

# Broome County Department of Social Services Annual Report 2016



**Arthur R. Johnson, LCSW**  
Commissioner

**Jason T. Garnar**  
County Executive

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## Our Vision:

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

## Organizational Values:

### 1. Professionalism

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

### 2. Doing What is Right

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

### 3. Taking Responsibility

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

### 4. Results Oriented

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

### 5. Team Oriented

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

### 6. Enthusiasm

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

### 7. Innovation

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

### 8. Acceptance of Risk

Understanding that progress and change involves some degree of uncertainty.

### 9. Quality

To continuously achieve excellence of both process and product.

### 10. Continuous Growth

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



## A Message from Commissioner, Arthur R. Johnson, LCSW



This will be my final message as the Broome County Commissioner of Social Services. I am retiring on April 29, 2017. My tenure as an appointed Commissioner is now the longest in our history since NYS created the DSS Commissioner in Social Services law in the 1960's, and the second longest since 1830 when the Almshouse was first organized. I have worked with many great people over my 14 1/2 years here.

2016 was another year of significant change and challenges for the Department. The NYS Health Department continues to take over portions of Medicaid Administration from local DSS'. 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 2016. 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.

In the Fall of 2016 Medicaid Nursing Home Unit completed a three-day LEAN and Six Sigma "Kaizen" event during which they streamlined case processing and redistributed tasks to most efficiently complete the application process. We are currently implementing those changes and anticipate reducing the average time for application processing by 30 days and \$10,000 annually in staff cost savings as well.

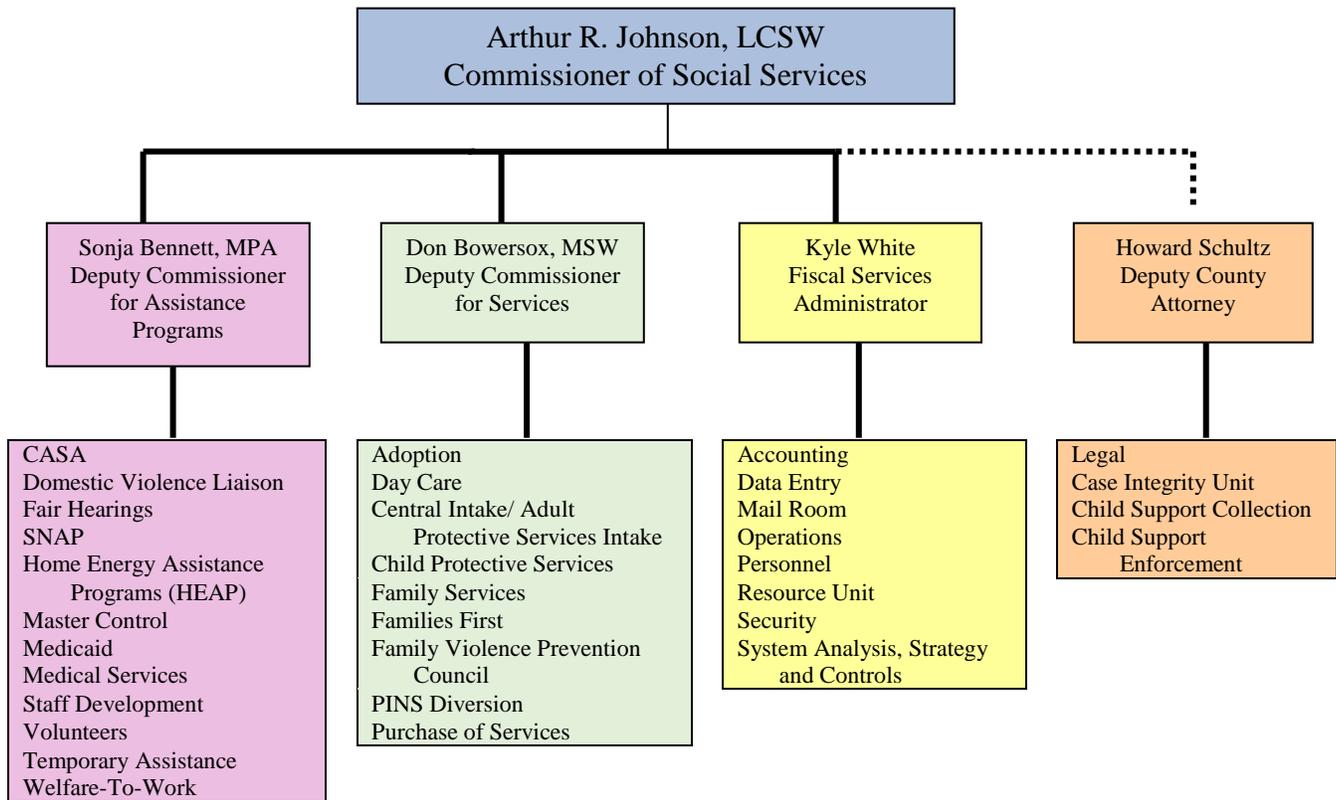
The Child Support Enforcement and Collections Units served 14,244 individuals and collected \$2,107,542 in support payments for custodial parents who received Temporary Assistance and \$16,589,727 in collections overall.

