL SERVICES

## ADULT AND FAMILY SERVICES

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

### Central Intake (Preventive Services for Families)

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

	<b>2007</b>
Intake Referrals assigned	335
PINS Diversion referrals	192

### Protective Services for Adults

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

	<b>2006</b>	<b>2007</b>
PSA Referrals	632	587
Information & Referral	712	782
Representative Payee	534	551
PSA Intake:		
Adult Abuse	127	82
Self-Neglect	453	470
Total Cases Served	1,219	1,071

## **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:

	<b>2006</b>	<b>2007</b>
Children Placed - all levels of care	185	167
Children discharged - all levels of care	148	187
Children freed for adoption	29	41
Children placed in adoptive homes	36	29
Children legally adopted	23	22
Children in foster homes (12/31)	218	219
Children in institutions (12/31)	94	72
Children in group homes (12/31)	59	58
Children in all levels of care	371	349
Number of foster homes	77	92

**DAY CARE**

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

Caseload (as of 12/31)

	<b>2006</b>	<b>2007</b>
Families Receiving Daycare Services	1,020	1,007
Children Receiving Daycare Services	1,728	1,751

**CHILD PROTECTIVE SERVICES**

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

Child Protective Services experienced a 6% increase in the number of SCR reports received in 2006. See the three-year comparison below:

	<b>2005</b>	<b>2006</b>	<b>2007</b>
Abuse Reports	182	159	200
Neglect Reports	2,185	2,254	2,378
<b>TOTAL</b>	<b>2,367</b>	<b>2,413</b>	<b>2,578*</b>
Sexual Abuse Reports	171	147	186
New Family Court Petitions	84	117	115
1034 Investigations	350	356	340
Assist Other Counties in SCR Investigations	145	153	192
Emergency Abuse/Neglect Calls	1,849	1,929	2,146

\*There were an additional 192 Secondary Reports assigned in 2007. This is a 20% increase from the previous year.

## **PURCHASE OF SERVICE PROGRAMS**

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

### **SEXUAL ABUSE TREATMENT**

The Sexual Abuse Treatment Program is a contracted service with the Family and Children's Society. This program provides assessment and treatment services to the victims and families of interfamilial child sexual abuse.

### **THERAPEUTIC AFTER-SCHOOL PROGRAM**

The Therapeutic After-School Program is a contracted service with the Children's Home of Wyoming Conference. The program provides therapeutic after-school services to youth at risk of institutional placement. The program operates on all school attendance days during the school year, 5 days per week, except for legal holidays and a two-week interruption during the summer months.

## **PARENT AIDE/HOMEMAKER SERVICES**

Parent Aide/Homemaker Services are provided through a contract with the Family and Children's Society. This service is used in family services cases where the parent needs help in learning how to manage the household tasks and/or where the parent needs assistance with a role model for the care and discipline of children. Parent Aides play a significant role helping to reduce risk in child welfare cases. Parent Aides also play a vital role in facilitating, transporting and supervising visitation for children in foster care.

## **PINS DIVERSION SERVICES**

The PINS (Person In Need of Supervision) Diversion Services are provided through the Probation Department. The purpose of this program is to divert PINS cases from Family Court and subsequent DSS custody and placement in group home and institutional care.

## **FAMILIES FIRST**

This program is provided in conjunction with the Mental Health Department. This program provides a Family Preservation approach by offering home-based crisis intervention to families at high risk of having their children placed in foster care. The program is available 24 hours a day, seven days a week and is very intensive.

## **FUNCTIONAL FAMILY THERAPY**

Functional Family Therapy (FFT) is an empirically grounded, well-documented and highly successful family intervention program for dysfunctional youth. Target populations range from at-risk preadolescents to youth with very serious problems such as conduct disorder, violent acting-out and substance abuse. While FFT targets youths aged 11-18, younger siblings of referred adolescents often become part of the intervention process. Intervention ranges from, on average, 8-12 one-hour sessions for mild cases and up to 30 sessions of direct service for more difficult situations. This is a home-based model.

