

Broome County Department of Social Services Annual Report 2015



Arthur R. Johnson, LCSW
Commissioner

Debra A. Preston
County Executive

Table of Contents:

A Message from Arthur Johnson	1
Organizational Chart	2
Commissioner inducted NYPWA President	3
Lean Six Sigma	4
Staff Honored for Service	5
Employee of the Month	6
2015 Budget Expenditures	7
End of Year Caseload Reports	8
Program Activities	8
Expenditures by Program	9
Revenues	9
Assistance Programs	10
Temporary Assistance	10
Fair Hearings	11
Medical Assistance (Medicaid)	12
Supplemental Nutrition Assistance Program (SNAP)	13
Expedited Supplemental Nutrition Assistance Program (SNAP)	13
Home Energy Assistance Program	14
Welfare to Work	15
Temporary Assistance Services Unit	16
Medical Services	17
Disability Review	17
Prenatal Care Assistance Program	18
Managed Care	18
Managed Long Term Care	19
CASA	20
CASA	20
End of Year Caseload Reports	21
Social Services	23
Central Intake & Adult Protective Services	23
Services	23
Families First	24
PINS Diversion	25
Family Services	26
Day Care	27
Child Protective Services	28
Purchase of Services Programs	29
Broome County Performance Management	32
Broome County Family Violence Prevention Council	33
Support Services	34
Services Systems Unit	34
Welfare Management Systems	34
Master Control	35
Enforcement	36
Legal Unit	36
Child Support Enforcement and Collections	37
Administrative Services	38
Accounting	38
Resource Unit/Third Party	39
Personnel	40
Operations Management	40
Central Administration	41
Staff Development	41
Volunteer Services	42
Grants	43

Our Vision:

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

Organizational Values:

1. Professionalism

Applying the highest standards of ethics and practice in the performance of one's duties.

2. Doing What is Right

Within organizational parameters, and based on facts, to make decisions and to act in accordance with the values and the vision of the department.

3. Taking Responsibility

The acceptance and ownership of the consequences of one's decisions and actions.

4. Results Oriented

To identify desired outcomes and work toward achieving those outcomes in an efficient manner.

5. Team Oriented

Working with others to promote an environment of "collective" ownership of organizational outcomes.

6. Enthusiasm

Being positively energized and motivated while working toward one's full potential.

7. Innovation

To explore and develop new ideas and products that improve individual and organizational performance.

8. Acceptance of Risk

Understanding that progress and change involves some degree of uncertainty.

9. Quality

To continuously achieve excellence of both process and product.

10. Continuous Growth

Taking responsibility to seek and utilize opportunities that support individual and organizational development.



A Message from Commissioner, Arthur R. Johnson, LCSW



2015 was another year of significant changes and challenges for the Department. The NYS Health Department continues to take over portions of Medicaid Administration from local DSS districts. Our staff continues to restructure & redefine their roles & responsibilities in an area that is downsizing every year as the state takes over more and more of the work. This process will continue for at least two more years.

Child Protective Services (CPS) continued to handle a large volume of investigations in 2015. They investigated and determined 3819 reports of child abuse and or maltreatment involving 5237 children.

Historically low numbers were achieved in foster care. Two hundred and twenty-seven children were in some level of foster care at the end of 2015. Institutional placements made up just 34 of the total placements- the lowest number ever.

2015 marked the first full year of the Department having the responsibility for the Persons In Need of Supervision (PINS) program for the county. The Department's approach, of working with the entire family and using creative solutions in planning, has been a success.

In June of 2015, we opened the reconstructed front lobby. This renovation nearly doubled the size and seating capacity of the waiting room. Although the number of individuals coming into the building for service in 2015 increased, their wait time has been cut by 50%. The long lines of consumers out the door are gone.

