

Broome County Department of Social Services
ANNUAL REPORT



2011



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Our Vision

To be an organization which promotes self-sufficiency and assures the protection of vulnerable individuals. We strive to have an organization which values the needs of our customers, the contribution of our staff and the participation of our community. This vision shall be achieved through a culture which encourages continuous improvement.

Commissioner's Advisory Council

Arthur R. Johnson, LCSW

Commissioner

Broome County Department of Social Services

Michelle Napolitano

Fairview Recovery Services, Inc.

Andrew Baranoski

American Civic Associations, Inc.

Cindy Nord

Broome County Department of Social Services

Janette Cyganovich-Brush

Family Violence

Don Bowersox

Broome County Department of Social Services

Robert Houser

Children's Home of Wyoming Conference

Joe Sanfilippo

Broome County Legislature

Bob Ford

Lourdes Hospital

Lori Accardi

Catholic Charities

Fred Du Four

Family & Children's Society

Keith Leahy

Mental Health Association

Darrell Newvine

Family Enrichment Network

Carole Coppens

YWCA

Kris Marks

United Health Services

David Salvemini

Community Representative

Peggy Steinberg

Lourdes Hospital

Sandi Sanzo

Broome County Department of Social Services

A MESSAGE FROM COMMISSIONER, ARTHUR R. JOHNSON, LCSW



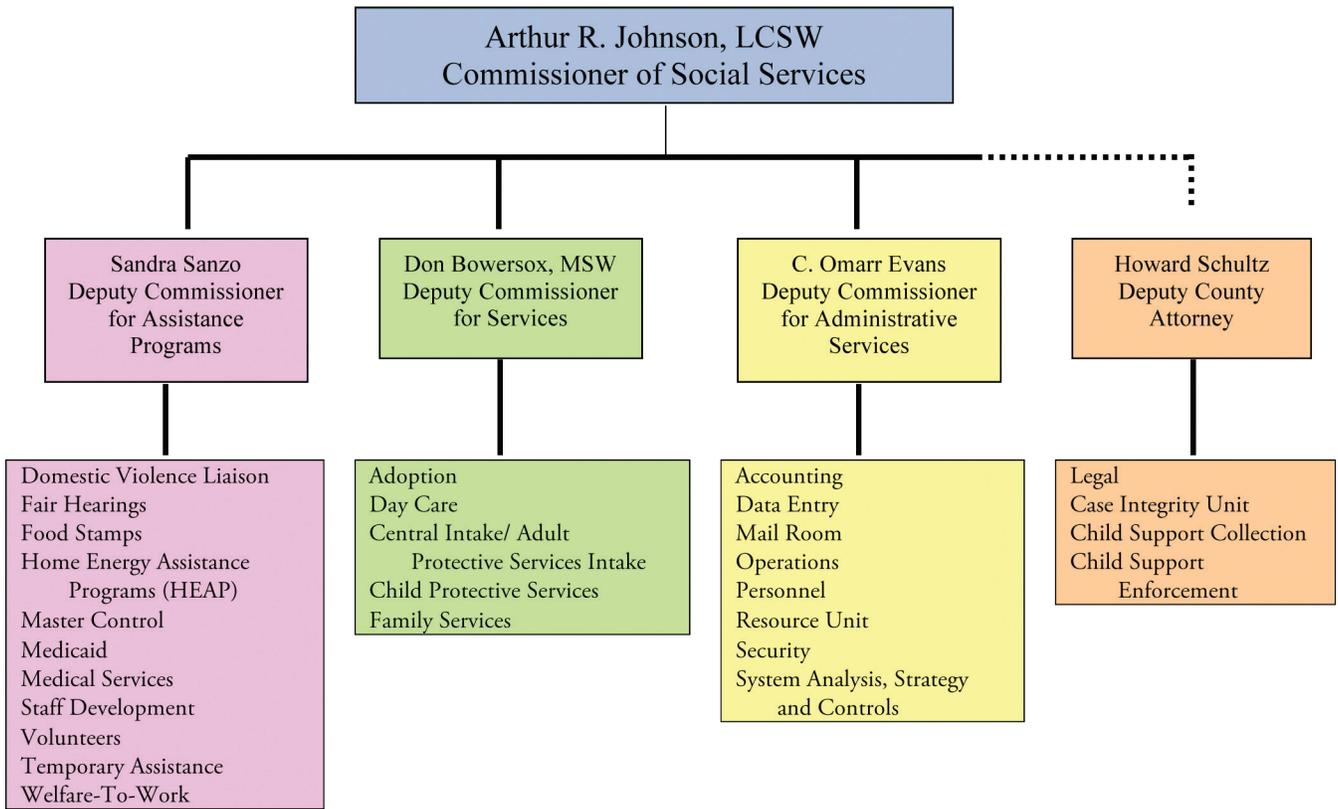
Once again, Broome County suffered one of the worst disasters it has ever seen as in September 2011, when the remnants of Tropical Storm Lee brought devastating flooding to the area. Over 20,000 citizens were evacuated to the Binghamton University Event Center and other shelters. Approximately 500 people with special needs were displaced from their housing in downtown Binghamton for months. The County established a special needs shelter at the Broome Developmental Center. Many staff from DSS spent hours of time, both work and volunteer time, assisting flood victims in any way possible. Once again our staff were there offering helping hands in time of need.