## **COORDINATED CHILDREN'S SERVICE INITIATIVE**

The Coordinated Children's Service Initiative (CCSI) is an interagency initiative that supports the county in creating systems of care that respond promptly to the needs of children at risk of out-of-home care, their families and their community. The program is child centered, family focused, strength based, culturally competent and flexible enough to meet the unique needs of children and their families. CCSI incorporates three major components in to its process: Parent Partners, the wraparound process, and parent support groups.

## **NON-RESIDENTIAL SERVICES FOR VICTIMS OF DOMESTIC VIOLENCE**

This service provides information, referrals, advocacy, counseling, education and outreach services and a twenty-four hour hotline for victims of domestic violence. The program provides help with public entitlement programs, relocation and budgeting assistance, and some assistance

with household furnishings.

### **CHILD ADVOCACY CENTER (CAC)**

This program provides coordination of services: victim advocacy, crisis intervention and case management for child abuse/neglect victims and the non-offending family members. The program also educates local agencies and providers in the awareness and identification of child sexual abuse. The CAC referral process permits sharing of appropriate information regarding the disclosure, eliminating the need for the medical practitioner to conduct an added interview, and reducing further trauma to the child. Broome County is one of the few in the state to have readily accessible medical specialists for cases of child sexual abuse.

### **ELDER ABUSE OUTREACH**

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

### **LOURDES HOME VISITING**

This program provides Family Services Advocates and Fatherhood Advocates who work with families from pregnancy until the child reaches the age of five. They work with the parents to enhance the parent-child relationship, to enhance healthy childhood growth and development and to develop strong family support systems.

### **TEEN TRANSITIONAL LIVING**

The Teen Transitional Living Program is a New York State Runaway and Homeless Supportive Transitional Living Apartment Program. It provides a supportive residence for homeless/at risk youth ages 16 to 21. It is designed to provide intensive services that promote positive youth development.

### **SOS DOMESTIC VIOLENCE/CHILD ABUSE PROGRAM**

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

## PURCHASE OF SERVICE PROGRAMS

	<b>PROVIDER</b>	<b>CASES /MO.</b>	<b>AMOUNT</b>
Sexual Abuse Treatment Program	Family & Children's Society	50-60	\$509,238
Functional Family Therapy (FFT)	Catholic Social Services	55	\$339,698
Therapeutic After-School Program	Children's Home of Wyoming Conference	45	\$577,551
Parent Aide/Homemaker Services	Family & Children's Society	70-80	\$265,782
PINS Diversion	Probation Department	225	\$1,064,129
Families First	Mental Health Department	10-15	\$473,019
Non-Residential Services to Victims of Domestic Violence	SOS Shelter	80	\$85,968
Child Advocacy Center	Crime Victim's Assistance Center	10-15	\$15,557
Coordinated Children's Services Initiative (CCSI)	Catholic Charities of Broome County	10-12	\$109,814
Elder Abuse Outreach	Broome County Office for Aging	10-15	\$83,238
Lourdes Home Visiting	Lourdes	55	\$185,080
Teen Transitional Living	Catholic Social Services	10	\$80,000
SOS Shelter Domestic Violence/Child Abuse	SOS Shelter	30-35	\$25,000
<b>Total</b>	<b>All Providers</b>		<b>\$3,814,074</b>

## BUILDING BRIGHTER FUTURES FOR BROOME

Building Brighter Futures for Broome is a community partnership with the goal of providing a variety of parenting supports and services to participating families with children under the age of five. The program prevents child abuse and reduces the likelihood that children will become at risk of foster care placement. Services include: Supportive and educational services to families from pregnancy until their child reaches kindergarten. Parent educators use the research-based *Parents as Teachers “Born Ready to Learn” Curriculum* and the *Partners for a Healthy Baby Curriculum*. Building Brighter Futures advocates are skilled at linking families to other community services and agencies to assist parents in attaining the goals they have for themselves and their children. Through a partnership with Broome Community College’s Center for Infant/Toddler Caregiver Professional Development, the Building Brighter Futures parent educators extend their visits to participating childcare sites. This enables them to act as a liaison between home and the child care setting, bringing literacy activities related to the child care setting’s curriculum back to the home of participating Building Brighter Futures families.