The Broome County DSS Volunteer Income Tax Assistance (VITA) site in 2016, filed 509 returns for the Tax Year 2015: Federal refunds totaling \$696,838, earned income credit was \$308,239.

By the end of 2016, 22 long-term employees from DSS retired. Cumulatively they had over four hundred, ninety-seven 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 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 presides over the NYPWA Summer Conference

Commissioner Johnson was installed as the New York Public Welfare Association (NYPWA) President on January 28, 2016. NYPWA held its 147<sup>th</sup> Summer Conference in July 2016. This year's theme was, "It's More Art Than Science". Opening remarks were supplied by Commissioner Arthur Johnson.

Per 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.



## 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

Katie Angeline  
Janet Potts  
Marissa Carter  
Michelle Kemmerer  
Coleen Griswold  
Michelle Hoskins  
Chris Meattey  
Christy Reed  
Heather Miller  
Kristin Ramey

### 10 years

Shelley Flaxman  
Ronald Mandak  
Gina White  
Kathleen Lee  
Marsha Cobb  
Suzanne Michalak-Ash  
Lisa Reynolds  
Cheryl Fisher  
Elizabeth Viengkham  
Tracy Cooper  
Nimisha Patel  
Tina Weiss  
Clarice Abbott  
Nancy McSorely  
Naomi Panus  
Colleen Collison  
Deborah Eaton

### 15 years

Kelly Laskowsky  
Melissa Falvey  
Carol Buckley  
Christina Martinkovic  
Jennifer Moses  
Julie Powell  
Ruth Roberts  
Kathleen Clark  
Rhonda Hawley  
Katrina Tokos  
Theresa Kircher  
Anita Black  
Saundra Denmon  
Cynthia Gable  
Eileen Krigsten  
Kathryn Medinosky  
Amy Zembery

### 20 years

Jodi Bouyea  
Joseph Collins  
Rose Dillenbeck  
Daniel Morgan  
Anastasia Kalechitz  
Debra Deyo  
Karen Paden  
Shelley Reed-Devita  
Tina Rogers  
Jessica White  
Jennifer Zimmerman

### 25 years

Mohamad Jalil  
Denise Mathewson  
Diane Baker  
Teresa Swartz

### 30 years

Hedy Clothier  
Bill Myers  
Jon Peterson  
Dawn Devita  
Tana Smith  
Darlene Price  
Carole Clement  
Patrick Schafer

