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Additional copies of the 2010 Annual Report are available at www.co.washington.ny.us





A Message From Commissioner, Tammy L. DeLorme

I am pleased to provide this Annual Report, which serves as a review of the programs administered in 2010 by the Washington County Department of Social Services. This is the single best way to effectively showcase all of the programs and highlight the work that is completed by the staff of this diverse Department. Anyone reading this document is likely to be surprised by the volume of programming complexity and the statistics provided about those served within the county. This year's report will once again be available on the internet at:

www.co.washington.ny.us

for anyone who would like to share the information we are providing herein with a broader group. Feel free to print in full or to select pages within the document in order to capture a synopsis of individual programs.

It continues to amaze me, and should surprise most readers, that throughout most of 2010 the "unduplicated individual count" of Washington County residents served by programs that are tracked through our State Welfare Management system averaged over 15,000 people, reaching a new all time high of 15,600. In a County of approximately 62,000 people that is approximately one quarter of our population. As substantial as that number is, it does not cross reference with the individuals served by the Child Support Enforcement Unit, Child

Protective Services, or PINS Diversion because they are tracked in separate software applications. You can find out more about each of those programs within this report, which will help you to realize how extensively the services provided by DSS reach throughout the County.

All of the programs we administer are mandated by either or both the state and federal government. They are all at least partially funded by those entities as well, with the remaining funding provided by Washington County taxpayers.

We have continued to make every effort to cut costs, neutralize cost shifts and streamline within DSS. This undertaking has been considerably difficult, but one that the Directors of DSS and I have taken seriously to help sustain Washington County. While the demand for programs at DSS has continued to increase, our efforts have neutralized the impact to the County. Major changes this year have included an alternative track for Child Protective cases called Family Assessment Response (FAR); a new practice of managing cases within the Assistance Programs Division focused on assigning specific tasks to workers rather than assigning them responsibility for full programs; and a reorganization of the Department trimming three Divisions into two, while increasing the duties of many managers.

As in the past, I would like to thank the Washington County Board of Supervisors for the support they have provided to the County and specifically to the Department over the past year. The Human Services stakeholders and other County Departments have been a great support in times that demand collaboration. We have all been required to become more resourceful and that is best accomplished when we work in partnership, thanks to you as well!

Lastly, I would like to thank the staff members of the Department. These men and women are exceptional. They have incredibly difficult jobs that are often greeted by inquiries of "how can you do that every day?" or are met with skepticism by those who misunderstand the mission of such programs. They do the work because they are extremely dedicated and because they want to make a difference in our community. I would also like to thank the individuals who have provided the material for this report; especially Sue, who has dealt with countless edits and pushed to make the deadline to get it printed! Please feel free to let me know if you have any questions related to this report or our programs.