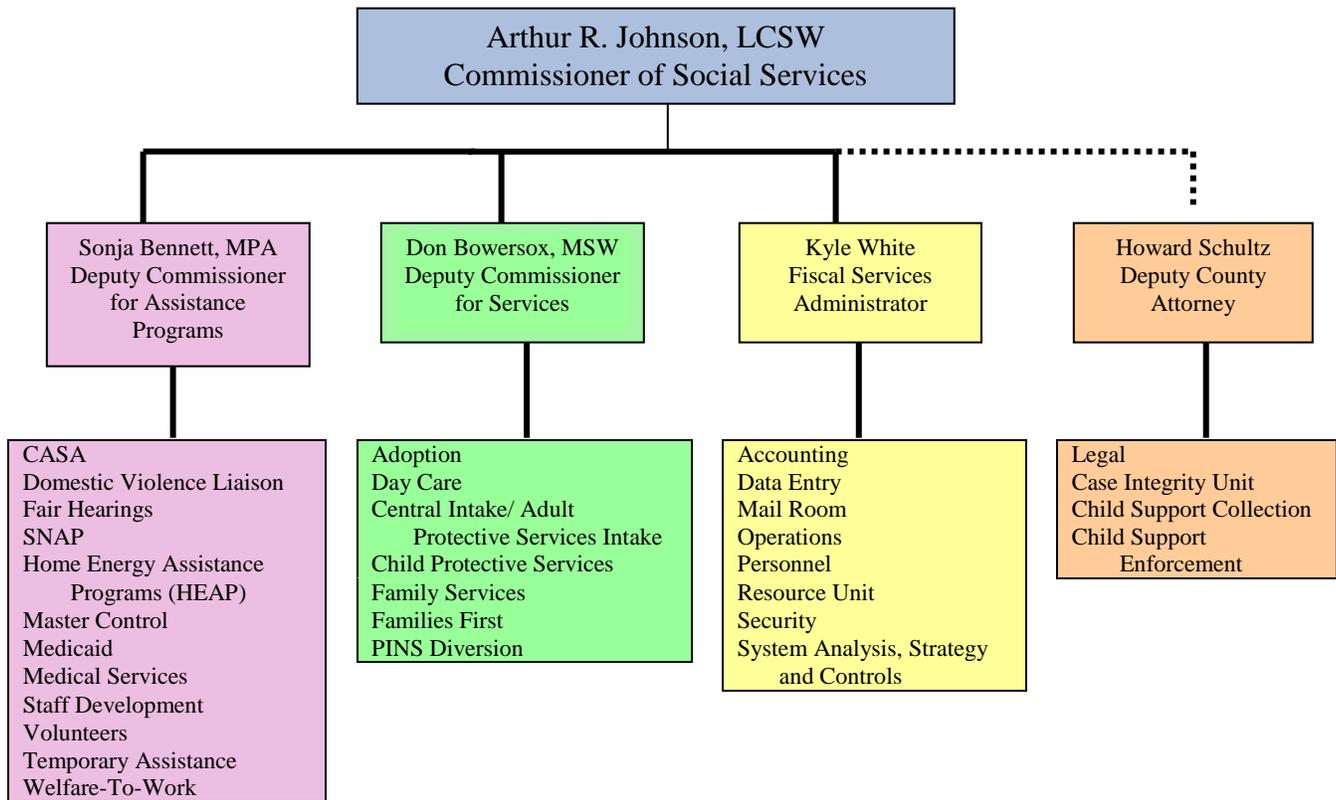
The SNAP unit implemented the Call Center and Task Work Distribution system; we have improved work processes and increased the efficiencies in the Unit. Workers are now able to conduct, on average, 50% more tasks per day than before the implementation of the system. The SNAP Unit has reduced their case maintenance processing time from 45 to 7 days.

In 2015, the Broome County DSS Volunteer Income Tax Assistance (VITA) site, filed 394 returns for the Tax Year 2014. Federal refunds totaled \$561,593. The earned income credit was \$254,893 and the child tax credit was \$76,110. The NY State refund amount was \$151,244.

By the end of 2015, 11 long-term employees from DSS retired. Cumulatively they had over two hundred, thirty-two 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.

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: Commissioner Arthur Johnson and Deputy Commissioner, Sonja Bennett
 Back Row: Deputy County Attorney, Howard Schultz, Fiscal Services Administrator, Kyle White
 and Deputy Commissioner, Donald Bowersox.

Commissioner Johnson is inducted as NYPWA President

Commissioner Johnson was installed as the New York Public Welfare Association (NYPWA) President on January 28, 2016. Broome County Executive Debbie Preston performed the swearing-in ceremony at the NYPWA Conference.

According to the NYPWA website, NYPWA is the oldest public welfare association in the United States. NYPWA is a dynamic partnership of local social services districts dedicated to improving the quality and effectiveness of social welfare policy, so that it is accountable to taxpayers and protective of vulnerable people. The association provides information, policy analysis and technical assistance to federal, state and local policymakers and direct support to districts. NYPWA Vision: The New York Public Welfare Association, through its leadership, expertise and the influence of its membership, plays a crucial role in shaping social policy in New York State.



LEAN SIX SIGMA

In order to more efficiently and effectively serve the increasing number of individuals who enter our front door, the Agency embarked on the reconstruction of the front entrance and waiting room area of the building. With the assistance of LEAN/Six Sigma experts, the best way to move people through the process up-front as effectively and safely as possible was determined.

The LEAN process just didn't stop at the reconstruction of the main lobby. The Agency also utilized it in the redesign of our application process for Temporary Assistance, Medicaid and SNAP. Although the number of consumers seen on a daily basis increased, a reduction was seen in wait times. A time study of the consumers seen in 2015 shows that they were able to conduct business and leave within 10 minutes of arrival as opposed to 2014 when the majority of the consumers were here an average of 20 minutes.

The Agency has also reduced the number of overdue Temporary Assistance applications by 67%. In SNAP, though there has been a 9% increase in the number of applications, there also has been a 10% reduction in the number of overdue cases; 97% of the SNAP cases are processed within the 30 day time requirement.



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

Kathleen Jason
Jon Miselnicky
Geoffrey Gardner
Tia Tennant
Heather Pickett
Kathleen Jones
Amy Morgan
Heather Awad
David Sullivan

10 years

Linda Kotasek
Patrice Oranchak
Joy Hailey
Lyn Skiba
Stacy Giordani
Cherrie Thompson
Janet Majewski
Laura Nuccio
Lynn Pendlebury
Cindy Duncan
Dawn Gordon
Dennis Falvey
Cynthia Cortright
Jo-An Morrison

15 years

Connie Darrow
Michele Giannuzzi
Linda Hall
Loretta Smith
Kyle White
Jessica Osterhout
Kristen Tasber
Diane Teed
Maxine Wright
Lorraine Bucci
Carolyn Lamaitis
Teresa Lateer
Kim Petrylak
Susan Giblin
Laura Kendrick

20 years

Kathleen Quain-McCormack
Anna Hubbert
Patricia Samson
Robert Gould
Patricia Shirhall

25 years

Christine Forse
Patricia Lanois
Julie Fiester
Mark Heath
Joseph Medinosky
Barbara Villasana
Rita Meattay
Barbara Ravas

