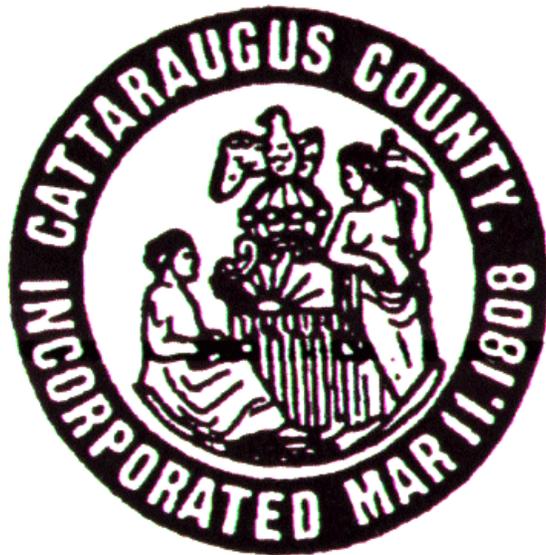


DEPARTMENT OF SOCIAL SERVICES



Annual Report 2012

Cattaraugus County
Department of Social Services
Annual Report

1. Introduction	2
2. Caseload and Fiscal Data.....	3
3. Temporary Assistance.....	6
4. Employability	9
5. Medicaid.....	13
6. Home Health Care.....	19
7. Food Stamps	21
8. Home Energy Assistance Program	23
9. Child Support Enforcement Unit.....	24
10. Services.....	26
Child Protective Services.....	27
Child and Family Services.....	28
PINS Diversion Programs.....	32
Adult Services	34
11. Attorneys and Legal Unit.....	36
12. Flexible Fund for Family Services	39
13. Workforce Investment.....	45
14. Fiscal Operations	48
15. Management Information Systems.....	50
16. Administration	52
17. Glossary.....	56

Mission and Advisory Council

Our Mission

Cattaraugus County Department of Social Services is committed to helping residents achieve the highest quality of life possible by providing services which sustain, protect and empower families and individuals. These services will be provided by a courteous, compassionate and competent staff dedicated to preserving the dignity of clients and each other.



Advisory Council

The County's DHC serves as the Commissioner's Advisory Council and advises on policy development, program planning and evaluation in the areas of temporary and medical assistance and social services.



Cattaraugus County Government

County Administrator:

Jack Searles

County Legislatures:

William J. Aiello

James L. Boser

Linda M. Edstrom

Carl W. Edwards

Gary M. Felton

Dan M. Hale

Richard L. Klancer

David M. Koch

Susan Labuhn

Richard J. Lamberson

Norman L. Marsh, Chairman

Patrick J. Murphy

John J. Padlo

James J. Snyder

James Joseph Snyder, Jr.

William E. Sprague

Paula J. Stockman

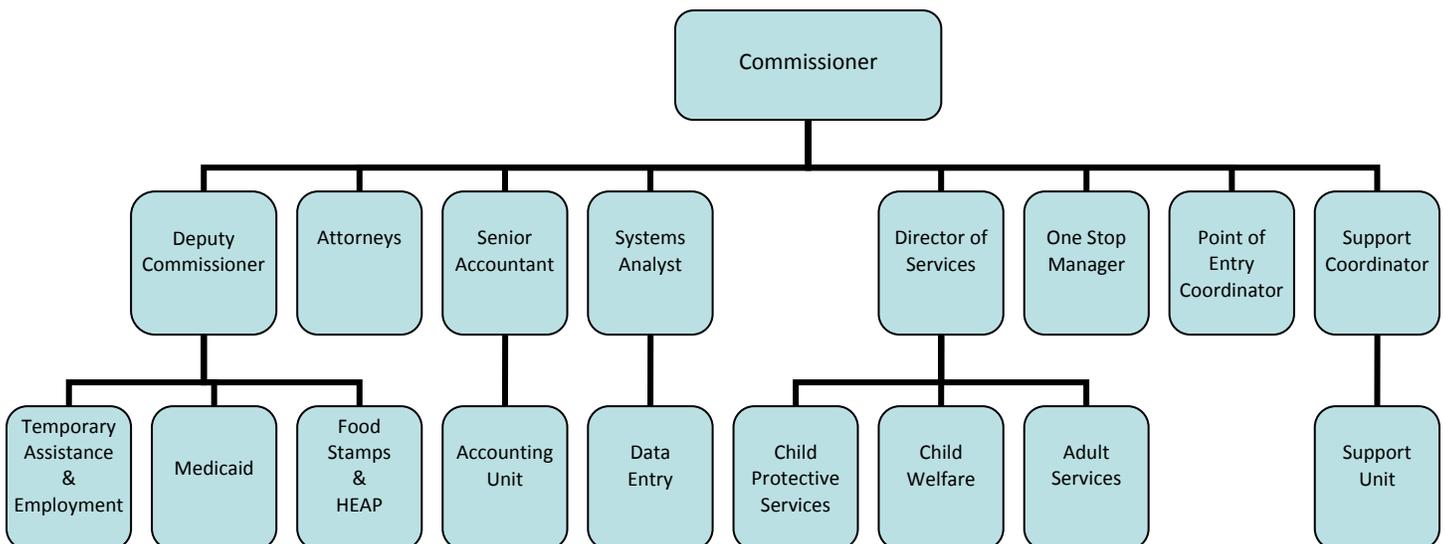
Steven H. Teachman

Howard VanRensselaer, Sr.

Donna M. Vickman

William H. Weller

Department of Social Services



Introduction

In 2012, the Department has intensified its efforts to confront the enormous challenge posed by the New York State takeover of the Medicaid program. It is the goal of the NYS Department of Health to take over complete control and day to day operation of that program by the beginning of 2018. At first glance, that target date seems to be quite far away. However, due to the current complexity of the program combined with the rollout of the Affordable Health Care Act, that date is very ambitious. Nonetheless, certain portions of the program will be administered much sooner than that. For the past year or so, the State has begun recertifying current enrolled recipients every six months. As can be expected, when beginning to undertake any new task, there have been some concerns raised by our Medicaid staff. Since they have been unable to complete these recertification in the normal 30 day window period, those who have not been approved for program continuation have been granted an extension by the State. However, since those recipients are accustomed to reaching out to our county staff for questions, the Department is often unable to assist these individuals. At the beginning of 2014, the Family Health Plus component of Medicaid will also be taken over by the State's contracted agency. It remains to be seen how quickly the flaws to the current takeover will be rectified.

The Department has also been progressive in continuing to strengthen its contractual relationships to provide preventive services to families and youth in an attempt to curtail the costs of youth in placement, either through foster care, or the extremely expensive placement of youth placed in detention through the juvenile justice system. We are an integral partner in the multi-disciplinary team organized by the Child Advocacy Center. This facility focuses on an approach that provides the least intrusive way to investigate child abuse and maltreatment. It takes cases such as sexual abuse and severe physical abuse and makes sure that the children do not have to "tell their story" numerous times. It also has a components of the program that include law enforcement, criminal investigations and medical reviews. The Department makes a financial commitment of \$15,000 each year to the Center, which comes from our discretionary Flexible Fund for Family Services, which is 100% federally reimbursable.

DSS has also worked diligently to reassess all policies in an effort to continually provide economical ways to operate mandated programs. This effort has been occurring for a number of years, but due to innovative ideas from staff members, we have had opportunities to streamline processes.

The Department would be remiss if it did not posthumously express its gratitude to our longtime Commissioner, Wendy Bourgeois. Commissioner Bourgeois came to Cattaraugus County in June, 1996 and made an instant impact on the operation of the Department. Her innovative ideas and daily dedication provided a springboard for all staff members to have a clear understanding of what is expected of them as DSS and county employees. They could also be rest assured that they would receive fair treatment from the administration of the Department. Wendy retired for health reasons in the fall of 2012 and passed away in January of 2013. She is sorely missed, but her spirit remains with us on a daily basis as we continue to honor our mission statement of serving our recipients with compassion and competence.

Caseload and Fiscal Data

Monthly Case Averages*

Program	2000	2011	2012	Case change 2011 vs. 2012	% change 2000 vs.2012	% change 2011 vs.2012
Medicaid	5,275	9,791	10,045	254	95%	2.5%
Food Stamps	2,603	5,479	5,684	195	110%	3.8%
Family Assistance	447	450	511	61	1%	13.6%
Safety Net	136	259	260	1	90%	0%
Services**	709	1,065	1,330	265	50%	25%

*Information depicts households, not individuals.

** Services includes foster care, adoption, preventive, adult protective and child care subsidy cases.

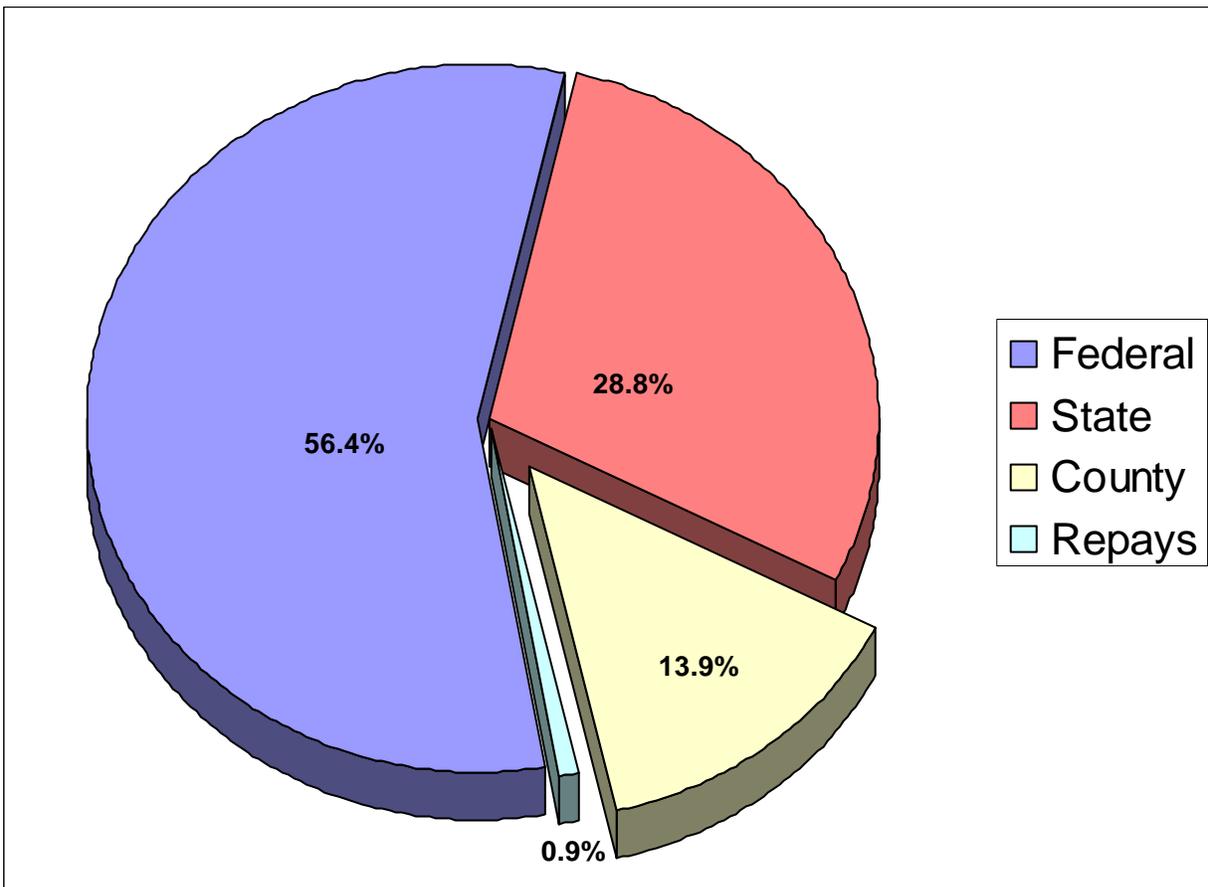
During 2012, the Department saw an increase in cases in all categories, with Services seeing the highest percentage increase. In 2013, we can expect to continue to see an increase in the Food Stamps caseload because the State is going to do more outreach. This increase in the SNAP caseload has stretched the Food Stamps Unit to the maximum and a further increase in the caseload will make it very difficult for the Department to meet the timeliness requirements for processing cases.