Tammy L. DeLorme
Commissioner



Mission Statement & Values

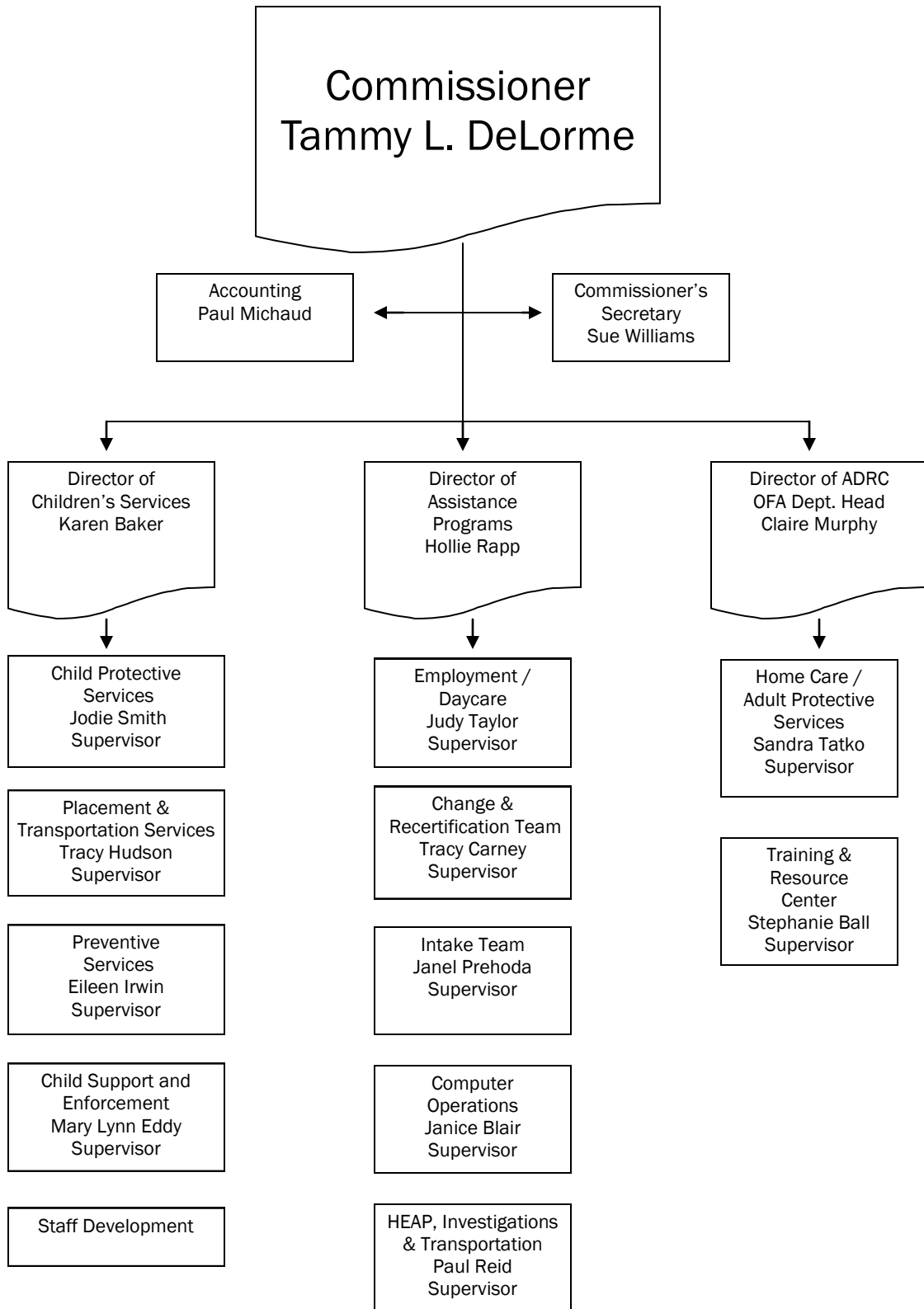
Mission

The mission of the Washington County Department of Social Services is to protect those in need and to help individuals and families achieve and maintain independence and self-sufficiency. Our responsibility is to maximize resources and to achieve optimal outcomes for the residents of Washington County.