30 years

Joseph Salva
Nikki Anderson
Mary Guditis
Julia Hepworth
Roger Weston

35 years

George Kurbaba



Heather Awad, 5 yrs. of service



Teresa Lateer, 15 yrs. of service



Joseph Medinosky, 25 yrs. of service

Employee of the Month



January 2015
Joe Salva



February 2015
Nicole Risalek



March 2015
Kristin Davis



April 2015
Amy Friends



May 2015
Teresa Swartz



June 2015
Amy Morgan



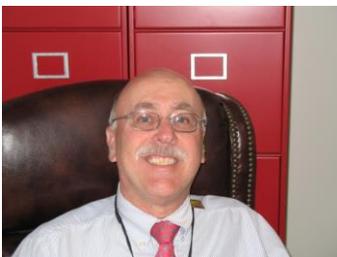
July 2015
Lynn Ford



August 2015
Rob Zetzsche



September 2015
Kathleen Santoni



October 2015
Jim Cucci



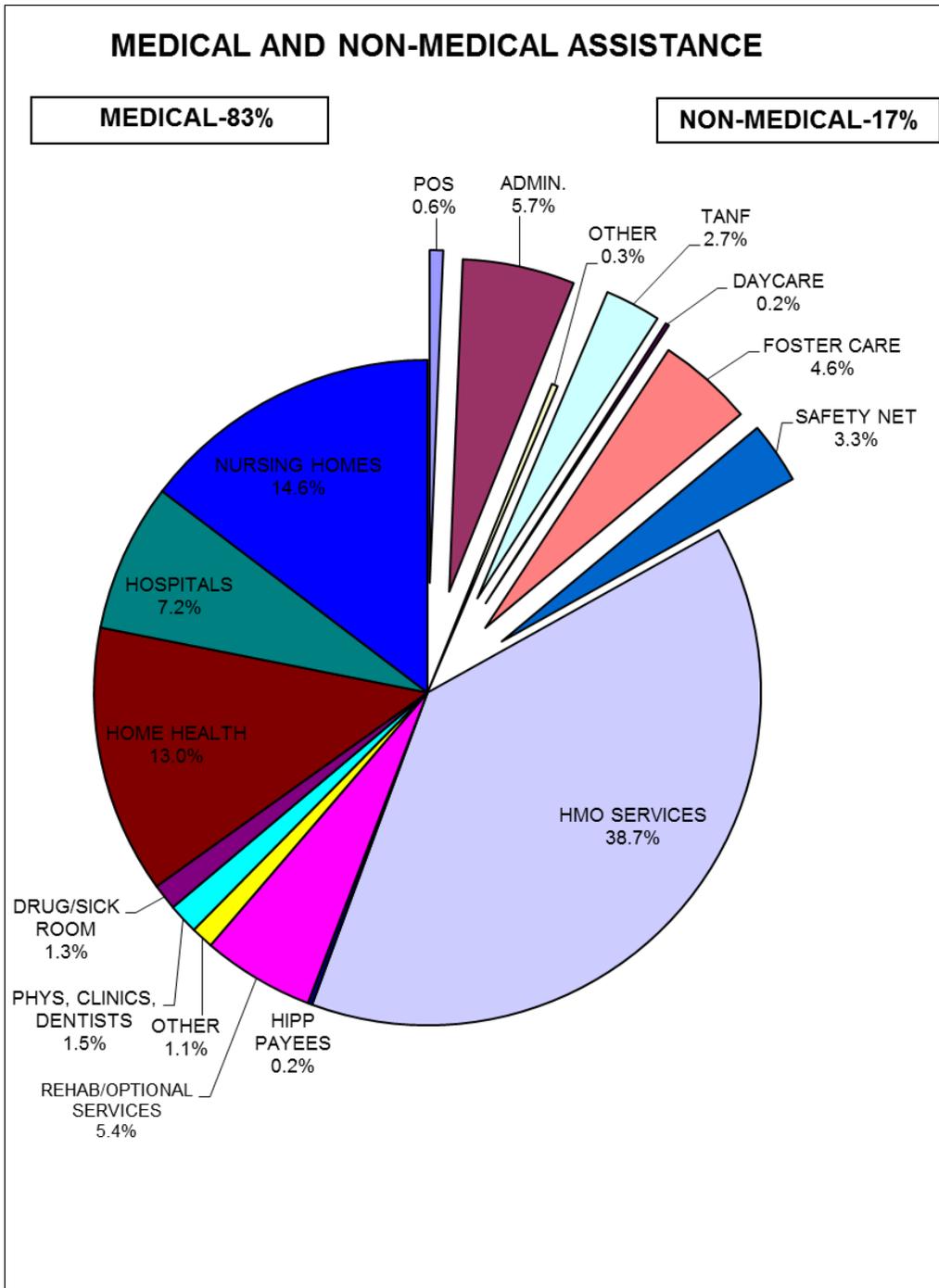
November 2015
Ellen Lloyd



December 2015
Lori Covert

2015 BUDGET EXPENDITURES

How \$437,443,772 (Federal, State and Local Shares) was spent for
Department Programs in 2015



EXPENDITURES BY PROGRAM

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

	2014	2015
TANF	1,559	1,573
SAFETY NET	1,843	1,935
MA & MA SSI & MAFC, NH, FHPlus	24,521	22,780
SNAP (formerly Food Stamps)	17,202	17,066
NURSING HOMES	1,238	1,238
PSA CASES	356	304
CHILDREN IN FOSTER CARE	259	224
CHILDREN IN DAY CARE	1,465	1,542

