

Broome County Department of Social Services

Annual Report



2012

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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

Kris Marks
United Health Services

Michelle Napolitano
Fairview Recovery Services, Inc.

Peggy Steinberg
Lourdes Hospital

Andrew Baranoski
American Civic Associations, Inc.

Fred Du Four
Family & Children's Society

Sandra Sanzo
Broome County Department of Social Services

Keith Leahy
Mental Health Association

Janette Cyganovich-Brush
Family Violence

Darrell Newvine
Family Enrichment Network

Don Bowersox
Broome County Department of Social Services

Carole Coppens
YWCA

Robert Houser
Children's Home of Wyoming Conference

Lori Accardi
Catholic Charities



Members of the Commissioner's Advisory Council

A Message from Commissioner, Arthur R. Johnson, LCSW



2012 was another year of significant change and challenges for the Department. New York State started to ramp up implementation of many new policies designed to facilitate financial stability in the state. Some of these policies include: State take over Medicaid Administration, new Medicaid Managed Care Initiatives, Juvenile Justice Reform, Health Care Reform, etc. Many of these reforms will significantly change our work practices over the next few years.

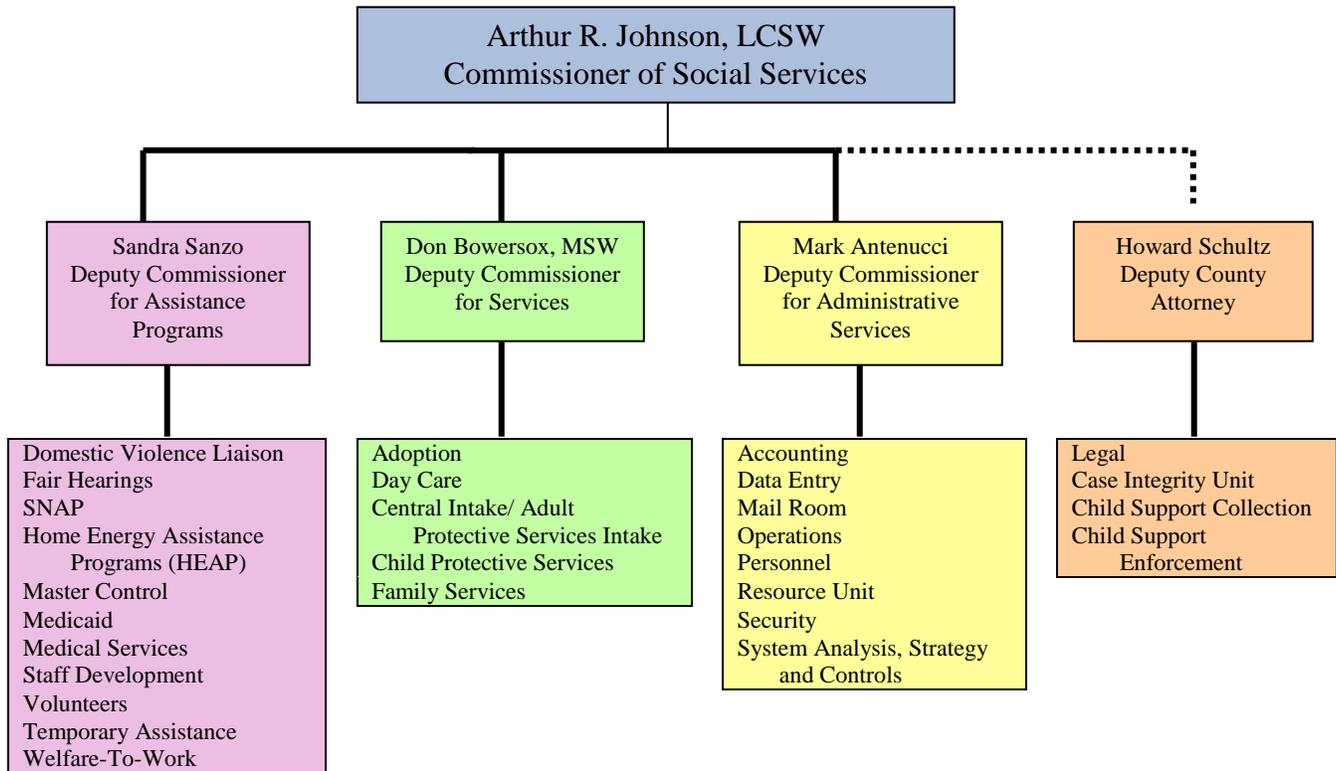
By the end of 2012, thirteen long-term employees from DSS retired. Cumulatively they had over one hundred years of experience. Their years of service are a credit to the department and to the citizens that we serve. We wish them well in their new life experiences. I also want to acknowledge the continued 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.

