

Broome County Department of Social Services

ANNUAL REPORT - 2008

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Commissioner
Deputy Commissioner of Services
Deputy Commissioner of Assistance Programs
Deputy Commissioner of Administrative Services

AGENCY VISION

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

Broome County Department of Social Services Organizational Values

1. Professionalism

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

2. Doing What is Right

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

3. Taking Responsibility

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

4. Results Oriented

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

5. Team Oriented

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

6. Enthusiasm

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

7. Innovation

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

8. Acceptance of Risk

Understanding that progress and change involves some degree of uncertainty.

9. Quality

To continuously achieve excellence of both process and product.

10. Continuous Growth

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

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2008 ACCOMPLISHMENTS

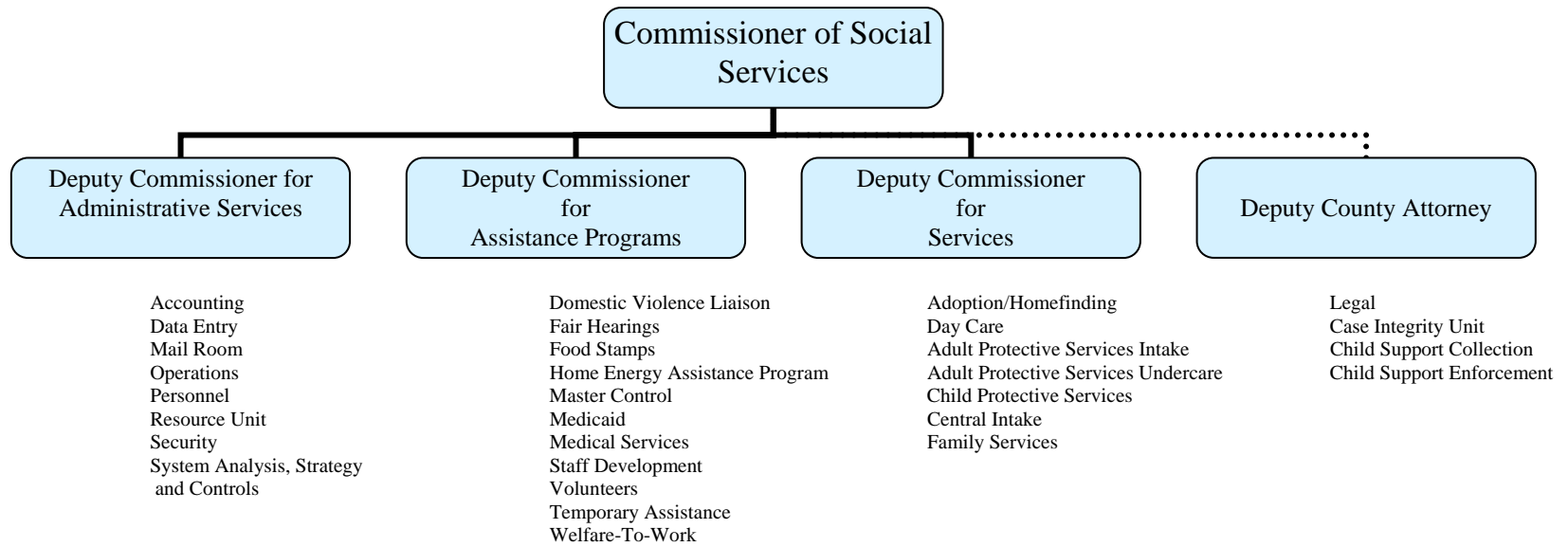
DEPARTMENT OF SOCIAL SERVICES

- Active participant in NY State's Medicaid Provider Fraud Demonstration Program in 2008. This demonstration program is an effort to assure that our tax dollars expended on Medicaid are spent wisely. Through the leadership of our Social Services Commissioner, Arthur Johnson & Deputy County Attorney Howard Schultz, this project has actively commenced audits of local area Medicaid providers. In Broome's first round of audits, over \$35 million in Medicaid claims are currently being audited. For 2009 we anticipate a second round of audits.
- Spearheaded the "Babies Sleep Safest Alone" campaign in Broome County last April. Joined OCFS, NYC and approximately 36 counties throughout the state in getting this vitally important message out to the public. A press conference, emceed by Commissioner Johnson, was held at Mothers & Babies Perinatal Network in Binghamton and was covered by all of the local news outlets. Posters and brochures continue to be distributed. The campaign was designed to prevent child fatalities related to parents co-sleeping with their babies.
- The Department was awarded a grant from NYS Office of Family and Children Services (OCFS) titled the OCFS' Portable Technology Project. The Department received 16 wireless laptops to be used by Child Protective Staff. This technology results in a more efficient use of staff time during after hours offsite emergency coverage.
- OCFS approved the Department's application for a grant in the amount of \$236,228 for the Prevention of Detention & Residential Placement on October 17, 2008. The Department is using the funding to enhance after school program activities for at-risk youth, add respite services as an alternative to detention and add a parent educational component to current alternative services.
- Child Protective Services received a total of 3,300 reports of child abuse and/or maltreatment. This was an increase of 524 reports from 2007. The Department moved staff from other services including both Family Services and Adult Protective Services to cover the increased number of reports. In addition, one staff member from the assistance section was moved into CPS for a period of time.