### Building Brighter Futures For Broome

Agency/Provider	Program Name	2007 Budget Amount	Community IMPACT 2007 Persons Served
Broome County Health Department	Child Health Promotion Early Childhood Coalition	\$108,511	205 Site Visits Conducted @ 31 sites
Broome Community College	Caregiver Connection	\$203,703	19 Infant/Toddler Child Care Centers
Family Enrichment Network	Caregiver Connection	\$53,447	496 Child Care Mentoring site visits
Lourdes	PACT	\$69,078	48 Families
Binghamton City School District	PACT	\$121,011	133 Families

## **BROOME COUNTY FAMILY VIOLENCE PREVENTION COUNCIL**

The Family Violence Prevention Council is an advisory council to the Broome County Executive and the community on issues of family abuse and neglect. 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 professionals from the community that volunteer their time to work on issues of family violence. Through the work of various Council committees, the Council meets its functions of: Interagency Coordination, Community Education, Professional Education, Advocacy and Program Development. The Council is certified to provide the curriculum; NYS Identification and Reporting of Child Abuse and Neglect for Mandated Reporters. Many professionals in New York State are required to have this training. The office also has a clearinghouse for 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](http://www.gobroomecounty.com/FVPC). A copy of the Family Violence Prevention Council Annual Report 2007 can be obtained by calling the Council office at 778-2153.

## **SUPPORT SERVICES**

### **SERVICES SYSTEMS UNIT**

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

Eligibility determinations on all cases and required referrals to child support, school districts and third party health insurance are done through this unit. In 2007 there were 175 foster care eligibility determinations compared to 193 in 2006; of these, 103 were Title IV-E determinations, as compared to 107 Title IV-E determinations in 2006.

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.

	<b>2006</b>	<b>2007</b>
Services Systems Transactions	11,644	15,800

### **WELFARE MANAGEMENT SYSTEM (WMS)**

The Welfare Management System is an individually oriented Eligibility file of all persons receiving Temporary Assistance, Medical Assistance, Food Stamps, Home Energy Assistance and Social Services in New York State. It is used to manage Social Services programs across all counties in New York State.

The WMS Coordinator supervises the Data Entry Unit and oversees all computer and systems activities for the Department. This includes responsibility for maintaining and upgrading the necessary hardware and software integrating both State and County systems.

	<b>2006</b>	<b>2007</b>
Authorizations	190,507	172,164

## **MASTER CONTROL**

Master Control is the record custodian for closed Public Assistance, Medical Assistance and non-Public Assistance Food Stamps. All new case numbers are processed through Master Control. This unit checks obituaries and issues notices to appropriate units. In addition, Master Control provides various County agencies with CIN numbers and effective dates of eligibility. Also, Master Control Staff are responsible for the Finger Imaging of all Assistance Programs' applicants and recipients, averaging 755 per month, and manning the Front Desk where on an average, 650 customers are seen daily. Issuing Benefit Cards on an average of 550 per month is also the responsibility of the Staff of Master Control.

Requisitioning, distributing, recycling and inventory control of office supplies for staff also fall under the responsibility of Master Control. State forms and publications are ordered and distributed by this unit. All shipments received in this agency are signed for and routed through Master Control. Master Control also has responsibility for the Telephone Switchboard Operator. On the average day 325-350 calls could be processed through the switchboard.

	<b>2006</b>	<b>2007</b>
Case Numbers Issued	4,986	4,354
Authorizations (638) and Vouchers	215	149
Switchboard Phone Calls Received	82,068	78,694

# **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 2007 were:

### **Court Appearances**

	<b>2006</b>	<b>2007</b>
Child Welfare	2,309	2,383
Child Support	4,325	4,236
Total	6,634	6,619

### **Monetary Recoveries**

	<b>2006</b>	<b>2007</b>
Child Support Recoveries*	\$2,251,633.00	\$2,282,315.00
Estates Proceeds	816,380.25	\$986,458.07
Injury Claim Liens	111,422.68	\$57,117.13
Misc. Civil Collections	23,813.17	\$15,779.86
Fraud Recoveries (cash)**	117,124.15	\$106,021.93
Mortgages	17,032.81	\$40,318.22
Medicaid Real Property Liens	171,466.33	\$186,105.12
Overpayment Collections	25,780.15	\$27,660.20
Total Monetary Recoveries	\$3,534,652.54	\$3,701,775.53

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

\*\* In other cases referred to the Case Integrity Unit for investigation, the Department's Certification Unit substantially recovered overpayments by reduction of public assistance grants.

