

# Broome County Department of Social Services

## ANNUAL REPORT - 2004

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# **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.**

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## **Department of Social Services** **2004 Accomplishments**

The following is an overview of the Broome County Department of Social Services' significant accomplishments for 2004 by division:

### **Administrative Services:**

#### Fiscal/Systems

- < Replaced currently budgeted Daycare program with "CC4K" by Tech Solutions saving over \$25K
- < Analysis of high and low phone usage addressing high usage and removing phone access for low usage
- < Direct data entry team reviewed and documented Benefits Card Issuance, Distribution and Controls
- < Automated Resource Clearances by utilizing auto-fill forms on Centraport resulting in time savings
- < Implemented the new Tenant Responsibility Claim Agreement (TRCA) process, increasing efficiency
- < Automated employee evaluation notification system as well as controls checklist for Admin Staff
- < Automated GHS Bank Match to eliminate use of tape output and to replace this with CD medium
- < Rewrote Bank Match Application and Bank Match Access database resulting in a significant reduction in clerical time for processing bank match records
- < Sidney-On-SQL (SOS) System upgraded with new software versions, resulting in a fivefold improvement in daily update processing performance and the addition of new database files for TA Time Limits and Medicare Buy-ins

#### Admin/Operations

- < Increased employee accountability through more detailed and specific performance objectives
- < Accounting identified State consultant not entering TPHI properly for military policies resulting in NYS cost savings
- < Initiated fleet vehicle washing and interior cleaning to encourage fleet use which reduces County costs
- < Initiated monthly landlord meetings utilizing checklist of outstanding landlord commitments
- < Hired records contractor with reengineering savings to enclose basement records for HIPPA compliance

#### Process Reengineering, Staff Development

- < Secured over \$200,000 in grant funding for Imaging Project
- < Implemented computer-based ledgers in the Rep-payee program saving over \$10,000 annually

- < Eliminated individual printers by connecting staff to newly leased network printers resulting in savings
- < Modified Buy-in process to enable closed MA cases to be removed more timely resulting in cost savings
- < Modified burial process by sending affidavits from Resource Unit rather than Legal Unit, increasing efficiency and reducing costs
- < Implemented Third Party Health Insurance process improvements for savings in time and money
- < Secured \$27,000 of Social Work Consortium funding for the Broome DSS 2005 MSW Degree Program
- < Volunteer Program value including donations is \$244,704 Full-year, non-reengineering savings
- < Coordinated United Way for Broome County resulting in overall donation increase of over 10% for the county; 28% for DSS

**Certification Division:**

Continued success with Special Initiatives – CAP/TOP, VITA, Safety Net assessment and referral, Disability/SSI determinations

Increased our ability to make use of technology – completed planning for Food Stamp Imaging initiative and Direct Data Entry by line staff, increase number of electronic forms available, expanded use of databases for tracking and monitoring.

Improved upon ensuring workers receive ongoing training to enhance their abilities to perform effectively and efficiently while we continue working on establishing a core set of programs.

Continued progress made on determining goals for units, individual job levels, and overall Certification Division.

Temporary Assistance, for the fifth year in a row, processed a record high number of applications.