- The Department applied for and received a competitive Child Protective Staff/Case ratio grant from OCFS in the fall of 2008. This enabled the Department to add 5 additional line staff (1 Senior Caseworker and 4 Caseworkers) and 1 supervisor, creating a 5th CPS unit.
- The Preventive Program, under contract with the Children's Home was successfully launched on April 1, 2008. This program works with children that have been identified as at "imminent risk" of placement. By the end of 2008, the program was serving 119

children. During the 8 months the program has been in place, not a single child in the program was placed in foster care.

- Our Public Assistance Programs improved customer service and reduced customer complaints as a result of our A.I.M. (Attitudes, Initiative, Motivation) initiative spearheaded by Cindy Nord. We experienced a 15% reduction in the number of customer complaints.
- All Public Assistance program areas dealt with caseload increases in 2008. Temporary Assistance cases increased by 300 cases, Medicaid by 12,500 cases, and Food Stamps by over 1,000 cases. All program areas processed record high numbers of applications for benefits. A total of 25,254 applications were filed, an increase of 12%, or 2,600 applications over 2007. By January 2009, the HEAP unit had processed 1,300 more applications compared to last year. A total of 152,758 people presented at the front door in 2008, an average of 12,730 per month.
- The Department's Welfare to Work division placed 780 individuals in jobs and sanctioned 55 individuals for noncompliance with employment activities.
- DSS continued the "Focus on Values", a DSS initiative to increase recognition for staff that go the extra mile in representing the agency's values. All staff is eligible and must be nominated by a peer. The nomination write up appears in the DSS Hot News and staff receives congratulatory certificates.
- Deputy Commissioner C. Omarr Evans spearheaded an initiative to replace all of the carpet (90,000 square feet) in the Department's Main Street location. About 375 people were moved at least twice to carpet their area.
- Record High Child Support Collections – The Department's Child Support Programs in conjunction with the DSS Legal Unit collected a record high \$19,871,984.00. This was an increase of \$866,598 over 2007's previous record high child support collections. The Department's child support collections provide families independence from public assistance, as well as provide revenue to reimburse the County's public assistance costs.

Department of Social Services



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

	2007	2008
TANF	1,183	1,316
SAFETY NET	1,237	1,412
MA & MA SSI & MAFC, NH, FHPlus	17,933	19,688
FOOD STAMPS	10,228	11,588
NURSING HOMES	1,200	1,264
PSA CASES	488	479
CHILDREN IN FOSTER CARE	349	362
CHILDREN IN DAY CARE	1,751	1760

**PROGRAM ACTIVITIES
Cumulative for year**

	2007	2008
REPORTS OF ABUSE AND NEGLECT	2,578	3,303
MANAGED CARE ENROLLMENT	16,897	19,330
ENTRIES TO EMPLOYMENT	794	779
SANCTIONS	631	457

EXPENDITURES BY PROGRAM

PROGRAMS	2007	2008
Medical Assistance Program	\$35,669,788	\$36,585,623
Temporary Aid to Needy Families	8,285,482	\$8,388,157
Administration	24,668,775	\$19,964,103
Foster Care	19,682,363	\$21,636,535
Safety Net	7,987,998	\$8,419,489
Purchase of Services	4,591,207	\$5,198,328
TANF Day Care	899,149	\$939,737
Burials	404,761	\$444,167
Transfer to Grant for CAP	86,161	\$86,161
Emergency Aid to Adults	112,295	\$169,279
Special Needs-FTHA	4,615	\$4,872
Non-Secure Detention	952,173	\$1,069,600
Totals	\$103,344,767	\$102,906,051