PROGRAM ACTIVITIES Cumulative for year

	2014	2015
REPORTS OF ABUSE AND NEGLECT	4,119	4,203
MANAGED CARE ENROLLMENT	28,133	25,882
ENTRIES TO EMPLOYMENT	1,002	1,118
SANCTIONS	1,119	1,244

EXPENDITURES BY PROGRAM

PROGRAMS	2014	2015
Medical Assistance Program	\$38,452,684	\$36,661,532
Temporary Aid to Needy Families	\$12,117,283	\$11,830,343
Administration	\$23,057,272	\$23,794,837
Foster Care	\$18,925,508	\$19,197,937
Safety Net	\$13,240,518	\$13,050,246
Purchase of Services	\$3,188,951	\$2,824,348
TANF Day Care	\$907,161	\$777,593
Burials	\$510,206	\$383,628
Emergency Aid to Adults	\$313,465	\$352,978
RepPayee/PSA	\$531,802	\$542,438
Non-Secure Detention	\$892,147	\$1,078,966
Totals	\$112,136,997	\$110,494,846

REVENUES

	2014	2014
Repayments	\$3,523,184	\$2,790,431
Revenues – Federal/State	\$49,469,658	\$49,682,304
Net Cost to County	\$59,144,156	\$58,022,112

Assistance Programs

The Assistance Programs Division is responsible for the administration of the benefits programs. These include Temporary Assistance, Medicaid, SNAP (formerly known as 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):

	2014	2015
All Categories	3,403	3,509

Applications: Family Assistance, Safety Net and Emergency Programs:

	2014	2015
Received:	16,415	14,697
Approved:	4,287	3,235
Denied and Withdrawn:	8,121	6,510
Other (open/close, reopened, reactivated):	4,555	4,952



Income Maintenance Activity:

	2014	2015
Walk-ins	3,381	2,280
Recertifications	3,707	3,915
Cases Closed	5,540	5,924
Case Changes	32,707	34,581
Front Desk Contacts	171,964	176,985

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	2014	2015
Called	879	1,055
Held	224	314
Affirmed	152	252
Reversed	26	54
Decision correct when made (New information provided)	18	31
Withdrawn	23	62
Defaults	442	528

MEDICAL ASSISTANCE (MEDICAID)

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

The NYS Department of Health began the Takeover of Administration of the Medicaid program in 2011. Also occurring simultaneously is the implementation of the Affordable Care Act which includes an increase in the income level for Medicaid eligibility to 138% of the federal poverty level.

In addition to the increase in income levels, the New York State of Health Marketplace was opened back in October of 2013. This year was the first time we have seen a decrease in caseloads and applications due to certain individuals being able to apply through the Marketplace for Medicaid coverage.

Caseload (as of 12/31)	2014	2015
MA Only	28,955	25,224
MA-SSI	7,046	7,131
TOTAL	36,001	32,730

Applications- MA only and MA SSI	2014	2015
Received	10,563	8,659
Approved/Reopened*	11,093	7,926

* 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)	2014	2015
Temporary Assistance SNAP	2,837	2,228
SNAP Only (Non-Temporary Assistance households)	14,365	14,838
TOTALS:	17,202	17,066

Applications (NPA)	2014	2015
Received	8,681	8,598
Approved/Opened	5,403	4,803

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 2015, 8,598 households were screened for Expedited SNAP. Of those screened, 3,397 or 39% 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 2014-2015 administrative allocation for Broome County totaled \$456,983. 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 2014-2015 HEAP year.

	2013-2014	2014-2015
Administrative Allocation	\$441,381	\$456,983
Total County Allocation	\$441,381	\$456,983

	2013-2014	2014-2015
Public Assistance /SNAP Households	6,242	6,545
Non-Public Assistance Households	12,673	11,374
Emergency Payments	2,438	3,270
Furnace Repair/Replacement	21	30



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 Transitional Employment Advancement Program (TEAP) and On-The-Job Training (OJT) programs, SNAP Employment and Training (SNAP E&T), and the Disabled Client Assistance Program.

2015 Welfare-to-Work Unit Highlights:

TANF/Safety Net Non-Compliance	2014	2015
Non Compliance Sanctions	1,141	1,244
Welfare Grant Savings	\$384,077	\$424,059

TANF/Safety Net Recipients	2014	2015
Entries to Employment	1,002	1,118
Welfare Grant Savings	\$1,683,605	\$1,288,710

	2014	2015
Total Grant Savings <i>(Entries to Employment and Sanctions)</i>	\$2,067,682	\$1,712,769



Welfare to Work Caseload (mthly avg)	2014	2015
TANF	1,074	1,008
TANF exempt*	488 (46%)	544 (54%)
Safety Net	1,240	1,253
SN exempt*	847 (69%)	999 (80%)
Total caseload	2,314	2,261
Total exempt*	58%	69%

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

TEMPORARY ASSISTANCE SERVICES SCREENING UNIT

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

Emergency Assistance and Crisis Management	2014	2015
Number of cases screened	4,144	4,684
Number of cases approved for emergency assistance (housing issues/fuel/utility shutoffs)	3,338	3,441



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.

