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GREENE COUNTY
DEPARTMENT OF SOCIAL SERVICES
2015 ANNUAL REPORT

Department of Social Services

Overall Comparison from 2014-2015

Total local share for Greene County for all DSS programs and administration in 2015 was \$12,505,511 which represents a decrease of \$1,512,865 or 10.76% lower than in 2014. Several factors contributed to this very favorable result, and the \$1.5 million dollar reduction in local share was primarily attributable to three program areas: Medical Assistance, Family & Children Services and Safety Net Assistance.

Temporary Assistance: Has 400 active cases compared to 408 in 2014. This caseload is 52% children. Our employment participation rate has continued to rank as one of the top statewide. It should be noted that for several months we ranked #1 in the State.

Supplemental Nutrition Assistance Program(SNAP): Has 3207 cases compared to 3093 in 2014

Child Support Enforcement: Greene County continues to be the #1 County in the State for medical indicator orders

Fraud/Resources Recovery Unit: Medicaid dollars regarding Estate, Casualty and Recovery Programs is handled by Health Management Systems(HMS). In 2014 they collected \$277,217 and in 2015 they collected \$1,594,312 which goes directly to New York State.

Child welfare: 166 children were provided foster care services compared to 156 in 2014.

Child Protective Services(CPS): 913 new CPS reports compared to 972 in 2014, we continue to see the destruction that drugs/alcohol has on our families

Protective Service for Adults: 137 new referrals compared to 147 in 2014

Medicaid: Cases managed by us have continued to fall from 5414 to 5004 since the exchange has opened. We anticipate an increase in transitioning these cases directly to New York State at case renewal.

Homeless Initiative: 156 cases were managed with 143 resolved as compared to 174 in 2014. In December of 2015 we had 14 active homeless cases.

Many details are provided in the following pages.

2015
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 2015, the unit had processed 3,853 applications. The breakdown of case load per program is,

Temporary Case Assistance	-- 400 cases
Medical	-- 5004 cases
SNAP	-- 3207 cases
Day Care	-- 44 cases
HEAP	-- 1358 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 2403 cases.

Therefore, our total case load for Eligibility is 12,416 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 2015, 5,668 Greene County households received regular and emergency energy grants totaling 2,591,212.

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 twelve (412) families in obtaining day care services during the year. Approximately eight hundred and fifteen (815) children received services from fifty four (54) providers who were either registered or informal. The total amount of monies spent on day care for the year 2015 was \$282,671.

CHILD SUPPORT ENFORCEMENT AND COLLECTION

The Greene County Support Collection Unit had another successful year in collections, totaling **\$4,734,753**. Paternity establishment, support establishment as well as collections for 2015 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, 98.31% that have paternity, and 92.55% have support orders.

The Support Collection Unit will strive to increase collections for 2016 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/childless couples) 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 2015, we have recouped a total of **\$197,589** for forty eight (48) cases. Of which 71% (**\$140,288**) is local share.

SUPPORT PROGRAMS

The Eligibility Unit continued a number of Support Programs in 2015. 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 2015 the Family Development Case Manager worked with seven (7) 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 2015, one hundred and forty five (145) 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 2015, two hundred and seventy three (273) 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 2015, one thousand twenty three (1,023) screenings and one hundred eighty six (186) monitoring referrals were made to this program.

EMPLOYMENT

Our Employment Unit has been very successful over the last year. Our employment participation rate for January 2015 was 38.1%; and slightly varied over the year. We have maintained our ranking for the year as one as the top 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) appropriateness. This includes a denial or approval review process by the Local Professional Medical Director/Physician as a contracted consultant. Agency eligibility staff and the Disability Unit RN/Medical Services Specialist are instrumental in assisting appropriate clients who need help applying for and receiving SSI benefits. Institute and maintain OMIG Restriction Program as deemed necessary for client's safety.