The increase in the Services caseload is in great part due to the elimination of support requirements for child care subsidies. The Department was able to continue to provide services to families with incomes up to 200% of poverty through 2012, but it will reduce the eligibility standard to 175% of poverty for 2013 This is due to the decrease in funding for this service.

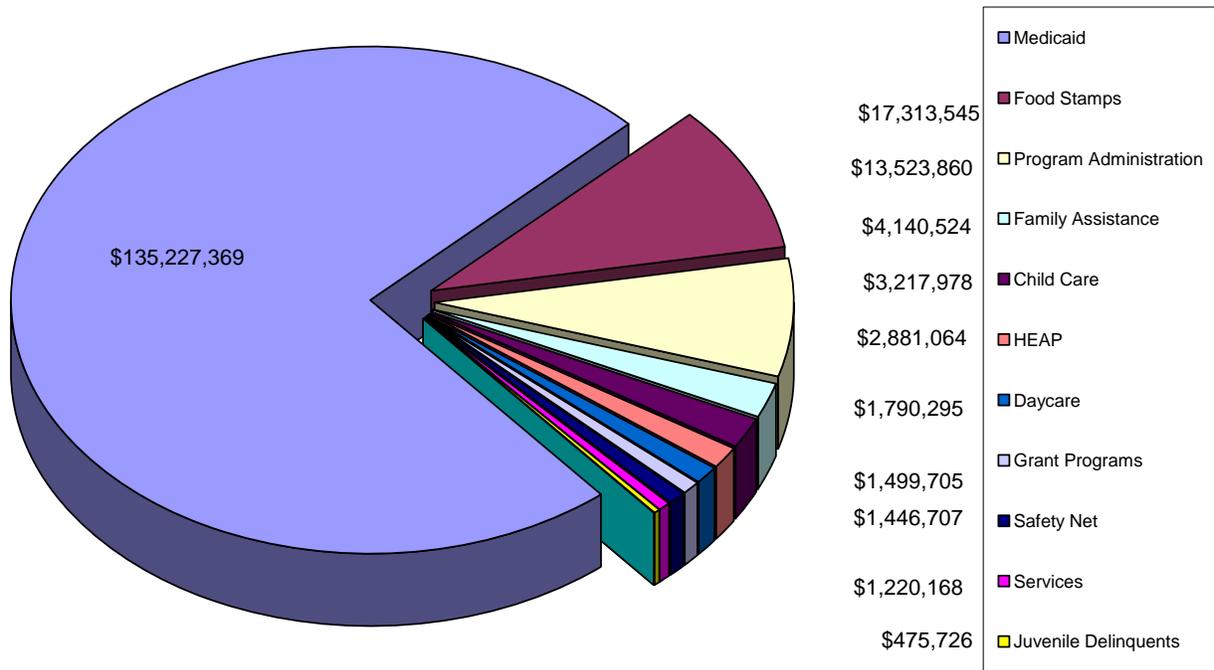
Total Revenue by Source

	<u>2011</u>	<u>2012</u>	<u>Change</u>
Federal	99,307,718	103,090,420	3,782,702
State	48,504,971	52,529,880	4,024,909
Repays	1,705,810	1,669,702	(36,108)
County	24,166,601	25,391,528	1,224,927
Totals	173,685,100	182,681,530	8,996,430

2012 Revenue by Percentage



2012 Total Expenditures



Temporary Assistance



Temporary Assistance Supervisors, left to right, Florence Nichols, Senior Examiner, Carol Fisher, Senior Examiner, Michele Hoffman, Chief Social Welfare Examiner for Temporary Assistance and Employability.

Again in 2012, this unit continued to process a high number of emergencies. Emergencies are usually situations where a household is facing eviction, has a utility shut-off or is without heat. This unit also provides aid to individuals and families who become homeless as a result of a natural disaster such as a flood or a fire. In addition, the Unit continued to see a large number of parolees, many of whom were sex offenders. This puts high stress on the housing resources that are available to meet the needs of the other homeless individuals.

The Temporary Assistance Unit administers a variety of Social Services' programs designed to assist individuals and families in need, including:

Programs for Families

Temporary Assistance for Needy Families (TANF) is the federal cash assistance program for families with children under 18. This program has a sixty-month time limit. To be eligible the adults in the

family must meet the work activity requirements. Usually when a family receives TANF it also receives Food Stamps and Medicaid, in addition to cash assistance. The State budget for 2011-2012 changed the reimbursement for this program from 50% federal, 25% state and local to 100% federal. This was used as a justification for reducing the reimbursement for the Safety Net Program, saying that the Counties would not be hurt financially. Although Cattaraugus County was not impacted, counties with a less favorable case mix were impacted. Also, as Cattaraugus County's mix of TANF and Safety Net cases continues to change, the County will be impacted financially.

Emergency Assistance to Families is one-time emergency payments of rent and/or utilities to assist families encountering crisis. A family may receive more than one EAF payment in a twelve month period if the subsequent emergency is unrelated to the previous.

Programs for Single Individuals and Childless Couples

Safety Net Assistance is New York State's cash assistance program for childless adults and certain families that do not meet the Federal program criteria. These families include those that have a family member who is not complying with the drug/alcohol requirements or those who have exhausted their sixty-months of TANF eligibility. The individuals also usually receive Medicaid and Food Stamps in addition to cash assistance. The State fiscal budget for 2011-2012 changed the reimbursement level for this program from 50-50 State and local to a 71% local share. This is another example of the State

Temporary Assistance

increasing the Counties' costs for mandated programs.

There are two components to the Safety Net Program: cash and non-cash. Households that have exhausted their 60 months of TANF Assistance, or have an adult head of household who cannot work because of substance abuse or refuses to participate in drug screening assessment and treatment or have received 24 months of cash Safety Net Assistance have their shelter, fuel and utility allowances issued directly to the vendor.

Emergency Aid to Adults is the state and locally funded emergency assistance program for recipients of Supplemental Security Income.

Active Temporary Assistance Cases

<u>Case Type</u>	<u>As of 12/31/00</u>	<u>As of 12/31/11</u>	<u>As of 12/31/12</u>
Family Assistance	418	251	524
Safety Net	124	234	261
Totals	542	485	785

Statistics

Temporary Assistance Case Activity

	<u>2011</u>		<u>2012</u>	
Applications Processed		1830		2120
<i>Cases Opened</i>	663			712
<i>Open/Close</i>	457			498
<i>Withdrawals</i>	31			44
<i>Denials</i>	684			866
Cases Closed		626		667
Recertifications		434		478
Changes in cases		5,178		5,322

In addition to determining financial eligibility, examiners in the temporary assistance unit:

- Screen all applicants for substance abuse and domestic violence.
- Refer clients so needing to the domestic violence liaison or the drug and alcohol counselor for an assessment.
- Refer clients to the Employability Unit.
- Refer clients to the Child Support Unit for the establishment of support.
- Help individuals in documenting need and obtaining Social Security benefits.
- Issue one-time diversion payments to avert the loss of a job or to help in the attainment of employment.
- Issue payments to prevent evictions and utility shutoffs.

Drug/Alcohol Screenings/Assessments

As part of the Welfare Reform Act, all adults who are applying for public assistance must complete a screening instrument for drug and alcohol use. If this instrument indicates that an individual has a problem with substance abuse, he/she is referred to the Alcohol and Substance Abuse Counselor, with whom the Department contracts, for a complete assessment. This counselor not only assesses individuals, but also

- Refers individuals for treatment
- Monitors those individuals in treatment to ensure that they are attending treatment or that sanctions are imposed.
- Prepares required reports for the State.

During 2012, the counselor assessed 387 individuals and provided case management services to 412.

Temporary Assistance

Domestic Violence Liaison

A caseworker from the Department provides the domestic liaison services for Temporary Assistance. As part of her duties in the Adult Services Unit, she assesses individuals who on the screening instrument indicate there is domestic violence in the household. Meeting and cooperating with the Domestic Violence Liaison is voluntary and many individuals who are experiencing domestic violence refuse this service. The domestic violence liaison, following the assessment, makes a recommendation as to whether or not the individual should be exempted from certain eligibility requirements. In 2012, the liaison:

- Assessed 47 individuals for domestic violence.
- Exempted 36 individuals from one or more eligibility requirements.
- Issued 11 exemptions from cooperation with child support
- Issued 31 exemptions from employment activities.
- Issued 2 exemptions from signing a lien.

2012 Achievements and Activities

- Developed a TA/Employment Senior Examiner Handbook/Training Manual
- Cross trained TA and Employment Seniors so each share supervision over staff and cases
- All TA staff participated in district of financial responsibility training
- Developed new procedures for handling possible fraud/overgrant cases.
- Developed a TA Policy Handbook and resource guide
- Reconfigured the office space so TA and Employment staff are closer to each other and their supervisors

Employability

In 2009, the Department started a very effective collaboration with Allegany State Park. The Department hires up to six individuals on a temporary basis who work at the State Park under the supervision of one of the Department's worksite supervisors. These laborers learn such skills as painting, use of small equipment, trail maintenance and construction. Given the success of this program, the Department also placed individuals with the Department of Public Works during the summer. Although, the Department of Public Works was able to provide the supervision for the individuals assigned there, the program was not as effective as the one at the State Park. As a consequence, the Department will only operate this program at the State Park. Of the 17 individuals that have been through these two programs 12 have found permanent jobs. This program definitely has been effective in helping individuals achieve self sufficiency.

This new program is also important because as our caseloads have dropped and the individuals who remain on assistance have more barriers to overcome, it is more and more difficult to meet the required participation rates. The Department is not allowed to exclude from the denominator used to determine our participation rate, individuals who are unemployable because of a physical, mental or emotional disability. This is now the majority of the adults receiving assistance.

The Employment Unit is composed of social welfare examiners and employment specialists. The goal of this unit is to assist individuals to enter "the working world". The unit:

- Assesses and reassesses each applicant and recipient of Temporary Assistance

and Food Stamps to determine if he/she is employable.

- Develops an individual employment plan for those who are capable of working.
- Has each employable individual complete a job search and register with the New York State Department of Labor.
- Assigns each employable individual to the work-related activities appropriate to his/her capabilities.
- Provides supportive services such as transportation assistance, clothing, tools, child care, car repairs, car insurance and any other work-related expenses, as deemed appropriate.
- Monitors the individual's compliance with his/her employment plan.
- Imposes sanctions or closes cases, as appropriate, for non-compliance.

Services are offered in Olean and Little Valley. In addition, home visits are made to at risk or non-compliant individuals. Since the number of individuals who are considered exempt from work participation because of medical issues adversely impacts our participation rates, the Department assigned two employment specialists to work specifically with this population and with individuals who are sanctioned because of non-compliance.

2012 Achievements and Activities

- Developed a TA/Employment Senior Examiner Handbook/Training Manual
- Cross trained TA and Employment Seniors so each now share supervision over staff and cases

Employability

- Redesigned the TA and Employment Units so they are now located logistically closer together
- Redesigned the “Job Readiness Training Program” utilizing Employment Specialists and DSS staff due to the loss of a contract agency
- Developed a new policy for authorizing car repairs, car insurance, vehicle registration and vehicle licensing
- Restructured the geographic territories and work schedule for the Mobile Work Crews to operate more efficiently
- Developed new procedures for “Job Retention

Statistics

	2011	2012
Assessments completed	912	976
On-the-Job Placements	50	49
Entries to Employment	170	194
Individuals who received post-employment services	41	39

Welfare-To-Work Programs

Employment Unit programs are designed to facilitate individuals’ efforts in working their way off Welfare and towards financial independence. Some programs are limited to recipients of Temporary Assistance, but a growing number of programs are being developed to serve eligible low-income families with incomes at or below 200% of the poverty level.

