

GREENE COUNTY
DEPARTMENT OF SOCIAL SERVICES

2014 ANNUAL REPORT

Department of Social Services

Overall Comparison from 2013-2014

Temporary Assistance(TANF) : Had a 12.45% decrease in cases(408 active cases) which was a 13.97% decrease in recipients and a 10.74% decrease in TANF expenditures.

Supplemental Security income: Had a 3.68% increase in recipients which resulted in 3.99% increase in expenditures.

Supplemental Nutrition Assistance Program(SNAP) Had a 2.72% decrease in cases(3093 active cases) for a 4.49% recipient change which resulted in 9.81% decrease in expenditures.

Child Support Enforcement: Medical Support indicator tied for **#1** for all counties @ 88% compared to #3 and a overall NYS @ 62%.

Employment: getting TANF recipients back to work we have a 39.7% participation rate which is ranked **#1** in NYS from 18% which was ranked #38.

Medicaid: Cases managed by us have fallen since the exchange has opened from 5887 to 5414 actual cases covered by Medicaid is higher as these clients go directly to the exchange for coverage. NYS is transiting the eligibility process to them over time.

Child Welfare: 156 children provided foster care services compared to 190 in 2013. Children in foster care as of 12/14 was 66 compared to 94 in 12/13.

Child Protective Services(CPS): 972 new CPS reports compared to 907

Protective Service for Adults: 147 new referrals compared to 134

Fraud: Total collections \$67,400(fraud) from \$51,599 and \$249,253(resources) from \$101,997 for a total of \$316,653 as compared to \$153,578. Referrals were 1,265 as compared to 1,157. Cost avoidance was \$1.7M as compared to \$2.1M.

Homeless Initiative: 182 cases being managed with 174 resolved as compared to 163 cases in 2013. In December 2014 we had 10 active homeless cases.

Accounting: Total local share for all programs and administration in 2014 was \$150,038(1.08%) higher than in 2013. This \$150,000 increase in local share was primarily due to the cost of the number of children in care, which rose significantly in early 2014, compounded by a \$198,000 decrease in our state foster care block grant allocation. The local share increase in foster care costs were predominantly offset by decreases in our safety net, Medicaid, and administration county costs.

2014
ELIGIBILITY YEARLY REPORT

The Greene County Eligibility Unit is responsible for evaluating and processing all families and individuals who demonstrate a need for Temporary Cash Assistance, Medical, Supplemental Nutrition Assistance Program (SNAP) formally Food Stamps, Employment, Day Care and HEAP. The unit's main goal is to assist clients in obtaining personal responsibility, self-sufficiency, employment and health care. As of the end of 2014, the unit had processed 4594 applications. The breakdown of case load per program is,

Temporary Case Assistance	-- 408 cases
Medical	-- 5414 cases
SNAP	-- 3093 cases
Day Care	-- 35 cases
HEAP	-- 1540 cases

Also under Eligibility is our Child Support Unit, this unit helps establish paternity, establish support orders and collect and enforce support orders. The current case load for this unit is 2398 cases.

Therefore our total case load for Eligibility is 12,888 cases.

HEAP

The HEAP Unit administers the federally funded Home Energy Assistance Program. It helps County residents with low income pay their utility and/or fuel bills. In the 2014, 5531 Greene County households received regular and emergency energy grants totaling 2,617,367.

Those eligible for HEAP and who have high utility/fuel bills are referred to the Weatherization Program which provides services to replace or improve heating equipment. These households now benefit from energy savings. An additional second emergency was issued by Office of Temporary and Disability Assistance.

This Unit starts processing applications every September and remains in operation as long as the funding remains available. Two (2) contracted workers process all HEAP applications, including those that are taken at D.S.S. and from the Office for the Aging personnel. All Emergency applications are filed at the Department of Social Services.

DAY CARE

The Family Day Care Program assisted four hundred and fifty two (452) families in obtaining day care services during the year. Approximately eight hundred twenty nine (829) children received services from eighty seven (87) providers who were either registered or informal. The total amount of monies spent on day care for the year 2014 was \$299,077.57.

CHILD SUPPORT ENFORCEMENT AND COLLECTION

The Greene County Support Collection Unit had another successful year in collections, totaling \$4,946,129.00. Paternity establishment, support establishment as well as collections for 2014 have once again exceeded the state requirements. The collections were lower than anticipated, however establishment of paternity and support orders increased.

In spite of the economy, the Support Collection Unit has continued their excellent effort to establish paternity, as well as child support and medical orders.

The Support Unit has a very high percentage of cases in compliance, 98.24% that have paternity, and 93.08% have support orders.

The Support Collection Unit will strive to increase collections for 2015 to assist in the reduction of the County's DSS Temporary Assistance caseload as well as increase collections for the General Public caseload.

RETRO SSI REIMBURSEMENT

The Greene County Eligibility Unit is also responsible for processing Safety Net (single adult) assistance cases who are anticipating the receipt of SSI benefits. Once the recipient is found to be SSI eligible, we coordinate with the Social Security Office, and all previous Temporary Assistance benefits covering the time frame of the retro SSI benefits are reimbursed to Greene County Department of Social Services. For 2014, we have recouped a total of \$196,233.32 for fifty four (54) cases. Of which 71% (\$139,325.65) is local share.