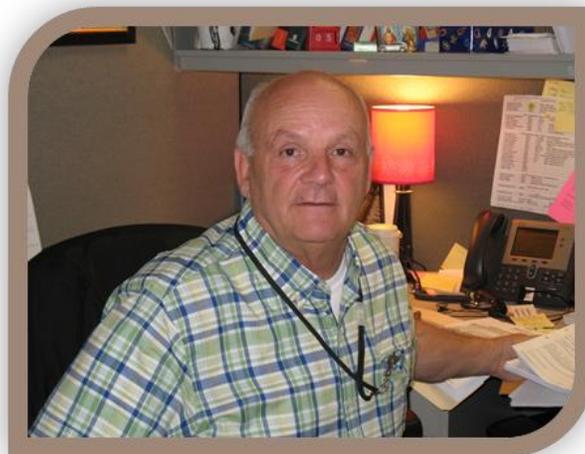
	2014	2015
*Personal Care Service hours	179,878	195,284
Cost of Service	\$3,401,040	\$3,711,070
Adult Foster Care Clients	28	32
Care at Home Clients (as of 12/31)	13	14

* 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.

	2014	2015
Cases reviewed for Aid to Disabled Category	147	92
Cases eligible for Aid to Disabled Category	126	105
Cases reviewed for SSI/SSD	163	849
Cases approved for SSI/SSD	227	231



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.

	2014	2015
PCAP Cases	512	401
PCAP Eligibility Determinations	661	348

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, 2014 Broome's total managed care enrollment was 27,778 which represents a 77.1% 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 <2%.

Plan	2014 Year to Date Enrollment	2015 Year to Date Enrollment
CDPHP	217	245
Fidelis	4,892	4,791
Excellus	21,957	20,193
UHC	658	653
TOTAL	27,778	2,5882

MANAGED LONG TERM CARE

Broome County Social Services is a Mandatory Medicaid Managed Care County. In 2010 Governor Cuomo signed Executive Order #5 which created the Medicaid Redesign Team (MRT) in January 2011. The next phase was NY State's Medicaid Redesign Initiative (MRT#90) to which is to transition Dual Eligible individuals, age 21 and over, requiring more than 120 days of community based long term care services (CBLTCS) to Managed Long Term Care Plans (MLTCP). CBLTCS are defined as: Home Health Care, Personal Care Services, Adult Day Health Care, Consumer Directed Personal Assistance Program, and Private Duty Nursing. This went into effect in Broome County October 1st, 2014.

Plan	2014 Year to Date Enrollment	2015 Year to Date Enrollment
Fidelis Care at Home	52	156
United Health Care PA	6	74
I Circle	1	32
VNA Homecare	0	4
TOTALS	59	266

CASA

CASA is the central access point for the consumers of long term care, from home care to nursing home. CASA helps families, regardless of age or payer source, to navigate their way through the myriad of long term care options available in Broome County.

CASA assessments can help to prevent a crisis, by matching needs to programs and services, by putting together short term plans with long term options. Long term care options consist of level of care assessment, Medicaid personal care aide service, Medicaid shared aide services, consumer directed personal assistance program, private duty nursing, nursing home placement an nursing home community. Individuals may need just a little assistance to maintain their independence in their residence. Whatever the need; whatever the call, CASA will respond with suggestions and recommendations, giving the client and the family the information they need to make the best decision.

As the Medicaid Redesign Team initiatives continue, CASA has seen the transition of the majority of their Long Term Home Health Care Program (LTHHCP) clients to one of the four Managed Long Term Care programs in the county. These transitions have moved slowly and the LTHHCP waiver was extended twice in order to allow all of these clients to move over to MLTCs. At the end of 2015, we still had LTHHCP clients who had not transitioned. PCA and CDPAP Level II clients have been moving at a slow pace as well.

CASA no longer manages NY Connects as this responsibility was assigned back to OFA by the state. CASA works cooperatively with OFA as they navigate all of the requirements of NY Connects. CASA has developed a reference sheet for both agencies to help determine how to manage specific referrals.

CASA remains an experienced, trusted presence in Broome County, continuing to case manage Level I clients, to pick up clients that are dis-enrolled from MLTCs, to complete the mandatory UAS-NY assessments for Medicaid programs and Nursing Home Transition Diversion and Traumatic Brain Injury waivers, PRI and Screens for nursing home placement and level of care evaluations. We assist our clients as they are discharged from hospitals and nursing homes. Years of nursing experience are a part of every CASA home visit and assessment.

CASA Program Coordinator Retires

Barbara Travis RN BSN CPC, surprised everyone by announcing her retirement effective November 29, 2015. Barbara had earned her 20 year certificate with the county in September. A good leader understands what their staff experiences in their job. At CASA Barb had the experience of working all positions from covering hospitals, nursing homes, assessments for ALP, and participating with intake and case management. Initially she applied for, and was promoted to the Assistant Public Health Nurse position. She brought to this position her knowledge of working in the field and the facility.

Barbara took on all roles at CASA with dedication, humility and a responsibility to her co-workers, her employer, and the residents of Broome County. Happy Retirement! You will be missed.

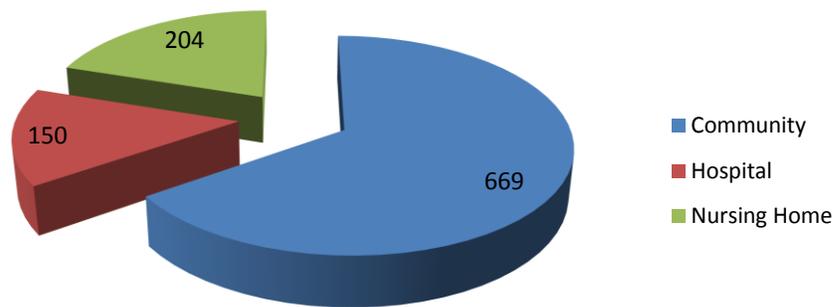


2015 CASA End-of-Year Caseload Report

	2014	2015
Traditional Personal Care Program	117	92
Shared Aide Program	82	60
Consumer Directed Personal Aide Program	160	105
Foster Family Care	28	31
Ideal Long Term Home Health Care Program	52	10
Lourdes Long Term Home Health Care Program	36	10
Nursing Home to Community Program	28	10
Nursing Home Placement Program	2	0
Nursing Home Transition Diversion Waiver	4	2
Adult Day Care - Medical	7	2
Care at Home Program	17	18
Private Duty Nursing Program	21	17
Home Community Based Waiver Program	69	69
Traumatic Brain Injury Program	2	3
CASA Case Management Only	99	107