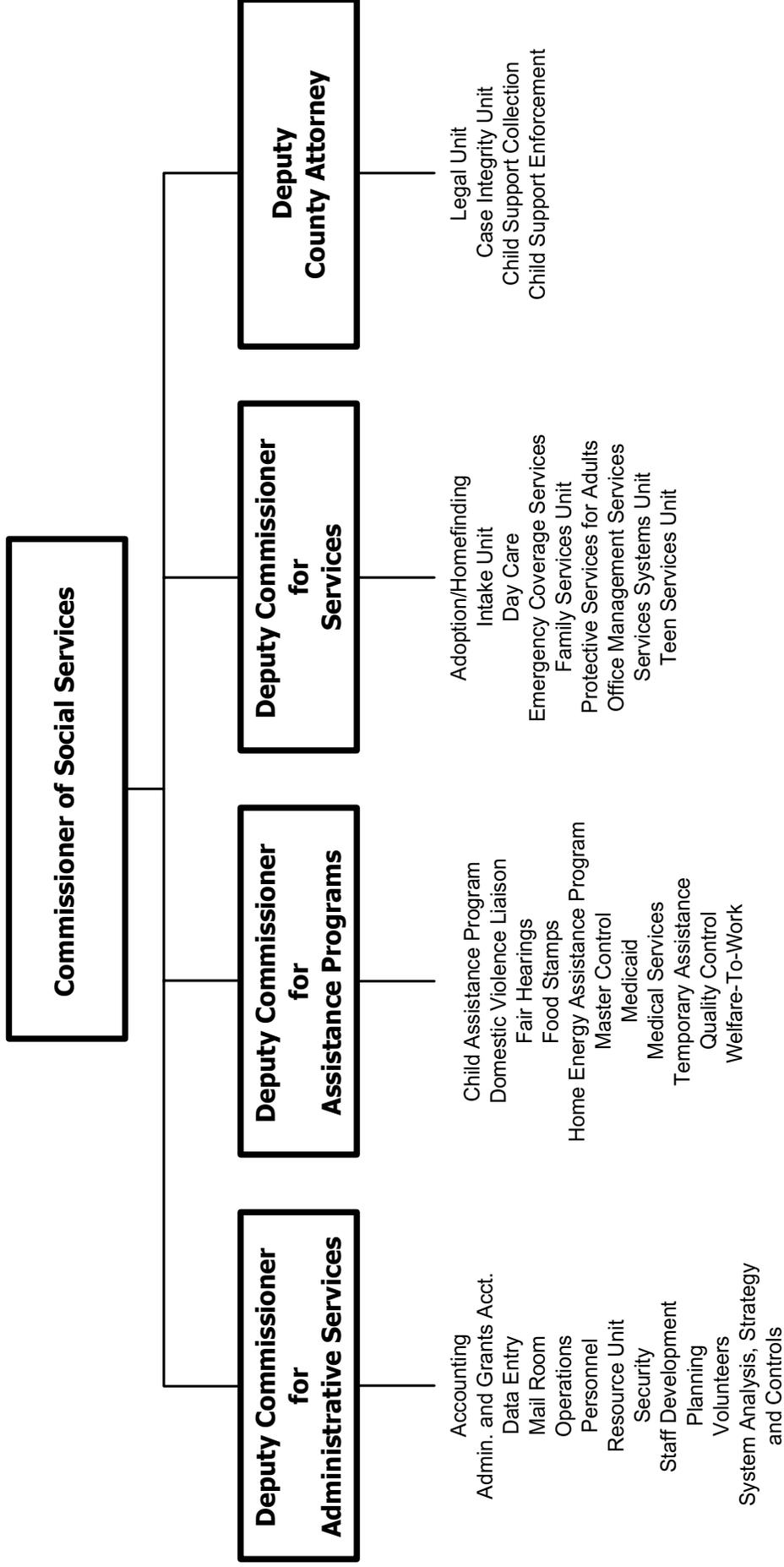
**Services Division:**

- € Child Protective Services received 2,333 new reports for investigation from the State Central Register of Child Abuse and Maltreatment. Child Protective Services managed a monthly average of 189 reports.
- € Child Protective Services completed and closed 3430 investigations of suspected child abuse and maltreatment during 2004.
- € During 2004 Child Protective Services assisted other NYS counties with 133 investigations.
- € Child Protective Services received local and state recognition (including a letter from OCFS Commissioner John Johnson) for its accomplishment in reducing overdue reports in 2004.
- € Child Protective Services prepared 105 cases for Fair Hearings regarding client request for a change in the determination of previously indicated reports. The agency decision was upheld in 91% of the hearings.
- € Child Protective Supervisors and the Director of Children’s Services participated in a process review project, which resulted in enhanced effectiveness and efficiency in service delivery.
- € A “Central Intake” Unit was recreated in January 2004 to handle numerous referrals for service that the Department receives each year.
- € The Day Care Unit collaborated with other accounting and Technology Solutions, Inc. to implement a new electronic case file, which included CC4K and imaging projects.
- € During 2004 the Day Care unit provided services to a monthly average of 1094 families with 1887 children.
- € The Director of Children Services was actively involved in the collaborative effort to develop and implement a Family Treatment Court for families that have been petitioned into Family Court due to

serious issues of alcohol and/or substance abuse. The Family Treatment Court continues to select families for participation in the court to reduce the time that children must spend in foster care.