REVENUES

	2007	2008
Repayments	\$6,044,325	\$6,355,612
Revenues – Federal/State	\$44,440,170	\$42,002,298
Net Cost to County	\$52,860,272	\$48,357,910

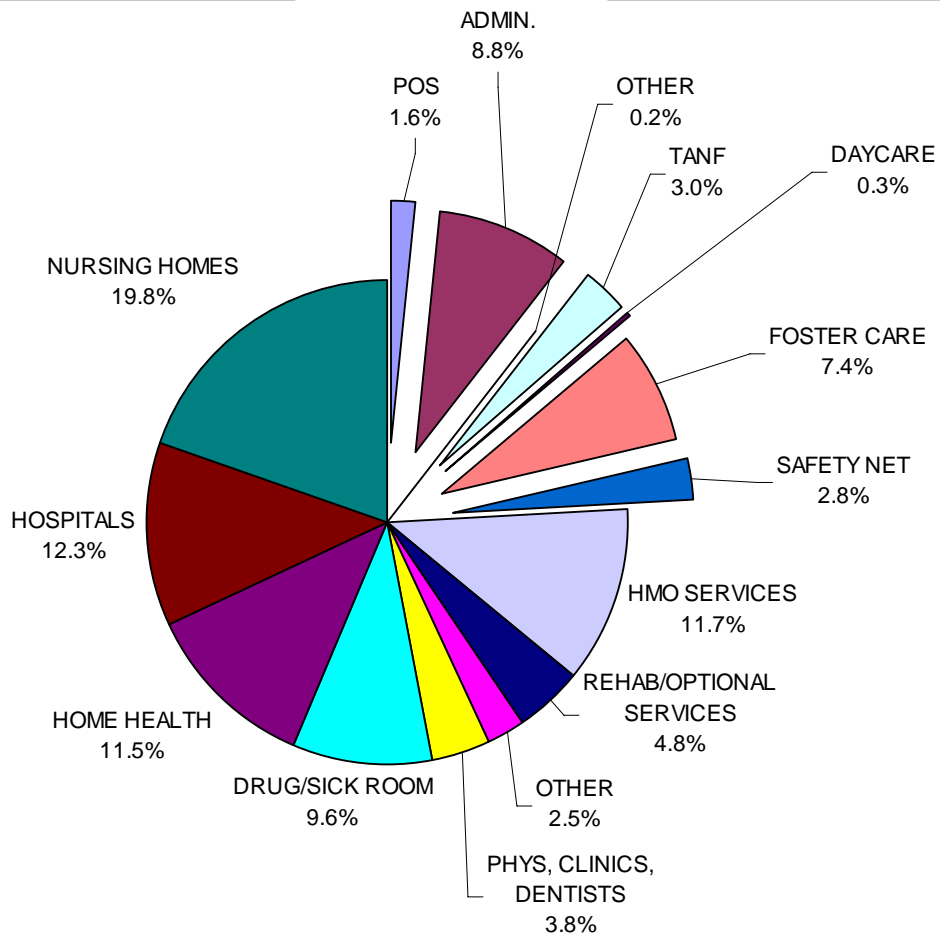
2008 BUDGET EXPENDITURES

How \$280,524,160 (Federal, State and Local Shares) was spent for Department Programs in 2008

MEDICAL AND NON-MEDICAL ASSISTANCE

MEDICAL-76%

NON-MEDICAL-24%



ASSISTANCE PROGRAMS

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

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

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

TEMPORARY ASSISTANCE

Temporary Assistance Caseload (as of 12/31):

	2007	2008
All Categories	2,421	2,728

Applications: Family Assistance, Safety Net and Emergency Programs:

	2007	2008
Received:	9,614	9,482
Approved:	2,705	3,198
Denied and Withdrawn:	4,210	4,451
Other (open/close, reopened, reactivated):	3,157	3,404

Income Maintenance Activity:

Client Contacts:	2007	2008
Walk-ins	7,235	7,108
Recertifications	2,387	2,481
Cases Closed	3,664	3,673

	2007	2008
Case Changes	25,831	28,924

	2007	2008
Front Desk Contacts	154,386	152,758

Fair Hearings Activity:

Fair Hearings	2007	2008
Called	485	409
Held	126	126
Affirmed	95	92
Reversed	6	9
Decision correct when made (New information provided)	14	3
Withdrawn	85	99
Defaults	212	172

MEDICAL ASSISTANCE (MEDICAID)

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

The increasing numbers of elderly in the community and federal policy changes, which added new programs, such as guaranteed continuous coverage for children under 19, Facilitated Enrollment and Family Health Plus, continue to drive Medicaid caseload increases. The Medicaid caseload increased 9.7% from 2007 to 2008.