SUPPORT PROGRAMS

The Eligibility Unit continued a number of Support Programs in 2014. The funding for these programs came from funding entitled Flexible Fund for Family Services (FFFS). The flexibility offers the opportunity for Social Services to address emerging circumstances that Greene County's low income residents face on a daily basis such as homelessness, maintaining a safe home for their family, work, transportation, day care and child support.

HEALTHY HOMES

The Department of Social Services, at times, comes in contact with families who are unable to or unwilling to provide a clean, safe home environment. There are situations when the

parent lacks the skills needed to maintain a home but more often they lack the resources to purchase cleaning and laundry supplies. Through Community Action of Greene County, service provided is for Family and Community Development (F&CD) staff to work with between ten (10) and fifteen (15) families who have been identified by the Department of Social Services Temporary Assistance or Child Welfare staff that are in need of this service in order to maintain a safe, healthy environment for their family, therefore reducing the risk of foster care placement for their children. F&CD works with the family to educate with a hands-on approach efficient ways of maintaining a clean home. After the initial clean sweep, weekly or bi-monthly home visits take place where families learn how to maintain a clean home. Families are provided with tools and supplies and receive psycho-educational counseling and budgeting resulting in awareness and ability to maintain a clean and healthy home environment. Arrangements have been made with Laundromats to participate in a voucher program so families can keep clothes clean. Counseling focuses on improving self-esteem, identifying and building upon strengths and developing strategies that will incorporate the family unit in the home care process. In 2014 the Family Development Case Manager worked with ten (10) households throughout the year and was successful in helping these households obtain the needed skills to maintain a safe and clean home.

DIFFICULT TO SERVE PROGRAM

The Difficult to Serve Program works with TANF Sanctioned Families; these families are when one or both parents are sanctioned due to their non-compliance with employment. These families are identified as families failed by the system. They are sanctioned and receive only benefits for their children. Long-term non-compliance with system initiatives may endanger the quality of life and wellbeing of these individuals and their children. Furthermore these families are at risk of expensive needs, including emergency contact with health/mental health systems, increased substance abuse, multiple legal and criminal involvements including JD PINS and CPS.

Upon receipt of a referral from the Department, the Case manager makes an initial contact by letter and phone introducing the program and announcing an orientation on a specific date and time at DSS. At the orientation, the services are explained including the benefits of participation as well as the responsibilities and expectations. Feedback is encouraged from the participants as to what is needed for successful long-term employment. Ongoing appointments are scheduled at the Department as well as the client's home to work towards and secure the support needed to maintain a plan toward employment and self-sufficiency. This program is subcontracted with Columbia Greene Mental Health Assoc. In 2014, one hundred and eighty (180) referrals were made to this program.

The Difficult to Serve Program, working through case management, also works with TANF/SN Moe participants that are medically limited, assisting the participants to set goals and meet criteria necessary for them to achieve compliance with DSS and to access community supports that will assist them in achieving a healthy independence within their community. The

goal of this program is also to assist parents in this hard to serve target group to engage and coordinate appropriate activities relating to long-term vocational support and to move the families toward self-sufficiency.

This program was subcontracted with Columbia Greene Mental Health Assoc. In 2014, two hundred and thirty nine (239) referrals were made to this program.

ENHANCED DRUG ALCOHOL PROGRAM

The families of these hard to serve individuals face many complicated problems and situations that are drug and alcohol dependency related issues. The continuations of enhanced services that will coordinate with the existing community resources/services are essential to provide a full continuum of individualized supports for the identified populations. The desired goals are independence from chemical abuse and the development of productive lifestyles. This program was subcontracted with Twin County Alcohol and Substance Abuse Services, Inc. In 2014, one thousand two hundred forty six (1,246) screenings and two hundred twenty seven (227) monitoring referrals were made to this program.

EMPLOYMENT

Our Employment Unit has been very successful over the last year. Our employment participation rate for December 2014 was 39.7%; up from 20.2% in January 2014. We have increased our ranking from #38 to #1 statewide. We strive to encourage our clients to become self-sufficient. An initial assessment is completed to determine their employability. We refer many clients to the Columbia Greene Workforce Investment Agency. We assist in helping them obtain their high school equivalency, coach in job searches and assign to Work Experience Programs. We can assist in day care issues and transportation in order for them to comply with our programs.

Disability Review

The Disability Review Unit prepares and reviews all cases for Aid to Disabled (AD) and forwards them to the SDRT for determination. Agency eligibility staff and the Disability Unit RN/Medical Services Specialist are instrumental in assisting appropriate clients who need help applying for and receiving SSD/SSI benefits. Institute and maintain OMIG Restriction Program as deemed necessary for client's safety, also, in conjunction with Managed Medicaid Providers.

2014 Summary Statistics for the Disability Review Team are as follows:	
Cases Reviewed	17
Cases Approved	16
Cases Denied	1
Active Restriction Cases	15
SSI Application Assistance Cases	11

Central Assessment Unit

This unit completes social and health assessments, with cooperation from the primary physician, for any county resident regardless of age or income. These assessments, performed by Registered Professional Nurses, determine an individual's ability to function safely in a non-institutional setting.

There are many programs and services offered through this unit. The Long Term Home Health Care Program and the Assisted Living Program were designed for a population of clients who would otherwise be placed in a skilled nursing facility. Many cases are increasingly complex and time-consuming as psycho-social issues impact care levels. In addition, this unit administers the Consumer Directed Personal Assistance Program, Personal Care Program, Personal Emergency Response System, and Care At Home Program. Staff is also certified to complete Patient Review Instrument (PRI) for nursing home placement. CAU staff work closely with Protective Services for Adults and are active in the community as members of many health related advisory boards.