2015 Summary Statistics for the Disability Review Team are as follows:	
Cases Reviewed	16
Cases Approved	16
Cases Denied	0
Active Restriction Cases	23
SSI Application Assistance Cases	15

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 Assisted Living Program (ALP) was 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 (CDPAP), Personal Care Aide (PCA) Program, Personal Emergency Response System (PERS), and Care At Home (CAH) 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 2015 are as follows:	
Referrals	49
Consultations	27
Admissions	26
Discharges	28
PRI (Patient Review Instrument/Screens)	9

Children and Family Services 2015 Annual Report

Child Welfare

A total of 166 children were provided foster care services in 2015; with 30 children directly placed with relatives under Article 10, with 96 children living in foster boarding homes or kinship foster homes and with 40 children residing in institutional foster care settings. Approximately 8 children were placed in Non-Secure Detention and 0 child were placed in Secure Detention in 2015. 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	2014 carry over	2015 New Placements
Voluntary Placement	2	2
Voluntary Surrender	1	0
CPS Removal (Abuse/Neglect)	65	42
JD/PINS	18	6
Art 10 Direct Placement	21	9
Totals	107	59

Of the total number of children in care 25 were provided with adoptive services, which resulted in 12 children being discharged as their adoption was finalized. There were 74 children receiving adoptive subsidies or Kingap money during the year.

There were 44 children discharged to their parents, 37 discharged to a responsible relative/caregiver, and 2 youth discharged to their own responsibility. As of December 31, 2015, the custody of 94 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 4 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 2015, the Greene County Child Protective Unit investigated as a lead or secondary Agency, a total of nine hundred and thirteen (913) new reports of Child Abuse and Maltreatment. During the 2015 calendar year there were a total of 78 Petitions filed by the Child Protective Unit. This consisted of seventy eight (78) Neglect Petitions and one (1) Severe Abuse Petition filed in the Greene County Family Court. This is an increase from the fifty- eight (58) Petitions that were filed in 2014. The 2015 Petitions resulted in thirty- five (35) children being removed from their caretakers.

The Child Protective Unit is staffed by eight (8) Caseworkers, three (3) Senior Caseworkers, and one (1) Grade B Supervisor.

Preventive /JD-PINS Services

During the year 2015, the Preventive Unit provided preventive services to 159 children from 72 families. These families were referred as follows; forty five (45) from Child Protective, seventeen (17) from Probation, three (3) from Mental Health, and two (2) self referral. Additionally, five (5) families from other counties received secondary supervision.

The Preventive Unit underwent several changes throughout the year. On two separate occasions caseworkers left the unit for another unit within the Agency. Additionally Persons in Need of Supervision (P.I.N.S.) and Juvenile Delinquents (J.D.) cases were added to the Preventive Unit.

The Preventive unit consists of one Grade B supervisor and three caseworkers. t.

Northeast Parent & Child Society- Intensive Aftercare Prevention Program

2015 Annual Statistics

Greene County

- During 2015, Northeast Parent & Child Society's Intensive Aftercare Prevention Program (hereafter, IAPP) in Greene County served a total of 18 families (involving 32 adults and 54 children).
 - Of these 18 families, 8 families (involving 12 adults and 25 children) had an intake with IAPP in 2014.
 - Of these 18 families, 10 families (involving 20 adults and 29 children) had an intake with IAPP in 2015.
- During 2015, 4 families (involving 7 adults and 12 children) were assessment/consultation cases only and are not included in the total aforementioned annual statistics.

- During 2015, a total of 8 families (involving 14 adults and 26 children) were discharged from Northeast's IAPP services in Greene County.
 - Of these 26 children, 23 children (from 7 families) had the goal of prevent placement or prevent return to placement
 - Of these 23 children, 23 children (from 7 families) were prevented from placement or prevented from returning to placement\
 - Of the 26 children discharged in 2015, 3 children (2 children from 1 family, and 1 child from a family that included children with the goal of prevent placement) had the goal of reunification.
 - Of these 3 children, 1 child (from 1 family) was reunified and remained home.
- The average length of service for the 8 discharged families was approximately 8 months.