In 2009-10, we engaged with Coordinated Care Services, Inc. (CCSI) to provide training that introduced supervisors and managers to the concepts and principles of cultural competence. In 2011-2012 the work shifted to focus more on completing Cultural Assessments by 4 BCDSS Divisions (Administration, Assistance Programs, Services, Legal - Child Support). Cultural competence trainings extended to include all department staff. A Cultural Competence Steering Committee and an internal DSS Cultural Competence Committee was convened to provide input, guidance, and oversight. A Cultural Competence Readiness Assessment questionnaire was administered throughout DSS.

Disparities in outcomes may exist in organizations that are not culturally competent. This review was undertaken to give Administration the tools to fuel our continuous quality improvement process. It will also help us to maintain our "focus on results" and on "doing what is right." Each DSS team completed a Cultural and Linguistic Competence Agency Narrative and Self-Assessment. This laid the groundwork to address the specific areas that had room for improvement. The final 2012 Cultural Competency Review Executive Summary includes key recommendations to each DSS department, which spells out how to continue to foster the Cultural and Linguistic Competence journey. I want to thank everyone for his or her participation in this important initiative.

Finally, 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: Deputy County Attorney Howard Schultz, Commissioner Arthur Johnson
 Back Row: Deputy Commissioner, Sandra Sanzo, Deputy Commissioner, Mark Antenucci
 and Deputy Commissioner, Donald Bowersox.

SOCIAL SERVICES ACCOMPLISHMENTS 2012

Children Services and Adult & Family Services

- Reduced costly residential placements from 57 in 2011 to 40 in 2012.
- Dramatically reduced detention placements through several avenues, including meeting with juvenile justice partners on a regular basis, meeting with the Family Court Judges and meeting with the County Executive's Office.
- Non-Secure dropped from 3596 in 2011 to 2477 in 2012. Secure detention dropped from 744 in 2011 to 346 in 2012. Out of county non-secure dropped from 223 days in 2011 to 72 days in 2012.
- CPS Investigated a total of 4011 reports of child abuse and/or maltreatment. This was an increase of 8% from the 3728 investigated in 2011. The total number of investigations open was reduced from 508 in 2011 to 453 in 2012. The overdue rate at the end of 2012 was just 19%.
- Adult Protective received a total of 465 new referrals in 2012. The under care caseload ended the year at 172 cases. Financial Management Only cases ended the year with 188. Catholic Charities continued to provide services to the under care caseload and the Financial Management Only caseload.
- The Department's Representative Payee caseload was audited by the Social Security Administration. There were no findings.
- The Department was awarded a Day Care Fraud Detection & Prevention Grant through OCFS. The Department partnered with the Security Division & Family Enrichment Network. Results through December 2012 were impressive. 187 inspections were completed with \$130,000 saved in subsidy payments.

Public Assistance Division

- In September 2012, the Safety Net Project was expanded to include a housing component to ensure appropriate housing placement and program integrity. Within the first four months, the shelter placements and housing alternatives increased by 10%. Hotel stays decreased by 10% and the length of stay decreased from 3 weeks to 3-6 days.
- The Rental Security Program was re-engineered to put specific criteria in place to utilize payment of rental security deposits in emergency situations. The use of Tenant Responsibility Claim Agreements was re-implemented in lieu of rental securities. This resulted in \$156,308 savings.
- The TANF Work Experience Program became operational in May 2012. The Broome County Urban League in collaboration with the STAR Group developed a recycling center and Thrift Store. The project works with Temporary Assistance Families to provide work experience and skills development. The BC Urban League has served a total of 392 clients.
- In 2012, the BCDSS VITA site, with the help of volunteers, prepared 702 income tax returns. This free income tax service brought \$940,733 in total federal refunds to individuals and families that reside in Broome County. Of this, \$405,581 was from Earned Income Tax Credit. By utilizing this free service, families saved up to an additional \$200.00, as they did not have to use the services of a paid tax preparer.

- The Welfare to Work Unit saw 1,073 TANF and SN recipients enter employment for a savings of \$1,817,668.00 and processed 1,302 sanctions – saving \$448,918.00 for a total savings of \$2,266,581.00, which was a 14% increase over 2011.
- The Six Sigma LEAN Process was utilized in the HEAP, Welfare to Work, Medicaid and Front End Screening Units streamline internal processes, maximize technology and reallocate resources. Methods such as Task Based approach, call center, case supervisory review, and My Workspace website, email, house phones were implemented to increase customer access and maximize work efficiency.

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.

Values Committee

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 last of the values that have been highlighted are Quality and Continuous Growth.