Caseload (as of 12/31)	2007	2008
MA Only	11,854	13,353
MA-SSI	6,079	6,335
TOTAL	17,933	19,688

Applications- MA only and MA SSI	2007	2008
Received	8,622	8,629
Approved/Reopened*	9,039	9,049

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

FOOD STAMPS

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

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

Caseload (as of 12/31)

	2007	2008
Temporary Assistance Food Stamps	2,002	2,243
Food Stamps Only (Non-Temporary Assistance households)	8,226	9,345
TOTALS:	10,228	11,588

Applications (NPA)	2007	2008
Received	4,224	4,986
Approved/Opened	3,999	4,219

Expedited Food Stamps

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

During 2008, 4,466 households were screened for Expedited Food Stamps. Of those screened, 3,144 or 70% were found to be eligible for this service. Some of these households also were processed for a Public Assistance program.

HOME ENERGY ASSISTANCE PROGRAM (HEAP)

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

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

The 2007-2008 budget for Broome County totaled \$347,237. 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.

	2006-2007	2007-2008
Administrative Allocation	\$452,242	\$347,237
Emergency Allocation	\$1,011,587	*
Non-Public Assistance County Allocation	\$1,587,776	*
Public Assistance	\$1,623,602	*
Total County Allocation	\$4,675,207	\$347,237

* Separate allocations are no longer received

2006-2007 2007-2008

Public Assistance /Food Stamp Households	5,789	5,685
Non-Public Assistance Households	4,165	5,699
Emergency Payments	1,292	2,777

WELFARE-TO-WORK

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

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

2008 Welfare-to-Work Unit Highlights:

TANF/Safety Net Recipients	2007	2008
Entries to Employment	794	779
Welfare Grant Savings	\$1,294,261	\$1,121,592

TANF/Safety Net Non-Compliance	2007	2008
Non Compliance Sanctions	631	457
Welfare Grant Savings	\$539,079	\$493,376

	2007	2008
Total Grant Savings (Entries to Employment and Sanctions)	\$1,833,340	\$1,614,968

Welfare to Work Caseload (monthly avg)	2007	2008
TANF	734	753
TANF exempt*	330 (45%)	338 (45%)
Safety Net	891	983
SN exempt*	544 (61%)	527 (54%)
Total caseload	1,625	1,736
Total exempt*	54%	50%

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

TEMPORARY ASSISTANCE SERVICES UNIT

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

Temporary Assistance and Medicaid	2007	2008
Number of cases screened	9,672	9,482
Denied or withdrawn	4,190	2,813
Opened at screening	523	742
Referred for eligibility determination	7,859	7,760

ALTERNATIVES TO INCARCERATION

DSS is responsible for monitoring the Alternatives to incarceration program operated by Opportunities for Broome. The program allows judges throughout Broome County the option of sentencing misdemeanors or summary offenses to community service instead of serving time in Broome County jail. This program serves to keep defendants working and their families intact, avoids jail and probationary supervision costs, and provides a free work force to the community. Over 300 participants are served annually.

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.

	2007	2008
Nursing home patients (average)	1,300	1,264
*Personal Care Service hours	206,803	188,610
Cost of Service	\$3,614,961	\$3,500,407
Adult Foster Care Clients	37	33
Care at Home Clients (as of 12/31)	13	13

* These figures do not include Medicaid Personal Care authorized by the Long Term Home Health Care Program Agencies.

DISABILITY REVIEW

Medicaid Aid to Disabled is a special program to maximize federal reimbursement through the use of the Aid to Disabled category in Medicaid that assists the NYS Department of Health in demonstrating cost neutrality for the 1115 Managed Care Waiver.