Values

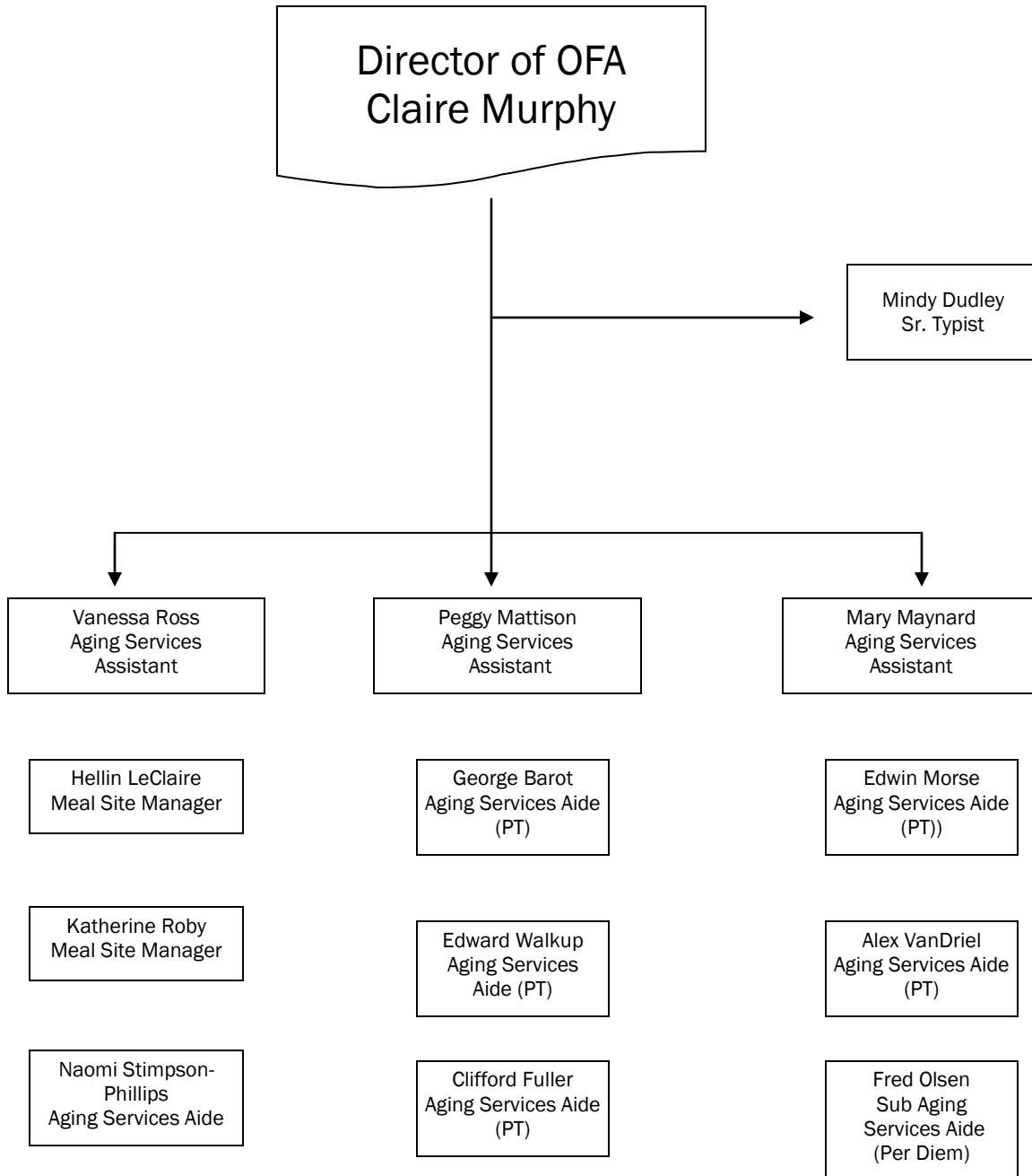
- We believe that all individuals are valuable, worthwhile, and deserving of respect.
- We strive to maintain the highest levels of integrity, discretion, professionalism, and the highest ethical standards.
- We are accountable and efficient in providing services in support of this mission.
- To create and maintain a single Agency focus across all Divisions providing the most effective services and supports for clients resulting in safety, empowerment, self sufficiency, personal responsibility and independence .

2010*
Organizational Chart



*Chart is shown with names from 2010; changes are in effect for 2011 and are reflected in phone list on page 5.

**2010
Organizational Chart**



Washington County Department of Social Services

Main line 746-2300

Title/Program	Name	Extension
Commissioner	Tammy L. DeLorme	2322
Administrative Assistant	Susan Williams	2323
Accounting	Paul Michaud	2433
Director of Assistance Programs	Hollie Rapp	2424
Senior Typist	Tina Glasier	2427
Intake Team	Tracy Carney	2351
Change/Recertification Team	Kathleen Wilson	2426
Employment / Daycare	Judy Taylor	2361
Investigations/Heap/Transportation	Paula Reid	2350
Computer Operations/Reception	Janice Blair	2466
Director of Services	Karen Baker	2434
Senior Typist	Cathy McMurry	2555
Child Protective Services	Jodie Smith	2335
Placement Services	Tracy Hudson	2341
Preventive Services	Eileen Irwin	2339
Child Support Enforcement	Mary Lynn Eddy	2353
Director of ADRC	Claire Murphy	2421
Senior Typist	Mindy Dudley	2565
Home Care Services	Sandy Tatko	2342
Training & Resource Development	Stephanie Ball	2572

Effective 1/2011

Legal Services

Agency staff work in collaboration with the Washington County Attorney's Office on matters involving all areas of legal representation.