Quality

Recipients include:

Tracy Cooper, Karen Bradham, Cookie VanWolfersdorf, Lyn Skiba, April Nichols and Kathy Czebiniak.

Continuous Growth

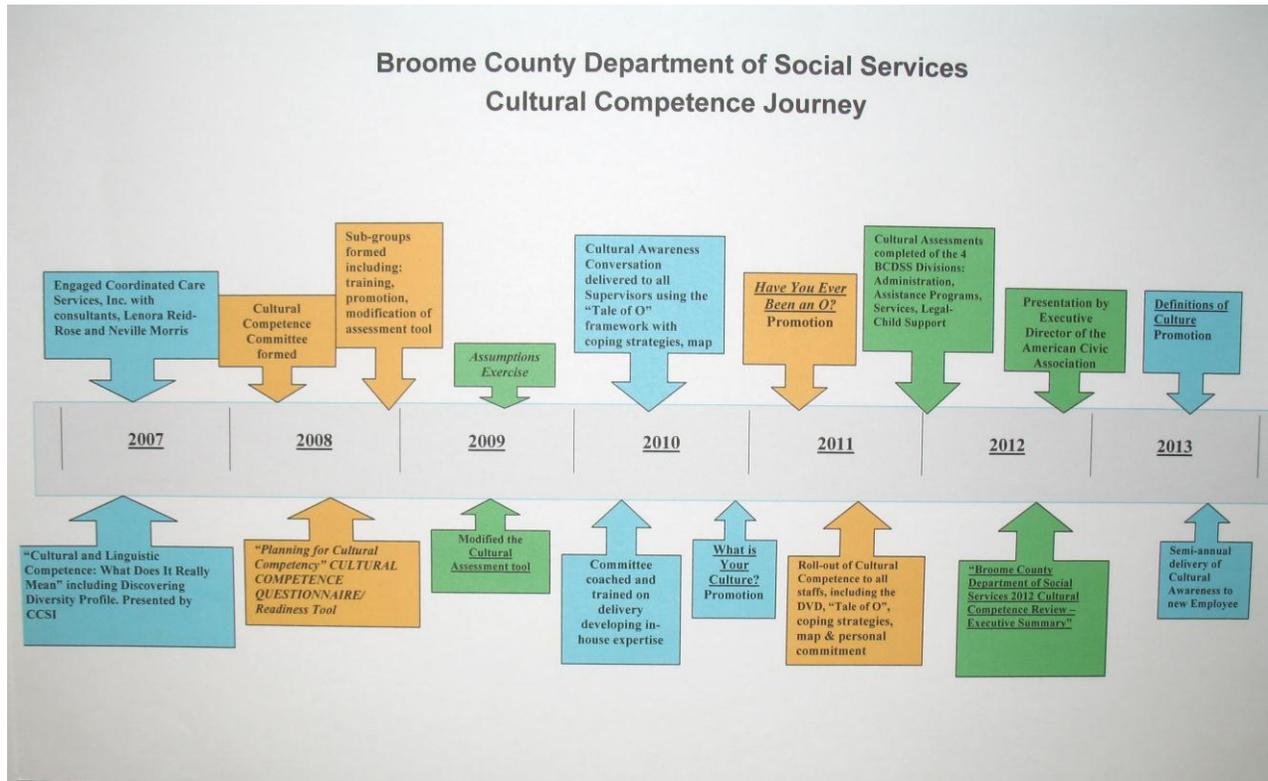
Recipients include:

Jon Miselnicky, Kerry Vollmer, Christine Genung, Kimberly Andrascik, Tracy Cooper, Kelly Budd, Dan Morgan, Christina Martinkovic, Kristin Beylo, Sarah Yurka, Hollie Walsh, Jodi Bouyea, Candy Clements, Joy Hailey, Lisa Hein, Jamie Lynn Muggeo, Patricia Quick, Nora Seeley, Dan Soltis, Dave VanEtten, Tina Weis, Maxine Wright, Mary Guditis, Rita Meattey, Sonja Bennett and Marge Hergel.