### 35 years

Janette Cyganovich  
Debra Miller  
Howard Schultz

## Employee of the Month



**January 2016**  
Alexandra Cade



**February 2016**  
Andrew Battaglini



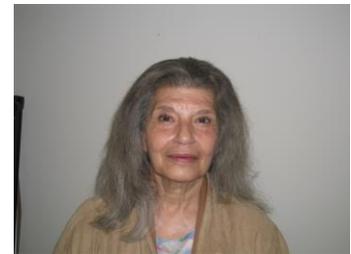
**March 2016**  
Joe Medinosky



**April 2016**  
Carol Buckley



**May 2016**  
Hedy Clothier



**June 2016**  
Marlene Gioia



**July 2016**  
Dan Morgan



**August 2016**  
Melissa Pajak-Anderson



**September 2016**  
Ilona Stungurys



**October 2016**  
Pam Shepard



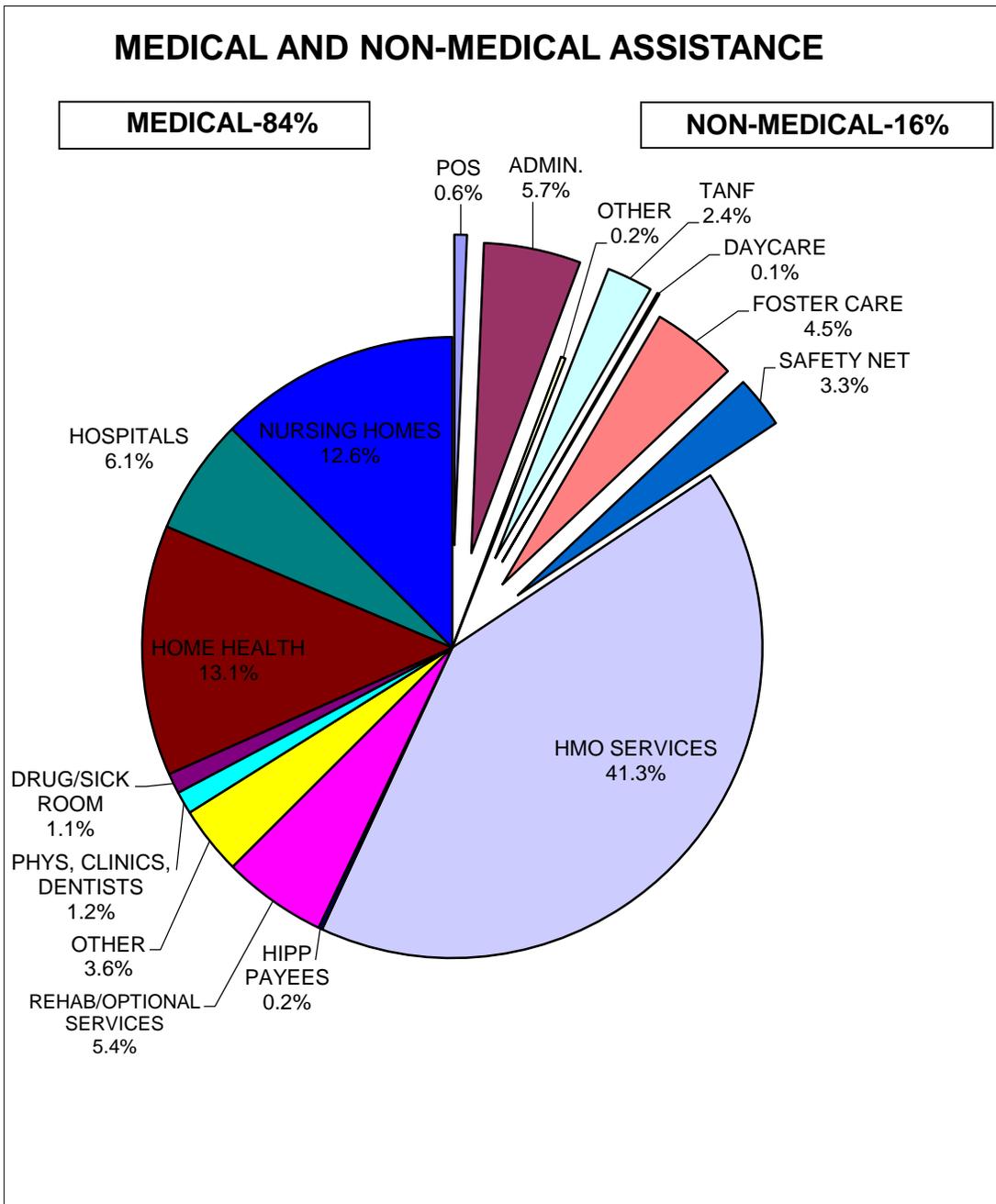
**November 2016**  
Erin Newton



**December 2016**  
Desirae Humphrey

## 2016 BUDGET EXPENDITURES

How \$477,056,778 (Federal, State and Local Shares) was spent for Department Programs in 2016



## **EXPENDITURES BY PROGRAM**

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

	<b>2015</b>	<b>2016</b>
TANF	1,573	1,460
SAFETY NET	1,935	1,929
MA & MA SSI & MAFC, NH, FHPlus	22,780	21,959
SNAP (formerly Food Stamps)	17,066	16,785
NURSING HOMES	1,046	1,025
PSA CASES	304	258
CHILDREN IN FOSTER CARE	224	247
CHILDREN IN DAY CARE	1,542	1,407

### **PROGRAM ACTIVITIES Cumulative for year**

	<b>2015</b>	<b>2016</b>
REPORTS OF ABUSE AND NEGLECT	4,203	4,116
MANAGED CARE ENROLLMENT	25,882	32,840
ENTRIES TO EMPLOYMENT	1,118	835
SANCTIONS	1,244	957

## EXPENDITURES BY PROGRAM

<b>PROGRAMS</b>	<b>2015</b>	<b>2016</b>
Medical Assistance Program	\$36,661,532	\$37,140,387
Temporary Aid to Needy Families	\$11,830,343	\$11,434,974
Administration	\$23,794,837	\$24,102,048
Foster Care	\$19,197,937	\$20,303,943
Safety Net	\$13,050,246	\$12,869,668
Purchase of Services	\$2,824,348	\$3,097,162
TANF Day Care	\$777,593	\$560,919
Burials	\$383,628	\$330,404
Emergency Aid to Adults	\$352,978	\$261,722
RepPayee/PSA	\$542,438	\$569,560
Non-Secure Detention	\$1,078,966	\$1,097,717
<b>Totals</b>	<b>\$110,494,846</b>	<b>\$111,768,505</b>