2015 CASA Incoming Referrals



Broome County CASA 2015 Visits Made by Staff

Initial Visits	821
Reassessments Visits	1044
Annual Visits	32
Community Follow-up Visits	36
Hospital Follow-up Visits	271
Nursing Home Follow-up Visits	489
TOTAL	2,693

2015 – CASA Clients Transitioned to MLTC

MLTC Agency Name	Client Numbers
Fidelis	45
I-Circle	1
United Health Care	7
Total	53
Ideal – LTHHCP	34
Lourdes – LTHHCP	19
TOTAL	53

2015 – CASA Clients Transitioned to MCO

MCO Agency Name	Client Numbers
Excellus	1
Fidelis	61
I-Circle	18
United Health Care	26
VNA Homecare Options	2
TOTAL	108
PCA	30
Shared Aide	19
CDPAP	55
PDN	0
MDC	4
TOTAL	108

Social Services

CENTRAL INTAKE AND ADULT PROTECTIVE SERVICES

Referrals to Central Intake are accepted when a child or children are identified as being at immediate or imminent risk of placement in foster care. Caseworkers from Central Intake will assess the household and the risk of placement. If eligible for Mandated Preventive Services, caseworkers will make referrals to programs provided by contract agencies.

Referrals to Adults Protective Services are accepted for adults who are in danger of harm through their own actions or the actions of others, and who have no one willing and able to help them responsibly. Caseworkers from Adult Protective Services assess the adult’s situation and provide assistance and referral for services provided by community based agencies or contract agencies.

Services and accomplishments in 2015 included:

- Answered 1,596 Intake line calls
- Received and logged in 304 Adult Protective Service referrals
- Assigned 216 referrals for Assessments
- Assigned 53 Central Intake calls of which 40 were CI Preventive referrals which included 13 ICPCs, 50 Home Study investigations and 1 Runaway Homeless Youth Referral.
- Broome County filed one guardianship petition. The petition was accepted.
- Broome County DSS Commissioner was appointed guardian for 5 new individuals
- The Broome County DSS Commissioner served as guardian for 31 individuals.

	2014	2015
Central Intake Referrals Assigned	88	

	2014	2015
PSA Referrals	356	304
PSA Intake		
Adult Abuse	33	24
Self-Neglect	88	71
Chronic MI Untreated	129	77
Guardianships	27	31



FAMILIES FIRST

The Families First program offers a strength-based, family focused approach to providing support and assistance to families that are at risk of having their children placed outside of the home. In-home therapists work intensively with the family (minimally 2-3 times per week) providing a myriad of concrete and support services in an effort to help them resolve the presenting crisis and make positive changes, and to help parents establish a safe and nurturing environment for their children. The program is available 24 hours a day, seven days a week.

Services and accomplishments in 2015 included:

- Served 81 families (338 individual) including 181 children at risk of placement
- Provided three 8-week modules of *Strength Based Parenting* classes graduating 36 individuals
- Provided three 8-week modules of *Anger Management for Parents* classes graduating 52 individuals
- Achieved a Satisfaction rating of 100% from families enrolled in the program (based on 60 completed surveys)
- Achieved a 98% prevention of placement rate for families served in 2015 (178 of 181 children)
- Achieved an overall prevention of placement rate of 98% for families based on follow-ups at 3-month, 6-month, and 12-month and 24-month post closure. 347/354

	2014	2015
Number of Families Served	88	81



PINS DIVERSION

The Person In Need of Supervision (PINS) Diversion Services strive to divert PINS cases from Family Court and subsequent DSS custody and placement in a group home or institutional care. A parent, school, agency (such as DSS) or police may file a complaint. PINS Diversion Services include, an intake conference, assessment, referrals to services, home and school visits, and communication and collaboration with parents, schools and providers.

Broome County Probation had provided this service until December 1, 2014 when it was transferred back to DSS to operate.

Services and accomplishments in 2015 included:

- There were 286 calls from individuals interested in filing a PINS complaint
- 219 were diverted prior to a PINS complaint being filed
- 112 PINS Intakes complaints were filed, 67 by parents, 45 by schools
- 61 PINS cases were successfully diverted from going to Family Court
- 97 Individuals attended Orientation.

	2014	2015
PINS Diversion Referrals	115	112



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:

	2014	2015
Children Placed - all levels of care	114	105
Children discharged - all levels of care	137	140
Children freed for adoption	32	46
Children in pre-adoptive homes	27	31
Adoptions finalized	42	32
Children in foster homes (12/31)	183	149
Children in institutions (12/31)	32	36
Children in group homes (12/31)	22	19
Children in all levels of care	256	225



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)

	2014	2015
Families Receiving Daycare Services	852	844
Children Receiving Daycare Services	1,455	1,542



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 2.5% increase in the number of SCR reports received in 2011. See the three-year comparison below:

	2013	2014	2015
Abuse Reports	241	255	213
Neglect Reports	3,725	3,864	3,606
TOTAL	3,966	4,119	3,819
Sexual Abuse Reports	224	239	194
New Family Court Petitions	88	90	71
1034 Investigations	456	481	407
Assist Other Counties in SCR Investigations	322	389	384



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. TASP provides the children with transportation and dinner to maximize their time in program.