Broome County Department of Social Services Cultural and Linguistic Competence Initiative

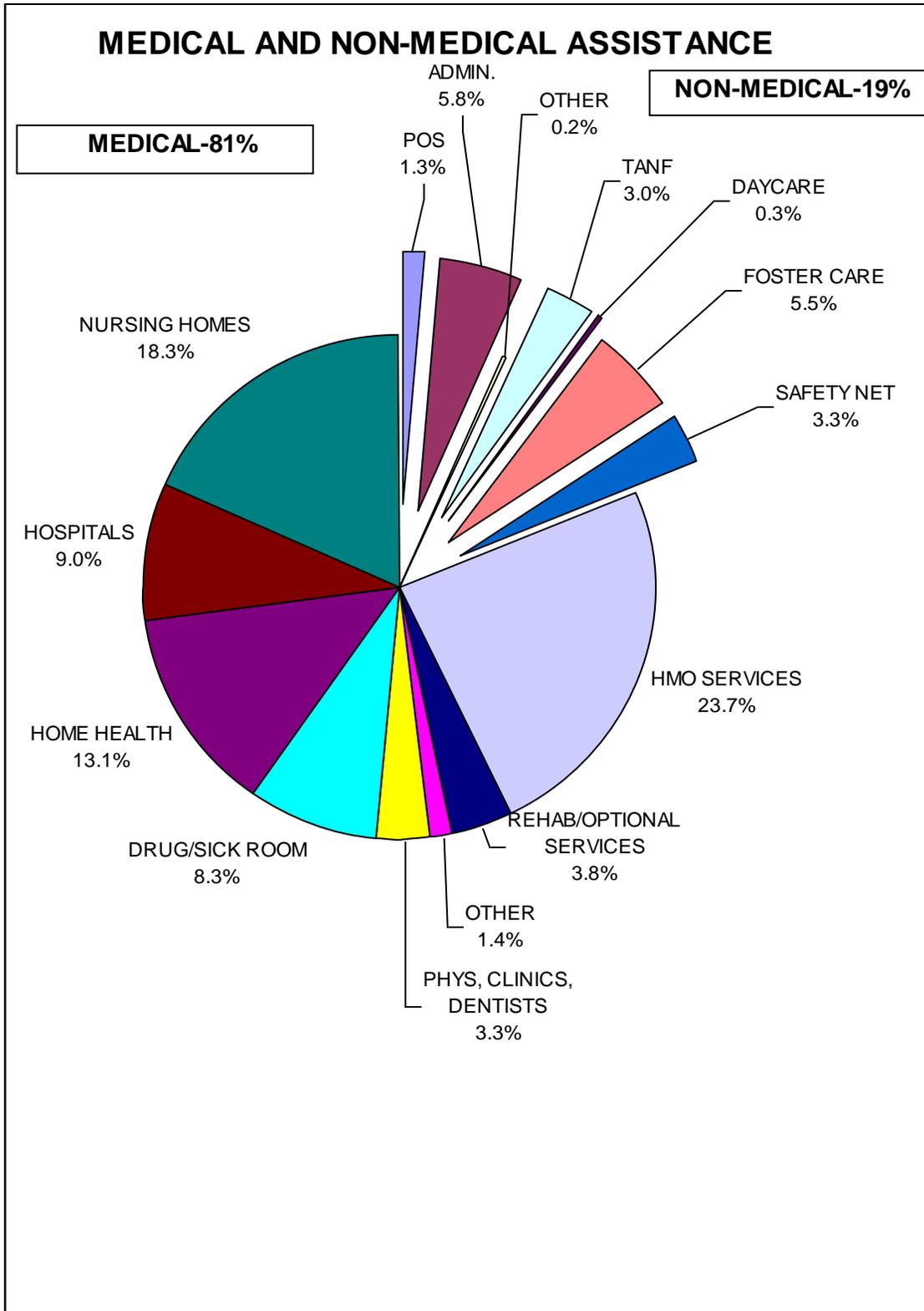
The Broome County Department of Social Services Cultural and Linguistic Competence Initiative, at the Agency, many of us call it simply *Cultural Competence*. Culture, as we've learned, which is at the root of it, covers many aspects of life including institutions', groups' and neighbors', shared understandings, communications, rituals and values, among other things. The glue holding these components together can be race, ethnicity, religion, social and political factors or other unifying themes (Jackson, Singh). The competence piece requires that the Organization have a skill set with which to work effectively cross culturally. Here at DSS, right from the get-go we discovered that we were on a journey of acceptance and understanding; seeking positive outcomes for the families and citizens served by our Organization.

The consultants that helped guide us on our way are from Coordinated Care Service, Inc. (CCSI). They took us through several processes and trainings helping increase our self-knowledge and personal sharing about our diverse backgrounds. As an Agency we identified strengths and challenges as related to change and development in our quest for cultural competency. Below is a timeline of the Cultural and Linguistic Competence Initiative.