## REVENUES

	<b>2015</b>	<b>2016</b>
Repayments	\$2,790,431	\$3,341,518
Revenues – Federal/State	\$49,682,304	\$50,018,443
Net Cost to County	\$58,022,112	\$58,408,544

# 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):

	<b>2015</b>	<b>2016</b>
All Categories	3,509	3,391

Applications: Family Assistance, Safety Net and Emergency Programs:

	<b>2015</b>	<b>2016</b>
Received:	14,697	13,683
Approved:	3,235	4,755
Denied and Withdrawn:	6,510	5,738
Other (open/close, reopened, reactivated):	4,952	3,190



Income Maintenance Activity:

	<b>2015</b>	<b>2016</b>
Walk-ins	2,280	1,617
Recertifications	3,915	3,623
Cases Closed	5,924	6,061
Case Changes	34,581	30,983
Front Desk Contacts	176,985	173,066



## 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:

<b>Fair Hearings</b>	<b>2015</b>	<b>2016</b>
Called	1,055	806
Held	314	266
Affirmed	252	237
Reversed	54	29
Decision correct when made (New information provided)	31	58
Withdrawn	62	34
Defaults	528	566

## 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.

<b>Caseload (as of 12/31)</b>	<b>2015</b>	<b>2016</b>
MA Only	25,224	21,947
MA-SSI	7,131	7,213
TOTAL	32,730	29,160

<b>Applications- MA only and MA SSI</b>	<b>2015</b>	<b>2016</b>
Received	8,659	6,220
Approved/Reopened*	7,926	7,942

\* 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.

<b>Caseload (as of 12/31)</b>	<b>2015</b>	<b>2016</b>
Temporary Assistance SNAP	2,228	2,123
SNAP Only (Non-Temporary Assistance households)	14,838	14,662
<b>TOTALS:</b>	<b>17,066</b>	<b>16,785</b>

<b>Applications (NPA)</b>	<b>2015</b>	<b>2016</b>
Received	8,598	8,822
Approved/Opened	4,803	4,349

## 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.

1,960 approvals (45%) of NPA SNAP openings were eligible for expedited issuance.

## HOME ENERGY ASSISTANCE PROGRAM (HEAP)

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

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

The 2015-2016 administrative allocation for Broome County totaled \$423,819. 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 2015-2016 HEAP year.

	<b>2014-2015</b>	<b>2015-2016</b>
Administrative Allocation	\$456,983	\$422,896
Total County Allocation	\$456,983	\$422,896

	<b>2014-2015</b>	<b>2015-2016</b>
Public Assistance /SNAP Households	14,123	13,053
Non-Public Assistance Households	3,264	3,477
Emergency Payments	3,270	2,105
Furnace Repair/Replacement	30	38



## 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.

### 2016 Welfare-to-Work Unit Highlights:

<b>TANF/Safety Net Non-Compliance</b>	<b>2015</b>	<b>2016</b>
Non Compliance Sanctions	1,244	957
Welfare Grant Savings	\$424,059	\$397,582
<b>TANF/Safety Net Recipients</b>	<b>2015</b>	<b>2016</b>
Entries to Employment	1,118	835
Welfare Grant Savings	\$1,288,710	\$1,404,486
	<b>2015</b>	<b>2016</b>
Total Grant Savings <i>(Entries to Employment and Sanctions)</i>	\$1,712,769	\$1,802,068

<b>Welfare to Work Caseload (mthly avg)</b>	<b>2015</b>	<b>2016</b>
TANF	1,008	1,119
TANF exempt*	544 (54%)	617 (52%)
Safety Net	1,253	1,424
SN exempt*	999 (80%)	1120 (79%)
<b>Total caseload</b>	<b>2,261</b>	<b>2,623</b>
<b>Total exempt*</b>	<b>69%</b>	<b>66%</b>

\*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.

<b>Emergency Assistance and Crisis Management</b>	<b>2015</b>	<b>2016</b>
Number of cases screened	4,684	4,135
Number of cases approved for emergency assistance (housing issues/fuel/utility shutoffs)	3,441	3,349



## 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.

	2015	2016
*Personal Care Service hours	195,284	119,154
Cost of Service	\$3,711,070	\$2,182,256
Adult Foster Care Clients	32	34
Care at Home Clients (as of 12/31)	14	15

\* 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.