FUNCTIONAL FAMILY THERAPY

Functional Family Therapy (FFT) is an empirically grounded, well-documented and highly successful family intervention program for dysfunctional youth provided by Catholic Charities of Broome County. The target population is at-risk 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 into 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 (CHPS)

The Children's Home (of Wyoming Conference) Preventive Services provides family focused child-centered Preventive services to families of children at risk of foster care placement due to abuse or neglect. Intensive and comprehensive services are provided to improve parent-child interaction, promote self sufficiency and preserve the family unit.

SHARING HOPE AND INSPIRING NEW ENERGY (SHINE)

Sharing Hope and Inspiring New Energy is a program provided by Catholic Charities of Broome County. SHINE provides intensive case managers to work with families that have youth in the PINS/JD system. The focus is to prevent detention and foster care placements, decrease the length of stay for youth that are placed out of their home, and prevent higher levels of placement.

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 (SAP)	Family & Children's Society	231 Clients	\$461,050
Functional Family Therapy (FFT)	Catholic Social Services	76 Families	\$326,415
Therapeutic After-School Program (TASP)	Children's Home of Wyoming Conference	36 Youth	\$606,333
Non-Residential Services to Victims of Domestic Violence	SOS Shelter	80 Clients	\$84,213
Child Advocacy Center	Crime Victim's Assistance Center	10-15	\$15,222
Coordinated Children's Services Initiative (CCSI)	Catholic Charities of Broome County	137 Families	\$124,762
Elder Abuse Outreach	Broome County Office for Aging	10-15 Clients	\$105,098
Lourdes Home Visiting	Lourdes	58 Families	\$181,101
SOS Shelter Domestic Violence/Child Abuse	SOS Shelter	30-35 Clients	\$25,000
Children's Home Preventive Services (CHPS)	Children's Home of Wyoming Conference	100 Children	\$483,276
Sharing Hope and Inspiring New Energy (SHINE)	Catholic Social Services	42 Youth	\$144,583
Detention Alternative Afterschool Program (DAASP)	Lourdes Youth Services	80-90	\$300,318
Catholic Charities Protective Services for Adults Program	Catholic Charities	200 Undercare Cases 226 FMO	\$542,438
Total	All Providers		\$3,399,809

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 Statewide Multicultural Advisory Committee (MAC) representing 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 as chair of the Central Regional Multicultural Advisory Committee (CRMAC) for Broome County. Lynne has partnered with the NYS OMH Central Field Office and the NYS OMH Bureau of Cultural Competency whom attend the quarterly CRMAC Meetings. This Committee meets 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 collaboratively on issues of family violence. Through the work of various Council committees, the Council meets its functions of: Interagency Coordination, Community Education, Professional Education, Advocacy and Program Development. The Council is certified to provide the curriculum; NYS Identification and Reporting of Child Abuse and Neglect for Mandated Reporters. Many professionals in New York State are required to have this training. The office also has a library of resources on child abuse, domestic violence, and elder abuse and can provide various types of training on issues of family violence. Council coordinator and part time clerical staff are employed by the Department of Social Services. For information about the Council and preventing family violence please visit its website: www.gobroomecounty.com/fvpc. A copy of the Family Violence Prevention Council Annual Report 2015 can be obtained by calling the Council office at 607-778-2153.



Support Services

SERVICES SYSTEMS UNIT

The Services Systems Unit assures proper authorization, claiming and reimbursement for the Services Division of the Department. This Unit provides data entry services for payment of foster care, 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 2015, there were 108 foster care eligibility determinations compared to 114 in 2014; of these, 77 were Title IV-E determinations, as compared to 72 Title IV-E determinations in 2014.

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.

	2014	2015
Services Systems Transactions	21,480	21,585



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.

	2014	2015
Authorizations	229,440	218,698



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 595 per month. Other duties include staffing the reception desk, issuing benefit cards (averaging 775 per month). Master Control houses three (3) 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, 285-325 calls could be processed for the Agency.

	2014	2015
Case Numbers Issued	4,565	4,303
Clients Finger Imaged (TA)	8,044	7,104
Switchboard Phone Calls Received	97,536	70,877



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 2015 were:

Court Appearances

	2014	2015
Child Welfare	2,087	1,845
Child Support	3,417	3,215
Total	5,504	5,060



Monetary Recoveries

	2014	2015
Child Support Recoveries*	\$2,410,994.65	\$2,235,325.41
Lien Recoveries (Estates, Injury Claims, Overpayments, MA Real Property, Mortgages)	\$840,725.90	\$1,336,414.25
Medicaid Provider Fraud Demonstration Program	\$8,678.44	\$2,890.22
Misc. Civil Collections	\$1,115.73	\$1,174.13
Total Monetary Recoveries	\$3,261,514.72	\$3,575,804.01

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

Child Welfare

	2014	2015
Child Abuse/Neglect New Children Receiving Protection	184	157
Foster Children Having Legal Proceedings Commenced to Free for Adoption	33	43

Protective Services for Adults

	2014	2015
Guardianships	44	46

CHILD SUPPORT ENFORCEMENT AND COLLECTION

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

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

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

Child Support Collections	2014	2015
Aid to Dependent Children	\$1,446,091.02	\$1,362,209.76
Other (Home Relief, Child Welfare Medical, etc.)	\$965,032.34	\$899,811.61
Total Social Services Collections	\$2,411,123.36	\$2,262,021.73
Total General Public Collections	\$15,075,175.32	\$14,809,088.49
Total Automated Support Collection Unit Collections	\$17,486,298.68	\$17,071,109.86
Federal Incentive on Aid to Dependent Children Support Payments*	\$98,157.00	\$96,036.00
Tax Offset (Federal and NYS)	\$1,207,501.61	\$1,111,400.77

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

	2014	2015
Paternity Established by Court Order	152	167
Agency Acknowledgments	15	15



Administrative Services

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

ACCOUNTING

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

Other tasks Accounting completes are the reconciliation of check issuance and PeopleSoft reports, check disbursements and reconciliation of the Revolving Fund, Petty Cash disbursements as well as various journal entries and voucher payment.