Protective Services for Adults

During 2014 there were 137 new referrals made to Protective Services for Adults (PSA). There were 37 open protective cases of which 25 were guardianship cases. There were 19 cases in receipt of preventive services and 36 home management service cases. Financial management services were provided to 78 open cases. Legal intervention was necessary in 2 of the cases.

Throughout 2015, a Grade B Supervisor, a senior caseworker, three caseworkers and a shared community service worker staffed the PSA unit.

The priority for 2015 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.

2015
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 and TEFRA 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 809 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 2015 was \$1,012,260.00

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 2 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.

There were 873 alleged fraud cases investigated to completion resulting in the detection of \$77,726.84 in welfare fraud. Of that, 2 referrals were dismissed; 668 referrals involved FEDS and EVRS; 136 fraud referrals were unfounded as intentional fraud; and 40 individuals were referred to the District Attorney. Twenty two (22) of these individuals were referred for criminal prosecution, which involved \$193,515.13 in welfare fraud. There were 22 individuals arrested and 14 dispositions received. The amount of fraud involved in these dispositions totaled \$39,394.17. Fourteen (14) 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. The amount of fraud dollars involved in these clients called in was \$14,112.70

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 2015 from recipients determined to have committed a fraudulent activity was \$56,178.00. There were a total of 9 disqualifications from the assistance programs. Of these, 4 were disqualified from the Safety Net Temporary Assistance Programs for six (6) months, realizing a total cost avoidance of \$8664.00 and ONE (1) was disqualified from the Safety Net Temporary Assistance Program for 12 months, realizing a cost avoidance of \$4332.00. Four (4)) individuals were disqualified from the Food Stamp program. Of these, all were disqualified for twelve (12) months for a cost avoidance of \$6720.00.

Total cost avoidance from disqualifications was \$19,716.00.

REFERRALS RECEIVED

REFERRALS COMPLETED

	<u>2015</u>	<u>2014</u>	<u>2015</u>	<u>2014</u>
Fraud Allegations	205	281	203	312
Front End Detection	466	569	463	558
EVR	202	205	200	211
Prison Match	7	13	7	13
PARIS Match	121	141	121	141
VED/RFI HITS	7	6	7	6
EBT Out-Of-State	2	12	2	12
Bordering State	1	11	1	11
IVES/1099 Tax Match	0	1	n/a	1
TOTALS	1011	1239	1004	1265

COST AVOIDANCE

	<u>2015</u>	<u>2014</u>
FEDS	\$750,664.00	\$1,291,613.00
EVR	261,596.00	476,892.00
DISQUALIFICATIONS	19,716.00	18,312.00
TOTAL	\$1,031,976.00	\$1,786,817.00

RESOURCES

Locally, we worked 86 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:

Five (5) Lien satisfactions were filed for a total recovery of \$14,791.65

Nine (9) mortgage liens were filed. Twelve (12) mortgage liens were discharged. Total recovery was \$15,448.75

Eighty six (86) referrals were received on deceased clients regarding their Personal Needs Accounts remaining at the Nursing Homes and \$38,314.31 was recovered.

We also recovered \$34,876.50 involving 8 "miscellaneous" collections which consist of repayment of assistance through pension payments, unreported income, trusts and excess resources.

RESOURCE COLLECTIONS

<u>2015</u>		<u>2014</u>
-0-	Discharge of MRPL	\$86,261.17
-0-	Release of Claim Against Estate	40,963.16
\$14,791.65	Satisfaction of Liens	25,292.13
15,448.73	Discharge of Mortgage	21,852.51
38,314.31	Personal Needs Account	38,043.52
<u>34,876.50</u>	Miscellaneous Collections	<u>36,840.56</u>
\$ \$103,431.19	TOTALS	\$249,253.05

TOTAL COLLECTIONS 2015

\$ 56,178.41 (FRAUD)
103,431.19 (RESOURCES)
\$159,609.60 TOTAL

FOLLOWING ARE THE CLAIMS COLLECTED BY HMS:

Casualty Claim	\$ 228,697.47
Estate Claims	92,019.83
<u>TEFRA Claims</u>	<u>1,273,594.77</u>
TOTAL	\$ 1,594,312.07

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 to be competent in providing 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 2015, the Staff Development Coordinator provided orientation for eleven (11) 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 six (6) staff promotions and lateral moves within the agency.