Job Search/Job Readiness

This is the seeking or obtaining of employment or preparation to seek or obtain employment. A Jobs Program Specialist is provided by the Office of Temporary and Disability Assistance to assist our Department with job search; resume assistance/preparation and job placement services.

Subsidized Employment

This may be in the public or the private sector. Subsidies may include grant diversion or other program funds, including but not limited to Workforce Investment and VESID.

On-the-Job Training

Training that is provided at any employer’s site. For more information on this program see the Flexible Fund for Family Services Section. The Department subsidizes an individual’s wages while they participate in training with the understanding that the individual will be retained once the training is completed. In 2012, there were 57 on-the-job placements.

The Department also assists the Department of Probation with its on-the-job training program by developing job sites, determining eligibility and providing follow-up services. An additional 11 individuals were placed in on-the-job training through this program.

Work Experience

This is a work activity performed in return for Temporary Assistance that provides the individual with an opportunity to acquire general skills, training, knowledge and work habits necessary to employment. This includes assignment to the **Mobile Work Crew** (for information on the work crew see Flexible Fund for Family Services.) To help

Employability

the Department meet the participation rates a fourth work crew was developed. Having four work crews enables the Department to cover the entire County. In 2012, 111 individuals were assigned to the mobile work crews. Of that number, 20 obtained employment.

Education

For those who have not completed secondary school, education that leads to a high school diploma or its equivalent, basic education, English as a Second Language or literacy training. It can also be education related to a specific occupation, job or job offer.

Vocational Education

These are organized post-secondary educational programs of less than one year that are directly related to the preparation of individuals for employment in current or emerging occupations.

Job Skills Training

This is training or education for job skills required by an employer. It provides an individual with the ability to obtain employment or advance or adapt to the changing demands of the workplace.

Community Service

This is a structured program in which individuals perform work for the direct benefit of the community under the auspices of a public or non-profit organization. These programs are designed to improve the employability of individuals not otherwise able to find employment.

Post Employment Services

Any activity approved by the Department that assists an individual who has entered the work force to retain his/her employment.

Included within these services are the **case managers**. See the section on the Flexible Fund for Family Services for more details.

TANF Summer Youth Employment Program

Since 2002, the Department has operated the Summer Youth Employment Program. Worksite supervisors and instructors are hired on a seasonal basis for this purpose. This program is funded entirely with state dollars. To be eligible for this program the household income for the youth's family must be less than 200% of poverty which for a family of four in 2011 was \$44,700. As the title of this program implies, it provides employment opportunities during the summer time. Usually the duration of the program is 6-8 weeks. In addition to the youth being exposed to work, each youth receives an educational component. For employment opportunities, the youth may be placed with a not-for-profit organization, a governmental entity or in private business.

Statistics

	2011	2012
Youth Served	92	143
Employers	36	58

Re-entry Program

This program is a collaborative effort between the Probation Department and the Department of Social Services that assists individuals on probation with vocational education and on-the-job training. Individuals must be either active TANF or 200% TANF eligible to participate. There is a strong case management component and concerns or problems are addressed immediately to ensure that participants successfully enter or re-enter the workforce. In 2012, 9 individuals were placed in On-the-Job Training.

Medicaid



Medicaid Supervisors: (left to right) Sue Ambuske, Senior Examiner, Tina Fishbaugh, Senior Examiner, Connie Goodrich, Senior Examiner and Tammy Hinaman, Chief Examiner

In 2012, this Department chose to, after withdrawing for a short period of time, in Enrollment Center established by the State Department of the Health. The Enrollment Center was created to do recertifications for certain categories of Medicaid recipients. From its inception, the Enrollment Center was unable to achieve its goal. Recertifications were not done in a timely manner. Clients were continually calling the Department to obtain information about their cases. The only way the Department could answer their questions was to have the chief social welfare examiner speak to one of state staff persons who was stationed at the contracted Enrollment Center. Often the result was the Department would have the case transferred back to it. In the Fall, due to the difficulties the Enrollment Center was experiencing, the State stopped assigning additional counties to the Enrollment Center. The State is now doing all of its recertifications and will continue to do so until the next phase of the State Takeover of Medicaid is expanded.

Currently, the Medicaid Unit establishes initial eligibility, monitors and re-determines eligibility for Medical Assistance.

Medicaid is funded by the federal, state and county governments. In 2005, the state initiated a cap on the local share of Medicaid allowing for an accurate projection of the

County's cost for Medicaid. Although there is a cap, the County's share of Medicaid continues to increase by 3% annually. This is far better than the 8-12% annual increases that were previously experienced.

As the following charts indicate, the total cost of Medicaid for Cattaraugus County in 2011 was over \$127.2 million, with the County's share being \$22.1 million. Over the past several years, the State has continued to expand Medicaid. Some of its eligibility standards exceed those of the federal health care reform act. If the State does assume responsibility for the administration of the Medicaid program and it continues to expand Medicaid, then it should assume the entire cost of the Medicaid.

The Medicaid program is one of the most complicated programs the Department Administers. In addition to the foregoing program, there are an additional 19 ways to determine eligibility. Examiners must be familiar with all of them.

The various components of Medicaid are:

- **Community Medicaid**

This program provides medical coverage for low-income families and single individuals and childless couples between the ages of 19 and 64. It also covers individuals who are 45 plus who are receiving Social Security retirement or disability and are residing at home.

- **Care at Home (Model Waiver Program for Children)**

This program enables ill children to receive special services so their families can maintain them at home.

- **Family Planning Benefit**

Family planning services to women and men between the ages 10-64 years with incomes at or below 200% of the

Medicaid

federal poverty level. There is no resource test for this program. Documentation requirements are eased to allow for confidentiality. This program is intended to increase access to family planning services to those eligible, including minors. Many applications are received from the Local Health Department.

- **Presumptive Eligibility for Pregnant Women**

Medicaid cases are opened presumptively for pregnant women (until a final eligibility determination is completed) based on referrals from physicians' offices. Women with incomes up to 200% of the federal poverty level are eligible for this program.

- **Medicare Premium Payment Program**

Encompasses several levels of eligibility to assist participants with full or partial payment of Medicare premiums.

- **Family Health Plus**

A state initiative that provides medical coverage to uninsured individuals between the ages of 19 and 64 who have income up to 150% of the federal poverty levels. This program is funded with federal and state monies.

- **Family Health Plus Premium Assistance Program**

This program provides health insurance reimbursement to individuals eligible under the Family Health Plus income guidelines if the insurance is qualified and cost effective. Additional wrap services are also available.

- **Chronic Care**

Provides coverage for long term home health care (including PACE, Programs

of All-inclusive Care for the Elderly) and nursing home care.

- **Medicaid Buy-In Program for the Working People with Disabilities**

Provide health care coverage for disabled individuals between the ages of 16 and 65 who are employed. If the person's income is below 250% of the federal poverty level, there is no cost for the coverage. If the income is over 250%, there is suppose to be a premium, but, due to system difficulties, no premiums have been imposed. Clients are determined disabled by the Social Security Administration or the State Disability Review Board. This program is intended to be a work incentive program

- **Home and Community-Based Waiver Services**

Provides enhanced Medicaid coverage for extremely disabled children, traumatic brain injured individuals and clients of the Office of Mental Hygiene. Eligibility is modified in some manner for each of these programs. The Department approves the Medicaid for each of the programs.

Statistics

Medicare Case Activity

	<u>2011</u>	<u>2012</u>
Applications Processed	4,654	4,705
<i>Cases Opened</i>	3,990	4,034
<i>Withdrawals</i>	228	231
<i>Denials</i>	1,321	1,336
Cases Closed	3,818	3,860
Recertifications	4,197	4,243
Changes in active cases	38,019	38,437

Medicaid



2012 Achievements and Activities

- Developed more local training for staff to address the reduction in State offered training, especially in the areas of estate referrals and MA Recovery
- Increased staff efficiency while maintaining a low error rate.
- Continued to participate on the State Enrollment Center workgroup and keep staff updated to allow for the best possible outcome for New York State completing a portion of Medicaid Renewals.

- Ensures that individuals are enrolled in a managed care plan in a timely manner so as to avoid auto assignment to a managed care plan.

2012 Achievements and Activities

- Trained staff on various changes to target populations based on changes submitted by the Medicaid Redesign team.
- Update staff training and managed care handouts based on recent changes.
- Updated the Managed Care pamphlet to include information on all the Medicaid Maintain client contact and education to keep auto assigned rate below 5%.

Active Medicaid Cases

<u>Case Type</u>	<u>As of 12/31/00</u>	<u>As of 12/31/11</u>	<u>As of 12/31/12</u>
Medicaid	2,903	6,251	6,317
Family Health Plus	NA	1,047	1,154
Medicaid/SSI	2,328	2,535	2,666
<i>Totals</i>	5,231	9,833	10,129

Statistics

	2011	2012
Managed Care Enrollees	9,970	10,312

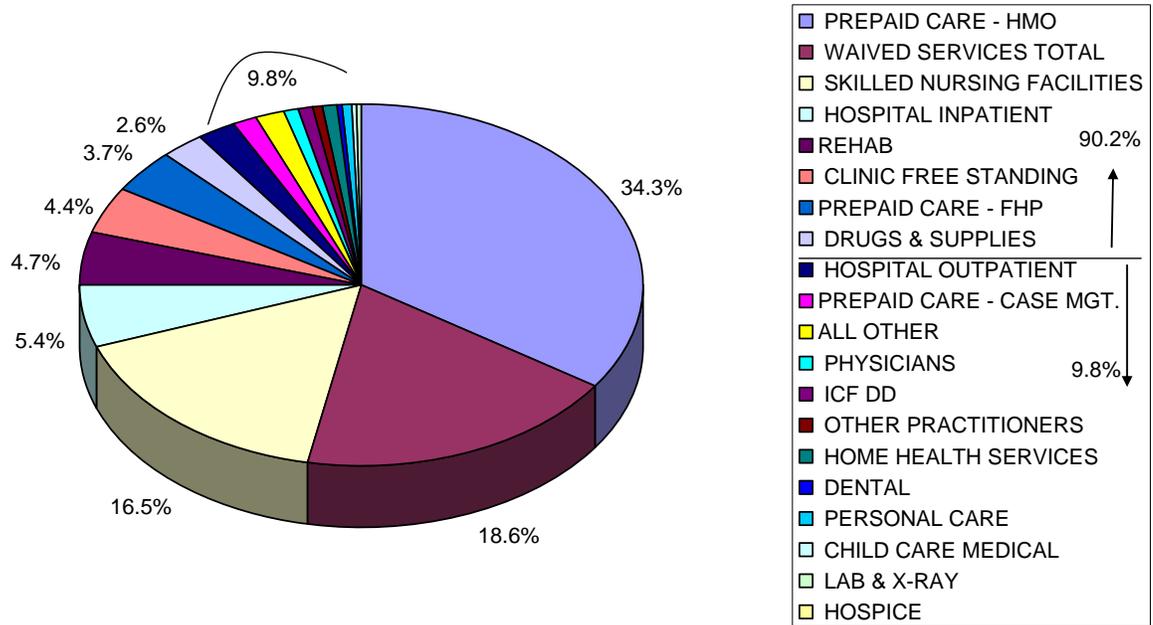
Managed Care

Cattaraugus County is a mandatory managed care county. This unit is responsible for the development and operation of the Managed Care health insurance program for Medicaid recipients. It:

- Serves as a liaison between Managed Care Organizations (MCOs), enrollees, facilitated enrollers, the State Department of Health and medical providers.
- Provides education to Medicaid recipients regarding Managed Care.