	2007	2008
Cases reviewed for Aid to Disabled Category	269	253
Cases eligible for Aid to Disabled Category	174	195
Cases reviewed for SSI/SSD	397	331
Cases approved for SSI/SSD	253	295

PRENATAL CARE ASSISTANCE PROGRAM (PCAP)

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

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

	2007	2008
PCAP Cases	985	953
PCAP Eligibility Determinations	1,007	1,083

MANAGED CARE

Broome County Social Services is a Mandatory Medicaid Managed Care County. In August 2008, the SSI population are required to join a Managed Care Plan. As of December 31, 2008 Broome's total enrollment was 16,638 which represents a 79% penetration of the eligible population. If recipients do not select a managed care plan, the State assigns one for the recipient. Each mandatory Social Service district is to maintain a minimum 20% auto-assign rate. Due to successful education and outreach efforts by the Medical Services staff, Broome DSS maintained an average auto-assignment rate of 5.7%.

Plan	2007 Year to Date Enrollment	2008 Year to Date Enrollment
CDPHP	745	622
Broome MAX	4,486	3,857
Fidelis	1,428	1,781
GHI-HMO	539	650
Excellus	6,722	9,728
TOTAL	13,920	16,638

FAMILY HEALTH PLUS

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

Plan	2007 Year to Date Enrollment Family Health Plus	2008 Year To Date Enrollment Family Health Plus
CDPHP	252	159
GHI-HMO	253	186
Fidelis	440	391
Excellus	2,032	1,956
TOTAL	2,977	2,692

DENTAL CASE MANAGEMENT PROGRAM

Broome County Department of Social Services implemented the Dental Case Management Program on April 1, 2002. The program partners with over 40 private practicing dentists to improve access to dental services for the Medicaid population. The Case Manager provides client education and follow-up as well as provider support. In 2008, 1,028 new clients were served.

BROOME COUNTY CASA

Broome County CASA serves as the access point for assessing long term care needs of individuals and families to promote independence and optimal use of community resources. CASA performs comprehensive assessments to determine medical eligibility for level of care determinations and make appropriate referrals to community programs and services. Broome Social Services contracts with CASA to assess, authorize and case manage Medicaid Long Term Care Services such as Personal Care, Consumer Directed Services, Long Term Home Health Program, Assisted Living, nursing home placement and Private Duty Nursing.

SOCIAL SERVICES

ADULT AND FAMILY SERVICES

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

Central Intake (Preventive Services for Families)

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

	2008
Intake Referrals assigned	311
PINS Diversion referrals	249

Protective Services for Adults

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

	2007	2008
PSA Referrals	587	523
Information & Referral	782	867
Representative Payee	551	446
PSA Intake: Adult Abuse	82	63
Self-Neglect	470	403
Total Cases Served	1,071	1,435

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:

	2007	2008
Children Placed - all levels of care	167	184
Children discharged - all levels of care	187	181
Children freed for adoption	41	35
Children placed in adoptive homes	29	30
Children legally adopted	22	30
Children in foster homes (12/31)	219	240
Children in institutions (12/31)	72	72
Children in group homes (12/31)	58	36
Children in all levels of care	349	362
Number of foster homes	92	108

DAY CARE

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

Caseload (as of 12/31)

	2007	2008
Families Receiving Daycare Services	1,007	3,301*
Children Receiving Daycare Services	1,751	21,120*

* Annual number

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 28% increase in the number of SCR reports received in 2008. See the three-year comparison below:

	2006	2007	2008
Abuse Reports	159	200	297
Neglect Reports	2,254	2,378	3,006
TOTAL	2,413	2,578*	3,303
Sexual Abuse Reports	147	186	318
New Family Court Petitions	117	115	95
1034 Investigations	356	340	385
Assist Other Counties in SCR Investigations	153	192	251

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

PURCHASE OF SERVICE PROGRAMS

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

SEXUAL ABUSE TREATMENT

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

THERAPEUTIC AFTER-SCHOOL PROGRAM

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

PARENT AIDE/HOMEMAKER SERVICES

Parent Aide/Homemaker Services are provided through a contract with the Family and

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

PINS DIVERSION SERVICES

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

FAMILIES FIRST

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

FUNCTIONAL FAMILY THERAPY

Functional Family Therapy (FFT) is an empirically grounded, well-documented and highly successful family intervention program for dysfunctional youth. Target populations range from

at-risk preadolescents to youth with very serious problems such as conduct disorder, violent acting-out and substance abuse. While FFT targets youths aged 11-18, younger siblings of referred adolescents often become part of the intervention process. Intervention ranges from, on average, 8-12 one-hour sessions for mild cases and up to 30 sessions of direct service for more difficult situations. This is a home-based model.