	2014	2015
Authorizations	63,874	64,614
Checks	38,881	42,239
Electronic Benefits	72,374	67,815

	2014	2015
Repayments Processed	5,794	5,637
Value of Repayments	\$6,759,128	\$6,550,670

MAINTENANCE OF CLAIMS*	Public Assistance		Food Stamp	
	2014	2015	2014	2015
Year				
Number of Claims	10,251	10,645	1,119	1,175
Value of Claims	\$7,995,159	\$8,502,051	\$865,819	\$969,582

*For open and closed cases.



Accounting also processes Interim Assistance Reimbursement claims and ensures accurate accountings and claims are filed with the Social Security Administration in a timely manner.

	2014	2015
Number of Retro SSI Claims	227	229
Amount of Reimbursement Received	\$791,972	\$842,336

RESOURCE UNIT/THIRD PARTY

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

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

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

	2014	2015
Number of burials arranged	220 (Cost \$528,837)	205 (Cost \$394,050)
Number of rental inspections	135	108
Number of Retro SSI claims	227	229
Amount of Reimbursement Received	\$805,793	\$852,231

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

	2014	2015
TPHI offset Medicaid	\$55,425,534	\$55,152,245

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.

	2014	2015
Personnel Data Records	300	333
Position Change Request	34	56

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.

	2014	2015
Security Incidents	476	239
Cars in Agency Fleet	27	27
Average Operational Fleet Size	23.6	24.8
Miles Traveled	304,519	338,146
Pieces of Mail Processed	228,454	215,048



Central Administration

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

STAFF DEVELOPMENT AND VOLUNTEER SERVICES

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

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

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

	2014	2015
Employees in Degree Programs	13	10

A selection of the training deliveries in 2015 included:

- Language-line – Over-the-Phone Interpretation Service training was provided to better serve consumers for whom English is not their predominate language.
- Sixty-four staffs attended a Gang Prevention Seminar and,
- The training, Able Bodied Adults without Dependents (ABAWD) was delivered. It detailed work requirements to maintain SNAP benefits and related district responsibilities.

February took on new significance within the Agency by becoming Cultural Competence Month at DSS. Cultural competence refers to relating well with people that have wide-ranging circumstances and backgrounds. The following trainings were offered during the month: Cultural Competency for New Employees, Breaking the Communication Barrier with Language-line, Exploring Arab and Kurdish Cultures, American Civic Association Facts and Programs and Transgendered and Non-conforming Youth.

	2014	2015
Units of Job Specific Training (all program areas)	1,956	3,034

Lean Six Sigma (LSS) processes and tools were utilized as successful strategies were developed and implemented for *Increasing Safety Net/ Social Security Administration Applications*. The Staff Development Unit facilitated the work groups involved, including: Medical Services and Welfare to Work. The Disability Employment Review Team evolved out of this process, which generated excellent outcomes.

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.

	2014	2015
Number of Volunteers / Interns	358	410
Hours of Service	5,598.50	7,495.35
Value of Donated Goods	\$10,606.18	\$17,034.00

Volunteers and interns had a positive impact on the organization in 2015. They assisted in the daily operations of the agency by performing such activities as keyboarding, scanning, filing income taxes, conducting surveys and by providing other clerical related functions.

Broome County DSS hosted a VITA (Volunteer Income Tax Assistance) site again in 2015. Interns and volunteers for the VITA program filed 394 income tax returns for families and individuals whose household income was under \$54,000. This income tax site brought over \$561,593 in total federal refunds to individuals and families in Broome County. Of which, \$254,893 was earned income credit and \$76,110 was child tax credit. There was also \$151,244 brought back to the community from NY State income tax returns. The Volunteer’s office continued its collaboration with the United Way of Broome County and the AARP.

In addition, specialized programs provided children the opportunity to attend summer camp. This year 72 youngsters were able to participate in that program. The Holiday Wish Program provided gifts to 275 children and adults. SUNY Kids program continued to provide weekly local cultural excursions for children in Broome County. Eight youngsters received gifts from the Birthday Buddy Program. The Agency also hosted a successful back to school supply drive.



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	2015 GRANT AMOUNT
Binghamton University Bachelor Program	\$23,078
Broome Community College Associate Degree Program	\$29,975
Child Care and Development Block Grant (CCDBG)	\$3,867,182
Child Passenger Safety Program	\$4,634
Flexible Funds for Family Services (FFFS)	\$921,888
Home Energy Assistance Program (HEAP)*	\$412,211
Integrated County Planning	\$3,500
Medicaid Fraud and Abuse	\$0
Medicaid Technologies Improvement Grant	\$5,190,809
NCP Employment Program	\$22,005
Safe Harbor	\$100,000
SNAP Employment & Training	\$119,906
Summer Youth Employment Program	\$340,592
TOTAL	\$11,036,780

*An additional \$7,056,031 was paid by New York State on behalf of Broome County.