- € Throughout 2004 the Services Division made preparations to begin the Connections Build 18. This new build to the Connections system will have a strong impact on family services. A senior caseworker was selected to be the Connections Implementation Coordinator. The Coordinator and various staff attended trainings offered by the State. There was also an emphasis on Data Clean up.
- € The Services Division successfully attained TANF funding to develop and provide a short-term program to work with youth at risk of detention placement.
- € In April 2004, the Division conducted annual reviews of all purchase of service programs. This review results in evaluation of services based on performance.
- € Twelve days of legal training for staff was provided on a variety of topics to enhance workers knowledge and skills.
- € PSA Intake Supervisor Nancy Kumrow was one of only 100 persons to be selected to attend a statewide Elder Abuse Summit.
- € A staff committee reviewed and moved towards finalizing new policies and procedures for the maintenance of medical services information for children in out of home placements.
- € The Adoption Unit placed 46 children in adoptive homes. Many of these children were considered to be “hard to place”.
- € The Home Finding Unit collaborated with the Children’s Home of Wyoming Conference and Berkshire Farms in a project to recruit and train new foster and adoptive families. Through this collaboration 100 individuals were trained to be certified as foster/adoptive parents. The Department has been able to increase both the quality and quantity of its foster and adoptive homes.
- € In March 2004 the Services Division developed a program improvement plan designed to make positive changes in both Child Protective Services and Family Services. Much of the focus of this improvement is on quality assurance with specific outcomes for measurement and evaluation.
- € In July 2004, Services successfully passed the yearly audit by the Social Security Administration in regard to Representative Payee accounts. The auditors noted that they were impressed with the detailed account records and the ability of staff to immediately locate requested documentation.
- € Seven foster youth were selected to received funding for post secondary education cost through a new Education and Training Voucher Program. Nine foster care youth are currently attending college.
- € At the end of 2004 there were 316 children in the custody of the Commissioner. Service Plan reviews were held twice a year on each child and family. All children that had been in care a minimum of twelve months were reviewed by the Permanency Review Team to insure that their permanency goals were being met.

# Department of Social Services



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

	2003	2004
TANF	1,327	1,378
SAFETY NET	1,028	1,124
MA & MA SSI & MAFC, NH, FHPlus	14,962	15,683
FOOD STAMPS	5,762	6,910
NURSING HOMES	1,540	1,315
PSA CASES	436	554
CHILDREN IN FOSTER CARE	333	364
DAY CARE	1,170	984

**PROGRAM ACTIVITIES  
 Cumulative for year**

	2003	2004
REPORTS OF ABUSE AND NEGLECT	2,158	2,133
MANAGED CARE ENROLLMENT	13,817	14,551
ENTRIES TO EMPLOYMENT	1,078	1,272
SANCTIONS	384	501

## **EXPENDITURES BY PROGRAM**

PROGRAMS	2003	2004
Medical Assistance Program	\$33,589,027	\$38,603,946
Temporary Aid to Needy Families	7,665,111	8,680,904
Administration	19,799,256	21,209,026
Foster Care	14,396,276	16,623,357
Safety Net	5,362,846	6,118,134
Purchase of Services	3,222,906	3,384,874
TANF Day Care	1,228,350	1,341,329
Burials	316,436	318,963
Transfer to Grant for CAP	58,745	80,025
Emergency Aid to Adults	23,468	47,281
Special Needs-FTHA	3,883	4,077
Non-Secure Detention	1,229,402	1,140,898
Totals	\$86,895,706	\$97,552,814