Utilization Statistics for 2014 are as follows:	
Referrals	66
Consultations	45
Admissions	21
Discharges	77
PRI (Patient Review Instrument/Screens)	13

Children and Family Services 2014 Annual Report

Child Welfare

A total of 156 children were provided foster care services in 2014; with 17 children directly placed with relatives under Article 10, with 103 children living in foster boarding homes or kinship foster homes and with 33 children residing in institutional foster care settings. Approximately 5 child was placed in Non-Secure Detention and 0 child were placed in Secure Detention in 2014. These foster children were placed either in the care and custody of the Commissioner of Social Services, or directly with relatives due to the following actions.

Placement Category	2013 carry over	2014 New Placements
Voluntary Placement	2	0
Voluntary Surrender	1	0
CPS Removal (Abuse/Neglect)	84	22
JD/PINS	19	11
Art 10 Direct Placement	6	11
Totals	112	44

Of the total number of children in care 17 were provided with adoptive services, which resulted in 6 children being discharged as their adoption was finalized. There were 72 children receiving adoptive subsidies or Kingap money during the year.

There were 66 children discharged to their parents, 27 discharged to a responsible relative/caregiver, and 0 youth discharged to their own responsibility. As of December 31, 2014, the custody of 113 children remained with Commissioner of Social Services or Article 10 Direct placement and 0 children in the custody of the Office of Children and Family Services. For those youth discharged to their own responsibility, the Department continues to provide supportive services/assistance until the youth is 21 years of age, if desired. Courtesy supervision of out of County/State cases were provided to 8 families.

All children and families were offered after care/preventive services through DSS case management prior to discharge from foster care, to assist the family with the transition of the foster youth back into their homes and community. All foster youth being discharged were also referred to the Greene County SPOA (Single Point of Access) Committee for review of available community resources to help support the youth and family.

The Child Welfare Unit consists of one Grade B supervisor, 2 Senior Caseworkers and 7 caseworkers, a Placement Coordinator (Senior Caseworker), and 1 Community Services worker.

Child Protective Services

During the year 2014, the Greene County Child Protective Unit investigated as a lead or secondary Agency, a total of nine hundred and seventy two (972) new reports of Child Abuse and Maltreatment. This is an increase from nine hundred and seven (907) reports in 2013. During the 2014 calendar year there were fifty -eight (58) Petitions filed by the Child Protective Unit. This consisted of fifty -eight (58) Neglect Petitions filed in the Greene County Family Court. This is an increase from the fifty- three (53) Petitions that where filed in 2013. The 2014 Petitions resulted in twenty- five (25) children being removed from their caretakers.

The Child Protective Unit is staffed by eight (8) Caseworkers, two (2) Senior Caseworkers, and one (1) Grade B Supervisor.

Preventive Services

During the year 2014, the Preventive Unit provided preventive services to 169 children from 67 families. These families were referred as follows; forty nine (49) from Child Protective, seven (7) from Probation, one (1) from Mental Health, and one (1) self-referral. Additionally, nine (9) families were secondary supervision from other counties.

The Preventive Unit consists of one senior caseworker and three caseworkers.

Northeast Parent & Child Society- Intensive Aftercare Prevention Program 2014 Annual Statistics-Greene County

- During 2014, Northeast Parent & Child Society's Intensive Aftercare Prevention Program (hereafter, IAPP) in Greene County served a total of 22 families (involving 35 adults and 63 children).
 - Of these 22 families, 2 families (involving 4 adults and 6 children) had an intake with IAPP in 2012.
 - Of these 22 families, 9 families (involving 18 adults and 25 children) had an intake with IAPP in 2013.
 - Of these 22 families, 11 families (involving 13 adults and 32 children) had an intake with IAPP in 2014.
- During 2014, 2 families (involving 3 adults and 4 children) were assessment/consultation cases only and are not included in the total aforementioned annual statistics.
- During 2014, a total of 14 families (involving 26 adults and 38 children) were discharged from Northeast's IAPP services in Greene County.
 - Of these 38 children, 37 children (from 14 families) had the goal of prevent placement or prevent return to placement
 - Of these 37 children, 30 children (from 11 families) were prevented from placement or prevented from returning to placement

- Of the 38 children discharged in 2014, 1 child (from 1 family) had the goal of reunification.
 - This 1 child (from 1 family) was reunified and remained home.
- The average length of service for the 14 discharged families was approximately 10 months.

Protective Services for Adults

During 2014 there were 147 new referrals made to Protective Services for Adults (PSA). There were 34 open protective cases of which 25 were guardianship cases. There were 17 cases in receipt of preventive services and 39 home management service cases. Financial management services were provided to 85 open cases. Legal intervention was necessary in 2 of the cases.

Throughout 2014, a Grade B Supervisor, a senior caseworker, three caseworkers and a shared community service worker staffed the PSA unit.

The priority for 2014 is to continue this unit's commitment to accurately assess the needs of impaired adults and to intervene effectively in order to assist these individuals. This unit's resources and expertise will continue to be focused entirely on achieving positive outcomes for impaired adults regardless of their situation and limitations. As always we will continue to strive to maintain impaired adults safely in the community. We will choose placement in a supervised setting only in those situations where all other less restrictive options have been exhausted.. These efforts will involve but not be limited to identifying impaired adults and providing preventive services as well as crisis intervention services.