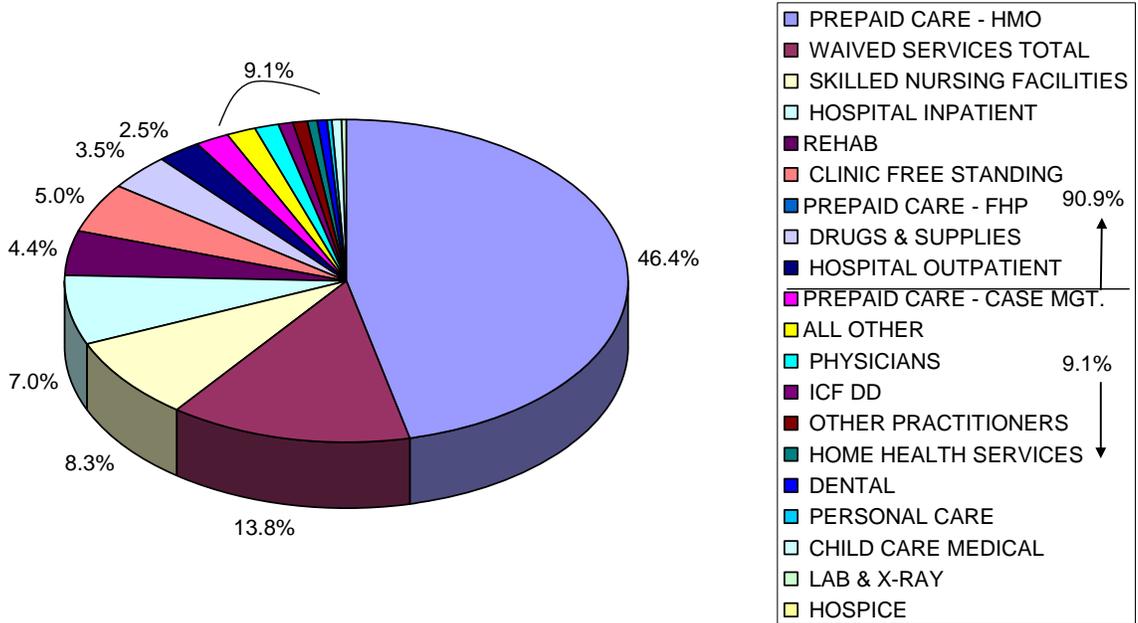
Medicaid

**2012 Total Medicaid
\$135.2M**



Medicaid

**2012 Local Medicaid
\$23.0M**



Home Health Care



Michelle Whitcomb, Health Administrator for DSS

Through contracts with two home health care agencies the Department provides personal care services and incidental household tasks to an average of 1560 individuals monthly.

The unit also oversees the provision of long term home health care services that are provided by the Department of Health.

Assessment for these services is provided by a caseworker in this unit and a nurse under contract from the Health Department.

- An individualized plan of care is developed that insures the consumers' physical, emotional and social needs can be met at home
- The number of hours of service authorized is based on the individual's needs.
- 82 individuals monthly received a Personal Emergency Response Service (PERS): a device that allows an individual to access services, at any time, in the event of an emergency.
- The shared aid program is a cost saving feature that allows several patients who do not require significant hours of care to share one personal care aide. On a

monthly average, 3 individuals received shared aides.

On a weekly basis, representatives from the Home Care Unit, Protective Services for Adults, the Department of Aging and the Nursing Homes meet to discuss difficult long term care cases and come up with a service plan for the individual. On a case-by-case basis Olean General Hospital is consulted for its input.

2012 Achievements and Activities

- Continued to see an increase in Consume Directed clients.
- Transitioned LTHHCP clients over to Health Department Nurse Case Managers who will make joint home visits with LDSS caseworkers.
- Began assisting Adult Protective workers with representative payee cases
- Transitioned Homecare caseload to Health Administrator
- Continued improvement with the LTHHCP process
- Contracted with an additional Provider Agency for personal care aides
- Continued to hold weekly Long Term Care Planning Meetings in order to facilitate interdisciplinary approach to problem solving for difficult cases.

SNAP



Food Stamps Supervisor (clockwise from the left) Diane Hamed, Senior Examiner, Kelly Potter Senior Examiner, Wendy Green, Chief Social Welfare Examiner for Food Stamps and HEAP, and Michelle Imhoff, Senior Examiner.

The SNAP Program continued to experience caseload growth. During 2012, the caseload grew by 4.8% and totaled 5,827 households at the end of December. Given that some of the downstate counties are being sued for not processing cases in a timely manner, this Department has made every effort to open all cases within 30 days. This was especially difficult when the HEAP season opened and the SNAP Unit experienced a dramatic increase in the number of households applying for Food Stamps.

The SNAP Unit is responsible for administering this federally funded program. This Department of Agriculture program supplements low-income households with food purchasing accounts. The standards for individuals who are over 60 and the disabled are higher than those for other individuals.

- Benefits are fully funded by the federal government.
- Benefits are accessed electronically through the use of a benefit card.
- Benefits can only be used to purchase food items and not for such items as alcoholic beverages or paper and hygiene products.

- Individuals between the ages of 18 and 50 who are able-bodied adults without dependent children must be engaged in work or work-related activities for at least 20 hours per week or 80 hours per month to be eligible for more than three months of food stamps.
- Clients leaving Temporary Assistance are entitled to SNAP Benefits for five months to help them make the transition from welfare to work.

Expedited SNAP

Every application for SNAP must be screened for expedited SNAP on the day the application is filed, whether it is filed in person, through the mail or by an authorized representative. If the household's income and resources are low enough to meet the guidelines for expedited SNAP, the benefits will be issued within five days of the application filing date. In cases where the household alleges it has no food, the Department makes every effort to issue the benefits the next day and, in the meantime, refers the family to a food pantry.

NY State Nutrition Improvement Project (NYSNIP)

In collaboration with the Social Security Administration, the Office of Temporary and Disability Assistance administers NYSNIP which automatically enrolls single individuals who live alone and receive Supplemental Security Income in the SNAP program. There is no application, interview or verification requirement and the individual can receive the benefits for up to 48 months by simply completing an interim mailer.

The amount of the benefits is standardized and the benefits are accessed using the individual's existing Medicaid benefit card.

Food Stamps

Although the State operates the program, the Department is required to do considerable administrative work.

SNAP Education/Outreach

To assist individuals in stretching their Food Stamps and to prepare well-balanced meals, the Department collaborates with Cooperative Extension to provide a nutrition education program called EAT SMART NEW YORK. It also cooperates with Cattaraugus Community Action to provide outreach to encourage households who might be eligible to apply for Food Stamps.

Active Food Stamps Cases

As of <u>12/31/00</u>	As of <u>12/31/11</u>	As of <u>12/31/12</u>
2,285	5,301	5,827

SNAP Case Activity

	<u>2011</u>		<u>2012</u>	
Applications Processed		3,878		3,663
<i>Cases Opened</i>	3,093		2,996	
<i>Open/Close</i>	24		56	
<i>Withdrawals</i>	104		88	
<i>Denials</i>	1,071		1,028	
Cases Closed		2,990		3,093
Recertifications		4,505		3,067
Changes in cases		12,886		18,225
Closed Maintenance		70		70
Separate determinations		231		259

2012 Achievements and Activities

- Continued to monitor the intake process to assure that clients are getting served in a timely fashion and applications are processed in the required 30 day time period.
- Reduced the number of errors made in processing SNAP cases by continuing to review the Quarterly CRS Error Summary Report
- Through the CSR process, continue to conduct quality reviews and provide training for error prone areas.

SNAP Benefits Issued

	2000	2011	2012
TA SNAP Benefits	\$1,474,000	\$1,656,210	\$1,217,858
NTA SNAP Benefits	\$2,562,000	\$12,923,478	\$14,254,321

Home Energy Assistance

This federal program assists low-income families and individuals with utility and fuel payments. There are two components to this program, regular and emergency benefits. One regular benefit is issued to a household, but then if the household experiences an emergency it could be entitled to an emergency fuel and an emergency utility benefit. The HEAP program also authorizes furnace repairs/replacements.

One chief social welfare examiner supervises both SNAP and HEAP. This has led to streamlining the processing of HEAP benefits for Food SNAP households. Also, the use of seasonal workers for the bulk of the HEAP season from October-March has proved effective, providing the needed staff without increasing administrative costs. Being able to increase the staff for the HEAP season is extremely important because the Department may receive as many as 100 applications in a day. That along with other innovations has resulted in improved processing times for HEAP applications.

- The Department continued to participate in the Oil Buying Program that establishes a maximum price that participating vendors can charge a HEAP client based on the wholesale price of oil.
- The Department contracted with the Department of Aging and Cattaraugus Community Action as alternate certifiers.
- The majority of vendor payments were issued by the State Comptroller's Office as opposed to the Department's Accounting Unit.

2012 Achievements and Activities

- Trained new eligibility workers for the 2012-13 HEAP season
- Served 8,500 households even though the funding was reduced.

Child Support Enforcement



Support Supervisors, from left to right: Connie Barth, Support Collection Coordinator and Kathy Smith, Supervising Support Officer

The Cattaraugus County Child Support Enforcement Unit helps to strengthen families and reduce welfare spending by placing the responsibility for supporting children on those parents with the financial resources to provide such support. The Child Support Unit works with both private and public assistance and Medicaid clients. The Child Support Collection Unit:

- Files petitions and orders genetic marker tests to establish the paternity of children born out of wedlock;
- Locates absent parents using various computer matches;
- Files petitions for the establishment of financial and medical support;
- Files petitions for modification of support based on cost-of-living increases or changes in circumstances;
- Enforces court orders, monitors payments and files violation petitions, as needed;
- Establishes income executions;
- Collects arrears by seizing income tax refunds, lottery winnings and bank accounts;

- Works with the Department of Taxation to seize the assets of non-custodial parents who are four or more months in arrears;
- Suspends or denies driver's licenses, professional licenses and passports;
- Requests a jail term for individuals who are willful non-payers;
- Maintains complete and accurate information on the state computer system about each case;
- Retains fiscal responsibility for charging and disbursing support in accordance with the Child Support Orders,
- Monitors compliance with State and Federal laws, policies, and procedures and
- Reviews state generated reports to ensure appropriate action is taken on all cases.

There is a statewide Customer Service Helpline (CSH) whose representatives are trained to answer routine questions about the Child Support Program and about individual specific cases. If action is required by the local district:

- An electronic referral is created.
- Child Support workers review the referrals daily and take appropriate action within 5-20 business days.
- Actions on referrals include:
 - Adjusting the support accounts,
 - Updating identifying information of the parties,
 - Making referrals to verify location,
 - Verifying the income of persons ordered to pay child support,

Child Support Enforcement

- Contacting employers who fail to remit child support they have deducted from employees' pay,
- Filing petitions with family court.
- Actions are then reported to the callers by phone or mail.

Individuals who are not satisfied with speaking with the Helpline or with the action taken can email the Department directly or walk in and request to see their worker. This has resulted in greater email and foot traffic.

2012 Achievements and Activities

- Increased the number of petitions filed
- Worked more closely with SSI and low-income non-custodial parents to assist them in obtaining fair child support orders that are in line with their incomes
- Established a better working relationship with Family Court to get the needed information to establish fair orders
- Established a process for referring non-custodial parents who are unemployed or underemployed to the One Stop to get assistance with their employment search or training

Statistics

	2000	2011	2012
Case Count	5,781	5,792	5,951
Petitions Filed	1,157	1,683	1,673
Paternity established	NA	3,423	3,717
Cases with collections	3,118	2,734	2,999
Medical Support	2,990	5,388	4,431
Annual Collections	\$8,275,328	\$10,988,669	\$11,077,595

Services

The Services portion of the Department is composed of Child and Family Services and Adult Services. Although Child and Family and Adult Services are distinct units, they work closely together due to the many clients in common. For example, a young adult may have been a foster child earlier and now is in need of representative payee services.