	2015	2016
Cases reviewed for Aid to Disabled Category	92	25
Cases eligible for Aid to Disabled Category	105	27
Cases reviewed for SSI/SSD	849	1,202
Cases approved for SSI/SSD	231	268

### 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.

	2015	2016
PCAP Cases	401	311
PCAP Eligibility Determinations	348	339

## 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%.

<b>Plan</b>	<b>2015 Year to Date Enrollment</b>	<b>2016 Year to Date Enrollment</b>
CDPHP	245	325
Fidelis	4,791	5,986
Excellus	20,193	22,926
UHC	653	853
<b>TOTAL</b>	<b>25,882</b>	<b>30,090</b>

## 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 1<sup>st</sup>, 2014.

<b>Plan</b>	<b>2015 Year to Date Enrollment</b>	<b>2016 Year to Date Enrollment</b>
Fidelis Care at Home	156	291
United Health Care PA	74	166
I Circle	32	56
VNA Homecare	4	46
<b>TOTALS</b>	<b>266</b>	<b>559</b>

## CASA

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

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

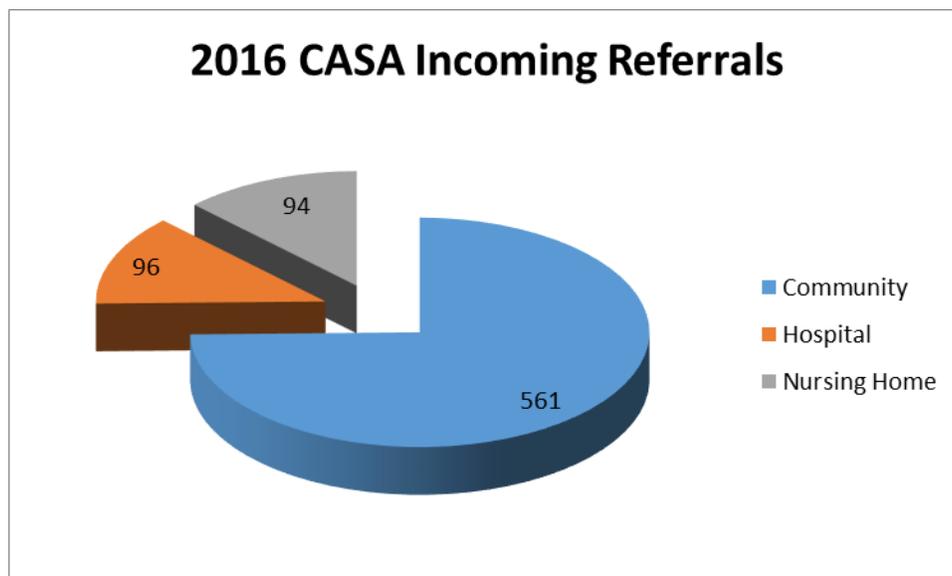
As the Medicaid Redesign Team initiatives continue, CASA has seen all of the Long Term Home Health Care Program (LTHHCP) clients transition to one of the four Managed Long Term Care programs in the county. PCA and CDPAP Level II clients have started to transition at a slow pace.

CASA remains an experienced, trusted presence in Broome County. CASA nurses continue to case manage Level I clients, including those that are dis-enrolled from MLTC's or MCO's. They complete the UAS-NY assessments for their clients as required, the annual assessments for the Nursing Home Transition & Diversion (NHTD) & Traumatic Brain Injury (TBI) waiver programs and assessments for the Care at Home (CAH) waiver program. CASA nurses are certified to complete the PRI and Screen for Nursing Home Placement. 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.



## 2016 CASA End-of-Year Caseload Report

	2015	2016
Traditional Personal Care Program	92	92
Shared Aide Program	60	60
Consumer Directed Personal Aide Program	105	105
Foster Family Care	31	31
Ideal Long Term Home Health Care Program	10	10
Lourdes Long Term Home Health Care Program	10	10
Nursing Home to Community Program	10	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



**2016 - CASA Clients Transitioned to  
MLTC**

<b>MLTC Agency Name</b>	<b>Client Numbers</b>
Fidelis	6
I-Circle	3
United Health Care	12
VNA	6
<b>TOTAL</b>	<b>27</b>

Ideal - LTHHCP	8
Lourdes - LTHHCP	10
PCA	4
Shared Aide	1
CDPAP	4
<b>TOTAL</b>	<b>27</b>