2012 BUDGET EXPENDITURES

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



EXPENDITURES BY PROGRAM

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

	2011	2012
TANF	1,705	1,805
SAFETY NET	1,681	1,706
MA & MA SSI & MAFC, NH, FHPlus	24,405	25,269
FOOD STAMPS	15,914	16,426
NURSING HOMES	1,342	1,285
PSA CASES	530	465
CHILDREN IN FOSTER CARE	313	300
CHILDREN IN DAY CARE	1,643	1,564

PROGRAM ACTIVITIES Cumulative for year

	2011	2012
REPORTS OF ABUSE AND NEGLECT	3,728	4,046
MANAGED CARE ENROLLMENT	26,296	28,559
ENTRIES TO EMPLOYMENT	964	1,073
SANCTIONS	1,363	1,302

EXPENDITURES BY PROGRAM

PROGRAMS	2011	2012
Medical Assistance Program	\$35,159,848	\$39,206,775
Temporary Aid to Needy Families	\$11,768,577	\$12,077,103
Administration	\$21,126,546	\$21,224,989
Foster Care	\$20,664,537	\$20,797,621
Safety Net	\$12,696,916	\$12,210,130
Purchase of Services	\$4,536,608	\$4,333,255
TANF Day Care	\$1,318,864	\$1,093,804
Burials	\$605,902	\$627,692
Emergency Aid to Adults	\$202,292	\$228,628
RepPayee/PSA	\$390,732	\$567,330
Non-Secure Detention	\$843,763	\$866,625
Totals	\$109,314,585	\$113,233,952

REVENUES

	2011	2012
Repayments	\$3,498,719	\$2,973,680
Revenues – Federal/State	\$52,485,268	\$47,231,691
Net Cost to County	\$53,330,598	\$63,028,581

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

Temporary Assistance Caseload (as of 12/31):

	2011	2012
All Categories	3,388	3,513

Applications: Family Assistance, Safety Net and Emergency Programs:

	2011	2012
Received:	13,799	14,677
Approved:	4,354	4,933
Denied and Withdrawn:	5,530	6,780
Other (open/close, reopened, reactivated):	4,353	4,872



Income Maintenance Activity:

	2011	2012
Walk-ins	5,175	4,956
Recertifications	4,383	4,825
Cases Closed	2,990	3,718
Case Changes	32,924	27,412
Front Desk Contacts	156,411	171,397

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	2011	2012
Called	606	742
Held	134	162
Affirmed	121	118
Reversed	17	18
Decision correct when made (New information provided)	21	19
Withdrawn	111	122
Defaults	306	327



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. Another reason for continued increase in caseload size is the maintaining of active cases while individuals are in psychiatric institutions and while they are incarcerated. The Medicaid caseload increased 10% from 2011 to 2012.

Caseload (as of 12/31)	2011	2012
MA Only	22,348	23,367
MA-SSI	6,728	6,916
TOTAL	29,076	30,283

Applications- MA only and MA SSI	2011	2012
Received	10,719	10,260
Approved/Reopened*	12,349	10,369

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

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



SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP)

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

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

Caseload (as of 12/31)	2011	2012
Temporary Assistance SNAP	2,856	2,292
SNAP Only (Non-Temporary Assistance households)	13,058	14,134
TOTALS:	15,914	16,426

Applications (NPA)	2011	2012
Received	7,659	7,220
Approved/Opened	7,341	6,701



Expedited Supplemental Nutrition Assistance Program (SNAP)

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

During 2012, 5,145 households were screened for Expedited SNAP. Of those screened, 3,685 or 72% 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 2011-2012 administrative allocation for Broome County totaled \$513,362. 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 supplemental benefit in the 2011-2012 HEAP year.

	2010-2011	2011-2012
Administrative Allocation	\$718,580	\$513,362
Total County Allocation	\$718,580	\$513,362

	2010-2011	2011-2012
Public Assistance /SNAP Households	12,102	12,954
Non-Public Assistance Households	5,464	5,594
Emergency Payments	3,177	2,676
Furnace Repair/Replacement	75	31



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.

TANF/Safety Net Non-Compliance	2011	2012
Non Compliance Sanctions	1,363	1,302
Welfare Grant Savings	\$518,821	\$448,918

2012 Welfare-to-Work Unit Highlights:

TANF/Safety Net Recipients	2011	2012
Entries to Employment	964	1073
Welfare Grant Savings	\$1,434,385	\$1,817,663
<hr/>		
Total Grant Savings <i>(Entries to Employment and Sanctions)</i>	2011 \$1,953,206	2012 \$2,266,581



Welfare to Work Caseload (mthly avg)	2011	2012
TANF	1,249	1172
TANF exempt*	434 (35%)	440 (38%)
Safety Net	1,351	1190
SN exempt*	653 (49%)	647 (54%)
Total caseload	2,600	2362
Total exempt*	42%	46%

*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	2011	2012
Number of cases screened	10,252	10,050
Denied or withdrawn	2,261	2,341
Opened at screening	868	879
Referred for eligibility determination	7,134	6,168



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.