Child and Family Services is composed of Child Protective Services, Foster Care and Adoption Services and PINS Diversion Services.

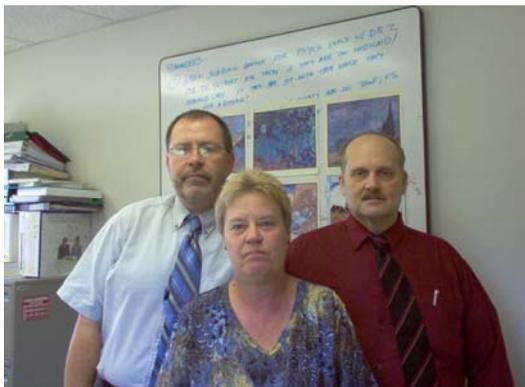
The Director of Social Services is responsible for the oversight of all of these units. Tri-annually a plan is submitted to the State detailing how the Department will provide these mandated services. This plan is updated on an annual basis.



Kathleen McGoldrick, Director of Social Services

Services

Child Protective Services



CPS Supervisors, from left to right: Andy Widger, Case Supervisor; Ann Price, Unit Supervisor and Chuck Talbot, Unit Supervisor.

In 2012, there was an increase in the number of reports that Child Protective Services received, though the Unit still had more cases than were recommended by the State.

Also, during 2011, the Unit expanded its Family Assessment Response (FAR). Three workers began doing FAR work with the goal of having one-third of the reports received being handled as a FAR case. FAR is not appropriate for serious reports, but it is a more effective approach for dealing with cases such as educational neglect, dirty houses and lack of food. The FAR worker does not have an investigatory role; rather the worker is focused on helping the family overcome the difficulty that led to the report.

Child Protective Services (CPS) is responsible for investigations of abuse and/or maltreatment of children under the age of 18.

- Reports of child abuse or neglect are made by calling the State Central Registry at 1-800-342-3720.
- Certain professionals, such as health care professionals and teachers, are mandated reporters.
- Investigation must be initiated within 24 hours of receipt of a report.

- To reduce the amount of overtime and call outs, the Department runs a second shift from 1:00PM to 9:00PM. Mon.-Fri. and 9AM-5PM on weekends.
- Staff must be available seven days a week, 24 hours a day.
- As needed, CPS caseworkers seek intervention from Family Court for Orders of Protection, court-ordered services for families, and/or authorization to place a child in foster care.
- The district attorney must be notified of abuse petitions and criminal action can be concurrent with Family Court.

The staff of the Child Protective Unit continued to work cooperatively with the staff from the Child Advocacy Center, other agencies and law enforcement to decrease the overall impact of abuse by reducing further victimization of abused children. **The Child Advocacy Center** is a child-friendly place where a multi-disciplinary team of community professionals joins hands to care for abused children. Not only did several members of the Department serve on the committee that established the Center and its policy and procedures, the Commissioner continues to sit on its advisory board. Child Protective Caseworkers are an intimate part of the multi-disciplinary team doing investigations and in the forensic interviews. Currently, the Department refers all reports of sexual abuse and serious physical abuse to the Center for interviews and medical exams, if needed.

Statistics

	2000	2011	2012
Reports Received	1,310	1,625	1,668
Sexual/Physical Abuse Reports	85	89	101
Children Removed Placed in Foster Care	NA	55	51
Petitions Filed	160	146	113

Services

Child and Family Services



Child Welfare Supervisors from left to right: Anthony Turano, Unit Supervisor, Ann Bellanca, Case Supervisor and Wendy Widger, Unit Supervisor.

During the past several years, this Unit has been undergoing some significant changes. It has implemented a new method of doing service plan reviews which are required every six months for foster care cases. This new approach emphasizes working collaboratively with the family to overcome the issues that led to the child(ren) being in care and assuring the child(ren)'s safety. The Unit has also instituted family finding, which is an intensive search for relatives who can serve as resources for children in foster care.

The Unit has continued to see success in the adoption of children. The child is freed for adoption either through court action or through the parent signing a surrender of parental rights. No matter the manner in which parental rights are terminated, it takes a large commitment of time and effort on the part of the caseworker.

This Unit provides both preventive and foster care services. Child Protective Services is, in effect, the intake for this Unit. The workers in the Child Welfare Unit are the ones who provide the ongoing services to the families that are referred to Court as a result of the Child Protective investigations.

- Most cases for preventive services are ordered by Family Court as a result of

an abuse, neglect, or custody proceeding.

- Services are offered without regard to income.
- Services include assessment, counseling and case management.

Foster Care is for children who for health and safety reasons need to be removed from their families temporarily.

- Children may be placed in care as a result of an abuse or neglect petition, a PINS petition or voluntarily by their parents.
- Care is normally provided by a foster family or a therapeutic foster family.
- Group homes and residential treatment centers are utilized for children and youth who need a higher level of care.
- The primary goal is to reunite the child with his/her family and the Department is required to provide diligent efforts toward achieving this end.
- At set time frames, all foster care placements are reviewed by Family Court.
- If, despite intensive efforts by the caseworker and barring unusual circumstances, the family can not be reunited, the Department is required to file a petition with the Family Court for the termination of parental rights or seek a voluntary surrender of parental rights.
- The caseworker assists with the preparation of the petition for the termination of parental rights and testifies in court.
- If parental rights are terminated by court action or through a surrender, the caseworker works to find an adoptive

Services

family for the child and finalize the adoption.

- Any youth 14-21 years old who is in foster care, whether or not his/her goal is return to parent, must be prepared for independent living.
- Over the past several years, the Department has developed a number of preventive programs with the goal of reducing the number of children who are placed in foster care. (See PINS Diversion and Flexible Fund for Family Services.)

Statistics

	<u>As of 12/31/11</u>	<u>As of 12/31/12</u>
Children receiving Preventive Services	265	298
Children in Foster Care (includes JD/PINS)	98	92

Homefinding and Adoption

The Department's long time homefinder retired at the end of 2011. The Department's emphasis on succession planning ensured that the new homefinder received adequate training before being entirely responsible for the homefinding duties. The homefinder is responsible for:

- Conducting homestudies and certifying foster care and adoptive homes, including completing State Central Registry and criminal history clearances.
- Providing the ten session group training necessary for families to be certified as a foster/adoptive family.
- Recertifying homes on an annual basis.
- Assisting the child protective and child welfare caseworkers in locating homes

that will meet the individual needs of children.

- Providing ongoing training to foster parents.
- Matching children with the foster and adoptive families who can meet each of the children's needs.
- Supervising and finalizing out of county adoptive placements.

Statistics

	<u>As of 12/31/11</u>	<u>As of 12/31/12</u>
New Foster Homes Certified (including relative homes)	15	14
Children Freed for Adoption	19	23
Children Adopted	16	17

Day Care Services

Day Care has seen a rise in the number of families that are availing themselves of this program. This is due mainly to the elimination of the requirement to cooperate with the Support Collection Unit to be eligible to receive day care services.

This unit is responsible for the administration of the Child Care Subsidy Program funded by the New York State Child Care Block Grant. This program, entirely funded with federal dollars, provided child care subsidies to families with incomes below 200% of the federal poverty level who were also involved in:

- Educational and training programs that lead to employment in a demand occupation,
- Working parents who had succeeded in leaving welfare, teenage parents who were completing their high school education

Services

- Families who needed help to prevent a child's out-of-home placement.
- A reduction in the amount of funding available for day care services will result in the eligibility standard being reduced to 175% of poverty for 2012

Statistics

	As of <u>12/31/11</u>	As of <u>12/31/12</u>
Families Assisted	513	541
Children Subsidized	852	886

2012 Achievements and Activities

- Trained all CPS workers personnel as well a contract agencies in cross-systems planning for mutual clientele
- Continued the adaptation of the Family Assessment Response (FAR) track in the CPS unit

JD/PINS Services



Patty Tertinek, PINS Diversion Unit Supervisor

Juvenile Needs Taskforce

The Department was a motivating force behind the establishment of the Taskforce, and continues to be an extremely active participant.

The Taskforce is composed of Probation, Community Services, the Youth Bureau, the

Department of Social Services and private not-for-profit agencies.

The Taskforce meets on a weekly basis to review cases that are at risk of going to court.

Process for Diverting PINS from Placement

- Youth who are at risk of becoming a Person in Need of Supervision (PINS) or a JD are reviewed by the Taskforce and a service plan is developed.
- The youth is referred to one or several of the agencies with whom the Department has contracts/relationships for services.
- The goal is to provide services to the youth and family as soon as possible so as to prevent court involvement and possible placement in foster care.
- To assist in this prevention effort, the Department funds a variety of prevention programs. (See PINS Diversion programs.) The goal of these programs is to provide intensive services to the juvenile and his/her family thereby strengthening the family and its ability to function effectively.
- A supervisor in the Department coordinates and oversees all of these preventive efforts.
- If the preventive efforts fail, the Department arranges the child's placement, monitors the placement and works with the child and family to expedite reunification.

Statistics

	As of <u>12/31/11</u>	As of <u>12/31/12</u>
Number of Youth Reviewed by Taskforce	152	200
Number of Youth Referred to Placement	196	97

Services

Prevention Programs		
Number of Youth Placed	10	4

2012 Achievements and Activities

- Increased anger management programs, skill building and independent living skills to more areas and students during summer months and school breaks.
- Expanded use of the contract with Chautauqua Opportunities for respite services
- Identified youth with risky behavior earlier by using the Early Identification and Recognition Program

PINS Diversion Programs

Each of the following PINS Diversion Programs is overseen and monitored by the PINS Diversion Unit Supervisor.

School-based Juvenile Probation Officers

Funding that the Department is able to access has made it possible for the Probation Department to locate its juvenile officers in the schools. These officers are available to address issues before they escalate to the point of requiring court intervention. Of the youth served in 2011, 81% showed evidence of improvement in school and 84% reduced in involvement with problematic peers and more involvement with pro-social peers and activities.

Cattaraugus Community Action's Family and Schools Together Program (FAST)

This program is designed to provide early intervention to youth who are at risk of out-of-home placement due to poor school performance, behavioral issues, substance abuse issues, criminal activity or family issues. An individual service plan is developed for each family and youth. Referrals and advocacy are provided. There are regular meetings with the youth and families. For these families, 60% of the families had fewer family crises and 61% were able to use proactive approaches to problem-solving. 96% of the youth avoided out of home placement.

Catholic Charities'

Multisystemic Therapy Program

This evidenced-based program provides intensive family and community-based treatment that addresses the multiple determinants of serious antisocial behavior in juveniles. It is a short-term program lasting 3-6 months. There are frequent contacts, and the workers are available to the family on a 24/7 basis. This program serves mainly older teens. 89.66% of these families had improved family relations and developed the parenting skills needed to handle future problems and 82.76% of these youth remained in their homes.

Cattaraugus Community Actions Attendance Improvement Program and Berkshire Farms Turnaround Program

These programs operate in the Olean and Salamanca School Districts respectively serving students in the 3rd-8th and 6th-8th grades, respectively. These programs target the causes of truancy and tardiness and seek to improve attendance while providing children and families with strategies for academic and social success. There is daily contact with the youth and school personnel. For The Community Action Program 81% percent of these youth moved out of crises category in all areas of family life based on the Measure of Family Well-being or Family Assessment and 52% were scored as stable, safe or thriving. The Berkshire Farms program 100% of the parents/guardians increased their involvement with schools and 95.5% of the youth showed at least a 25% in attendance and academic achievement.

Services

Family Group Conferencing

This program brings together extended family members, friends and community supports. The family's strengths and concerns are explored. The family members present make a plan for the family.

"Y-Wait"

Provides "Y" memberships to the youth and the "Y" will expand it to a family membership, if requested. 94% of the youth who received "Y" memberships showed evidence of improved family relations and many reduced their involvement with problematic peers and increased involvement in pro-social activities.