The Staff Development Coordinator also assisted the Human Resource Department and the County Attorney by ensuring that all staff within the agency completed locally mandated trainings called "Discrimination and Harassment" and "Workplace Violence Prevention".

State training provides the majority of our specialized training needs. 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. The curriculum is continuously revised whenever state and federal regulations change. Local county input is frequently sought by the state from Staff Development program regarding curriculum design and content. In 2015, the Staff Development Coordinator was invited to participate on a Caseworker Steering Committee to assist the Office of Children & Family Services on the revision of the current training program mandated by the state for caseworkers. These types of trainings are offered regionally and statewide. It includes functionally necessary training as well as state mandated training. Also through this participation at regional meetings, the Staff Development Coordinator was able to solicit and share with contiguous counties state sponsored training called "Fish" that addressed staff attitudes and choosing a positive approach on the job that was held locally to reduce out of county travel.

Another way to participate locally in statewide training is through the Learnline & 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 Learnline & Webinar programs are a virtual interactive computer classroom that allows staff to participate from their workstations. In 2015, 144 staff participated in 49 different Learnline & Webinar sessions at the agency. This was a significant increase from previous years due to added state mandatory trainings.

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 trainings to workers across the state without workers leaving their office buildings. In the year 2015, 43 staff attended 3 different webcast 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. One hundred four (104) 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, complete state mandatory trainings and to review information prior to attending a state sponsored training.

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) and covers the cost of training equipment. Through this contract, this agency was able to offer trainings locally called "Bridges out of Poverty" and "Developmental Milestones and Disorders of Personalities". 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 2015 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 2015, a total of 148 cases were referred to the program with 8 cases carried over from 2014 with a total of 156 cases being managed. A total of 143 cases were placed in permanent housing or closed for varying reasons. There were 13 remaining cases carried into 2016.

2015 New Cases (122 SNA + 26 TANF)	148
2014 Cases Carried Over	8
Total Cases	156
2015 Resolved Cases	143
Remaining Cases (Carried into 2016)	13

Administration/Accounting

The Accounting Unit is responsible for monitoring and processing all cash receipts and disbursements of the department, and for the proper recording 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 department 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, maintenance of employee time and attendance records, and preparation and submission of the agency payroll.

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

Total local share for Greene County for all programs and administration in 2015 was \$12,550,511 (unaudited) which represents a decrease of \$1,512,865 or 10.76% lower than in 2014. Several factors contributed to this very favorable result, and the 1.5 million dollar reduction in local share was primarily attributable to three program areas: Medical Assistance, Family & Children Services, and Safety Net Assistance.

Greene County's share of Medicaid expenses decreased by approximately \$474,000 due to an enhanced Federal Medicaid Matching Rate (FMAP) that was included in The Federal Affordable Care Act. This enhanced FMAP began in 2014, and continued to grow in 2015.

The monthly average number of children in foster care in 2014 was 88 versus an average of 69 in 2015. Due to this significant reduction in the number of children in care in 2015, and with an increase of \$343,000 in our 2015 state foster care block grant, we experienced an overall decrease of approximately \$713,000 in the county cost in this area.

Finally in The Safety Net Assistance Program, the monthly average number of cases declined from 313 in 2014 to 246 in 2015 which resulted in a reduction of approximately \$316,000 in Greene County's local share cost.

The following pages provide a fiscal summary for the year 2015, as well as a detailed analysis of budget results for administrative and program costs.

	2015 Adopted Budget	2015 Actual	2015 Actual Over/Under Adopted Budget	Percent Change
Appropriations	\$29,978,571.00	\$26,931,329.00	\$3,047,242.00	10.16%
Less Repayments	1,448,500.00	1,505,959.00	57,459.00	-15.38%
Less State & Federal Aid	13,810,110.00	12,874,859.00	(935,251.00)	-8.91%
Local Share	<u>\$14,719,961.00</u>	<u>\$12,550,511.00</u>	<u>\$2,169,450.00</u>	<u>10.76%</u>

Brackets indicate over budget for appropriations and local share and under budget for repayments and aid.