**2016 - CASA Clients Transitioned to  
MCO**

<b>MCO Agency Name</b>	<b>Client Numbers</b>
Excellus	1
Fidelis	1
<b>TOTAL</b>	<b>2</b>
PCA	1
Shared Aide	0
CDPAP	1
<b>TOTAL</b>	<b>2</b>

**Broome County CASA 2016 Visits Made by Staff**

Initial Visits	586
Reassessment Visits	911
Annual Visits	38
Community Follow-up Visits	29
Hospital Follow-up Visits	105
Nursing Home Follow-up Visits	143
<b>Total</b>	<b>1,812</b>

# 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 2016 included:**

- Answered 2,534 Intake line calls
- Received and logged in 233 Adult Protective Service referrals
- Assigned 167 referrals for Assessments
- Assigned 93 Central Intake calls (37 CI Preventive referrals, 11 ICPCs, 43 Home Study investigations and 2 Runaway Homeless Youth referrals).
- 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 30 individuals.
- In addition to the Intake Line calls the APS/CI Unit received and made 5,005 phone calls and reviewed 7,498 records.

	<b>2015</b>	<b>2016</b>
Central Intake Referrals Assigned	216	93

	<b>2015</b>	<b>2016</b>
PSA Referrals	304	233
PSA Intake		
Adult Abuse	24	32
Self-Neglect	71	67
Chronic MI Untreated	77	79
Guardianships	31	30

## 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 2016 included:**

- Served 71 families including 156 children at risk of placement
  - Provided one 8-week modules of *Strength Based Parenting* classes graduating 18 individuals
  - Provided two 8-week modules of *Anger Management for Parents* classes graduating 27 individuals
  - Achieved a Satisfaction rating of 100% from families enrolled in the program (based on 49 completed surveys)
  - Achieved a 94.23% prevention of placement rate for families served in 2016 (147 of 156 children)
  - Achieved an overall prevention of placement rate of 94% for families based on follow-ups at 3-month, 6-month, and 12-month and 24-month post closure. (365/388).
- \*One family with a sibling group of 5 and another with a sibling group of 3 were counted as being placed twice each (at both the 3-month post-closure period and 6-month post-closure period).

	2015	2016
Number of Families Served	81	71



## 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 2016 included:**

- There were **253** calls from individuals interested in obtaining information pertaining to PINS Diversion eligibility and services
- **215** PINS Diversion complaints were filed including: **162** by parents and **53** by schools
- **85** Individuals attended Orientation.
- **84** Cases were withdrawn or diverted from going to Court including: **31** cases diverted/withdrawn prior to the PINS Diversion complaint being filed, AND an additional **53** assigned PINS Diversion cases successfully diverted/ withdrawn from going to Family Court
- **107** PINS Diversion cases were assigned
- **164** children were served in PINS Diversion

	<b>2015</b>	<b>2016</b>
PINS Diversion Referrals	112	107



## FAMILY SERVICES

Family Services units work with families with children in (or at risk of) foster care placement, and children in need of adoptive placement. The primary goal of casework with children is to help the child achieve permanency; or to prevent foster care by addressing problems that place the child at risk of placement.

The following is a 2-year comparison of key activities regarding children who have been placed in foster care:

	<b>2015</b>	<b>2016</b>
Children Placed - all levels of care	105	136
Children discharged - all levels of care	140	103
Children freed for adoption	46	15
Children in pre-adoptive homes	31	30
Adoptions finalized	32	33
Children in foster homes (12/31)	149	163
Children in institutions (12/31)	36	39
Children in group homes (12/31)	19	24
Children in all levels of care	225	247



## 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)

	<b>2015</b>	<b>2016</b>
Families Receiving Daycare Services	844	767
Children Receiving Daycare Services	1,542	1,390

## CHILD PROTECTIVE SERVICES

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

See the three-year comparison below:

	<b>2014</b>	<b>2015</b>	<b>2016</b>
Abuse Reports	255	223	200
Neglect Reports	3,864	3,606	3,944
<b>TOTAL</b>	<b>4,119</b>	<b>3,819</b>	<b>4,144</b>
Sexual Abuse Reports	239	194	200
New Family Court Petitions	90	71	94
1034 Investigations	481	407	167
Assist Other Counties in SCR Investigations	389	384	403

## **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. The program provides trauma based treatment by certified therapists.

### **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 out of home 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.

## **MENTAL HEALTH JUVENILE JUSTICE (MHJJ)**

This program, run by Lourdes Youth Services, provides assessment and referral to juveniles who have become involved in the Juvenile Justice Systems. They also provide short term therapy. Referrals are taken from the Probation Department as well as the DSS Juvenile Services Unit.