Respite

Provides timeout for youth and their families who are experiencing tension. The youth may be placed in a foster home type setting for up to ten days

Supportive Case Management

Provides the services of a supportive case manager from the Department of Community Services to families that do not have Medicaid coverage.

Youth Bureau

Programs funded in part by Social Services are:

Youth Court – a voluntary alternative to the juvenile justice system for the first-time, non-violent offender who is under the age of 16. By admitting culpability and accepting the sanction determined by a peer court and jury, the youth can avoid a juvenile arrest record.

Mentoring Services – Through non-threatening contacts, the mentor helps a youth

facing negative alternatives, such as suspension, detention or expulsion, find constructive ways to manage his/her behavior.

Mediation – Resolution and mediation services for families in conflict provide a non-threatening, neutral environment that assist the families in resolving issues and developing a working agreement and strategies to address future disputes. Includes a "stop shoplifting" program.

Electronic Monitoring Program

When ordered by Family Court or requested by a parent, the monitoring system is used to track the whereabouts of the participant and thus serves as an alternative to non-secure detention.

Adult Services



Adult Services Supervisors: Evonne Phillips, Unit Supervisor and Linda Glenn, Case Supervisor

Adult Protective Services is a system of services designed to assist individuals in the community who are over the age of eighteen, are mentally/physically impaired and are in need of protection from abuse, neglect (including self-neglect) or exploitation and who do not have anyone to fully assist them.

- Services are provided without regard to income, and are based on the guiding principles of the individual's right to self-determination and the least restrictive alternatives.
- An investigation must be commenced within 24 hours of receipt of a report of suspected abuse that is considered life threatening.
- If the individual understands the consequences of his/her actions, Adult Protective can only offer services and assistance which the individual can accept or reject.
- Even if an individual is in an abusive or neglectful situation, Adult Protective can only take action when the individual is incapable of making decisions because of mental impairments.
- In extreme situations, the Commissioner can petition to become the guardian of an incapacitated adult.

- In instances where the Commissioner is guardian, the caseworkers assure that all the needs of the individual are met.
- The caseworkers investigate all pending utility shut-offs for T.A., Social Security recipients, the aged, blind and disabled in the County and assist them in accessing funds to alleviate the situation.
- Caseworkers serve as case managers when there is a disaster in the County.

Representative Payee Services

- Adult Protective caseworkers serve as representative payees for individuals receiving Social Security and Supplemental Security benefits who are incapable of handling their own finances.
- The caseworkers do the budgeting for these individuals, assist them with locating affordable housing and ensure that their basic needs are met.
- Many of the individuals for whom the Department is representative payee have serious behavioral issues such as untreated mental illness and drug and alcohol abuse.

Statistics

	As of 12/31/11	As of 12/31/12
Number of new referrals for APS	90	94
Number of Representative Payee Cases	266	284
Number of Guardianships	18	21

Services

Domestic Violence Liaison

2012 Achievements and Activities:

- Certified two Family Type Care Homes for adults, addressing a great need in the county
- Did public relations at ECHO sites on the services offered by Adult Protection
- Updated the training of all Adult Protective Workers.

The caseworker who serves as the domestic violence liaison is located in Adult Services. This liaison determines if the applicant should be exempted from any of the Department's eligibility requirements because of domestic violence and works with the individual to develop a safety plan. Part of the safety plan can be a referral to Cattaraugus Community Action with whom the Department contracts for both non-residential and residential services for victims of domestic violence. Any adult who is battered or threatened with injury by a family member is, by law provided with emergency shelter, advocacy, legal services information and referral, community education and counseling. For obvious reasons, shelter locations are undisclosed.

Attorneys and Legal Unit

Attorneys

The Department has two full-time attorneys on staff. These attorneys represent the Department in Family Court, Supreme Court, the Appellate Court and the Court of Appeals. The attorneys appear in court on:

- Paternity petitions
- Child support establishment, modifications and violation petitions
- Child abuse and neglect petitions
- Foster care permanency reviews
- Termination of parental rights petitions
- Guardianship petitions under the Surrogate Court Procedure Act Articles 17 and 17A and the Mental Health Act Article 81
- Cases involving liens filed by the Department for Medicaid and Temporary Assistance
- Appeals.

The attorneys from the Department also assist the County Attorney, as needed, on PINS (Person in Need of Supervision) and juvenile delinquency cases.

In addition, they:

- Represent the Department in fair hearings involving child protective services cases
- Review supplemental needs trusts to see if they qualify for exemption under Medicaid
- File liens for the Department
- File claims against the estates of individuals who received Medicaid after the age of 55
- File mortgages

- Interpret the regulations and laws governing the Department
- Attend the service plan review meetings and permanency meetings for children in foster care and offer advice on permanency so as to reduce the time children spend in care.

Statistics

	As of <u>12/31/11</u>	As of <u>12/31/12</u>
Neglect and Abuse Petitions Processed	146	152
Permanency Reviews	125	1136
Termination of Parental Rights Processed	13	10
Surrenders	32	41
Support Proceedings Processed	2166	2999
Paternities Established	113	126
Guardianship Cases Processed	7	11
Appeals	3	5

2012 Achievements and Activities

- Worked with Family Court to reduce the timeframe from inception to resolution for abuse/neglect and termination petitions and permanency hearings.
- Educated facilitated enrollers on the importance of agreements on joint bank accounts that are solely for the convenience of Medicaid recipients
- Cross trained on Articles 17A and 81

Attorneys and Legal Unit

Legal Unit



Renée Williams, Senior Investigator

The new Senior Investigator has implemented changes in the Legal Unit. She has computerized the tracking systems for the Unit and has developed some new ones. There is a database so prior FEDS cases can be reviewed when there are subsequent reports. The referral process has been refined.

The unit has responsibility for:

- Representing the Department at Fair Hearings, administrative reviews requested by applicants or recipients of assistance who are dissatisfied with the agency's actions.
- Resolving disagreements to avoid a fair hearing, thus reducing administrative costs.
- Investigating complaints regarding alleged welfare fraud and abuse.
- Reviewing all overpayments for accuracy and determining if there is possible fraud.
- Where welfare fraud is clearly established, referring the case to the District Attorney for prosecution and preparing evidentiary packets for Court.
- For fraud cases that don't go to court, having the individual sign a disqualification and obtaining a Confession of Judgment that is

subsequently filed with the County Clerk's Office.

- Recovering assistance incorrectly paid.
- Filing in Small Claims Court to recover unpaid overgrants and arrearage grants.
- Conducting Front End Detection investigations (FEDS) to determine if the information provided on the applications is accurate.
- Using computer reporting systems to verify information provided by applicants and recipients and reporting the results to the State on a monthly basis.
- Making recoveries from small estates, bank accounts or insurance policies by sending letters to the heirs.
- Referring larger estates to the attorneys for filing claims against an estate.
- Interviewing alleged homeless individuals to verify they do indeed do not have a place to stay.

Attorneys and Legal Unit

2012 Achievements and Activities

- Trained TA Intake staff so Legal Unit will only be needed on case by-case basis to interview the homeless
- Tracked all fraud tasks via computer programs
- Developed a smoother internal referral process for fraud referrals.
- Continued to use disqualification consent agreements on low dollar amount fraud cases and intentional programs violations as well as the disqualification consent agreement cases
- Continued an average yearly cost avoidance of \$2.5 million through the FEDS program
- Increased knowledge and skills in the area of fair hearing.

Flexible Fund for Family Services

The Welfare Reform Act of 1996 allowed the states a great deal of flexibility in the use of federal Temporary Assistance for Needy Families (TANF) funds. Using a portion of these TANF funds, New York State developed the Flexible Fund for Family Services. This fund was an effort to allow counties to meet their specific needs. However, the State also required that the federal portion of certain mandated programs be funded with these dollars. These were: TANF Administration, Child Welfare Administration, Title XX, EAF JD/PINS, EAF Child Welfare, Drug and Alcohol Screenings, Domestic Violence Liaison and Non-Residential Domestic Violence Services. Of the \$4,316,300 Cattaraugus County received only \$812,646 was available to develop local programs. In addition these funds had to be used to meet one of the following federal goals for TANF:

1. Maintaining children with their parents or relatives.
2. Ending dependence on government benefits by promoting job preparation, work and marriage.
3. Preventing and/or reducing out-of-wedlock pregnancies.
4. Encouraging the formation and maintenance of two-parent families.

Despite the fact that such a large proportion of the fund had to cover the mandated services, the Department was able to develop numerous programs to meet the specific needs of Cattaraugus County. Programs were developed to address the barriers individuals on assistance face in attempting to enter the labor market. Other programs provide services designed to prevent children from entering the foster care

or juvenile justice systems. Many of these programs serve families with incomes up to 200% of poverty. Unless otherwise noted, all of these programs are funded solely with federal dollars. The following gives a brief description of each of these programs.

Employment Initiatives

Mobile Work Crew

The Department has three part-time work site supervisors. Between the three of them the work site supervisors are able to cover all areas of the County. The work site supervisors provide meaningful work experiences for individuals on temporary assistance who have no or a limited work history. Projects are undertaken for government entities or not-for-profit organizations. Transportation is provided to and from the work site, and the work is structured and supervised. The flexible fund also pays for the vans and supplies for the work crews. In 2012, 112 individuals were assigned to the work crews for varying lengths of time and 26 obtained employment..

On-the-Job Training

Through a contract with the Greater Olean Area Chamber of Commerce, employers are reimbursed a percentage of the wages for up to six months for individuals that they hire who are receiving TANF benefits. This reimbursement helps offset the additional costs of having to provide more intensive training to these individuals. Usually the contracts are for 90-120 days. The Department also contracts with the Greater Olean Area Chamber of Commerce for a job developer. This job developer works with employers specifically to develop job

Flexible Fund for Family Services

opportunities for individuals on assistance. During 2012, the Chamber placed 76 individuals in on-the-job trainings. Fifty-nine of these individuals maintained employment for at least 90 days following the end of the OJT contract.

Transitional Jobs Program

This program was partially funded through a special allocation. Working with staff from the Allegany State Park a program was developed that provides four days of work experience and one day of education to participants. The participants are supervised by a work site supervisor from the Department and learn such skills as painting, handling small equipment, trail maintenance and job readiness skills. There are two four month cycles offered per year at the State Park. During the summer months instead of working with the State Park, participants work at the County Department of Public Works. Individuals in this program are actually hired as temporary laborers by the Department of Social Services. During the past year, 12 of the 17 individuals who participated in this program, found unsubsidized employment.

Building Independence for the Long Term (BILT)

Two employment specialists are assigned to this program. One of the specialists works with individuals who are entering the labor market via on-the-job-training. This employment specialist evaluates the individuals, does career exploration with them and assists them with any necessary paperwork. Once the individual is placed in an on-the-job training slot, the specialist helps the individual overcome any obstacle to continued participation. The other employment specialist works with individuals who have transitioned from on-the-job training or who obtained employment on their own and moved off Temporary

Assistance. Studies have proven that many Temporary Assistance recipients can get a job. However, without adequate support, many lose their employment within three months. This Employment Specialist helps these newly employed individuals overcome obstacles such as the loss of a day care provider or transportation problems, etc. The goal of this program is to improve job retention. In 2011, of the 41 individuals who received these services, 36 maintained employment for at least 180 days.

Everywomen Opportunity Center

The Everywomen Opportunity Center developed a program specifically for the Department that supports individuals with multiple barriers to self-sufficiency. In addition, to receiving intake services and referrals to job skills training, educational programs and employment, individuals in this program have access to workshops, a clothes closet and most importantly ongoing supportive services. In 2012, Everywomen Opportunity Center assisted 33 TANF individuals with training and finding employment.

Gas Cards

Members of a family with an income less than 200% of poverty can receive assistance with purchasing the gasoline needed to travel back and forth to work for up to three months. The number of cards issued during 2012 was 1,654. Given the economic situation this program is a great benefit to households where the wage earner has a minimum wage job.