In the coming year we plan to focus on those individuals who can only be described as the very aged (85+) as we continue to see an increase in these individuals living in the community. We are also seeing a dramatic increase in the number of young adults (20-30 years of age) who have varying levels of impairment caused by mental illness, alcohol/drug use and/or limited intellectual capacity. As a result, these individuals are unable to navigate the complexities of living independently in the community and are at risk of harm. In addition, they have few informal supports in the community. Both these groups of impaired adults present special challenges and needs which require comprehensive service coordination in order to maintain them safely in the community. This requires an increased commitment to working collaboratively and creatively with other agencies.

At all times, an individual's inherent right to self-determination will be respected.

2014
ANNUAL REPORT
FRAUD/RESOURCES RECOVERY UNIT
GREENE CO. DEPT OF SOCIAL SERVICES

Staff: 1 Resource Consultant; 1 Examiner; 4 (Part Time) Investigators

Our Unit plays a major role in reclaiming tax dollars through the many avenues available to us. Sources of recovery come from our Resource Unit, our Fraud Unit, by cost avoidance measures through our Front End investigations (FEDS and EVRS) and by disqualifications from our assistance programs and restitutions paid as a result of welfare fraud.

This year, Greene County continues to participate in the Estate & Casualty Recovery Program with Health Management Systems (HMS). Greene County works together with HMS to provide resource leads and answer any questions, as well as providing any further documentation they may need to pursue recovery. The Local District continues to pursue some remaining Medicaid resources, but we are now primarily concentrating on Temporary Assistance liens, recovery of personal needs accounts, burial reimbursements, and miscellaneous payments.

FRAUD

This year our Fraud Unit received 1,239 referrals to be investigated. Fraud allegations are generated through referrals from within our Agency, the State (OTDA and OMIG), or from the general public. The Case Examiners also refer cases under the Front End Detection System (FEDS) or the Eligibility Verification Review (EVR) process. The FEDS and EVR cases are investigated prior to case opening and, if founded, the case is usually denied by the examiner resulting in cost avoidance.

The FEDS and EVR referrals are required to be completed within ten (10) working days. The advantage of these referrals is cost avoidance when the case is denied or benefits are reduced due to the positive results of the investigation. Our cost avoidance for FEDS and EVR referrals for the year 2014 was \$1,768,505.00

Our Unit also receives referrals from State driven matches. These State matches include: the Prison Match from the Department of Corrections which alerts us to incarcerated clients; the PARIS Match which covers the Temporary Assistance, Food Stamps and Medicaid Programs and determines if an individual is receiving assistance in more than one County/State at the same time; the Federal Prison Match whose purpose is to remove incarcerated individuals from assistance programs for which they are ineligible; the OTDA Recipient Fraud Match System (RFMS) which forwards Fraud allegations to the Local Department of Social Services (LDSS); and the VED/RFI report which could alert us to unreported income. In 2014, the State developed 3 new referral matches which include the EBT Out-Of-State match and the Bordering State match which also both determine if assistance is received in more

than one state. The third match is the IVES/1099 Tax match which alerts us of possible unreported income and/or resources.

There were 1,273 alleged fraud cases investigated to completion resulting in the detection of \$103,838.58 in welfare fraud. Of that, 18 referrals were dismissed; 769 referrals involved FEDS and EVRS; 259 fraud referrals were unfounded as intentional fraud; and 36 individuals were referred to the District Attorney. Twenty eight (28) of these individuals were referred for criminal prosecution, which involved \$78,651.39 in welfare fraud. There were 19 individuals arrested and 13 dispositions received. The amount of fraud involved in these dispositions totaled \$83,932.48. Seven (7) individuals were called in for an Agency Conference after the District Attorney review to discuss the fraud overpayments and to sign the Repayment and Disqualification Agreements. These individuals were not criminally prosecuted as the overpayment amounts were minimal and no false instruments were involved.

We continue to refer our non-paying "call- ins" (clients who were not prosecuted but signed repayment agreements) back to the District Attorney for prosecution. We have had some success acquiring repayment/disqualification agreements and payments by certified mail from the clients who have moved out of jurisdiction and are not able to be extradited.

We are currently using several websites which are very helpful in our investigations. The first is Accurint (LexisNexis) whose services allow us to locate individuals, perform property searches, obtain deed information throughout the United States and search voter registrations to assist us in locating individuals. These are just a few of the services offered by Accurint to assist us in our daily investigations.

DMV (Department of Motor Vehicles) allows us to conduct record searches, particularly registered vehicles.

GIS (Geographical Information Systems) enables us to ascertain whether a client owns any property in Greene County.

The Work Number (TALX) allows us to search present and/or past employers of certain clients.

CBC Innovis often helps with clients' history such as past or present employment, real estate owned by clients, and address history. It also allows us to view clients' credit reports which can be helpful in ascertaining if their bills are paid up to date.

We are also connected with the National Insurance Crime Bureau, ISO. This service allows us to search records of all insurance companies that our clients may be involved with to determine if our clients are collecting funds from an insurance company while fraudulently receiving social service benefits. It also enables us to ascertain if a client has a lawsuit pending upon which we can file a lien.

Another service we utilize is Electronic Disqualification Recipient System (EDRS) which is through the USDA. Access to this system allows us to check anywhere in the United States to see if a client has had previous food stamp disqualifications elsewhere. This could result in longer periods of food stamp disqualifications if this is discovered.