COORDINATED CHILDREN'S SERVICE INITIATIVE

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

NON-RESIDENTIAL SERVICES FOR VICTIMS OF DOMESTIC VIOLENCE

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

CHILD ADVOCACY CENTER (CAC)

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

ELDER ABUSE OUTREACH

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

LOURDES HOME VISITING

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

TEEN TRANSITIONAL LIVING

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

SOS DOMESTIC VIOLENCE/CHILD ABUSE PROGRAM

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

VOICES FOR CHILDREN/CASA

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

CHILDREN'S HOME PREVENTIVE SERVICES PROGRAM (CHPS)

The program provides family focused child-centered preventive services to child(ren) at risk

of abuse/neglect or foster care placement. Comprehensive arrays of services are provided to improve parent-child interaction, promote self sufficiency and preserve the family unit.

PURCHASE OF SERVICE PROGRAMS

	PROVIDER	CASES /MO.	AMOUNT
Sexual Abuse Treatment Program	Family & Children’s Society	50-60	\$509,238
Functional Family Therapy (FFT)	Catholic Social Services	41	\$322,713
Therapeutic After-School Program	Children’s Home of Wyoming Conference	42	\$548,673
Parent Aide/Homemaker Services	Family & Children’s Society	70-80	\$227,031
PINS Diversion	Probation Department	333	\$1,097,258
Families First	Mental Health Department	10-15	\$490,566
Non-Residential Services to Victims of Domestic Violence	SOS Shelter	80	\$81,670
Child Advocacy Center	Crime Victim’s Assistance Center	10-15	\$14,779
Coordinated Children’s Services Initiative (CCSI)	Catholic Charities of Broome County	10-12	\$125,308
Elder Abuse Outreach	Broome County Office for Aging	10-15	\$91,600
Lourdes Home Visiting	Lourdes	55	\$175,826
Teen Transitional Living	Catholic Social Services	10	\$72,000
SOS Shelter Domestic Violence/Child Abuse	SOS Shelter	30-35	\$25,000
Voices for Children/CASA	ACCORD	20-30	\$11,031
Children’s Home Preventive Services Program (CHPS)	Children’s Home of Wyoming Conference	40-50	\$500,000
Total	All Providers		\$4,292,693

BUILDING BRIGHTER FUTURES FOR BROOME

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

Building Brighter Futures For Broome

Agency/Provider	Program Name	2007 Budget Amount	Community IMPACT 2007 Persons Served
Broome County Health Department	Child Health Promotion Early Childhood Coalition	\$103,085	235 Site Visits Conducted @ 30 sites
Broome Community College	Caregiver Connection	\$201,441	19 Infant/Toddler Child Care Centers 490 Mentoring Visits
Family Enrichment Network	Caregiver Connection	\$51,782	557 Child Care Mentoring site visits @ 88 Family Child Care Homes
Lourdes	PACT	\$66,907	51 Families 364 Home Visits
Binghamton City School District	PACT	\$114,960	110 Families 844 Home Visits

BROOME COUNTY FAMILY VIOLENCE PREVENTION COUNCIL

The Family Violence Prevention Council is an advisory council to the Broome County Executive and the community on issues of family abuse and neglect. The mission of the Council is to reduce the incidence and severity of family violence in all its forms; child abuse, domestic violence and elder abuse. The Council consists of 40 professionals from the community that volunteer their time to work on issues of family violence. Through the work of various Council committees, the Council meets its functions of: Interagency Coordination, Community Education, Professional Education, Advocacy and Program Development. The Council is certified to provide the curriculum; NYS Identification and Reporting of Child Abuse and Neglect for Mandated Reporters. Many professionals in New York State are required to have this training. The office also has a clearinghouse for resources on child abuse, domestic violence, and elder abuse and can provide various types of training on issues of family violence. Council coordinator and part time clerical staff are employed by the Department of Social Services.

For information about the Council and preventing family violence please visit its website: www.gobroomecounty.com/FVPC. A copy of the Family Violence Prevention Council Annual Report 2008 can be obtained by calling the Council office at 778-2153.