## PURCHASE OF SERVICE PROGRAMS

	PROVIDER	TOTAL SERVED	AMOUNT
Sexual Abuse Treatment Program (SAP)	Family & Children's Society	197 Clients	\$392,010
Functional Family Therapy (FFT)	Catholic Social Services	91 Families	\$313,497
Therapeutic After-School Program (TASP)	Children's Home of Wyoming Conference	65 Youth	\$624,523
Non-Residential Services to Victims of Domestic Violence	SOS Shelter	317 Clients	\$86,739
Child Advocacy Center	Crime Victim's Assistance Center	239 Children	\$15,679
Coordinated Children's Services Initiative (CCSI)	Catholic Charities of Broome County	128 Families	\$132,367
Elder Abuse Outreach	Broome County Office for Aging	10-15 Clients	\$108,251
Lourdes Home Visiting (IMPACT)	Lourdes	77 Parents	\$186,534
SOS Shelter Domestic Violence/Child Abuse	SOS Shelter	276 Clients	\$25,000
Children's Home Preventive Services (CHPS)	Children's Home of Wyoming Conference	77 Children	\$497,774
Sharing Hope and Inspiring New Energy (SHINE)	Catholic Social Services	41 Youth	\$156,919
Detention Alternative Afterschool Program (DAASP)	Lourdes Youth Services	37 Youth	\$300,318
Catholic Charities Protective Services for Adults Program	Catholic Charities	183 Undercare Cases 226 FMO	\$569,560
Mental Health Juvenile Justice (MHJJ)	Lourdes	64 Youth	\$79,567
<b>Total</b>	<b>All Providers</b>		<b>\$3,488,738</b>

## 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](http://www.gobroomecounty.com/fvpc). A copy of the Family Violence Prevention Council Annual Report 2016 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 2016, there were 92 foster care eligibility determinations compared to 108 in 2015; of these, 70 were Title IV-E determinations, as compared to 77 Title IV-E determinations in 2015.

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.

	2015	2016
Services Systems Transactions	21,585	22,868



## 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.

	2015	2016
Authorizations	218,698	199,993



## 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.

	<b>2015</b>	<b>2016</b>
Case Numbers Issued	4,303	4,275
Clients Finger Imaged (TA)	7,104	6,763
Switchboard Phone Calls Received	70,877	63,277

# 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 2016 were:

### Court Appearances

	2015	2016
Child Welfare	1,845	1,784
Child Support	3,215	3,002
Total	5,060	4,786

### Monetary Recoveries

	2015	2016
Child Support Recoveries*	\$2,235,325.41	\$2,196,521.24
Lien Recoveries (Estates, Injury Claims, Overpayments, MA Real Property, Mortgages)	\$1,336,414.25	\$1,423,112.30
Medicaid Provider Fraud Demonstration Program	\$2,890.22	
Misc. Civil Collections	\$1,174.13	\$1,225.65
Total Monetary Recoveries	\$3,575,804.01	\$3,620,859.19

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

### Child Welfare

	2015	2016
Child Abuse/Neglect New Children Receiving Protection	157	167
Foster Children Having Legal Proceedings Commenced to Free for Adoption	43	40

### Protective Services for Adults

	2015	2016
Guardianships	46	44

## CHILD SUPPORT ENFORCEMENT AND COLLECTION

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

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

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

<b>Child Support Collections</b>	<b>2015</b>	<b>2016</b>
Aid to Dependent Children	\$1,362,209.76	\$1,353,822.68
Other (Home Relief, Child Welfare Medical, etc.)	\$899,811.61	\$842,189.60
Total Social Services Collections	\$2,262,021.73	\$2,196,012.28
Total General Public Collections	\$14,809,088.49	\$14,292,714.64
Total Automated Support Collection Unit Collections	\$17,071,109.86	\$16,589,726.92
Federal Incentive on Aid to Dependent Children Support Payments*	\$96,036	\$91,998
Tax Offset (Federal and NYS)	\$1,111,400.77	\$1,225,996.93

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

	<b>2015</b>	<b>2016</b>
Paternity Established by Court Order	167	155
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.

	<b>2015</b>	<b>2016</b>
Authorizations	64,614	61,813
Checks	42,239	39,083
Electronic Benefits	67,815	68,544

	<b>2015</b>	<b>2016</b>
Repayments Processed	5,637	5,401
Value of Repayments	\$6,550,670	\$6,739,608

<b>MAINTENANCE OF CLAIMS*</b>	<b>Public Assistance</b>		<b>Food Stamp</b>	
	<b>2015</b>	<b>2016</b>	<b>2015</b>	<b>2016</b>
Year				
Number of Claims	10,645	11,004	1,175	1,212
Value of Claims	\$8,502,051	\$8,808,678	\$969,582	\$1,047,695

\*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.