Flexible Fund for Family Services

OATS Bus

Using a combination of funding that includes the Flexible Fund for Families and Medicaid Transportation, the Department subsidizes the OATS bus that is operated by the City of Olean. Bus passes are provided to individuals on Medicaid to attend medical appointments, to individuals on temporary assistance to attend employment activities and to individuals who meet the 200% guidelines to get to work.

Employment Medical Exams

The agency sets aside funding to pay for second opinions for individuals who claim they are unable to comply with employment requirements due to a disability. Included is the cost of transportation for the individual to get to the appointment.

Fingerprinting

The Department runs a work experience program whereby individuals on Temporary Assistance are placed with governmental or not-for-profit entities to gain experience in the workforce. Some of these entities require that an individual undergo a criminal background check before he/she is assigned.

Drug and Alcohol Assessment

The Department contracts with a certified alcohol and substance abuse counselor. This counselor does assessments on all individuals who are applying for or are in receipt of Temporary Assistance when there is an indication that he/she might have an alcohol or substance abuse problem. If treatment is needed, the counselor refers the individual to the appropriate services. What makes this program extremely effective is that after the referral the counselor does intensive case management and monitors the individual's compliance, as well as the continued appropriateness of the treatment. In 2012,

the counselor did 343 assessments. In addition, she assisted with Child Protective cases.

Earned Income Tax Credit

The Department, in conjunction with the United Way and St Bonaventure University provides free tax preparation to families and non-custodial parents whose incomes are below 200% of the federal poverty level. The Department funds a coordinator, marketing and overhead through a contract with the United Way. Accounting students from Saint Bonaventure, overseen by a professor, do the actual tax preparation. In 2012, 392 income tax returns were filed resulting in refunds totaling \$748,000. County residents have received a total of over \$7,000,000 in returns in the history of this program.

Domestic Violence Liaison

The Department has a caseworker who is assigned to serve as the Domestic Violence Liaison. This liaison interviews individuals who request services because of the domestic violence in their relationships. The liaison determines if the domestic situation prohibits the individual from participating in work activities. If this is the case, a recommendation exempting the individual from work requirements is sent to the Employment Unit.

BOCES Training

The Department contracts with BOCES to specifically provides class size trainings for individuals referred by the Department. In addition, the Department provides tuition for a single individual when it does not have sufficient referrals for an entire class. Individuals took the following courses: Certified Nurse's Aide Training, phlebotomy, office skills for the twenty-first century, medical billing, medical records and medical assistant.

Flexible Fund for Family Services

Math and Reading Tutorials

Since many of the individuals who are now receiving cash assistance have limited skills, the Department contracted with Olean Community Schools to provide remedial education. The sessions are held twice weekly at the Department. One of the sessions is for math and the other is for reading. By providing these services, the Department is hoping to make these individuals more job ready.

Youth Employment Program

The Youth Employment Program operated by Cattaraugus Community Action provides a unique solution to common problems facing three distinct populations in our County – low income out of school youth, seniors, and people with disabilities.

Low income out-of-school youth who lack a high school diploma or have not learned appropriate work force “soft skills” are at a distinct disadvantage when looking for work. Conversely, low income seniors, veterans and people with disabilities face challenges of their own, particularly when it comes to maintaining their living space. Health problems or disabling conditions make it difficult for some seniors and people with disabilities to do general home and yard maintenance.

This program looks to combine the employment and skill building needs of the out-of-school youth with the basic home maintenance needs of seniors and people with disabilities. The program is both a job training and services program. Customers are referred and screened by human service providers throughout the county for appropriateness.

Y-WAIT

Through an agreement with the YMCA, the Department is able to purchase youth memberships at a reduced rate. If the Department purchases memberships for two or more youth in a family, the YMCA will give the family a family membership. This program provides meaningful activities for after school and on weekends. It develops skills and increases self-esteem. It also helps prevent PINS behavior. In 2012, the Department provided 131 youth with memberships.

Kinship Program

The Department noticed that more and more grandparents were parenting their grandchildren. Not only were grandparents taking children when the parents were having difficulties, but so were other relatives. Often these grandparents and relatives were unfamiliar with the available services, or needed help in navigating the educational system. To address this need, the Department contracts with Catholic Charities to provide advocacy, referrals, case management, parent education and support to these relatives. In 2012, this program served 43 families with children.

Pop In Visitation

The Cattaraugus Community Action provides both planned and unplanned visits to families that are working with the Child Welfare Unit. These visits are during non-traditional work hours, especially evenings and weekends. These visits are normally to check on how foster children are doing while they are home on a visit with their families. The Center for Family Unity reports to the children’s caseworker after each visit.

Flexible Fund for Family Services

Family Group Conferencing

The Department contracts with Cattaraugus Community Action, the Center for Family Unity and the Parent Education Program for this service. Family Group Conferencing is an intervention that helps families to develop resolution to child welfare concerns by utilizing family strengths, resources, culture and relationships in the development of plans of action. Extended family members, friends and other supportive individuals are invited to a conference that can provide caseworkers and families with strategies that can be used to help the family deal with the issues that brought the family to the attention of the Department.

Youth Court

This program operated by the County Youth Bureau is now partly funded by the Department of Social Services. First-time, non-violent offenders are referred to the Youth Court where their sanctions are determined by a New York State sanctioned peer court and jury. The advantage to the youth, who are referred, is, by successfully completing the program, they avoid having a juvenile arrest record. The youth participating as part of the court, i.e. the judge and jury, are all trained and supervised by the youth court worker at the Youth Bureau.

PINS Diversion

Several of the PINS Diversion Programs mentioned earlier are funded in whole or part by the flexible Fund for Family Services. Among them are:

- Catholic Charities Multisystemic Therapy.
- The Attendance Improvement Programs and
- Electronic Monitoring

Workforce Investment



Bret Marvin, One Stop Manager

Over the past several years, there has been a decrease in the amount of funding for the One Stop. The Workforce Investment Program is funded entirely with federal dollars. The reduction in funding has meant that the staff at the One Stop has been reduced, yet the center continues to meet the standards established for it by the State. The One Stop is collocated with the Department of Labor and has partners who provide services at its location. In this respect it truly is a One Stop for individuals seeking employment.

As the name implies, these federal funds are to help individuals attach to the workforce. There are three specific populations which must be served with these funds. Each of these populations is offered core services, intensive services and training services. Anyone may avail themselves of core services. There are eligibility requirements for intensive and training services.

Core Services are basically self-help services or are offered in group settings. Examples are job search and placement assistance, labor market information, information on training providers and workshops in resume preparation and career

counseling. In addition, determination of eligibility for services and initial assessment of skills are considered core services. An individual must receive at least one core service before he/she is eligible to receive intensive services. These are the only services that are available to an individual regardless of income.

Intensive Services are services for individuals who are unable to find employment through the use of core services only. These services include, but are not limited to, specialized assessments, testing, counseling, the provision of basic skills training and career exploration. To be eligible for training services, an individual must have received at least one intensive service.

Training is one or more courses or classes which leads to a certificate, an associate or baccalaureate degree or a competency or skill recognized by employers. Classroom training must be related to the demand occupations established by the local Workforce Investment Board. In addition, there is on-the-job training, where the employer is reimbursed for the extra time it takes to train an individual.

Adult Programs

Title I Adult

This program provides intensive services and training to individuals whose incomes are below the self-sufficiency standard established by the local Workforce Investment Board. Financial assistance for the cost of the training is provided only if no other funding source, such as TAP and Pell, is available.

Workforce Investment

Statistics

	July 2010 – June 2011	July 2011 – June 2012
Number enrolled	*3,994	3,037
In classroom training	*109	108
In on-the-job training	*32	*71
Exited	1,807	1,449
Employed at exit	1,643	1,031
Average wage/hour	\$10.00	\$10.01

* includes stimulus youth

Title I Dislocated Workers

This program serves individuals who have been laid off because of downsizing or because their company is closed or is closing. Also, individuals who are receiving Unemployment Insurance Benefits and are unlikely to return to their previous occupation are eligible for these services. There is no income eligibility standard for this program. The same services in the Adult Program are available to dislocated workers. The Dislocated Workers also include the workers from the Trade Adjustment Act.

Statistics

	July 2010 – June 2011	July 2011 – June 2012
Number enrolled	873	969
In classroom training	91	32
In on-the-job training	10	9
Exited	407	344
Employed at exit	250	235
Average wage/hour	\$12.73	\$12.75

Youth Program

To be eligible for the services of this program, a youth must be between the ages of 14 and 21 and meet the income guidelines and be one or more of the following:

- Deficient in basic literacy skills
- A school dropout
- Homeless, a runaway or foster child
- Pregnant or parenting
- An offender or
- An individual who requires additional assistance to complete an educational program.

The Youth Program is required to provide ten elements. They are:

- Tutoring, study skills, etc. that lead to the completion of secondary education.
- Alternative secondary school services.
- Paid and unpaid work experience.
- Summer employment opportunities.
- Occupational skill training.
- Leadership development opportunities.
- Supportive services.
- Adult mentoring.
- Comprehensive guidance and counseling.
- Follow-up services for 12 month following completion of the program.

The One Stop must have these services available for each youth, but some of them are provided by partners of the One Stop. Youth services are provided by means of a request-for-proposal process. In recent years, the One Stop is the only one that has applied for the funding.

Workforce Investment

Statistics

	July 2010 – June 2011	July 2011 – June 2012
Number served	90	81
Diploma/GED obtained	40	39
Skills attained	80	72
Entered employment	138	70
Average Wage/hour	\$7.76	\$8.01

2012 Achievement and Activities

- Utilized WIA dollars more efficiently in training participants through methods other than traditional ITA's.
- Increased OJT opportunities by 20%
- Continued to develop strong ties with local employers through more effective interaction and involvement in job shadowing

Fiscal Operations



From left to right: Thomas Lecceadone, Senior Accountant, Jessica Weinman, Accountant, and Kathy Johnson, Supervising Administrative Supervisor

During 2012, the Accounting Unit continued to become comfortable with the New World Software. The glitch with the arrears for time earned meant that the payroll clerk had additional work to do and needed to answer inquiries from employees who were concerned about the amount of leave time that they had accumulated. The results of the Accountant test resulted in a change in the management of the Accounting Unit. By the end of the year, the new accountant had received the necessary training and was familiar with submitting claims.

Supervision and coordination of the fiscal functions of the Agency are the responsibility of this unit, including accounting for each of the various programs operated by this Department, both Social Services and Workforce Investment.

- Preparing the budget for the Department, including Workforce Investment, and tracking revenues and expenditures.
- Processing all program payments. This includes 600 participants in the child care program along with foster care and adoptions.

- Preparing and tracking all claims for reimbursement from New York State.
- Processing administrative vouchers.
- Maintaining accounts payable and accounts receivable.
- Processing all cash refunds, non-cash refunds, cancellations and recovery monies.
- Receiving and disbursing income for the individuals for whom the Department is payee or guardian.
- Issuing payments for individuals involved in various Workforce Investment Act activities, including the wages for those in on-the-job training, tuition payments and supportive services.
- Auditing and processing all bills for daycare and foster care.
- Maintaining the State's third party health insurance data base so insurance companies are billed instead of Medicaid.
- Issuing prior approvals for Medicaid transportation and ensuring that the appropriate level of transportation is authorized.
- Recovering overpayments of assistance using the Cash Management System through recoupments of benefits for individuals who are still on assistance or through billing.

The Accounting Unit is the payroll unit for the Department. Given the number of employees that are on the road, there are numerous exception reports that must be processed, as well as reimbursement for mileage and meals.

Fiscal Operations

In addition, the unit:

- Requisitions supplies and operates the stock room.
- Purchases equipment.
- Processes receipt of outside deliveries and mail.

Accounting is also instrumental in strategic planning and monitoring. It tracks caseload trends and monitors program expenses.