	2014 Actual	2015 Actual	Change	Percent Change
Appropriations	\$29,976,654.00	\$26,931,329.00	\$3,045,325.00	10.16%
Less Repayments	1,779,697.00	1,505,959.00	(273,738.00)	-15.38%
Less State & Federal Aid	14,133,581.00	12,874,859.00	(1,258,722.00)	-8.91%
Local Share	<u>\$14,063,376.00</u>	<u>\$12,550,511.00</u>	<u>\$1,512,865.00</u>	<u>10.76%</u>

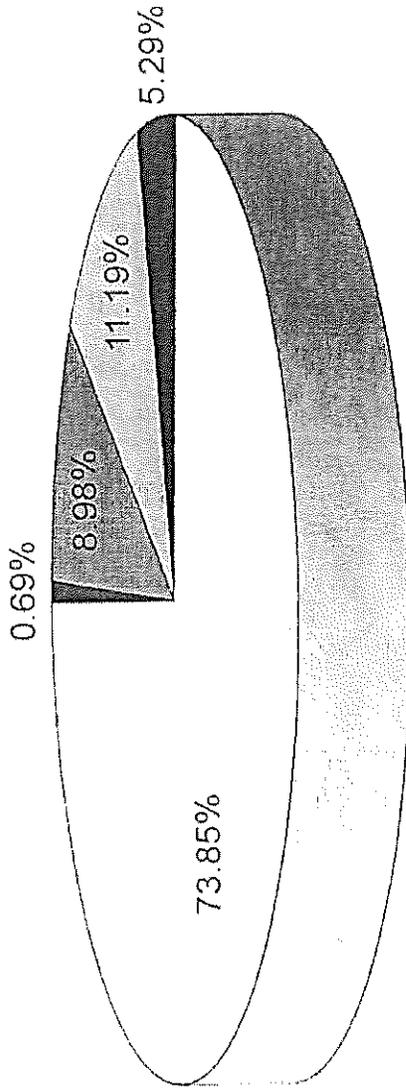
Negative indicates increase for appropriations and local share and decrease in repayments and aid.