The total amount collected for the year 2014 from recipients determined to have committed a fraudulent activity was \$67,400.46. There were a total of 10 disqualifications from the assistance programs. Of these, 2 were disqualified from the Temporary Assistance Programs for six (6) months, realizing a cost avoidance of \$2,436.00. Eight (8) individuals were disqualified from the Food Stamp program. Of these, all were disqualified for twelve (12) months for a cost avoidance of \$15,876.00.

Total cost avoidance from disqualifications was \$18,312.00.

REFERRALS RECEIVED

	<u>2013</u>	<u>2014</u>
Fraud Allegations	209	281
Front End Detection	600	569
EVR	198	205
Prison Match	3	13
PARIS Match	104	141
VED/RFI HITS	8	6
EBT Out-Of-State	n/a	12
Bordering State	n/a	11
IVES/1099 Tax Match	n/a	1
TOTALS	1122	1239

REFERRALS COMPLETED

	<u>2013</u>	<u>2014</u>
Fraud Allegations	206	312
Front End Detection	615	558
EVR	202	211
Prison Match	3	13
PARIS Match	104	141
VED/RFI HITS	8	6
EBT Out-Of-State	n/a	12
Bordering State	n/a	11
IVES/1099 Tax Match	n/a	1
TOTALS	1157	1265

COST AVOIDANCE

	<u>2013</u>	<u>2014</u>
FEDS	\$1,699,632.00	\$1,291,613.00
EVR	369,132.00	476,892.00
DISQUALIFICATIONS	44,508.00	18,312.00
TOTAL	\$2,113,272.00	\$1,786,817.00

RESOURCES

Locally, we worked 85 referrals this past year in our Resource Unit. As of July 1, 2011 we refer all leads involving Medicaid claims to HMS to file liens and pursue appropriate recoveries.

Resources recovered locally this year include:

Seven (7) Lien satisfactions were filed for a total recovery of \$25,292.13

Nine (9) mortgage liens were filed. Eight (8) mortgage liens were discharged. Total recovery was \$21,852.51.

Fifty (50) referrals were received on deceased clients regarding their Personal Needs Accounts remaining at the Nursing Homes and \$38,043.52 was recovered.

Two (2) Claims against Estate were discharged, resulting in the collection of \$40,963.16.

Two (2) Medicaid Real Property Liens (MRPLs) were discharged resulting in the collection of \$86,261.17.

We also recovered \$36,840.56 involving 10 "miscellaneous" collections which consist of repayment of assistance through pension payments, health insurance reimbursement, trusts and excess resources.

RESOURCE COLLECTIONS

<u>2013</u>		<u>2014</u>
\$ -0-	Discharge of MRPL	\$ 86,261.17
10,199.10	Satisfaction of Liens	25,292.13
13,861.25	Discharge of Mortgage	21,852.51
5,071.00	Release of Claim Against Estate	40,963.16
30,394.88	Personal Needs Account	38,043.52
<u>42,470.90</u>	Miscellaneous Collections	<u>36,840.56</u>
\$ 101,997.13	TOTALS	\$249,253.05

TOTAL COLLECTIONS 2014

\$ 67,400.46 (FRAUD)
249,253.05 (RESOURCES)
\$316,653.51 TOTAL

FOLLOWING ARE THE CLAIMS COLLECTED BY HMS:

Casualty Claim	\$ 100,219.32
Estate Claims	72,866.44
<u>TEFRA Claims</u>	<u>194,332.16</u>
TOTAL	\$ 277,217.92

Staff Development

One of the main purposes of the Staff Development Program is to provide training for all levels of social services staff or make arrangements with other agencies, including the State Bureau of Training, or with educational facilities for the provision of training. Such training activity should be initiated simultaneously to assist staff with the proper identification of problems and to prepare workers the necessary services for clients. This is achieved through the use of periodic need assessments, keeping meticulous training records and striving to stay abreast of all regulation changes in all agency units. The Staff Development Coordinator also arranges and participates in the hiring and promotion process while working closely with the Human Resources Department and the Civil Service Department ensuring that the proper procedures are followed.

Our goal is to provide optimum level of training for our staff is to ensure that they are able to carry out their job duties in a professional manner and with ultimate credibility. We achieve these goals by using a combination of training sources as outlined in the following paragraphs.

In 2014, the Staff Development Coordinator provided orientation for six (6) new staff that is intended to welcome them while familiarizing and assisting in the transition into their new employment. This is the first step in the training process. Also the Staff Development Coordinator participated in the coordination and transition of five (5) staff promotions and lateral moves within the agency.

State offered training is designed by contracted professionals working for the state or working with major universities such as Hunter College, Fordham University or the S. U. N. Y schools. State training provides the majority of our specialized training needs. The curriculum is continuously revised whenever state and federal regulations change. Local county input is frequently sought by the state from Staff Development and program unit supervisors regarding curriculum design and content. This type of training is offered regionally and statewide. It includes functionally necessary training as well as state mandated training. Through this participation at regional meetings, the Staff Development Coordinator was able to solicit and share with contiguous counties state sponsored training called "Working with Emotional Intelligence: Team Building" and "Safety Training" held locally to reduce out of county travel.

Webcast training, formerly known as satellite teleconferences is another important aspect of state training. It is a cost-effective way for the state to deliver short concise training to workers across the state without workers leaving their office buildings. In the year 2014, 47 staff attended 4 different webcast at the agency.