Statistics

- Recovered \$78,000 in overpayments through the CAMS system.
- Processed approximately 20,000 prior approvals for medical transportation.
- Processed wages for youth enrolled in the summer employment program.
- Vouchered wages for individuals in on-the-job training through WIA or DSS.
- Received and disbursed the income of those individuals for whom the Department is Representative Payee

2012 Achievements and Activities

- Learned a new state eMedNY adjudicated claims system
- Implemented and updated new claim processes
- Coordinated and continued the new payroll system
- Tracked pending retirements for budgeting purposes

Management Information Systems

STATE SYSTEMS

Welfare Management System (WMS)

WMS is a statewide computerized data system that receives, maintains, and processes information for the management and control of social service programs. It is an eligibility file of all persons who have applied for or are receiving Temporary Assistance, Medicaid, Food Stamps, and/or supportive services. This system has several subsystems including the Benefit Issuance Control System, the Electronic Benefit Transfer System and the Employment Subsystem.

The systems analyst coordinates local implementation and provides technical and analytical support to DSS program staff for all of the components of the WMS system. He also oversees data entry staff that enters all case information into the WMS system.

The systems analyst and his staff work to provide the administration with current statistical information such as caseload trends, program expenses, and generate reports on an as needed basis to assist in planning and policy formulation.

Connections

The systems analyst continues to coordinate the revision to the New York State's Connections project. Connections is a single integrated system for the collection of all Federally required data regarding child abuse and neglect, preventive services, and foster care and adoption services, and, at the same time, provides for more monitoring of these programs. As the Connections system has been asked to do more and more tasks, the time required by caseworkers to document

casework contacts has greatly increased and system speed has decreased.

Child Support Management System (CSMS)

This State system tracks all child support cases, including petitions filed, support ordered, support paid and the amount of arrears owing. Based on the information in this system driver licenses are suspended, taxes are intercepted, etc. This system can be used to automatically make support payments.

Imaging/Electronic Document Retrieval (I/EDR)

This is the State system into which all records for financial services cases are scanned and then retrieved electronically.

Medicaid Management Information (MMIS)

MMIS is a statewide-centralized computer system designed to improve administrative controls over rising Medicaid costs and improve availability of health care services through more efficient claims processing. The accounting unit staff monitors Medicaid costs and uses the information from MMIS to locate trends and to project future costs. This system is also used in the establishment of amount due the Department when it files an accident lien or a claim against an estate.

One Stop Operating System (OSOS)

This is the New York State's Department of Labor's statewide system for tracking enrollees in Workforce Investment Act programs and for information regarding employers and job openings. Client

Management Information Systems

information and services provided on all enrollees is entered into this system. The information is monitored by the One Stop Manager to ensure that the One Stop is meeting the common measure requirements.

Data Warehouse

A client service system that includes a depository of client and case information and software to extract data on an on-going or ad-hoc basis to develop department specific reports.

Local Area Network

The Department has a local area network (LAN) of microcomputers using client server technology. This network allows such activities as file sharing and e-mail and provides redundancy, software standardization and security unavailable in a stand-alone PC environment. These computers are integrated with the State's wide area network.

Kindertrack

This is a state system that racks children's time in subsidized daycare. It also generates the payments. It is a labor intensive system because the time for many of the children still needs to be manually entered. Hopefully, over the next few years more family day care homes will take advantage of the automated system for entering attendance.

The systems analyst and his staff are responsible for the maintenance and trouble shooting for all of these systems.

Administration

The Management Team continues to meet on a biweekly basis. The administration, in conjunction with the management team, is responsible for developing programs and procedures that will ensure that the Department meets the requirements of the State and Federal governments.

The Department was one of the first counties to participate in the Medicaid Enrollment Center. The current goal of the Center is to complete recertifications of selected cases for the local districts. After participating for approximately six months, we asked to withdraw from the Center. We did this because our recertifications were not being processed in a timely fashion and many of our clients were dissatisfied with the service they were receiving. The State is in the process of upgrading the Center and stopped expanding the Center's responsibilities until the software is upgraded and additional staff is hired. The Department began reparticipating in the Center sometime in 2012. The Enrollment Center is the State's first steps towards the takeover of Medicaid administration in 2018. As of the end of 2012, we still did not have a timeline from the State as to how it plans to implement the takeover.

The State continued to provide the Department with the Flexible Fund for Family Services. The Department was again expected to fund the federal portion of the administrative costs of Temporary Assistance and Child Welfare, EAF Child Welfare and JD/PINS services, and the Title XX transfer to Child Welfare using these monies. As a result, a good portion of this funding was still not flexible. With the balance of the funds, the Department financed employment initiatives such as on-the-job trainings and programs with Everywomen Opportunity Center, Allegany State Park and the Rehabilitation Center. It also funded some preventive programs in Child Welfare,

including Family Group Conferencing, and PINS Diversion programs (See Flexible Fund for Family Services).

During 2010, the Department instituted a new method for handling Child Protective Reports dealing with educational neglect. Rather than use the investigative approach, the Department began using a family assessment response (FAR). The latter approach focuses on developing family strengths. In 2011, the Department was able to expand this approach with the ultimate goal being 50% of the CPS reports will follow this approach.

The Department has all of its financial services cases imaged. Originally, the scanning was done off site, but beginning in 2011, the Department began on-site scanning of documents. This required the development of a new work flow for all of financial services. We are still eliminating all the bugs from the new process.

During 2012 the Administration accomplished the following major initiatives:

- Expanded the FAR approach to more CPS allegations. .
- Continued on-site scanning of financial services records.
- Continued mentoring for staff members who expressed an interest in becoming Commissioner.
- Used Nova Time and the New World System for development of the Department's budget.
- Through the Department's succession planning process ensured that new supervisors were trained before they assumed their responsibilities.

Management Information Systems

In 2012, the administration will undertake the following major initiatives:

- Reconfigure the first floor to improve work flow.
- Continue compiling policies and procedures.
- Continue the succession planning initiative.
- Improve knowledge of Nova time and New World systems.



DSS Management team (left to right): Michelle Whitcomb, Michael Kiener, Wendy Green, Bret Marvin, Michele Hoffman, Connie Barth, Kristin Rocheleau, Thomas Lecceadone, and Kathleen McGoldrick. Not pictured Daniel Piccioli, Tammy Hinman and Renée Williams.

Administration

Systems Analyst



Michael Kiener, Systems Analyst

2012 Achievements and Activities

- Implemented laser check printing through the State BICS system.
- Finished the conversion of all County computes to Active Directory
- Installed new State computers for SNAP and Temporary Assistance
- Installed new State funded laptops for Child Welfare
- Upgraded State printers which are no longer supported by the Department of Health

The systems analyst is responsible for the maintenance and upgrading of the various computer systems in the Department. The Department not only is part of the County's local area network, but also has 8 state systems operating. The systems analyst:

- Maintains the 204 computers in the Department.
- Provides training to the staff.
- Serves as liaison to the State and County on technology issues.
- Troubleshoots with the State when there are difficulties with any of the State systems.
- Oversees the data entry staff that enters all case information into the Welfare Management System.
- Writes programs for the Department that improve efficiency and accountability.
- Upgrades and installs computers and servers as needed.
- Provides administration with reports needed for planning and policy formulation.

Administration

Staff Development



Kristin Rocheleau, Staff Developer

By law, the Department is required to have a staff developer. To meet this requirement, the Department has a contract with Jamestown Community College for staff development. As a result of the contract, a Staff Development Coordinator is assigned to the Department on a full time basis. This coordinator:

- Assesses the training needs of the department.
- Arranges with the State to bring needed training to this area.
- Works with JCC to develop trainings specifically for the Department.
- Arranges for new staff to attend the training required/recommended by the State to develop the skills needed to perform the job.
- Ensures that CPS staff receives all the on-going training mandated by the State.
- Provides individualized training to employees who are experiencing difficulty in such areas as time management and organizational skills.

2012 Achievements and Activities

- Coordinated the implementation of the Department's strategic planning initiative
- Assisted in the implementation of Cross Systems Training for Services and Community Services to include meeting facilitation training.
- Collaborated with contract agencies to educate local school districts on Secondary trauma for children
- Continued the implementation of succession planning strategies for new and potential supervisors.

Glossary

APS	Adult Protective Services: Services to individuals over the age of 18 who are in need of protection from abuse, neglect (including self-neglect) or exploitation and do not have anyone to fully assist them.
CBIC	Common Benefit Identification Card: The identification card that individuals use to access cash assistance, Food Stamps and to obtain medical services. Similar in size to a charge card.
CONNECTIONS	A single, statewide integrated system for the collection and recording of child protective, preventive, foster care and adoption services that provides a comprehensive electronic record for Child Welfare Services cases.
CPS	Child Protective Services: Services to abused and/or maltreated children whose parents are unwilling or unable to assume their legal responsibilities and obligations.
CSEU	Child Support Enforcement Unit: Responsible for collecting and enforcing court-ordered child support payments from absent parents and establishing paternity both for temporary assistance (TA) and non-public assistance (NPA) beneficiaries.
CSMS	Child Support Management System: The statewide computer system into which all the activities of the Child Support Unit are entered.
C/THP	Child/Teen Health Plan: A program of prevention, early detection, and treatment of childhood illnesses and disabilities.
CW	Child Welfare Services: Services to families whose children who are in foster care or are at risk of foster care placement.
DSS	Department of Social Services: Provides a broad range of protective and preventive, social and financial services.
EAF	Emergency Aid to Families: A program that provides assistance to deal with crisis situations threatening a family with a child.
EBT	Electronic Benefit Transfer: The system whereby individuals can swipe their common benefit identification cards at authorized retailers to receive their cash and Food Stamps benefits.
FA	Family Assistance: A New York State federally funded public assistance program.
FAR	Family Assessment Response: An alternative approach to providing protection to children whose families have been reported to the State's Central Registry for Abuse and Maltreatment by focusing on engaging families in informal and formal support services that meet their needs and increases their ability to care for their children.

Glossary

FFFS	Flexible Fund for Family Services: Federal TANF dollars that are allocated to local social services districts to fund TANF administrations, Child Welfare Administration, Title XX Services, EAF JD/PINS, EAF Child Welfare, Day Care, other mandated services as well as local initiatives for employment and services.
HEAP	Home Energy Assistance Program: Provides federal grants to eligible temporary assistance and non-temporary assistance households to help defray utility costs.
I & R	Information and Referral: Telephone and walk-in service to all persons regardless of income, providing information about county programs and referrals to community resources.
MA	Medicaid: Payment of medical bills for qualified medically indigent individuals or families; recipients of Family Assistance, Safety Net, or Supplemental Security Income automatically qualify.
MMIS	Medicaid Management Information System: State-controlled system for approval and payment of Medicaid charges submitted by providers of services
OSOS	One Stop Operating System: The state-wide system for the Department of Labor into which is entered all the data for the clients of the One Stop.
PSA	Protective Services for Adults: Services to individuals over the age of 18 who exhibit serious physical and/or mental disabilities and who have no one willing or able to meet their needs.
SNA	Safety Net Assistance: Temporary Assistance for needy individuals or families who are ineligible for TANF and whose income is insufficient to meet the standard of need. This is a State program that services single individuals, childless couples as well as families that have exhausted their 60 months of TANF eligibility.
SNAP	Supplemental Nutrition Assistance Program (Formerly Food Stamps)
TA	Temporary Assistance: The generic term for cash assistance.
TANF	Temporary Assistance to Needy Families: The federal program that provides 60 months of cash assistance to families with a dependent child under the age of 18 whose income is below the standard of need.
WIA	Workforce Investment Act: The federal legislation that provides funding for employment and training services for adults and youth who meet the income guidelines and individuals who have lost their employment. This same acronym is used for the Workforce Investment Area which is composed of Cattaraugus and Allegany Counties.
WIB	Workforce Investment Board: The policy making board for the Workforce Investment Area.

Glossary

WMS

Welfare Management System: A statewide computer system containing eligibility information on applicants for TA, food stamps, MA and/or support services.