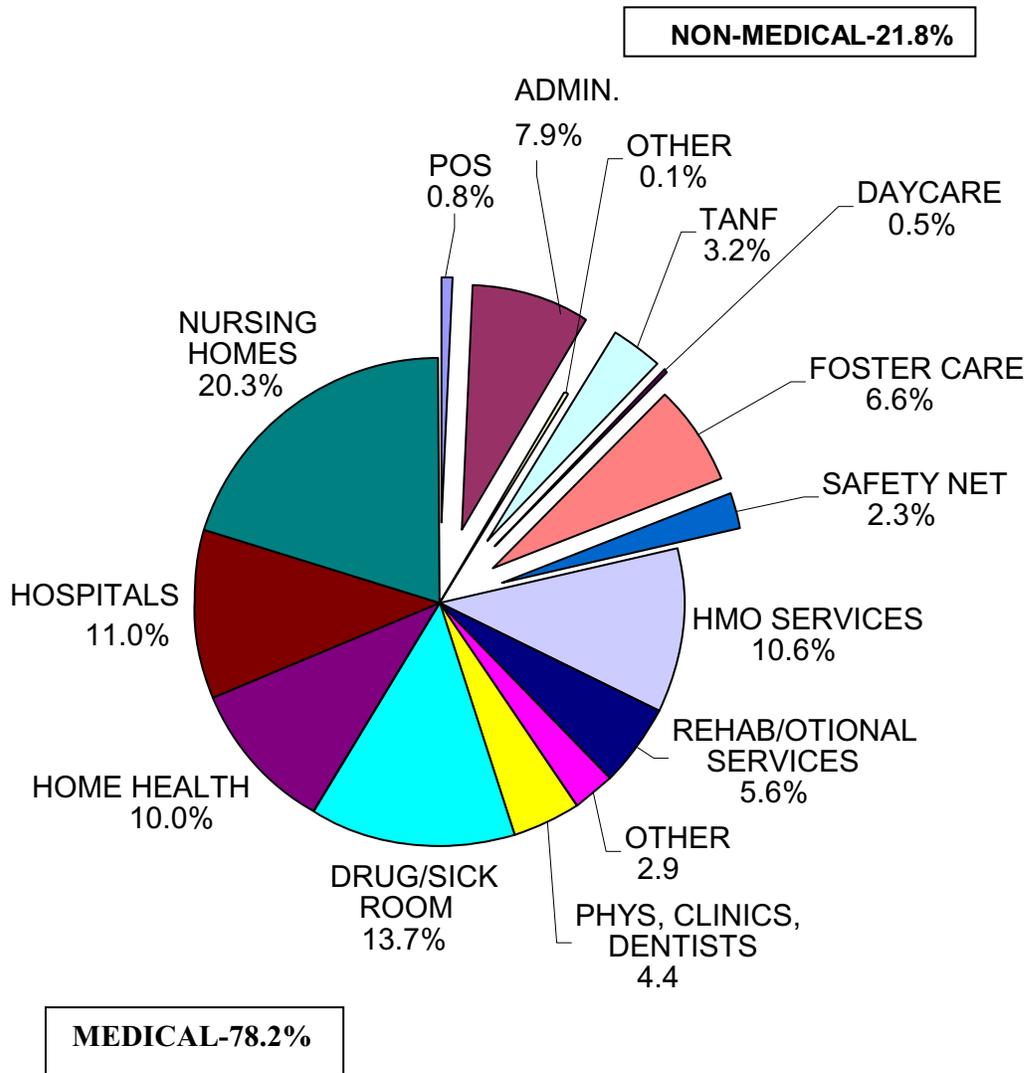
## **REVENUES**

	2003	2004
Repayments	\$5,217,374	\$4,258,160
Revenues – Federal/State	\$42,425,042	\$44,314,242
Net Cost to County	\$39,253,290	\$48,980,412

## 2004 BUDGET EXPEDITURES

HOW \$270,145,116 (federal, state and local shares) was spent for Department programs in 2004

### MEDICAL AND NON-MEDICAL ASSISTANCE



## **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**

During 2004 the Temporary Assistance caseload increased 6% over 2003. This reflects the continued slow economy and the lack of local jobs.