A summary of the 2010 legal activities is as follows:

Type of Petition	Total No. of Petitions
Child Abuse	4
Child Neglect	120
Applications for Removal of Children	2
Applications to Restore	6
Applications to Extend Order of Supervision	2
Extension/Review of Foster Care	6
Permanency Hearing Reports	91
Violation of Court Order	11
Termination of Parental Rights	8
Termination of Placement	0
Other Misc. Petitions	1
Total Number of Petitions	251
Total Child Removal Cases	26
Total New Adult Guardianship Cases	1

Recoveries	
Estates	\$ 157,583.97
Accident Liens	10,625.72
Public Assistance	6,138.96
Total	\$ 174,348.65

Child Support Statistics	
Total Court Appearances	1,370

Accounting

The Accounting Unit tracks the flow of all funds both in and out of the Agency, through utilization of statewide computer systems (i.e., the Benefit Issuance and Control System, Welfare Management System, Child Welfare System and the Automated Claiming System), manually posted ledgers and spreadsheets.

The claiming process generated over \$14.2 million in state and federal revenue to Washington County Department of Social Services and the Office for the Aging in 2010.

Through special award allocations, the agency is able to reduce costs for several agency programs including Employment, Detention Prevention, Intensive Case Services, and Point of Entry, as it relates to Washington County CARES.

The Flexible Fund for Family Services (FFFS) impact was to bring this Federal Allocation to \$1,928,592 to be used to reimburse outside contract providers and offset the cost of some of our staff. This allocation is reimbursed at 100% Federal Dollars. Some of the services paid for through this allocation were Family Treatment Court, Family Resolutions Project, Drug and Alcohol Services, Domestic Violence Services, Employment Services and various Child Welfare initiatives.

Again, during 2010, Federal Stimulus dollars flowed into the agency to help defray some costs as the overall economy took a turn for the worse. The result was that \$1,132,490 came to the

agency to help offset costs associated with Medical Assistance, Aging Nutritional Services, Day Care Assistance, Adoption Assistance, Foster Care Assistance, and Child Support Enforcement.

The Accounting unit is responsible for the processing and distribution of all payments from this Agency, to both clients and vendors. Within that responsibility they must verify that the proper audit procedures are followed from the point the payment line is authorized by the workers, through to the distribution of checks. Many payments are processed as they are received by the Agency, without consideration for the time of month. Those may include payments for utilities, fuel, emergency shelter, medical transportation, burials, health insurance and various other expenses necessary to meet our clients' needs.

Another function of the unit is to manage the accounts of clients who are unable to manage their own funds. This is done in conjunction with casework staff, who work directly with the client to assess their financial needs from month to month. Accounting is responsible for disbursing funds accordingly, while ensuring fiduciary responsibility is being maintained on the client's behalf. Throughout the entire payment cycle, it is necessary to make certain that all records are maintained accurately, as the unit continuously reconciles each account with our County Treasurer's office and are subject to an annual audit

by an independent accounting firm. The combined efforts of a seven (7) member team ensure that the fiscal operations of the Department of Social Services and the Office for the Aging are efficiently performed and precisely reported.

As the year 2010 was ending, unanticipated changes in State Aid reimbursement levels continues to be a problem as New York State faces continuing budget problems. Payments for state claims have been reduced by 1.1% due to the FMAP initiative thereby causing a possible revenue shortage to the Agency and the county as a whole.

Besides program related expenses, the unit is also responsible for administrative payments, submission of KRONOS (payroll) calculations to the County Treasurer's Office and all trust disbursements on behalf of those clients who are unable to handle their own funds. Additionally they maintain the Cash Management System (CAMS) which accounts for all repayments and recoupments of benefits for clients who were overpaid. They also print and distribute all daily and monthly reports received via computer connection with New York State Office of Child and Family Services and the Office of Temporary and Disability Assistance.