2011 was another year of significant change. We had a new Governor, a new County Executive, and a new County Executive elect. We had an on-time state budget. There were many new state policies designed to facilitate financial stability in the state. Some of these policies include: State plans to take over the Medicaid Administration, new Medicaid Managed Care Initiatives, Juvenile Justice Reform, Health Care Reform, etc. We will see many of these reforms take on more meaning in 2012.

By the end of 2011, twenty long term employees from DSS retired. Cumulatively they had several hundred years of experience. Their years of service are a credit to the department and to the citizens that we serve. We wish them well in their new life experiences. I also want to acknowledge the youth movement that is occurring at DSS as many of our veteran staff retire and new staff are brought on board. These staff represent the future of the Department.

I want to recognize all of our staff for the hard work that they do to provide our county's most vulnerable citizens with the help they need in these trying times.

ORGANIZATIONAL CHART



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

Public Assistance Division

- After the devastating September 2011 flood, many DSS staff provided support and assistance at the Emergency Shelters located at the BU Event Center, and other locations. Numerous staff assisted with discharge case management efforts at the shelters. Staff also provided assistance at the Special Needs Shelter located at the Broome Developmental Center.
 - 192 Families/Individuals were provided housing assistance.
 - 1,173 Families/Individuals were authorized Disaster Food Stamps or provided Food Stamp Replacement.
- In February 2011, the Safety Net Front End Project was implemented to increase diversion of Safety Net applications, reduce booking dates, realign the agency workforce and reduce county Safety Net expenditures. As a result of the project, the Safety Net caseload was decreased by 15%, the booking dates were reduced from 26 days to 18 days, and the program expenditures were decreased by \$400,000 (\$284,000 local share).
- In 2011, the BCDSS VITA site, with the help of 24 volunteers, prepared 697 income tax returns. This free income tax service brought \$1,155,249 in total federal refunds to individuals and families that reside in Broome County. Of this, \$511,503 was for Earned Income Tax Credit. By utilizing this free service individuals and families saved up to an additional \$200.00 as they did not have to go to a paid tax preparer.
- The Welfare to Work Unit saw 964 TANF and SN recipients enter employment for a savings of \$1,434,385.00 and processed 1,363 sanctions saving \$518,821.00 for a total savings of \$1,953,206.00 which was an 18% increase over 2010.

Children Services and Adult & Family Services

- Administration aggressively implemented strategies to reduce costly and unnecessary out of home placements of children. As a result of these actions the Department saved Broome County \$2.5 million.
 - Completed year with 313 children in foster care which represents the lowest number of children in care since 2003.
 - Continued to prevent and shorten the placement of youth in institutional care. Completed year with just 58 youth in institutional care (previous high was 92 in June 2010).
 - Made Juvenile Justice Reform a priority during 2011. We worked to reduce detention placements and when placed the length of stay.
- Child Protective Services investigated a total of 3728 reports (in 2010, 3756 reports were investigated) a decrease of 1% from the previous year.
- Finalized a total of 52 Adoptions. Highest number of finalized adoptions ever.
- Continued partnership with Children's Home of Wyoming Conference to provide foster care services including the recruiting, opening and recertification of all local foster homes.
- We issued a Request for Proposals for the Protective Services for Adult Under Care Program and for the Financial Management cases. Three different agencies submitted bids. Catholic Charities was awarded the contract.
- Deputy Commissioner Don Bowersox received the Esther W. Couper Memorial Award for "outstanding services and dedication to the children and families of our community."
- The Department completed 226 Home studies for Family Court and caseworkers wrote 448 permanency hearing reports.



ACCOMPLISHMENTS CONTINUED

DSS Legal

- Broome continues to actively participate in Medicaid Provider Fraud project. Deputy Co. Attorney Schultz successfully completed audits yielding over \$850,000. State temporarily suspended audits pending review of State's processes. As Chair of NY Public Welfare Association Legal Committee Deputy arranged upcoming meeting between 15 participating counties & State. Deputy will chair meeting. Resuming provider audits anticipated to yield over \$1 million for Broome.

The Values Committee continued its mission this past year. It is the charge of this committee to highlight an Organizational Value for a month. The value that is selected is presented to the employees of the Department of Social Services. The employees are then asked to nominate an individual in their division who exemplifies the agency's value. The nominees are reviewed and those selected are highlighted in the agency's "Hot News" newsletter and given a certificate of recognition. The values that have been highlighted this past year were Team Oriented, Innovation, Enthusiasm and Acceptance of Risk.