**Welfare Fraud**

	<b>2006</b>	<b>2007</b>
Fraud Referrals to Case Integrity Unit	1,768	1,406
Fraud Prosecution/Arrests	208	92
Conviction (District Attorney's Office)	58	186

**Child Welfare**

	<b>2006</b>	<b>2007</b>
Child Abuse/Neglect Petitions filed	117	115
Petitions to Free Foster Children for Adoption	25	24

**Protective Services for Adults**

	<b>2006</b>	<b>2007</b>
Guardianships	34	34

**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 Unit coordinates all burials of indigent persons. The Unit is also responsible for pre and post inspection of rented housing. 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.

	<b>2006</b>	<b>2007</b>
Number of burials arranged	158 (Cost \$382,778)	179 (Cost \$424,261)
Number of rental inspections	165	99

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

	<b>2006</b>	<b>2007</b>
TPHI offset Medicaid	\$45,391,074	\$46,026,655

## **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.

<b>Child Support Collections</b>	<b>2006</b>	<b>2007</b>
Aid to Dependent Children	\$1,250,223.64	\$1,306,760.68
Other (Home Relief, Child Welfare Medical, etc.)	\$1,001,460.52	\$977,958.29
Total Social Services Collections	\$2,251,684.16	\$2,284,718.97
Total General Public Collections	\$15,930,043.44	\$16,720,667.35
Total Automated Support Collection Unit Collections	\$18,181,727.60	\$19,005,386.32
Federal Incentive on Aid to Dependent Children Support Payments*	\$112,404.00	\$110,976.00
Tax Offset (Federal and NYS)	\$1,071,443.46	\$1,286,599.33

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

	<b>2006</b>	<b>2007</b>
Paternity Established by Court Order	172	184
Acknowledgements	318	255

## ADMINISTRATIVE SERVICES

The Division of Administrative Services is responsible for the supervision and coordination of the fiscal and operating functions that are supportive of the agency's operation.

### ACCOUNTING

Accounting is responsible for the fiscal operation of the Department and for preparing and filing all pertinent reports and claims for reimbursement as required by the State and Federal government. Accounting is responsible for issuing all benefits to eligible clients. In addition to issuing benefits, it also audits and issues checks relative to provider claims and is responsible for the Cash Management System (CAMS). This system is used for receipt and check distribution for Representative Payee Accounts and receipt of repayments and recoveries to the Agency.

Other tasks Accounting completes are the reconciliation of check issuance and FAMIS reports, check disbursements and reconciliation of the Revolving Fund, Petty Cash disbursements and the preparation of data input sheets for the Finance Department.

	<b>2006</b>	<b>2007</b>
Authorizations	47,562	48,625
Checks	36,128	33,253
Electronic Benefits	53,176	46,922

	<b>2006</b>	<b>2007</b>
Repayments Processed	6,971	6,804
Value of Repayments	\$4,707,157	\$6,245,225

<b>MAINTENANCE OF CLAIMS*</b>	<b>Public Assistance</b>		<b>Food Stamp</b>	
	<b>2006</b>	<b>2007</b>	<b>2006</b>	<b>2007</b>
Year				
Number of Claims	6,952	7,211	800	731
Value of Claims	\$5,713,474	\$5,932,985	\$615,841	\$547,801

\*For open and closed cases.

## **PERSONNEL**

Personnel is responsible for the maintenance of each individual employee's Personnel File, which includes record keeping functions associated with vacation time, sick time, leaves of absence and all other pertinent information. Other functions include the preparation of Personnel Data Records and coordination of Civil Service regulations and procedures with the Broome County Department of Personnel.