Temporary Assistance Caseload (as of 12/31):

	2003	2004
All Categories	2,357	2,504

Applications: Aid to Dependent Children, Home Relief and Emergency Programs:

	2003	2004
Received:	7,485	7,810
Approved:	1,794	2,280
Denied and Withdrawn:	4,195	3,432

Income Maintenance Activity:

Client Contacts:	2003	2004
Walk-ins	4,344	5,790
Recertifications	2,205	2,166
Cases Closed	2,707	3,598
Case Changes	21,459	22,525

	2003	2004
Front Desk Contacts	110,620	103,395

Fair Hearings Activity:

Fair Hearings	2003	2004
Called	348	399
Held	132	135
Affirmed	155	140
Reversed	29	39
Split (decision correct when made)	35	24
Withdrawn		92
Defaults		170

**MEDICAL ASSISTANCE (MEDICAID)**

Medicaid is the program, which 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 5% from 2003 to 2004.

Caseload (as of 12/31)	2003	2004
MA Only	9,699	10,260
MA-SSI	5,263	5,423
TOTAL	14,962	15,683

Applications- MA only and MA SSI	2003	2004
Received	7,937	10,065
Approved/Reopened*	7,994	9,666

\*Includes transfers from other programs

**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)

	2003	2004
Temporary Assistance Food Stamps	1,529	1,659
*Food Stamps Only (Non-Temporary Assistance households)	5,762	6,910
TOTALS:	7,291	8,569

\* Includes SSI and Office of Mental Health Hygiene Cases

Applications (NPA)	2003	2004
Received	4,219	5,559
Approved/Opened**	3,780	4,769

\*\* Includes transfers from other programs

### **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 2004, 8,554 households were screened for Expedited Food Stamps. Of those screened, 1,906 or 22% 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 2003-2004 budget for Broome County totaled \$4,089,063. This program is 100% Federally funded.

	2002-2003	2003-2004
Administrative Allocation	\$287,967	\$282,538
Emergency Allocation	\$675,384	\$1,210,546
Non-Public Assistance County Allocation	\$1,040,809	\$1,486,029
Public Assistance	\$1,122,521	\$1,109,950
Total County Allocation	\$3,126,681	\$4,089,063
Households Served	9,966	12,474

## **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 (TEP) and On-The-Job Training (OJT) programs, Food Stamp Employment and Training (FSE&T), and the Disabled Client Assistance Program.

### **2004 Welfare-to-Work Unit Highlights:**

TANF/Safety Net Recipients	2003	2004
Entries to Employment	1079	1264
Welfare Grant Savings	\$1,992,907	\$2,685,507

TANF/Safety Net Non-Compliance	2003	2004
Non Compliance Sanctions	384	525
Welfare Grant Savings	\$367,919	\$574,104

	2003	2004
Total Grant Savings (Entries to Employment and Sanctions)	\$2,360,826	\$3,259,611

**TEMPORARY ASSISTANCE SERVICES UNIT**

The Temporary Assistance Services Unit is comprised of staff who 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, lack of food and the monitoring of restricted Medicaid recipients' use of Medical Services.

	2003	2004
Number of cases screened	7,485	7,810
Denied or withdrawn	1,591	1,429
Opened at screening	217	311
Referred for eligibility determination	5,677	6,949

## **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.

	2003	2004
Nursing home patients (average)	1,315	1,315
*Personal Care Service hours	175,584	196,930
Cost of Service	\$2,905,850	\$3,238,835
Adult Foster Care Clients	32	34
Care at Home Clients (as of 12/31)	22	21

\* 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.

	2003	2004
Cases reviewed for Aid to Disabled Category	394	450
Cases eligible for Aid to Disabled Category	149	243
Cases reviewed for SSI/SSD	40	136
Cases approved for SSI/SSD	158	198

### **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.

	2003	2004
PCAP Cases Opened	913	904
PCAP Eligibility Determinations	851	846

## **MANAGED CARE**

Broome County Social Services implemented Mandatory Medicaid Managed Care enrollment on May 1, 1998. As of December 31, 2004 Broome's total enrollment was 14,611, which represents a 74% 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 7.4%.