	2011	2012
Nursing home patients (average)	1,390	1,294
*Personal Care Service hours	188,610	186,595
Cost of Service	\$3,148,154	\$2,972,288
Adult Foster Care Clients	37	34
Care at Home Clients (as of 12/31)	10	9

* 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.

	2011	2012
Cases reviewed for Aid to Disabled Category	196	172
Cases eligible for Aid to Disabled Category	142	146
Cases reviewed for SSI/SSD	147	162
Cases approved for SSI/SSD	152	147



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.

	2011	2012
PCAP Cases	783	423
PCAP Eligibility Determinations	814	714



MANAGED CARE

Broome County Social Services is a Mandatory Medicaid Managed Care County. In 2010 Governor Cuomo signed Executive Order #5 which created the Medicaid Redesign Team (MRT) in January 2011. The MRT is aimed at redesigning New York's outsized Medicaid program. One overarching themes of the redesign team proposals is to move all Medicaid recipients from Fee for Service reimbursement to Managed Care. As of December 31, 2012 Broome's total managed care enrollment was 25,788 which represents an 89% 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	2011 Year to Date Enrollment	2012 Year to Date Enrollment
CDPHP	420	333
Fidelis	3,533	4,002
Excellus	19,273	21,156
UHC		297
TOTAL	23,226	25,788

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	2011 Year to Date Enrollment Family Health Plus	2012 Year To Date Enrollment Family Health Plus
CDPHP	58	47
Fidelis	472	460
Excellus	3,576	2,634
UHC	0	44
TOTAL	3,106	2,771

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 Medicaid program as a whole is moving to a managed care environment whereby the dental benefits are provided through the managed care plans. The DSS Case Manager currently provides client education and assistance with billing and eligibility concerns for Fee for Service Medicaid recipients. In 2012, 425 billing and eligibility concerns were resolved.

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.

	2011	2012
Intake Referrals assigned	184	201
PINS Diversion referrals	167	108

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.

	2011	2012
PSA Referrals	530	465
PSA Intake: Adult Abuse	43	29
Self-Neglect	487	436
Representative Payee	245	341



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:

	2011	2012
Children Placed - all levels of care	181	153
Children discharged - all levels of care	191	150
Children freed for adoption	29	29
Children placed in adoptive homes	42	15
Children legally adopted	52	14
Children in foster homes (12/31)	203	223
Children in institutions (12/31)	56	42
Children in group homes (12/31)	30	20
Children in all levels of care	313	300
Number of foster homes	26	19



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 (average per month)

	2011	2012
Families Receiving Daycare Services	940	911
Children Receiving Daycare Services	1,643	1,564



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 an 8% increase in the number of SCR reports received in 2012. See the three-year comparison below:

	2010	2011	2012
Abuse Reports	249	242	235
Neglect Reports	3,507	3,484	3,467
TOTAL	3,756	3,728	4,046
Sexual Abuse Reports	242	209	209
New Family Court Petitions	102	121	86
1034 Investigations	510	446	499
Assist Other Counties in SCR Investigations	280	274	302

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.

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.

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.

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 AFTERSCHOOL PROGRAM (DASP)

The program is an intensive afterschool 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	TOTAL SERVED	AMOUNT
Sexual Abuse Treatment Program	Family & Children's Society	231 Clients	\$447,619
Functional Family Therapy (FFT)	Catholic Social Services	76 Families	\$305,727
Therapeutic After-School Program	Children's Home of Wyoming Conference	59 Youth	\$588,673
PINS/JD Diversion	Probation Department	121 PINS 302 JD	\$1,027,190
Families First	Mental Health Department	80 Families	\$571,740
Non-Residential Services to Victims of Domestic Violence	SOS Shelter	80 Clients	\$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	137 Families	\$124,769
Elder Abuse Outreach	Broome County Office for Aging	10-15 Clients	\$100,093
Lourdes Home Visiting	Lourdes	58 Families	\$175,826
SOS Shelter Domestic Violence/Child Abuse	SOS Shelter	30-35 Clients	\$25,000
Children's Home Preventive Services Program (CHPS)	Children's Home of Wyoming Conference	73 Families 283 Children	\$460,000
Sharing Hope and Inspiring New Energy (SHINE)	Catholic Social Services	42 Youth	\$147,912
Detention Alternative Afterschool Program (DAASP)	Lourdes Youth Services	80-90	\$94,798
Catholic Charities Protective Services for Adults Program	Catholic Charities	177 Undercare Cases 188 FMO	\$530,164
Total	All Providers		\$4,704,638

BROOME COUNTY PERFORMANCE MANAGEMENT



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 has partnered with NYS OMH Bureau of Cultural Competency to co-chair the Central Regional Multicultural Advisory Committee. This Committee hosted a town hall meeting in May to strengthen the collaboration between licensed agencies, community members and consumers to reduce behavioral health service disparities for racial and ethnic minorities served in the NYS

Behavioral Health Care system. The Committee will meet quarterly to eliminate stigma and improve behavioral health service outcomes.