	<b>2006</b>	<b>2007</b>
Personnel Data Records	347	372
Payroll Transactions	11,591	13,817
Position Change Request*		60

\*Position Change Request is a new item added to the 2007 Annual Report. This was not calculated for the 2006 Annual Report

## **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.

	<b>2006</b>	<b>2007</b>
Security Incidents	214	117
Cars in Agency Fleet	27	27
Average Operational Fleet Size	24	25.1
Miles Traveled	413,414	392,137
Pieces of Mail Processed	288,579	296,250

# CENTRAL ADMINISTRATION

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

## **Staff Development and Volunteer Services**

This Unit is committed to improving the organization through its employees and to providing services and resources that enable the organization to realize its goals. 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 and certificate programs.

Among the comprehensive training provided, the Staff Development Unit provided the training “Employee Evaluations” for all supervisors. In addition, training was delivered on the American Disability Act and “Risk Reduction in Workplace Violence” as required by NYS Labor Law, to all employees.

	<b>2006</b>	<b>2007</b>
Units of Job Specific Training (all program areas)	2,953	2,923

	<b>2006</b>	<b>2007</b>
Employees in Degree Programs	13	14

The Staff Development Unit assisted with the following initiatives in 2007. The Department developed a committee comprised of diverse employees whose goal is to increase Cultural Competence throughout the agency. Then too, a new means of underlining the agency values and showcasing the work of staff was undertaken. The article “Focus on the Values” was introduced to the Hot News. This on-going series highlights each of the ten *Organizational Values* and staff that emulate them.

**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.

	<b>2006</b>	<b>2007</b>
Number of Volunteers / Interns	79*	94
Hours of Service	5,225.05*	6,158.80
Value of Donated Goods	\$22,720.26	\$31,238.99

Volunteers and interns had a positive impact on the organization in 2007. They assisted in the daily operations of the agency by performing such activities as keyboarding, filing and by providing other clerical related functions. Interns and volunteers for the VITA (Volunteer Income Tax Assistance) program filed income tax returns for families and individuals whose household income was approximately \$10,000. In addition, children benefited from a program designed for them, by going on weekly local cultural excursions with student counselors. Specialized programs also provided children the opportunity to attend camp and receive gifts through the Holiday Wish Program. Some families also enjoyed gifts and food items donated by a local company at Easter time. The agency received approximately 2000 books donated from a local school for the Free Read program.

Agency participation in community events is also encouraged and coordinated through the Volunteer Office; employees participated in sharing their favorite recipes for a DSS cookbook. All proceeds from the cookbook went to help various agencies in the area. There was also a successful Daffodil Drive for American Cancer Society.

Volunteer office united with the Friendship Tree, a local volunteer organization that helped DSS customers with items of need.

\*Mentoring program is no longer reflected in annual numbers.

## 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:

<b>GRANT</b>	<b>2007 GRANT AMOUNT</b>
Binghamton University Bachelor Program	\$34,708
Broome Community College Associate Degree Program	\$78,556
Caseworker Education	\$8,100
Child Care and Development Block Grant (CCDBG)	\$4,314,322
Child Protective Staff Ratio Improvement Grant	\$65,500
Day Care Registration	\$256,610
Family Drug Court Implementation	\$20,912
Flexible Funds for Family Services (FFFS)	\$1,572,980
Food Stamp Employment & Training (FSE&T)	\$178,748
Food Stamp Most Improved Grant	\$28,269
Food Stamp Nutrition & Education (FSNE)	\$89,738
Home Energy Assistance Program (HEAP)	\$2,155,032*
Intensive Case Services	\$97,932
Medicaid Fraud and Abuse	\$148,543
Medicaid Managed Care Program (MAX)	\$111,265
Medicaid Outstation Worker Program (MOW)	\$67,091
Medicaid Technologies Improvement Grant	\$213,377
Point of Entry Grant	\$74,987
Preventive Services COLA	\$80,791
TANF Detention Prevention	\$73,234
TANF Services Block Grant	\$1,847,852
<b>TOTAL</b>	<b>\$11,518,547</b>

\*An additional \$3,353,978 was paid by New York State on behalf of Broome County.