Plan	2003 Year to Date Enrollment	2004 Year to Date Enrollment
CDPHP	7,723	7,304
Broome MAX	5,634	6,594
Fidelis	470	713
TOTAL	13,817	14,611

## **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	2003 Year to Date Enrollment Family Health Plus	2004 Year To Date Enrollment Family Health Plus
CDPHP	2,795	2,165
GHI-HMO	48	516
Fidelis	143	229
TOTAL	2,983	2,910

## **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 50 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 2004, 1,118 new clients were served.

# 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.

### 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.

	2004
Intake Referrals	689
PINS Diversion referrals	519

### 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.

	2003	2004
PSA Referrals	643	691
Information & Referral	657	668
Representative Payee	433	452
PSA Intake:		
Adult Abuse	161	204
Self-Neglect	483	538
Total Cases Served	1,038	209

### 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)

	2003	2004
Families Receiving Daycare Services	1,656	2,066
Children Receiving Daycare Services	3,299	3,466

### **CHILD PLACEMENT SERVICES**

Child Placement 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. This section is responsible for the agency's Foster Care and Adoptive Homes, including certification, training and support.

The following is a 2-year comparison of key activities for Child Placement:

	2003	2004
Children Placed - all levels of care	149	155
Children discharged - all levels of care	159	171
Children freed for adoption	23	27
Children placed in adoptive homes	15	46
Children legally adopted	34	20
Children in foster homes (12/31)	187	184
Children in institutions (12/31)	84	60
Children in group homes (12/31)	42	48
Children in all levels of care	333	325
Number of foster homes	65	69
Number of Care Days	118,391	127,231

## **CHILD PROTECTIVE SERVICES**

Child Protective Services is responsible for receiving and investigating all reports of child abuse and neglect. In addition, CPS must, when appropriate, provide, arrange for, or monitor the provision of services necessary to ensure and protect the child's welfare and to preserve and stabilize family life whenever possible.

When families are unable or unwilling to accept or use supportive and rehabilitative services, CPS has an obligation to initiate Family Court proceedings to protect the child. CPS must be able to receive and investigate reports on a 24- hour a day, seven-day per week basis. CPS has four basic program areas. These are (1) Intake/Investigation; (2) Undercare Services; (3) Monitoring, and (4) Emergency Coverage. Undercare Services are provided by the local district's Family Service Units

Child Protective Services experienced a 1% decrease in the number of SCR reports received in 2004. See the three-year comparison below:

	2002	2003	2004
Abuse Reports	174	189	164
Neglect Reports	2,194	1,969	1,969
TOTAL	2,368	2,158	2,133
Sexual Abuse Reports	167	196	162
New Family Court Petitions	100	68	67
1034 Investigations	259	385	336
Assist Other Counties in SCR Investigations	176	145	133
Emergency Abuse/Neglect Calls	1,794	1,753	1,749

## **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 Council is responsible to the County Executive, however the staff are employed by the Department of Social Services and under the Administration of both DSS and the Youth Bureau.

A copy of the "Broome County Family Violence Prevention Council: Annual Report 2004" is available by contacting their office.

## **PURCHASE OF SERVICES 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 as well as the number of care days provided. These services are listed below.

	<b>PROVIDER</b>	<b>CASES/MO.</b>	<b>AMOUNT</b>
Sexual Abuse Treatment Program	Family & Children's Society	60	\$466,025
Functional Family Therapy	Catholic Social Services	39	\$310,872
Therapeutic After-School Program	Children's Home of Wyoming Conference	41	\$310,872
Parent Aide/Homemaker Services	Family & Children's Society	79	\$243,228
PINS Diversion	Probation Department	219	\$947,582
Families First	Mental Health	11	\$438,430
Non-Residential Services to Victims of Domestic Violence	SOS Shelter	40	\$101,641
Child Advocacy Center	Crime Victim's Assistance Center	N/A	\$14,237
Coordinated Children's Services Initiative (CCSI)	Catholic Charities of Broome County	N/A	\$63,603
Elder Abuse Outreach	Broome County Office for Aging	N/A	\$75,440
Youth Advocate Program	Youth Advocate Programs, Inc.	12	\$322,465
<b>Total</b>	<b>All Providers</b>	<b>501</b>	<b>\$3,294,395</b>

## 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 2004 there were 1291 foster care eligibility determinations; of these, 81 were Title IV-E determinations, as compared to 78 Title IV-E determinations in 2003.