Team Oriented

Recipients include: Robin Taft, Mary Foley, Elaine Isabella, Kerry Vollmer, Sandy Denmon, Judy Haskell, Sonja Bennett, Mohamad Jalil, Gayle Betzenhauser, Tina Survilla, Dennis Mackey, Linda Lattanze, Gloria Matthews, Tim Kiley, Angelo Tolomei, Kathy Jason, Karen Hawley, Amy Morgan, Marlene Cushner, Barb Gray, Cynthia Cortright, Hollie Allis, Candy Clement, Judy Haskell, Geoffrey Gardner, Michelle Schmidt, Sara Weeks, Kathleen Walsh, Peter Ames, Amy Zembery, Linda Potter, Buzz Walling, Diane Dryer, Jolla Chidester, Cindy Orton, Pat Crowe, Robin Mastrangelo, Val Gable, John Choynowski, Dave Laszewski, Jon Peterson, Barb Ravas, Kelly Laskowsky, Patrice Oranchak, Roger Weston, Jeff Davis, Christina Martinkovic, Kimberly Andrascik and Frank Prokop

Innovation

Recipients include: Linda Buman, Dan Morgan and Jessica Brown.

Enthusiasm

Recipients include: Anna Haight, Nan Schiller, Eileen Forkey, Robin D'Angelo, Joyce Ballard, Kerry Vollmer, Carolyn Lamaitis, Barbara Ravas, Cindy Duncan, Jamie-Lynn Muggeo and Mary Guditis

Acceptance of Risk

Recipients include: Dana Ward, Jana Reavis, Gina White, Mark Camp, Annette Mociun, Ronald Jones, Dianne Battisti, Alta Soloman, Steve Randall, Carolyn Lamaitis, Nancy Guy, Barbara Ravas, Karen Brown, Judy Stewart, John Choynowski, Martha Orr, Catherine Austin, April Nichols, Kimberly Andrascik, Frank Prokop, KellyAnn De Phillip, Jessica White, Kelly Laskowsky, Barb Gursky, Sue George, Patrice Oranchak, Sharon Tucker, Sarah Kane, Sabina Oczko, Gayle Betzenhauser, Terri Trudeau and Tammy Bailey.

Don Bowersox
 Recipient of the E. Couper Memorial Award

Don Bowersox, Deputy Commissioner for Services, is the designated recipient of the Esther W. Couper Memorial Award for 2011. The Family and Children's Society established the award in December 2001 for outstanding service and dedication to the children and families of our community. Mrs. Couper founded the agency in 1941 and her legacy continues on today. Each year the board of directors takes nominations from Society members and staff and recognizes the individual, regardless of their position or status, who exemplifies, as Mrs. Couper did, commitment and dedication to our community. Don received this award at the annual meeting which was held on May 12, 2011.



New York State Office of Children and Family Services

Certificate of Recognition
Outstanding Partners in the Protective Services for Adults Delivery Network