	<b>2015</b>	<b>2016</b>
Number of Retro SSI Claims	229	254
Amount of Reimbursement Received	\$842,336	\$1,022,674

### **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.

	<b>2015</b>	<b>2016</b>
Number of burials arranged	205 (Cost \$394,050)	176 (Cost \$335,397)
Number of rental inspections	135	49

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.

	<b>2015</b>	<b>2016</b>
TPHI offset Medicaid	\$55,152,245	\$48,064,670

## 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.

	<b>2015</b>	<b>2016</b>
Personnel Data Records	333	429
Position Change Request	56	57

## OPERATIONS MANAGEMENT

The Operations Management Unit is primarily responsible for building related issues. These include: safety of the building and its inhabitants, physical environment, parking lot, telephones, courier services, room set-ups and recycling. In addition to building related issues, Operations Management is also responsible for scheduling the use and maintenance of the agency's fleet of vehicles and providing supervision for the Workfare Program participants assisting with related duties.

	<b>2015</b>	<b>2016</b>
Security Incidents	239	173
Cars in Agency Fleet	27	27
Average Operational Fleet Size	24.8	25.3
Miles Traveled	338,146	303,002
Pieces of Mail Processed	215,048	207,369



# 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.

	2015	2016
Employees in Degree Programs	10	10

A selection of the training deliveries in 2016 included:

- One hundred four staffs attended *Opioid Overdose Death Prevention w/Ray Serowik, EMS*,
- for Cultural Competency Month in February- *Breaking the Communication Barrier with Language Line, Arab Culture Overview with Khadir Abdul Ghani, Cultural Competency for New Employees, MHAST: Mental Health Association of the Southern Tier, Building Bridges of Understanding Across Cultures: American Civic Association* and,
- *Narcotics and Dangerous Drugs Presentation*, was delivered by Broome County Sheriff Matt Cower.

	2015	2016
Units of Job Specific Training (all program areas)	3,034	3,193

Lean Six Sigma (LSS) processes and tools were utilized by the Medicaid Nursing Home Unit for reducing the pending days of applications. In addition, 3 supervisors earned Healthcare Lean Six Sigma Green Belt Certification through Binghamton University Thomas J. Watson School of Engineering.

**Volunteer Services** - to support and supplement the work of the organization through a variety of programs and services that match the needs of the community and the agency to the skills of the volunteer.

	<b>2015</b>	<b>2016</b>
Number of Volunteers / Interns	410	381
Hours of Service	7,495.35	7,163
Value of Donated Goods	\$17,034	\$21,044

Volunteers and interns had a positive impact on the organization in 2016. They assisted in the daily operations of the agency by performing such activities as keyboarding, 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 2016. Interns and volunteers for the VITA program filed 509 income tax returns for families and individuals whose household income was under \$54,000. This income tax site brought over \$696,838 in total federal refunds to individuals and families in Broome County. Of which, \$308,239 was earned income credit. The Volunteer’s office continued its collaboration with the United Way of Broome County and Family Enrichment Network and the three agencies were awarded a VITA grant through the IRS. The partnership also continued with the AARP.

The Volunteer Coordinator co-facilitated Adoption Records planning sessions, for successful records retention of more than 49,500 documents in the first year. Also, the Volunteer’s office coordinated Binghamton University’s Civic Engagement students to shadow at the Agency in the Assistance Programs, Legal Department and Services Divisions.

In addition, specialized programs provided children the opportunity to attend summer camp. This year 82 youngsters participated in that activity. The Holiday Wish Program provided gifts to 250 children and adults. SUNY Kids program continued to provide weekly local cultural excursions for children in Broome County. Seven 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:

<b>GRANT</b>	<b>2016 GRANT AMOUNT</b>
Binghamton University Bachelor Program	\$18,831
Broome Community College Associate Degree Program	\$42,125
Child Care and Development Block Grant (CCDBG)	\$3,979,585
Child Passenger Safety Program	\$5,236
Flexible Funds for Family Services (FFFS)	\$830,924
Home Energy Assistance Program (HEAP)*	\$522,122
Homeless Executive Order	\$57,821
Integrated County Planning	\$1,533
Medicaid Fraud and Abuse	\$0
Medicaid Technologies Improvement Grant	\$4,965,957
NCP Employment Program	\$66,728
Safe Harbor	\$90,000
SNAP Employment & Training	\$150,939
Summer Youth Employment Program	\$352,888
<b>TOTAL</b>	<b>\$11,084,709</b>

\*An additional \$6,341,268 was paid by New York State on behalf of Broome County.