	2012	2013	2014	2015	2015	2015	Savings/ (Shortfall)
	Actual	Actual	Actual	Requested	Adopted	Actual	
6010.1 Admin-Personal Serv.	4,428,353	4,382,548	4,307,821	4,477,315	4,372,772	4,196,732	176,040
6010.2 Admin-Equipment.	45,155	67,935	35,804	60,000	71,090	52,113	18,977
6010.4 Admin-Contractual.	1,029,655	1,005,694	1,094,694	1,099,000	1,099,000	1,045,856	53,144
6010.8 Admin-Employee Benefits	<u>2,892,037</u>	<u>3,290,174</u>	<u>3,406,227</u>	<u>3,530,981</u>	<u>2,617,709</u>	<u>2,538,706</u>	<u>79,003</u>
Total Appropriations	8,395,200	8,746,351	8,844,546	9,167,296	8,160,571	7,833,407	327,164
2770.1 Repayments	23,196	24,620	25,876	20,000	20,000	18,610	(1,390)
3610 State Aid	1,047,879	1,125,772	1,107,295	1,060,000	1,060,000	1,023,138	(36,862)
4610 Federal Aid	2,558,016	2,550,773	2,602,872	2,625,000	2,625,000	2,656,308	31,308
4611 SNAP Admin	750,029	652,407	745,557	625,000	625,000	642,664	17,664
4615 Flex Fund For Family Serv (FFFS)	<u>2,363,604</u>	<u>2,355,829</u>	<u>2,960,566</u>	<u>2,350,000</u>	<u>2,350,000</u>	<u>2,087,826</u>	<u>(262,174)</u>
Total Repayments & Revenues	6,742,724	6,709,401	7,442,166	6,680,000	6,680,000	6,428,546	(251,454)
Local Share-Administration	1,652,476	2,036,950	1,402,380	2,487,296	1,480,571	1,404,861	75,710
6055.4 Day Care - Non Title XX	449,498	355,075	287,541	325,000	325,000	281,518	43,482
1855 Repayments	2,418	7,355	335	500	500	40	(460)
3655 Federal & State Aid	418,814	321,669	255,025	288,250	288,250	246,602	(41,648)
Total Repayments & Revenues	421,232	329,024	255,360	288,750	288,750	246,642	(42,108)
Local Share-Day Care	28,266	26,051	32,181	36,250	36,250	34,876	1,374
6070.4 Services for Recipients	500,519	518,051	539,559	550,000	550,000	531,310	18,690
1870 Repayments	843	3,547	585	1,000	1,000	90	(910)
3670 State Aid	1,164,424	1,145,412	1,018,269	1,150,000	1,150,000	1,271,995	121,995
4670 Federal Aid	<u>207,797</u>	<u>176,721</u>	<u>188,375</u>	<u>117,000</u>	<u>117,000</u>	<u>172,605</u>	<u>55,605</u>
Total Repayments & Revenues	1,373,064	1,325,680	1,207,229	1,268,000	1,268,000	1,444,690	176,690
Local Share-Services for Recipients	(872,545)	(807,629)	(667,670)	(718,000)	(718,000)	(913,380)	195,380
6100.4 Medical Assistance-Capped	9,899,911	10,187,352	9,790,441	9,725,000	9,725,000	9,266,532	458,468
1801 Repayments	533,195	263,045	476,307	270,000	270,000	260,923	(9,077)
3601 State Aid	(152,006)	(56,228)	(213,859)	(119,000)	(119,000)	(131,134)	(12,134)
4489 Stimulus FMAP Increase	0	13,408	0	0	0	0	0
4601 Federal Aid	<u>(173,776)</u>	<u>(56,233)</u>	<u>(213,866)</u>	<u>(119,000)</u>	<u>(119,000)</u>	<u>(131,139)</u>	<u>(12,139)</u>
Total Repayments & Revenues	207,413	163,992	48,582	32,000	32,000	(1,350)	(33,350)
Local Share-Medical Assistance	9,692,498	10,023,360	9,741,859	9,693,000	9,693,000	9,267,882	425,118

	2012	2013	2014	2015	2015	2015	Savings/ (Shortfall)
	Actual	Actual	Actual	Requested	Adopted	Actual	
6106.4 Adult Homes-Special Needs	0	0	0	1,000	1,000	0	1,000
3606 State Aid	0	0	0	1,000	1,000	0	(1,000)
Local Share - Special Needs	0	0	0	0	0	0	0
6109.4 Family Assistance	2,959,529	2,226,121	2,534,782	2,725,000	2,725,000	2,265,010	459,990
1809 Repayments	239,453	265,556	233,699	265,000	265,000	242,827	(22,173)
3609 State Aid	0	0	0	0	0	0	0
4609 Federal Aid	1,577,755	1,438,014	1,238,803	1,350,000	1,350,000	871,061	(478,939)
Total Repayments & Revenues	1,817,208	1,703,570	1,472,502	1,615,000	1,615,000	1,113,888	(501,112)
Local Share-Family Assistance	1,142,321	522,551	1,062,280	1,110,000	1,110,000	1,151,122	(41,122)
6119.4 Foster Care	3,490,052	4,259,263	4,531,639	4,700,000	4,700,000	3,729,070	970,930
6119.4 Committee on Special Ed.	617,571	557,923	533,938	550,000	550,000	715,511	(165,511)
6119.4 Total Child Care Approp.	4,107,623	4,817,186	5,065,577	5,250,000	5,250,000	4,444,581	805,419
1811 Child Support Incentive	54,675	59,773	50,681	51,000	51,000	55,474	4,474
1819 Repayments	284,749	467,890	547,600	425,000	425,000	517,127	92,127
3619 State Aid-Adopt Subs & FCBG	2,590,158	2,172,244	1,988,898	2,075,000	2,075,000	2,370,005	295,005
4619 Federal Aid	1,186,771	1,599,267	1,774,408	1,625,000	1,625,000	1,229,107	(395,893)
4661 Federal Aid - Title IV-B Funds	52,762	114,460	49,492	55,000	55,000	103,191	48,191
Total Repayments & Revenues	4,169,115	4,413,634	4,411,079	4,231,000	4,231,000	4,274,904	43,904
Local Share-Child Care	(61,492)	403,552	654,498	1,019,000	1,019,000	169,677	849,323
6123.4 Juvenile Delinquents	79,425	63,751	344,922	390,000	390,000	246,378	143,622
1823 Repayments	9,252	419	4,202	6,000	6,000	2,731	(3,269)
3623 State Aid	7,299	307	12,741	6,860	6,860	698	(6,162)
Total Repayments & Revenues	16,551	726	16,943	12,860	12,860	3,429	(9,431)
Local Share -Juvenile Delinquents	62,874	63,025	327,979	377,140	377,140	242,949	134,191
6129.4 State Training Schools	7,911	0	0	52,000	52,000	13,282	38,718
Local Share - State Training Schools	7,911	0	0	52,000	52,000	13,282	38,718