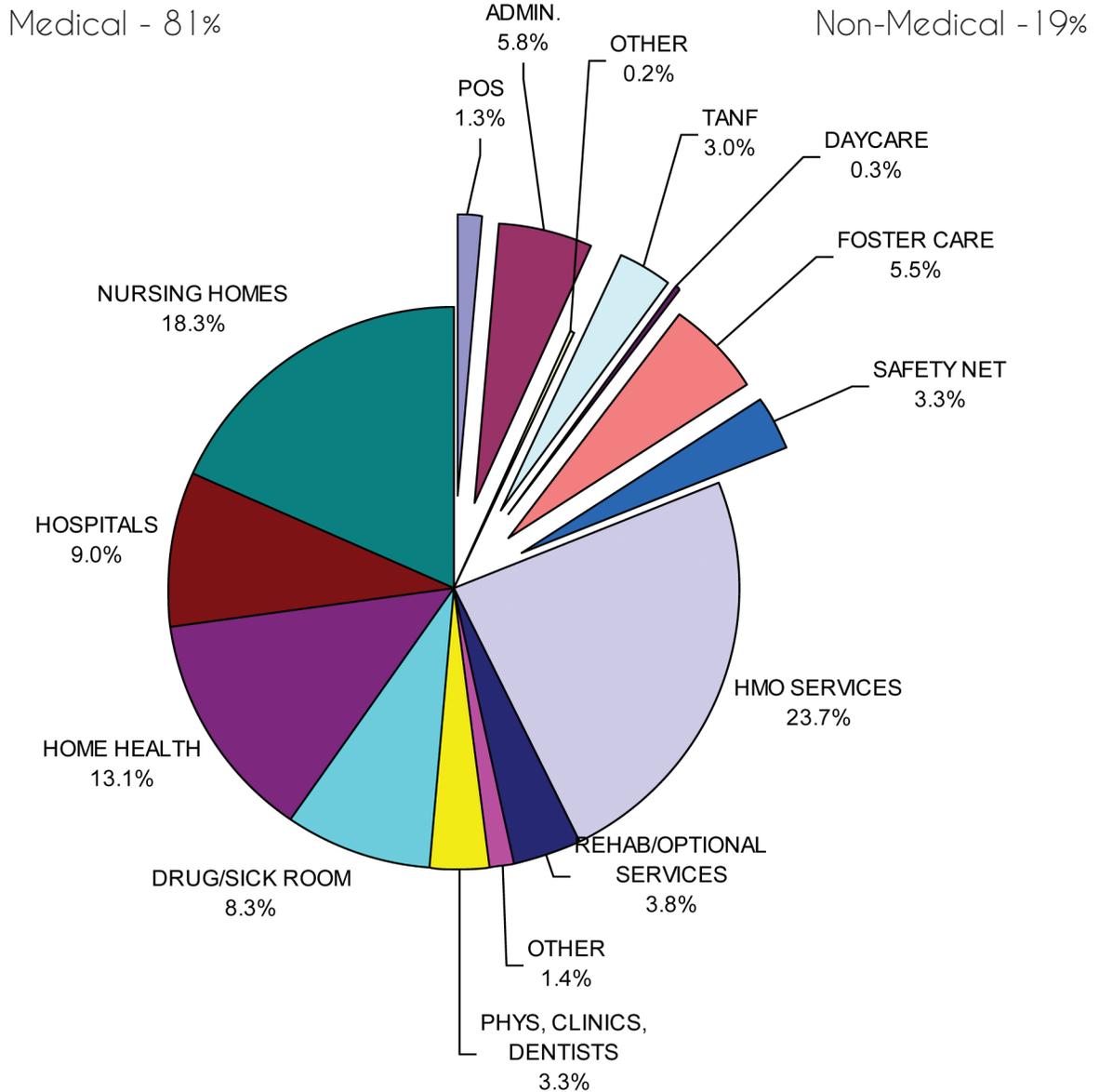


Janette Cyganovich, Coordinator of Family Violence Prevention and the Family Violence Prevention Council are the recipients of a Certificate of Recognition issued by the New York State Office of Children and Family Services (OCFS). This year, OCFS invited local commissioners of social services to nominate valued partners in the Protective Services for Adults (PSA) Delivery Network. Since many PSA clients require services and benefits from more than one agency, PSA needs to work collaboratively with other public and private organizations and individuals to help protect vulnerable adults. OCFS regulations state that provision of PSA is viewed as a community-based responsibility involving a variety of agencies and providers constituting a PSA Delivery Network.

Broome County Department of Social Services nominated Janette and the Family Violence Prevention Council as an outstanding partner in the PSA Delivery Network. The Certificate of Recognition was given to Janette at the National Adult Protective Services Association Conference held in Buffalo New York in September 2011. Congratulations on the great work you have done working with your local department of social services and its PSA staff, to protect vulnerable adults!

How \$389,792,813 (Federal, State and Local Shares) was spent for Department Programs in 2011

Medical and Non-Medical Assistance



END OF THE YEAR CASELOAD REPORT

Expenditures by Program	2010	2011
Medical Assistance Program	\$30,989,757	\$35,159,848
Temporary Aid to Needy Families	\$10,715,557	\$11,768,577
Administration	\$20,402,012	\$21,126,546
Foster Care	\$23,082,803	\$20,664,537
Safety Net	\$12,623,933	\$12,696,916
Purchase of Services	\$4,483,620	\$4,536,608
TANF Day Care	\$1,363,335	\$1,318,864
Burials	\$432,701	\$605,902
Transfer to Grant for CAP	\$0	\$0
Emergency Aid to Adults	\$200,724	\$202,292
RepPayee/PSA **	\$446,000	\$390,732
Non-Secure Detention	\$1,050,263	\$843,763
Totals	\$105,790,705	\$109,314,585

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

Revenues	2010	2011
Repayments	\$3,307,459	\$3,498,719
Revenues – Federal/State	\$50,593,399	\$52,485,268
Net Cost to County	\$51,889,847	\$53,330,598

Caseload on December 31st	2010	2011
TANF	1,699	1,705
Safety Net	1,918	1,681
MA & MA SSI & MAFC, NH, FHPlus	23,409	24,405
Food Stamps	15,354	15,914
Nursing Homes	1,433	1,342
PSA Cases	481	530
Children in Foster Care	321	313
Children in Day Care	1,436	1,643

Program Activities	2010	2011
Reports of Abuse And Neglect	3,756	3,728
Managed Care Enrollment	21,793	26,296
Entries to Employment	738	964
Sanctions	1,378	1,363

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):	2010	2011
All Categories	3,619	3,388
Applications: Family Assistance, Safety Net, and Emergency Programs:	2010	2011
Received:	12,039	13,799
Approved:	4,186	4,354
Denied and Withdrawn:	5,015	5,530
Other (<i>open/close, reopened, reactivated</i>):	3,518	4,353



Income Maintenance Activity:

Client Contacts:	2010	2011
Walk-ins	6,817	5,175
Recertifications	3,284	4,383
Cases Closed	5,358	2,990
Case Changes	33,150	32,924
Front Desk Contacts	154,191	156,411



FAIR HEARINGS

Fair Hearings is the process applicants and recipients have to review Agency decisions made on their application for Assistance Programs. The Fair Hearing Specialist is responsible to represent the Agency in this administrative process.

Fair Hearings Activity

Fair Hearings	2010	2011
Called	488	606
Held	134	129
Affirmed	139	121
Reversed	11	17
Decision correct when made <i>(New information provided)</i>	14	21
Withdrawn	107	111
Defaults	236	306



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 State policy changes, such as the Elimination of the Resource Test for Non-SSI-Related Medicaid/Family Health Plus Applicants/Recipients and the Elimination of the Personal Interview Requirement for Medicaid and Family Health Plus Applicants, as well as easing of other application and renewal procedures for applicants and recipients has continued to drive the Medicaid/Family Health Plus caseload increases. The Medicaid caseload increased 3% from 2010 to 2011.