SUPPORT SERVICES

SERVICES SYSTEMS UNIT

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

Eligibility determinations on all cases and required referrals to child support, school districts and third party health insurance are done through this unit. In 2008, there were 184 foster care eligibility determinations compared to 175 in 2007; of these, 121 were Title IV-E determinations, as compared to 103 Title IV-E determinations in 2007.

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.

	2007	2008
Services Systems Transactions	15,800	18,757

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.

	2007	2008
Authorizations	172,164	186,144

MASTER CONTROL

Master Control is the record custodian for closed Public Assistance, Medical Assistance and Food Stamps 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 715 per month. Other duties include staffing the reception desk, issuing benefit cards (averaging 550 per month) and checking obituaries and notifying appropriate personnel. Master Control houses two (2) document scanning stations, one staffed fulltime and the other as staffing allows.

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

	2007	2008
Case Numbers Issued	4,354	4,866
Authorizations (638) and Vouchers	149	269
Switchboard Phone Calls Received	78,694	85,643

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 2008 were:

Court Appearances

	2007	2008
Child Welfare	2,383	2,469
Child Support	4,236	4,466
Total	6,619	6,935

Monetary Recoveries

	2007	2008
Child Support Recoveries*	\$2,282,315.00	\$2,415,150.00
Estates Proceeds	\$986,458.07	\$1,026,154.22
Injury Claim Liens	\$57,117.13	\$313,446.85
Misc. Civil Collections	\$15,779.86	\$20,592.43
Fraud Recoveries (cash)**	\$106,021.93	\$72,626.25
Mortgages	\$40,318.22	\$15,167.63
Medicaid Real Property Liens	\$186,105.12	\$336,698.56
Overpayment Collections	\$27,660.20	\$32,323.77
Total Monetary Recoveries	\$3,701,775.53	\$4,232,159.71

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

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

Welfare Fraud

	2007	2008
Fraud Referrals to Case Integrity Unit	1,406	1,439
Fraud Prosecution/Arrests	92	94
Conviction (District Attorney's Office)	186	72

Child Welfare

	2007	2008
Child Abuse/Neglect Petitions filed	115	95
Petitions to Free Foster Children for Adoption	24	24

Protective Services for Adults

	2007	2008
Guardianships	34	34

RESOURCE UNIT/THIRD PARTY

The Resource Unit assists all staff in obtaining necessary information concerning client income and assets. Verification of wages, benefits, bank accounts, insurance, and property ownership is required before assistance can be issued. The Unit coordinates all burials of indigent persons. The Unit is also responsible for pre and post inspection of rented housing. The unit compiles research of benefits issued for the legal unit to establish claims and child support orders. All departmental printing orders are maintained in the Resource unit.

	2007	2008
Number of burials arranged	179 (Cost \$424,261)	192 (Cost \$469,688)
Number of rental inspections	99	71

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

	2007	2008
TPHI offset Medicaid	\$46,026,655	\$52,286,758

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	2007	2008
Aid to Dependent Children	\$1,306,760.68	\$1,364,448.09
Other (Home Relief, Child Welfare Medical, etc.)	\$977,958.29	\$1,030,312.55
Total Social Services Collections	\$2,284,718.97	\$2,394,760.64
Total General Public Collections	\$16,720,667.35	\$17,477,223.18
Total Automated Support Collection Unit Collections	\$19,005,386.32	\$19,871,983.82
Federal Incentive on Aid to Dependent Children Support Payments*	\$110,976.00	\$110,124.00
Tax Offset (Federal and NYS)	\$1,286,599.33	\$1,651,758.57

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

	2007	2008
Paternity Established by Court Order	184	165
Agency Acknowledgments	255	196

ADMINISTRATIVE SERVICES

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

ACCOUNTING

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

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

	2007	2008
Authorizations	48,625	49,004
Checks	33,253	35,410
Electronic Benefits	46,922	49,978

	2007	2008
Repayments Processed	6,804	6,317
Value of Repayments	\$6,245,225	\$6,872,414

MAINTENANCE OF CLAIMS*	Public Assistance		Food Stamp	
	2007	2008	2007	2008
Year				
Number of Claims	7,211	7,587	731	695
Value of Claims	\$5,932,985	\$6,128,601	\$547,801	\$503,634

*For open and closed cases.

PERSONNEL

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

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

	2007	2008
Personnel Data Records	372	431
Payroll Transactions	13,817	14,662
Position Change Request	60	58

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.