Another way to participate locally in statewide training is through the Learnlinc & Webinar programs on the state connected computers, which is also a cost-effective way for the state to deliver brief training's and updates eliminating the need for staff to travel. The Learnlinc & Webinar programs are a virtual interactive computer classroom that allows staff to participate from their workstations. In 2014, 68 staff participated in 20 different Learnlinc & Webinar sessions at the agency.

The New York State Office of Temporary Disability Assistance also offers a computer program that grants access through a web-site called Training Space.org that allows staff to access training modules on their own. Two (2) staff participated in the program that allowed them to review information at their workstations as a supportive learning tool to enhance their current job responsibilities and to review information prior to attending a state sponsored training.

Another avenue of training that is provided to our staff is through local sessions. Many in-services are provided by agencies within our community to help enhance knowledge of each other's programs and to compliment working relationships. Specialized staff and unit supervisors contribute to our training on an ongoing basis. In 2014, Two (2) in-services were provided to the eligibility staff regarding their enhanced Mandated Reporter responsibilities. The Staff Development Coordinator also conducted a separate in-service for the Early Childhood Learning Center staff on their Mandated Reporter responsibilities.

An alternate means of providing a non-credit as well as credit enhancement training to staff is through this Staff Development Coordinator's participation on the New York States Social Work Consortium Board. In 2014, funding through the SW Consortium paid for the training called "Creating Relationship with People in Poverty" and "Child Mental Health Psychopharmacology" for the Children and Family Services staff. This was an identified training need by a group of neighboring county's that was not being provided by the State Training Bureau. In addition, the consortium paid for two staff to attend the Foster Care Adoption Conference in Albany.

The Staff Development Coordinator also oversees the Local District Educational Contract between this agency and Columbia-Greene Community College that helps fund educational needs for those pursuing a two year degree, one four year degree, as well as non-credit courses. This contract helps offset the tuition cost for education that is outlined in the CSEA Contract under Tuition Refund for full time permanent employees (Article 12 section 12.1.1). Through this contract, this agency was able to offer trainings locally called "Motivational Interviewing" and "The Effects of Neglect & Abuse on Behavior and Achievement". These trainings were not being offered by the State Bureau of Training and were identified by agency staff as a need. Other county agency staff (i.e. probation, youth bureau and department for aging) was included in the trainings.

The Staff Development Coordinator provides direct supervision over the caseworker responsible for motivating the homeless population into permanent housing and employment. The 2014 homeless program outcome is listed under the "Homeless Initiative".

Good Training is the first goal of the Staff Development Program because it plays an indispensable part in maintaining employee morale and an effectively run organization. It aids in the assurance of a lower employee turnover rate and a more cost-effective agency that benefits the residents of Greene County.

Homeless Initiative

In September 2009, the Staff Development Coordinator was assigned the responsibility to develop the Homeless Initiative Program and to provide direct supervision over the new caseworker responsible for motivating the Safety Net Assistance (SNA) homeless population into permanent housing and employment.

In 2010 the Temporary Assistance for Needy Families (TANF) homeless population was included under this caseworker's responsibilities.

The clients are referred by the Social Welfare Examiner's where upon the caseworker conducts scheduled and unscheduled contacts with the SNA & TANF clients on a weekly basis to assist with goal setting, referrals, advocacy, permanent housing and motivation for conducting employment search to order to promote self sufficiency. The caseworker works in collaboration with the eligibility department, children & family services staff and other community based agencies that also includes maintaining a rapport with area landlords to establish a list of available low income rental properties.

In 2014, a total of 163 cases were referred to the program with 19 cases carried over from 2013 with a total of 182 cases being managed. A total of 174 cases were placed in permanent housing or closed for varying reasons. There were 8 remaining cases carried into 2015.

2014 New Cases (114 SNA + 33 TANF)	163
2013 Cases Carried Over	19
Total Cases	182
2014 Resolved Cases	174
Remaining Cases (Carried into 2015)	8

Administration/Accounting

The Accounting Unit is responsible for monitoring and processing all cash receipts and disbursements of the department, and for the proper recording and reporting of all agency expenditures and revenues to the County Treasurer's Office. This includes administrative expenses as well as payments made on behalf of clients served in the various program areas.

In addition to auditing authorizations and processing payments, the Accounting Unit is responsible for the timely preparation and submission of all monthly and quarterly claims to the appropriate state agencies for maximum reimbursement of federal and state aid. Other functions of the unit include financial management case reconcilements, bank reconcilements, and maintenance of employee time and attendance records.

The Accounting Unit is under the supervision of The Director of Administrative Services/ Deputy Commissioner, who is responsible for the preparation and monitoring of the agency's budget. The remaining staff includes one accounting supervisor, one junior accountant, two senior clerks, and two account clerk/typists.

Total local share for Greene County for all programs and administration in 2014 was \$14,063,376 (unaudited) or \$150,038 (1.08%) higher than in 2013. This \$150,000 increase in local share was primarily due to the cost of the number of children in care, which rose significantly in early 2014, compounded by a \$198,000 decrease in our state foster care block grant allocation. The local share increase in foster care costs was predominantly offset by decreases in our safety net, medicaid, and administration county costs.

The following pages provide a fiscal summary for the year 2014, as well as a detailed analysis of budget results for administrative and program costs.