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.

	2003	2004
Services Systems Transactions	14,283	11,034

### 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.

	2003	2004
Authorizations	136,481	169,459

# 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 2004 were:

### Court Appearances

	2003	2004
Child Welfare	2,065	2,085
Child Support	4,017	4,354
Total	6,082	6,449

### Monetary Recoveries

	2003	2004
Child Support Recoveries*	1,901,270	\$2,094,282
Estates Proceeds	653,561.06	600,172.53
Injury Claim Liens	271,645.12	336,240.84
Misc. Civil Collections	9,662.45	9,496.36
Fraud Recoveries (cash)**	159,297.93	169,445.51
Mortgages	41,177.72	57,101.16
Medicaid Real Property Liens	322,815.76	223,572.05
Overpayment Collections	10,154.50	8,348.48
Total Monetary Recoveries	3,369,584.54	\$3,643,868.05

\* Joint effort with Child Support Enforcement Unit reflects declining public assistance caseload. Overall collection, which includes cases transitioning off welfare, totaled \$17,073,101, a \$355,517 increase over 2003.

\*\* 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**

	2003	2004
Fraud Referrals to Case Integrity Unit	2,316	1,970
Fraud Prosecution/Arrests	113	74
Conviction (District Attorney's Office)	87	91

**Child Welfare**

	2003	2004
Child Abuse/Neglect Petitions filed	79	72
Petitions to Free Foster Children for Adoption	22	23

**Protective Services for Adults**

	2003	2004
Guardianships	27	29

**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, property ownership is required before assistance can be issued. The Unit maintains records of all assigned assets, such as real property and mortgages, and coordinates all burials of indigent persons. The Unit is also responsible for pre and post inspection of rented housing.

	2003	2004
Number of burials arranged	147 (Cost \$346,836)	153 (Cost \$333,052)
Number of rental inspections	371	408

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

	2003	2004
TPHI offset Medicaid	\$31,674,362	\$33,063,346

**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	2003	2004
Aid to Dependent Children	\$1,123,723.55	\$1,173,663.51
Other (Home Relief, Child Welfare Medical, etc.)	\$777,996.02	\$920,617.39
Total Social Services Collections	\$1,901,719.57	\$2,094,280.90
Total General Public Collections	\$14,815,864.68	\$14,975,375.77
Total Automated Support Collection Unit Collections	\$16,717,584.25	\$17,069,656.67
Federal Incentive on Aid to Dependent Children Support Payments*	\$125,512.00	\$117,936.00
Tax Offset (Federal and NYS)	\$870,425.58	\$921,679.66

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

	2003	2004
Paternity Established by Court Order	161	172
Acknowledgements	231	261

## 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 Sate and Federal government. The Claims Unit issues all benefits to eligible clients. In addition it audits and issues checks relative to provider claims. This Unit is responsible for the Cash Management System (CAMS) which is used for receipts and check distribution for Representative Payee Accounts and receipt of repayments and recoveries to the Agency.

Reconciliation of check issuance and FAMIS reports is completed in this unit as well as preparation of data input sheets for the Finance Department. This unit handles the Revolving Fund and Petty Cash disbursements.

	2003	2004
Authorizations	99,809	111,526
Vouchers	3,479	3,135
Checks	29,094	33,779
Electronic Benefits	48,823	53,981

	2003	2004
Repayments Processed	7,842	7,837
Value of Repayments	\$5,467,921	5,456,810

<b>MAINTENANCE OF CLAIMS*</b>	Public Assistance		Food Stamp	
	<b>2003</b>	<b>2004</b>	<b>2003</b>	<b>2004</b>
<b>Year</b>				
Number of Claims	5,991	6,363	1,084	1,130
Value of Claims	\$5,208,424	5,267,920	\$732,977	799,184

\*For open and closed cases.