	2012	2013	2014	2015	2015	2015	Savings/ (Shortfall)
	Actual	Actual	Actual	Requested	Adopted	Actual	
6140.4 Safety Net	2,439,710	2,578,132	2,369,144	2,600,000	2,600,000	1,887,204	712,796
1840 Repayments	296,806	313,966	340,186	320,000	320,000	315,695	(4,305)
3640 State Aid	621,816	596,867	532,287	620,000	620,000	418,059	(201,941)
4640 Federal Aid	36,662	64,231	53,902	55,000	55,000	26,459	(28,541)
Total Repayments & Revenues	955,284	975,064	926,375	995,000	995,000	760,213	(234,787)
Local Share - Safety Net	1,484,426	1,603,068	1,442,769	1,605,000	1,605,000	1,126,991	478,009
6141.4 Home Energy Assist. Program	53,227	57,536	70,706	70,000	70,000	66,277	3,723
1841 Repayments	110,676	101,053	100,173	90,000	90,000	92,296	2,296
4641 Federal Aid	(59,810)	(46,864)	(31,878)	(20,000)	(20,000)	(30,202)	(10,202)
Total Repayments & Revenues	50,866	54,189	68,295	70,000	70,000	62,094	(7,906)
Local Share - H.E.A.P.	2,361	3,347	2,411	0	0	4,183	(4,183)
6142.4 Emergency Assist for Adults	107,219	78,630	129,436	130,000	130,000	95,830	34,170
1842 Repayments	0	501	53	0	0	146	146
3642 State Aid	53,613	39,066	64,694	65,000	65,000	47,616	(17,384)
Total Repayments & Revenues	53,613	39,567	64,747	65,000	65,000	47,762	(17,238)
Local Share - EAA	53,606	39,063	64,689	65,000	65,000	48,068	16,932
Summary							
Appropriations	28,999,772	29,628,185	29,976,654	30,985,296	29,978,571	26,931,329	3,047,242
Repayments	1,555,263	1,507,725	1,779,697	1,448,500	1,448,500	1,505,959	57,459
State Aid	5,751,997	5,345,109	4,765,350	5,147,110	5,147,110	5,246,979	99,869
Federal Aid	8,499,810	8,862,013	9,368,231	8,663,000	8,663,000	7,627,880	(1,035,120)
Total Repay & Rev.	15,807,070	15,714,847	15,913,278	15,258,610	15,258,610	14,380,818	(877,792)
Local Share	13,192,702	13,913,338	14,063,376	15,726,686	14,719,961	12,550,511	2,169,450

2015 Local Share Distribution



- All Other
- Safety Net
- Administration
- Family Assistance & Services
- Medical Assistance