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.

BROOME COUNTY FAMILY VIOLENCE PREVENTION COUNCIL

The Family Violence Prevention Council is a forum to address the incidence and effects of family violence in Broome County sponsored by the Broome County Executive and Legislature. The mission of the Council is to reduce the incidence and severity of family violence in all its forms; child abuse, domestic violence and elder abuse. The Council consists of 40 representatives from the community that volunteer their time to work 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 2012 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 2012 there were 166 foster care eligibility determinations compared to 187 in 2011; of these, 119 were Title IV-E determinations, as compared to 144 Title IV-E determinations in 2011.

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.

	2011	2012
Services Systems Transactions	20,051	19,162



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.

	2011	2012
Authorizations	240,437	230,193



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 530 per month. Other duties include staffing the reception desk, issuing benefit cards (averaging 715 per month). Master Control houses two (2) document scanning stations, one staffed fulltime and the other as staffing allows.

Requisitioning, distributing, recycling and inventory control of office supplies for staff also fall under the responsibility of Master Control. State forms and publications are ordered and distributed by this unit. 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, 400-410 calls could be processed for the Agency.

	2011	2012
Case Numbers Issued	5,375	5,204
Clients Finger Imaged (TA & FS)	6,135	6,366
Switchboard Phone Calls Received	104,594	102,636



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 2012 were:

Court Appearances

	2011	2012
Child Welfare	2,863	2,648
Child Support	3,842	3,840
Total	6,705	6,411



Monetary Recoveries

	2011	2012
Child Support Recoveries*	\$2,471,945.50	\$2,477,999.32
Lien Recoveries (Estates, Injury Claims, Overpayments, MA Real Property, Mortgages)	\$1,564,094.75	\$991,306.95
Medicaid Provider Fraud Demonstration Program	\$115,374	\$236,827.23
Misc. Civil Collections	\$11,808.23	\$13,244.95
Total Monetary Recoveries	\$4,163,222.48	\$3,719,082.99

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

Child Welfare

	2011	2012
Child Abuse/Neglect New Children Receiving Protection	249	183
Foster Children Having Legal Proceedings Commenced to Free for Adoption	45	51

Protective Services for Adults

	2011	2012
Guardianships	36	39

CHILD SUPPORT ENFORCEMENT AND COLLECTION

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

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

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

Child Support Collections	2011	2012
Aid to Dependent Children	\$1,683,230.57	\$1,516,351.77
Other (Home Relief, Child Welfare Medical, etc.)	\$1,040,974.12	\$963,740.55
Total Social Services Collections	\$2,631,050.22	\$2,479,999.32
Total General Public Collections	\$15,753,750.89	\$15,477,011.50
Total Automated Support Collection Unit Collections	\$18,384,801.11	\$17,957,010.82
Federal Incentive on Aid to Dependent Children Support Payments*	\$101,772.00	\$100,372.00
Tax Offset (Federal and NYS)	\$1,373,974.19	\$1,221,953.50

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

	2011	2012
Paternity Established by Court Order	211	211
Agency Acknowledgments	25	16



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 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.

	2011	2012
Authorizations	60,665	60,817
Checks	46,795	41,613
Electronic Benefits	73,024	73,813

	2011	2012
Repayments Processed	6,712	6,108
Value of Repayments	\$7,279,233	\$6,625,444

MAINTENANCE OF CLAIMS*	Public Assistance		Food Stamp	
	2011	2012	2011	2012
Year				
Number of Claims	8,962	9,332	996	1,019
Value of Claims	\$7,245,912	\$7,460,355	\$732,720	\$784,361

*For open and closed cases.



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.

	2011	2012
Number of burials arranged	220 (Cost \$562,431)	270 (Cost \$654,775)
Number of rental inspections	92	183
Number of Retro SSI claims	300	299
Amount of Reimbursement Received	\$724,369	\$821,201

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.

	2011	2012
TPHI offset Medicaid	53,165,857	53,781,630



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.

	2011	2012
Personnel Data Records	298	314
Payroll Transactions	13,459	12,687
Position Change Request	40	38

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.

	2011	2012
Security Incidents	355	367
Cars in Agency Fleet	27	25
Average Operational Fleet Size	25	22.9
Miles Traveled	327,756	331,866
Pieces of Mail Processed	248,667	244,715



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. 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.