	2011	2012	2013	2014	2014	2014	Savings/ (Shortfall)
	<u>Actual</u>	<u>Actual</u>	<u>Actual</u>	<u>Requested</u>	<u>Adopted</u>	<u>Actual</u>	
6010.1 Admin-Personal Serv.	4,642,795	4,428,353	4,382,548	4,582,841	4,527,085	4,307,821	219,264
6010.2 Admin-Equipment.	48,052	45,155	67,935	51,000	51,000	35,804	15,196
6010.4 Admin-Contractual.	1,240,891	1,029,655	1,005,694	1,108,000	1,094,500	1,094,694	(194)
6010.8 Admin-Employee Benefits	<u>2,513,720</u>	<u>2,892,037</u>	<u>3,290,174</u>	<u>3,420,452</u>	<u>3,244,349</u>	<u>3,406,227</u>	<u>(161,878)</u>
Total Appropriations	8,445,458	8,395,200	8,746,351	9,162,293	8,916,934	8,844,546	72,388
2770.1 Repayments	33,608	23,196	24,620	20,000	20,000	25,876	5,876
3610 State Aid	727,337	1,047,879	1,125,772	1,070,000	1,070,000	1,107,295	37,295
4610 Federal Aid	2,411,736	2,558,016	2,550,773	2,640,000	2,640,000	2,602,872	(37,128)
4611 SNAP Admin	577,012	750,029	652,407	697,000	697,000	745,557	48,557
4615 Flex Fund For Family Serv (FFFS)	<u>2,368,314</u>	<u>2,363,604</u>	<u>2,355,829</u>	<u>2,250,000</u>	<u>2,350,000</u>	<u>2,960,566</u>	<u>610,566</u>
Total Repayments & Revenues	6,118,007	6,742,724	6,709,401	6,677,000	6,777,000	7,442,166	665,166
Local Share-Administration	2,327,451	1,652,476	2,036,950	2,485,293	2,139,934	1,402,380	737,554
6055.4 Day Care - Non Title XX	417,206	449,498	355,075	400,000	400,000	287,541	112,459
1855 Repayments	6,641	2,418	7,355	2,000	2,000	335	(1,665)
3655 Federal & State Aid	<u>372,767</u>	<u>418,814</u>	<u>321,669</u>	<u>372,000</u>	<u>372,000</u>	<u>255,025</u>	<u>(116,975)</u>
Total Repayments & Revenues	379,408	421,232	329,024	374,000	374,000	255,360	(118,640)
Local Share-Day Care	37,798	28,266	26,051	26,000	26,000	32,181	(6,181)
6070.4 Services for Recipients	503,242	500,519	518,051	530,000	539,559	539,559	0
1870 Repayments	315	843	3,547	1,000	1,000	585	(415)
3670 State Aid	1,059,515	1,164,424	1,145,412	1,150,000	1,150,000	1,018,269	(131,731)
4670 Federal Aid	<u>202,961</u>	<u>207,797</u>	<u>176,721</u>	<u>170,000</u>	<u>170,000</u>	<u>188,375</u>	<u>18,375</u>
Total Repayments & Revenues	1,262,791	1,373,064	1,325,680	1,321,000	1,321,000	1,207,229	(113,771)
Local Share-Services for Recipients	(759,549)	(872,545)	(807,629)	(791,000)	(781,441)	(667,670)	(113,771)
6100.4 Medical Assistance-Capped	9,678,168	9,899,911	10,187,352	10,076,000	10,076,000	9,790,441	285,559
1801 Repayments	549,281	533,195	263,045	260,000	260,000	476,307	216,307
3601 State Aid	367,613	(152,006)	(56,228)	(57,500)	(57,500)	(213,859)	(156,359)
4489 Stimulus FMAP Increase	1,033,988	0	13,408	0	0	0	0
4601 Federal Aid	<u>(170,738)</u>	<u>(173,776)</u>	<u>(56,233)</u>	<u>(57,500)</u>	<u>(57,500)</u>	<u>(213,866)</u>	<u>(156,366)</u>
Total Repayments & Revenues	1,780,144	207,413	163,992	145,000	145,000	48,582	(96,418)
Local Share-Medical Assistance	7,898,024	9,692,498	10,023,360	9,931,000	9,931,000	9,741,859	189,141