In 2004, the Accounting Unit began using the OnBase imaging system for the storage and retrieval of agency documents.

### PERSONNEL

Personnel is responsible for the maintenance of each individual employee's Personnel File, which includes record keeping functions associated with vacation time, sick time, leaves of absence, and all other pertinent information. Other functions include the preparation of Personnel Data Records and coordination of Civil Service regulations and procedures with the Broome County Department of Personnel.

The Personnel Unit manages the mailing operations for the Department. The Unit records all authorizations received by the Accounting Department.

	2003	2004
Pieces of Mail Processed	283,435	293,513
Authorizations Logged	99,809	111,526

## **OPERATIONS MANAGEMENT**

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

	2003	2004
Security Incidents	339	153
Cars in Agency Fleet	27	27
Travel Requests for Destinations Outside of Broome Co.	738	799
Average Operational Fleet Size	26.2	23.5
Miles Traveled	331,948	340,530

## **MASTER CONTROL**

Master Control is the record custodian for closed Public Assistance, Medical Assistance and non-Public Assistance Food Stamps. All new case numbers are processed through Master Control. This unit checks obituaries and issues notices to appropriate units. In addition, Master Control provides various County agencies with CIN numbers and effective dates of eligibility.

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 275-300 calls could be processed through the switchboard.

	2003	2004
Case Numbers Issued	3,813	4,688
Authorizations (638) and Vouchers	481	397
Switchboard Phone Calls Received	77,005	76,494

## 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.
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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.

	2003	2004
Units of Job Specific Training (all program areas)	2,835	1,715
	2003	2004
Employees in Degree Programs	19	18

The Staff Development Unit helped coordinate the Imaging Information Day that provided an overview to the Legislators and agency staff on the Electronic Document Management System (EDMS). In addition, the Coordinator of Volunteer Services assisted with submittance of the Broome County Capital Plan 2005-2010, for \$470,000 that was procured in 2004 for the EDMS.

**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.

	2003	2004
Number of Volunteers / Interns	87	84
Hours of Service	15,085	14,945
Value of Donated Goods	\$20,510	\$13,786

Volunteers and interns had a positive impact on the organization in 2004. They assisted in the daily operations of the agency by performing activities such as keyboarding, filing and by providing other clerical related functions. Children benefited from our specialized programs designed for them, from having adult mentoring friendships to going on weekly local cultural excursions with student counselors. Such programs also gave children the opportunity to attend camp and receive gifts through the Holiday Wish Program.

In 2004, the County Executive requested that the Director of Staff Development and the Coordinator of Volunteer Services co-chair the Broome County Government Campaign for the United Way. The County government response was phenomenal. The result was a record fund raising year of \$48,545.

Agency participation in community events is also encouraged and coordinated through the Volunteer Office. In one such effort, staff manned a booth at the Teammates for Life event sponsored by the Youth Education Services Community Action Project (YESCAP). 3,500 people attended the event and hundreds of children spent time in creative activities at our booth.

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 and represent additional programs and revenues brought to our county. New York State or the Federal Government provides funding. These grants are listed below.

<b>GRANT</b>	<b>GRANT AMOUNT- 2004</b>
Binghamton University Bachelor Program	\$89,929
Broome Community College Associate Degree Program	20,415
Caseworker Ed	20,389
Child Assistance Program (CAP)	294,823
Child Care and Development Block Grant (CCDBG)	4,331,547
Child Health Plus Facilitated Enrollment	10,335
Day Care Home Registration	289,034
Dental Assessment Case Manager	59,419
Food Stamp Employment and Training (FSE&T)	122,857
Home Energy Assistance Program (HEAP)	3,988,916
Medicaid Managed Care Program (MAX)	131,715
Medicaid Outstation Worker	67,475
Non Secure Detention Prevention	81,970
Transitional Opportunities Program	207,058
TANF Services Block Grant	451,918
<b>TOTAL</b>	<b>\$10,167,800</b>

**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.