	2007	2008
Security Incidents	117	162
Cars in Agency Fleet	27	27
Average Operational Fleet Size	25.1	24.5
Miles Traveled	392,137	412,447
Pieces of Mail Processed	296,250	276,650

CENTRAL ADMINISTRATION

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

STAFF DEVELOPMENT AND VOLUNTEER SERVICES

This Unit is committed to improving the organization through its employees and to providing services and resources that enable the organization to realize its goals. We are results oriented and focus on continuous improvement in the following areas:

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

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

Among the comprehensive training provided, the Staff Development Unit provided *Mandated Reporter* training to all eligible staffs. In addition, training was delivered on the *Deaf Culture* as related to the American Disability Act. Then too, the Agency was a site sponsor for the *Supervisory Training Certificate Program* offered through NYS Office of Children and Family Services which offered 7 courses on basic management skills to 9 supervisors from the Department and benefitted supervisors from other counties too.

	2007	2008
Units of Job Specific Training (all program areas)	2,923	3,412

	2007	2008
Employees in Degree Programs	14	13

Organizational development in 2008 included an active focus on the following areas:

- laying the groundwork for continuously improving staffs competencies in providing high quality services to the culturally diverse populations that the Agency serves and,
- individual and group coaching for developing more effective and timely outcomes by staffs.

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.

	2007	2008
Number of Volunteers / Interns	94	114
Hours of Service	6,158.80	5,567.70
Value of Donated Goods	\$31,238.99	\$24,436.00

Volunteers and interns had a positive impact on the organization in 2008. They assisted in the daily operations of the agency by performing such activities as keyboarding, filing, scanning, and by providing other clerical related functions. Interns and volunteers for the VITA (Volunteer Income Tax Assistance) program filed 186 income tax returns for families and individuals whose household income was under \$41,000.

In addition, children benefited from a program designed for them, by going on weekly local cultural excursions with student counselors. Specialized programs also provided children the opportunity to attend summer camp. Our Holiday Wish Program provided gifts for 533 adults and children. The agency received approximately 4000 books donated from a local school for the Free Read program. There was also a successful Daffodil Drive for American Cancer Society.

Volunteer office expanded their relationship with the Friendship Tree, a local volunteer organization, to form the Birthday Buddy Program at the Department of Social Services. Through volunteers of the Friendship Tree youngsters are able to receive a gift for their birthday.

CUTURAL COMPETENCE INITIATIVE

In an effort to better serve our culturally diverse community, DSS began an initiative to enhance our agency’s cultural competence. A working definition of cultural competence is, “a set of problem-solving skills that includes (a) the ability to recognize and understand the dynamic interplay between the heritage and adaptation dimensions of culture in shaping human behavior; (b) the ability to use the knowledge acquired about an individual’s heritage and adaptational challenges to maximize the effectiveness of assessment.”

The Department furthered the process this year with a self analysis on where we are as an agency and of the steps we need to take to better ourselves. We rolled out supervisor training to get a buy in at management level. This will foster productive conversations about the importance of embracing our cultural differences resulting in the Agency offering the best assistance to the population we serve.

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	2008 GRANT AMOUNT
Binghamton University Bachelor Program	\$28,395
Broome Community College Associate Degree Program	\$87,808
Child Care and Development Block Grant (CCDBG)	\$4,512,733
Child Protective Staff Ratio Improvement Grant	\$87,582
Day Care Registration	\$82,495
Detention Alternative Reporting	\$36,398
Family Drug Court Implementation	\$41,540
Flexible Funds for Family Services (FFFS)	\$1,568,444
Food Stamp Employment & Training (FSE&T)	\$138,083
Food Stamp Most Improved Grant	\$53,061
Food Stamp Nutrition & Education (FSNE)	\$80,639
Home Energy Assistance Program (HEAP)	\$574,640
Intensive Case Services	\$134,822
Medicaid Fraud and Abuse	\$240,675
Medicaid Managed Care Program (MAX)	\$115,943
Medicaid Outstation Worker Program (MOW)	\$101,457
Medicaid Technologies Improvement Grant	\$5,316,825
Point of Entry Grant	\$77,263
Preventive Services COLA	\$61,465
TANF Detention Prevention	\$0
TANF Services Block Grant	\$88,404
TOTAL	\$13,428,672

*An additional \$7,174,231 was paid by New York State on behalf of Broome County.