	<u>2011</u> <u>Actual</u>	<u>2012</u> <u>Actual</u>	<u>2013</u> <u>Actual</u>	<u>2014</u> <u>Requested</u>	<u>2014</u> <u>Adopted</u>	<u>2014</u> <u>Actual</u>	<u>Savings/</u> <u>(Shortfall)</u>
6106.4 Adult Homes-Special Needs	0	0	0	1,000	1,000	0	1,000
3606 State Aid	0	0	0	<u>1,000</u>	<u>1,000</u>	0	(1,000)
Local Share - Special Needs	0	0	0	0	0	0	0
6109.4 Family Assistance	3,391,849	2,959,529	2,226,121	2,820,000	2,610,000	2,534,782	75,218
1809 Repayments	271,058	239,453	265,556	245,000	245,000	233,699	(11,301)
3609 State Aid	307	0	0	0	0	0	0
4609 Federal Aid	<u>1,707,675</u>	<u>1,577,755</u>	<u>1,438,014</u>	<u>1,750,000</u>	<u>1,750,000</u>	<u>1,238,803</u>	<u>(511,197)</u>
Total Repayments & Revenues	1,979,040	1,817,208	1,703,570	1,995,000	1,995,000	1,472,502	(522,498)
Local Share-Family Assistance	1,412,809	1,142,321	522,551	825,000	615,000	1,062,280	(447,280)
6119.4 Foster Care	3,851,602	3,490,052	4,259,263	4,224,000	4,440,577	4,531,639	(91,062)
6119.4 Committee on Special Ed.	<u>659,319</u>	<u>617,571</u>	<u>557,923</u>	<u>625,000</u>	<u>625,000</u>	<u>533,938</u>	<u>91,062</u>
6119.4 Total Child Care Approp.	4,510,921	4,107,623	4,817,186	4,849,000	5,065,577	5,065,577	0
1811 Child Support Incentive	50,067	54,675	59,773	58,000	58,000	50,681	(7,319)
1819 Repayments	335,571	284,749	467,890	350,000	350,000	547,600	197,600
3619 State Aid-Adopt Subs & FCBG	2,789,992	2,590,158	2,172,244	2,200,000	2,200,000	1,988,898	(211,102)
4619 Federal Aid	1,302,566	1,186,771	1,599,267	1,415,000	1,646,000	1,774,408	128,408
4661 Federal Aid - Title IV-B Funds	<u>59,601</u>	<u>52,762</u>	<u>114,460</u>	<u>55,000</u>	<u>55,000</u>	<u>49,492</u>	<u>(5,508)</u>
Total Repayments & Revenues	4,537,797	4,169,115	4,413,634			4,411,079	102,079
Local Share-Child Care	(26,876)	(61,492)	403,552	4,849,000	5,065,577	654,498	102,079
6123.4 Juvenile Delinquents	191,863	79,425	63,751	70,000	374,864	344,922	29,942
1823 Repayments	16,126	9,252	419	1,200	1,200	4,202	3,002
3623 State Aid	<u>19,863</u>	<u>7,299</u>	<u>307</u>	<u>9,800</u>	<u>9,800</u>	<u>12,741</u>	<u>2,941</u>
Total Repayments & Revenues	35,989	16,551	726			16,943	5,943
Local Share -Juvenile Delinquents	155,874	62,874	63,025	70,000	374,864	327,979	35,885
6129.4 State Training Schools	61,028	7,911	0	55,000	55,000	0	55,000
Local Share - State Training Schools	61,028	7,911	0	55,000	55,000	0	55,000

	<u>2011 Actual</u>	<u>2012 Actual</u>	<u>2013 Actual</u>	<u>2014 Requested</u>	<u>2014 Adopted</u>	<u>2014 Actual</u>	<u>Savings/ (Shortfall)</u>
6140.4 Safety Net	2,450,731	2,439,710	2,578,132	3,100,000	2,659,294	2,369,144	290,150
1840 Repayments	303,855	296,806	313,966	300,000	300,000	340,186	40,186
3640 State Aid	678,501	621,816	596,867	758,000	700,000	532,287	(167,713)
4640 Federal Aid	<u>30,161</u>	<u>36,662</u>	<u>64,231</u>	<u>60,000</u>	<u>60,000</u>	<u>53,902</u>	<u>(6,098)</u>
Total Repayments & Revenues	1,012,517	955,284	975,064	1,118,000	1,060,000	926,375	(133,625)
Local Share - Safety Net	1,438,214	1,484,426	1,603,068	1,982,000	1,599,294	1,442,769	156,525
6141.4 Home Energy Assist. Program	51,231	53,227	57,536	70,000	70,706	70,706	0
1841 Repayments	115,486	110,676	101,053	115,000	115,000	100,173	(14,827)
4641 Federal Aid	<u>(65,618)</u>	<u>(59,810)</u>	<u>(46,864)</u>	<u>(45,000)</u>	<u>(45,000)</u>	<u>(31,878)</u>	<u>13,122</u>
Total Repayments & Revenues	49,868	50,866	54,189	70,000	70,000	68,295	(1,705)
Local Share - H.E.A.P.	1,363	2,361	3,347	0	706	2,411	(1,705)
6142.4 Emergency Assist for Adults	84,290	107,219	78,630	100,000	130,000	129,436	564
1842 Repayments	162	0	501	0	0	53	53
3642 State Aid	<u>41,768</u>	<u>53,613</u>	<u>39,066</u>	<u>50,000</u>	<u>50,000</u>	<u>64,694</u>	<u>14,694</u>
Total Repayments & Revenues	41,930	53,613	39,567	50,000	50,000	64,747	14,747
Local Share - EAA	42,360	53,606	39,063	50,000	80,000	64,689	15,311
Summary							
Appropriations	29,785,987	28,999,772	29,628,185	31,233,293	30,898,934	29,976,654	922,280
Repayments	1,682,170	1,555,263	1,507,725	1,352,200	1,352,200	1,779,697	427,497
State Aid	6,057,663	5,751,997	5,345,109	5,553,300	5,495,300	4,765,350	(729,950)
Federal Aid	<u>9,457,658</u>	<u>8,499,810</u>	<u>8,862,013</u>	<u>8,934,500</u>	<u>9,265,500</u>	<u>9,368,231</u>	<u>102,731</u>
Total Repay & Rev	17,197,491	15,807,070	15,714,847	15,840,000	16,113,000	15,913,278	(199,722)
Local Share	12,588,496	13,192,702	13,913,338	15,393,293	14,785,934	14,063,376	722,558

2014 Local Share Distribution