Caseload (as of 12/31)	2010	2011
MA Only	21,360	22,348
MA-SSI	6,571	6,728
Total	28,201	29,076

Applications- MA only and MA SSI	2010	2011
Received	11,078	10,719
Approved/Reopened*	11,951	12,349

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

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



FOOD STAMPS

Food Stamps:

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)	2010	2011
Temporary Assistance Food Stamps	2,462	2,856
Food Stamps Only (Non-Temporary Assistance households)	12,892	13,058
Totals:	15,354	15,914

Applications (NPA)	2010	2011
Received	6,332	7,659
Approved/Opened	6,184	7,341



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 2011, 5,291 households were screened for Expedited Food Stamps. Of those screened, 3,681 or 70% 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.

The 2010-2011 administrative allocation for Broome County totaled \$718,580. Beginning in 2007-2008 the payments were sent from Albany (OSC) directly to the vendors. Therefore it was no longer necessary to give the local districts an allocation for Emergency, Non-public assistance and Public assistance payments (*). The Allocation is for Administrative costs only. Heap is 100% Federal funding.

The State provided a second emergency benefit in the 2010-2011 HEAP year.

	2009 - 2010	2010 - 2011
Administrative Allocation	\$806,345	\$718,580
Total County Allocation	\$806,345	\$718,580

	2009-10	2010-11
Public Assistance /Food Stamp Households	8,858	12,102
Non-Public Assistance Households	6,862	5,464
Emergency Payments	3,468	3177
Second regular auto-pay benefit issued 2010/2011 Second emergency application was available	10,621	434
Furnace Repair/Replacement	154	75



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 Work Force NY). 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, Work Experience, job search, job development, placement and retention, vocational training, GED and ESL. 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.

2011 Welfare-to-Work Unit Highlights:

TANF/Safety Net Recipients	2010	2011
Entries to Employment	738	964
Welfare Grant Savings	\$1,093,340	1,434,385



TANF/Safety Net Non-Compliance	2010	2011
Non Compliance Sanctions	771	1363
Welfare Grant Savings	\$508,998	\$518,821

Grant Savings	2010	2011
Total Grant Savings (Entries to Employment and Sanctions)	\$1,602,338	\$1,953,206

Welfare to Work Caseload (mthly avg)	2010	2011
TANF	1,019	1249
TANF exempt*	362 (36%)	434 (35%)
Safety Net	1,410	1,351
SN exempt*	571 (40%)	653 (49%)
Total caseload	2,429	2,600
Total exempt*	38%	42%

* 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.

Temporary Assistance and Medicaid	2010	2011
Number of cases screened	9,973	10,252
Denied or withdrawn	2,235	2,261
Opened at screening	737	868
Referred for eligibility determination	6,252	7,134



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.

	2010	2011
Nursing home patients (average)	1,433	1,390
*Personal Care Service hours	184,600	188,610
Cost of Service	\$3,498,162	\$3,148,154
Adult Foster Care Clients	35	37
Care at Home Clients (as of 12/31)	9	10

* 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.

	2010	2011
Cases reviewed for Aid to Disabled Category	281	196
Cases eligible for Aid to Disabled Category	165	142
Cases reviewed for SSI/SSD	201	147
Cases approved for SSI/SSD	268	152



PRENATAL CARE ASSISTANCE PROGRAM (PCAP) AND MANAGED CARE

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, Medicaid, Public Assistance and Services.

	2010	2011
PCAP Cases	714	783
PCAP Eligibility Determinations	788	814



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 theme of the redesign team proposals is to move all Medicaid recipients from Fee for Service reimbursement to Managed Care. As of December 31, 2011 Broome's total managed care enrollment was 23,190 which represents an 80% 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%.

Plan	2010 Year to Date Enrollment	2011 Year to Date Enrollment
CDPHP	403	420
Fidelis	3,367	3,533
Excellus	18,023	19,273
Total	21,793	23,226



FAMILY HEALTH PLUS AND DENTAL CASE MANAGEMENT PROGRAM

Family Health Plus

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

Plan	2010 Year to Date Enrollment	2011 Year to Date Enrollment
CDPHP	56	58
Fidelis	423	472
Excellus	2,409	3,576
Totals	2,888	3,106

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 2011, 110 new clients were served, 859 billing and eligibility concerns were resolved.

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.

	2010	2011
Intake Referrals assigned	293	184
PINS Diversion referrals	163	167

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.

	2010	2011
PSA Referrals	485	530
PSA Intake: Adult Abuse	46	43
PSA Intake: Self-Neglect	386	487
Representative Payee	395	245

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:

	2010	2011
Children Placed - all levels of care	155	181
Children discharged - all levels of care	190	191
Children freed for adoption	26	29
Children placed in adoptive homes	32	42
Children legally adopted	31	52
Children in foster homes (12/31)	204	203
Children in institutions (12/31)	65	56
Children in group homes (12/31)	30	30
Children in all levels of care	321	313
Number of foster homes	44	26



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

Caseload (average per month)

	2010	2011
Families Receiving Day care Services	950	940
Children Receiving Day care Services	1,436	1,643



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 1% decrease in the number of SCR reports received in 2011. See the three-year comparison below:

	2009	2010	2011
Abuse Reports	276	249	242
Neglect Reports	3,359	3,507	3,484
Total	3,635	3,756	3,728

	2009	2010	2011
Sexual Abuse Reports	410	242	209
New Family Court Petitions	97	102	121
1034 Investigations	447	510	446
Assist Other Counties in SCR Investigations	284	280	274



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

Sexual Abuse Treatment

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

Therapeutic After-School Program

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

Pins Diversion Services

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

Families First

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

Functional Family Therapy

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

Coordinated Children's Service Initiative

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



PURCHASE OF SERVICE PROGRAMS

Non-Residential Services For Victims Of Domestic Violence

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

Child Advocacy Center (CAC)

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

Elder Abuse Outreach

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

Lourdes Home Visiting

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

SOS Domestic Violence/Child Abuse Program

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

Voices For Children/ CASA

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

Children's Home Preventive Services Program (CHPS)

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

Sharing Hope And Inspiring New Energy (SHINE)

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

Detention Alternative After School Program (DASP)

The program is an intensive after school program that works with PINS & JD's who have either had an initial appearance before Family Court or been adjudicated. The program is designed to give the Courts an alternative to detention placement. The program is one of our many services aimed at juvenile justice reform.

Catholic Charities Protective Services For Adults Program

The program provides adult protective under care services to approximately 200 clients that have been determined eligible for protective services. These individuals also require representative payee services. This program includes a Financial Management Only (FMO) for adults who don't require under care services but do need to have a representative payee. The FMO program serves approximately 175 clients.

PURCHASE OF SERVICE PROGRAMS

	Provider	Cases/Mo.	Amount
Sexual Abuse Treatment Program	Family & Children's Society	50-60	\$447,619
Functional Family Therapy (FFT)	Catholic Social Services	41	\$305,727
Therapeutic After-School Program	Children's Home of Wyoming Conference	42	\$588,673
PINS Diversion	Probation Department	333	\$1,192,541
Families First	Mental Health Department	10-15	\$563,923
Non-Residential Services to Victims of Domestic Violence	SOS Shelter	80	\$81,670
Child Advocacy Center	Crime Victim's Assistance Center	10-15	\$14,779
Coordinated Children's Services Initiative (CCSI)	Catholic Charities of Broome County	10-12	\$124,769
Elder Abuse Outreach	Broome County Office for Aging	10-15	\$97,178
Lourdes Home Visiting	Lourdes	55	\$175,826
SOS Shelter Domestic Violence/ Child Abuse	SOS Shelter	30-35	\$25,000
Voices for Children/CASA	ACCORD	20-30	\$4,800
Children's Home Preventive Services Program (CHPS)	Children's Home of Wyoming Conference	40-50	\$460,000
Sharing Hope and Inspiring New Energy (SHINE)	Catholic Social Services	18-20	\$147,912
Detention Alternative After School Program (DAASP)	Lourdes Youth Services	80-90	\$94,798
Catholic Charities Protective Services for Adults Program	Catholic Charities	400	\$446,000
Total	All Providers		\$4,771,215



Lynne Esquivel, MPA

Performance Management Analyst

Lynne Esquivel oversees the monitoring of contracted mental health and preventive services programs for children and families within the Broome County Mental Health and Social Services Departments. In addition, Lynne provides technical assistance to contract agencies to support ongoing performance improvement. She recently completed the Driving Government Performance: “Leadership Strategies that Produce Results” at Harvard’s Kennedy School of Government Executive Education.

Lynne serves on the Cultural and Linguistic Competence (CLC) Committee for both Mental Health and Social Services in Broome County. She has worked closely with Lenora Reid-Rose, Director, Cultural Competence and Diversity Initiatives at Coordinated Care Services, Inc. (CCSI) to provide support to Broome County’s CLC initiatives. Lynne also serves on the NYS Office of Mental Health’s Regional Advisory Committee.

Lynne received her bachelor’s degree in Applied Social Science and her Master’s of Public Administration from Binghamton University with a concentration on health policy. In addition to the on-site expertise Lynne brings to the Broome County Mental Health and Social Services departments, she draws on members of the Coordinated Care Services, Inc. team as needed to provide specialized support in the areas of Evaluation and Services Research, Service Quality and System Development and Financial Services / Contract Management. An on-site Information Analyst provides additional support to performance improvement initiatives.

For additional information about Broome County’s Performance Management process and report examples, please see <http://gobroomecounty.co.broome.nyenet/broome/mh/>. Broome County Mental Health/Social Services Performance Management Dept.

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 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 2011 can be obtained by calling the Council office at 778-2153.



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 2011 there were 187 foster care eligibility determinations compared to 156 in 2010; of these, 144 were Title IV-E determinations, as compared to 113 Title IV-E determinations in 2010.

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.

	2010	2011
Services Systems Transactions	21,122	20,051



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.

	2010	2011
Authorizations	216,838	240,437



Master Control

Master Control is the record custodian for active, auxiliary, and closed Public Assistance, Food Stamp and Medical Assistance Cases. All new case numbers are processed in this unit. In addition, Master Control provides various County agencies with client identification numbers and effective dates of eligibility. Staff is responsible for the finger imaging of all mandated Assistance Programs' applicants and recipients, averaging 515 per month. Other duties include staffing the reception desk, issuing benefit cards (averaging 775 per month) and checking obituaries and notifying appropriate personnel. Master Control houses two (2) document scanning stations, one staffed full time and the other as staffing allows.