	2011	2012
Employees in Degree Programs	11	13

A sampling of the training deliveries in 2012 included:

- MS Office 2010 and Windows 7*, for eighty-six Temporary Assistance staffs,
- NY OCFS Bureau of Training sponsored *Supervisory Training Certificate Program*, attended by sixteen supervisors,
- CISCO Phone System Training* was provided for all employees, and
- as part of the Agency’s Cultural Competence initiative, *American Civic Association: Programs and Services*.

Lean Process Improvement Methodology training was delivered in 2012; benefiting the Department by addressing actual processes in the Assistance Program Division.

	2011	2012
Units of Job Specific Training (all program areas)	1,767	2,265

Through the USDA- Food and Nutrition Service, the Agency, with Staff Development assistance, procured a Process and Technology Improvement Grant. The funding was to support the development and implementation of a task based approach to SNAP case maintenance through workflow analysis and technology improvements. Staff Development was assigned oversight of the SNAP Project and Call Center.

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.

	2011	2012
Number of Volunteers / Interns	482	445
Hours of Service	9,086	8,717
Value of Donated Goods	\$30,256	\$17,6913

Volunteers and interns had a positive impact on the organization in 2012. 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 2012. Interns and volunteers for the VITA program filed 702 income tax returns for families and individuals whose household income was under \$49,078. This income tax site brought over \$940,733 in total federal refunds to individuals and families in Broome County. Of which, \$405,581 was earned income credit. The Volunteer's office continued it's 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. This year thirty children were signed up to participate in this program. 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 earned \$490 for 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, twenty five youngsters were able to receive a gift for their birthday. Unfortunately the Friendship Tree decided to disband at the end of the year. The Volunteer's office is currently seeking out volunteers to keep the Birthday Buddy Program intact for the upcoming year.



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	2012 GRANT AMOUNT
Binghamton University Bachelor Program	\$70,637
Broome Community College Associate Degree Program	\$38,614
Child Care and Development Block Grant (CCDBG)	\$3,737,918
Child Care Fraud Detection and Prevention	\$22,197
Child Passenger Safety Program	\$8,655
Child Protective Services Enhanced Funds	\$28,901
Community Solutions for Transportation	\$6,116
Detention Alternative Reporting	\$84,343
Flexible Funds for Family Services (formerly Combined TANF)	\$767,938
Food Stamp Most Improved Grant	\$4,197
Home Energy Assistance Program (HEAP) *	\$656,960
Homeless Prevention (City of Binghamton)	\$77,899
Integrated County Planning	\$1,488
Medicaid Fraud and Abuse	\$14,648
Medicaid Managed Care Program (MAX)	\$23,413
Medicaid Outstation Worker Program (MOW)	\$132,385
Medicaid Technologies Improvement Grant	\$6,730,677
SNAP Employment & Training	\$216,267
SNAP Nutrition Education	\$42,893
SNAP PPG	\$69,148
Summer Youth Employment Program	\$262,449
TOTAL	\$12,997,743

*An additional \$7,863,312 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.

5 years

Hollie Allis
Nancy Combs
Laureen Covert
Marc Day
Kelly Ann DePhillips
C. Omarr Evans
Jennifer Evans
Christine Genung
Michael Hennessey
Ramona Hornedo
Adrienne Irons
Sabina Oczko
Donna Schwartz
David A. Smith
Daniel Soltis
Ilona Stungurys-Montgomery
William Walling

10 years

Mary Ellen Arnold
Katie Bennett
Anita Black
Craig Cooley
Viola Decker
Saundra Denmon
Amy Zembery

15 years

Kelly Brady
Barbara Barry
Rene Belveg
Paul Espinal
Jacqueline Goughary
Michelle Schmidt

20 years

Catherine Austin
Nancy Cleary
Jeffrey Doren
Amy Friends
Beverly Hansen
Dianna Harden
Jeannie Houghtalen
Gail Hunker
Denise Klein
Judy Stewart Lundvall
Frank Prokop
Dave Rider
Tina Survilla
Jude Tropa

25 years

Don Bowersox
Annette Goughary
Nancy Guy
Carol Howell
Sandra Sanzo

30 years

Lynn Ford
Carleen Rogers
Debra Ruland

35 years

Karen Frank
Karen Hawley



Employee of the Month



January 2012
Julie Powell



February 2012
Robin D'Angelo



March 2012
Kathy Czebiniak



April 2012
Gayle Betzehnauser



May 2012
Cheryl Swider



June 2012
Robin Taft



July 2012
Sharon Tucker



August 2012
Debra Bresloff



September 2012
Katrina Tokos



October 2012
Dawn Gordon



November 2012
Emily Lux



December 2012
Kim Petrylak