Requisitioning, distributing, recycling and inventory control of office supplies for staff also fall under the responsibility of Master Control. State forms and publications are ordered and distributed by this unit. All shipments received in this agency are signed for and routed through Master Control. Master Control also has responsibility for the Telephone Switchboard Operator where on an average day, 400-425 calls could be processed for the Agency.

	2010	2011
Case Numbers Issued	6,046	5,375
Clients Finger Imaged (TA & FS)	6,893	6,135
Switchboard Phone Calls Received	97,697	104,594



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 2011 were::

Court Appearances

	2010	2011
Child Welfare	2,758	2,863
Child Support	4,141	3,842
Total	6,899	6,705



Monetary Recoveries

	2010	2011
Child Support Recoveries*	\$2,542,927.00	\$2,471,945.50
Lien Recoveries (Estates, Injury Claims, Overpayments, MA Real Property, Mortgages)	\$1,786,107.15	\$1,564,094.75
Medicaid Provider Fraud Demonstration Program**	\$855,000	\$115,374
Misc. Civil Collections	\$17,357.25	\$11,808.23
Total Monetary Recoveries	\$5,201,391.40	\$4,163,222.48

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

** Decreased collections based on Medicaid Inspector General statewide audit suspension. Audits anticipated to resume in 2012.

Child Welfare

	2010	2011
Child Abuse/Neglect New Children Receiving Protection	199	249
Foster Children Having Legal Proceedings Commenced to Free for Adoption	46	45

Protective Services for Adults

	2010	2011
Guardianships	58	36

RESOURCE UNIT/THIRD PARTY

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

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

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

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

	2010	2011
Number of burials arranged	181 (Cost \$446,631)	220 (Cost \$562,431)
Number of rental inspections	77	92
Number of Retro SSI claims	343	300
Amount of Reimbursement Received	\$1,175,016	\$724,369

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

	2010	2011
TPHI offset Medicaid	126,596,804	53,165,857

CHILD SUPPORT ENFORCEMENT AND COLLECTIONS

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	2010	2011
Aid to Dependent Children	\$1,355,549.75	\$1,683,230.57
Other (Home Relief, Child Welfare Medical, etc.)	\$1,067,884.12	\$1,040,974.12
Total Social Services Collections	\$2,423,433.97	\$2,631,050.22
Total General Public Collections	\$16,448,900.05	\$15,753,750.89
Total Automated Support Collection Unit Collections	\$18,872,333.92	\$18,384,801.11
Federal Incentive on Aid to Dependent Children Support Payments*	\$104,796.00	\$101,772.00
Tax Offset (Federal and NYS)	\$1,423,002.20	\$1,373,974.19

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

	2010	2011
Paternity Established by Court Order	192	211
Agency Acknowledgments	48	25



ADMINISTRATIVE SERVICES/ACCOUNTING

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

Accounting

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

Other tasks Accounting completes are the reconciliation of check issuance and PeopleSoft reports, check disbursements and reconciliation of the Revolving Fund, Petty Cash disbursements and the preparation of data input sheets for the Office of Management and Budget.

	2010	2011
Authorizations	62,695	60,665
Checks	43,214	46,795
Electronic Benefits	73,231	73,024

	2010	2011
Repayments Processed	6,573	6,712
Value of Repayments	\$9,029,028	\$7,279,233



Maintenance Of Claims*	Public Assistance		Food Stamp	
	2010	2011	2010	2011
Year				
Number of Claims	8,546	8,962	958	996
Value of Claims	\$6,921,264	\$7,245,912	\$714,489	\$732,720

*For open and closed cases.

Personnel:

Personnel has the responsibility of coordinating and completing all personnel related functions for the department. Includes the maintenance of each individual employee’s personnel file, which includes completing “Employee Change in Status Forms” (step and longevity increments, promotions, leaves of absence, etc), “Employee Separation Forms”, and “New Employee Data Forms”. In addition, personnel monitors all DSS and Personnel policies and practices regarding vacation, sick leave, leave of absences, worker’s compensation, completion of annual evaluations and probationary reports. Personnel coordinates Civil Service regulations and procedures with the Broome County Department of Personnel.

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

	2010	2011
Personnel Data Records	246	298
Payroll Transactions	14,501	13,459
Position Change Request	32	40

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.

	2010	2011
Security Incidents	421	355
Cars in Agency Fleet	27	27
Average Operational Fleet Size	24.9	25
Miles Traveled	367,221	327,756
Pieces of Mail Processed	275,455	248,667



CENTRAL ADMINISTRATION/STAFF DEVELOPMENT

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

Staff Development and Volunteer Services

This Unit is committed to improving the organization through its employees and to providing services and resources that enable the organization to realize its goals. All divisions of the Department benefit from the full spectrum of training options and support services that the Unit offers. We are results oriented and focus on continuous improvement in the following areas:

Staff Development - to develop all levels of staff in the competencies required to provide quality services to the community.

Staff Development personnel provide job specific training units for all program areas in the Department. In addition, through contracts with Binghamton University and Broome Community College we support employees in degree programs.

	2010	2011
Employees in Degree Programs	10	11

A sampling of the training deliveries in 2011 included: Workplace Violence Prevention, Child Welfare Legal Training, Conscious Discipline and Performance Evaluation.

In conjunction with the Services Division, a Children’s Services Fair was offered for staffs which showcased community organizations. It provided information and answered questions regarding the assistance available for children and program access.

	2010	2011
Units of Job Specific Training (all program areas)	2,022	1,767

LEAN process improvement methods were introduced, to the Organization, which focuses on eliminating waste and adding value. Lean provides tools that help with the flow of work- doing more through improved processes and organized areas.



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.

	2010	2011
Number of Volunteers / Interns	484	482
Hours of Service	8,458	9,086
Value of Donated Goods	\$18,808	\$30,256

Volunteers and interns had a positive impact on the organization in 2011. They assisted in the daily operations of the agency by performing such activities as keyboarding, filing, scanning, and by providing other clerical related functions. Broome County DSS hosted a VITA (Volunteer Income Tax Assistance) site again in 2011. Interns and volunteers for the VITA program filed 697 income tax returns for families and individuals whose household income was under \$48,000. This income tax site brought over one million dollars in total federal refunds to individuals and families in Broome County. The Volunteer's office continued its collaboration with the United Way of Broome County. In addition, children benefited from the SUNY Kids program designed for them, by going on weekly local cultural excursions with student counselors. Specialized programs also provided children the opportunity to attend summer camp and receive gifts through the Holiday Wish Program. There was also a successful Daffodil Drive that benefited the American Cancer Society.

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

GRANTS

In order to fulfill its mission and augment services to the residents of Broome County, the department applies for and receives a variety of grants. These grants are not a part of the department's operating budget. Instead, the funding for these grants is provided by New York State and/or the Federal Government. Listed below are these grants:

Grant	2011 Grant Amount
Binghamton University Bachelor Program	\$47,115
Broome Community College Associate Degree Program	\$83,943
Broome Transitional Jobs	\$34,595
Child Care and Development Block Grant (CCDBG)	\$3,989,143
Child Protective Services Enhanced Funds	\$28,050
Combined TANF Allocation (formerly FFFS)	\$538,654
Detention Alternative Reporting	\$149,742
Food Stamp Employment & Training (FSE&T)	\$202,600
Food Stamp Most Improved Grant	\$0
Food Stamp Nutrition & Education (FSNE)	\$44,028
Green Jobs Corp	\$42,366
Home Energy Assistance Program (HEAP) *	\$656,324
Homeless Prevention (City of Binghamton)	\$204,238
HP/Rapid Re-Housing (OTDA)	\$9,787
Medicaid Fraud and Abuse	\$19,928
Medicaid Managed Care Program (MAX)	\$24,303
Medicaid Outstation Worker Program (MOW)	\$156,760
Medicaid Technologies Improvement Grant	\$6,946,048
Point of Entry Grant	\$63,725
2011 SYEP	\$145,384
Total	\$13,386,733

*An additional \$6,714,933 was paid by New York State on behalf of Broome County.

STAFF HONORED FOR SERVICE

The following employees received citations from the Broome County Executive commending them for their years of service to the County.

30 years

Janette Cyganovich-Brush
Debra Miller
Diane LaBare
Patricia Rossman
Howard Schultz
Cindy Nord
Deborah Howard
Martha Orr

25 years

Hedy Clothier
Bill Myers
Jon Peterson
Anna Haight

20 years

Susan Taft
Joann Borges
Mohamad Jalil
Denise Mathewson
Diane Baker
Sharon Fabrizio
Sharon Benton
Teresa Swartz

15 years

Jodi Bouyea
Joseph Collins
Shelly Reed-DeVita
Deb Beagell-Deyo
Karen Paden
Tina Rogers
Jessica White

10 years

Donna Murcko
Carol Buckley
Melissa Falvey
Christina Martinkovic
Jennifer Moses
Julie Powell
Ruth Roberts
Kathy Clark
Rhonda Hawley
Katrina Tokos
Judith Kolly
April Nichols
Theresa Kircher

5 years

Ronald Mandak
Gina White
Kathleen Santoni-Milliser
Kelly Budd
Marsha Cobb
Cheryl Fisher
Suzanne Ash
Lisa Reynolds
Norman Townsend
Patricia Crowe
Elizabeth Viengkham
Michelle Smith
Deborah Eaton
Tracy Cooper
Tina Weiss
Nimisha Patel
Kathleen Czebiniak
Stacy Giordani
Ron Jones
Nancy McSorely
Naomi Panus
Colleen Collison

EMPLOYEE OF THE MONTH



January 2011
Kim Spear



February 2011
Dan Soltis



March 2011
Jeff Davis



April 2011
Janet Hebbard



May 2011
Sheila Stanbro



June 2011
Christine Genung



July 2011
Kelly Ann DePhillip



August 2011
Elaine Isabella



September 2011
Diane Baker



October 2011
Kerry Vollmer



November 2011
Pat Brink



December 2011
Terri Trudeau