In recap, it is the primary responsibility of the Accounting unit to uphold fiscal integrity within the Agency and strive to keep local share cost to County taxpayers to a minimum.

2010 Allocations received by Washington County Department of Social Services/Office for the Aging from State or Federal sources. These allocations allow the enhancement of services at no additional local cost.			
Point of Entry 4	\$63,000	Enhanced Child Protective Services	24,440
Detention Prevention 10	60,460	Non-Residential Domestic Violence 9	12,075
Family Assessment Response	12,500	Weatherization	20,000
Intensive Case Services 4	3,513		
SNAP 8	34,800	Total	\$230,788

Children and Family Services

Karen Baker
Director of Services
746-2434

- Child Protective Services
- Preventive Services
- Placement Services
- Child Support
- Staff Development

The mission of the Children and Family Services Division is to serve families, children and adults; to strengthen families and keep children safe; to achieve permanency and stability; to improve their quality of life; to promote positive outcomes; and to protect those who are vulnerable.

Child Protective Services

The Department of Social Services is required by law to establish and maintain a local **Child Protective Services (CPS)** Unit within the Department of Social Services. CPS is responsible for receiving and investigating all reports of child abuse and neglect.

During the course of the 60 day investigation, the safety of children is assessed on an ongoing basis through contacts with the family, collateral contacts, and with other services providers involved. When need is determined referrals are made to contract and/or community agencies to continue to work with the family to help reduce the risk to the children and to help preserve the family unit.

When abusive and neglectful families are unwilling or unable to accept and benefit from supportive services, CPS has the ability to initiate **Family Court** proceedings to aide in the protection of children. CPS works closely with the **County Attorney's** office in filing initial petitions to establish court orders as well as violations of current court orders when needed. Additionally, CPS provides reports to the Family Court Judge through **422 Disclosure Orders** and **1034 orders directing investigations**.

Reports of suspected child abuse and/or neglect are initially called into the **State Central Registry (SCR)**, more commonly referred to as the "hotline." If accepted, a report is

then transmitted to the local district and are received on-line through a statewide computer network known as **CONNECTIONS**.

Caseworkers are required by law to initiate an investigation within 24 hours of the receipt of a report in order to assess the safety of the children listed on the report.

Caseworkers must interview all children living in the household, all persons named in the report, and assess the environment in which the children reside. Caseworkers may also look to collateral contacts to provide information on the information provided in the report.

At the conclusion of an investigation, the caseworker must make a determination of "**indicated**" or "**unfounded**" based on the criteria set forth regarding the **minimum degree of care** standard as well as the standard that **some credible evidence exists**.

Per a mandate that requires 24-hour coverage in child protective services, during non-office hours, to include weekends and holidays, these reports are manually received by an on-call worker. This front line worker will assess safety and determine the need to make an after-hours home visit in collaboration with a back-up Supervisor, the Director, and/or the Commissioner.

The agency is an active member of the **Washington County Multi-Disciplinary Team** which is comprised of staff from law

enforcement, a physician, the County Attorney's office, the District Attorney's office, and other human services agencies to include, but not limited to Sexual Trauma and Recovery Services and Catholic Charities. The team works collaboratively to jointly investigate cases of severe physical and sexual abuse in a way that allows both parties (DSS and Law Enforcement) to complete their respective investigations without compromising the integrity of the other's. In doing so, children and families are apt to feel more supported and less victimized throughout the process.

In support of this multi-team investigative approach, casework staff have been trained in Forensic Interviewing which is a technique used when a professional interviews a child to find out if he or she has been maltreated. This approach produces evidence that will stand up in court if the investigation leads to criminal prosecution. Properly conducted forensic interviews are legally sound, in part because they ensure the interviewer's objectivity, employ non-leading techniques, and emphasize careful documentation of the interview. Thus far, Forensic Interviewing trainings have been offered to agency staff at no cost by the NYS Police. To date, six (6) Caseworkers and three (3) Senior Caseworkers have been trained in these techniques.

Child Protective Services

At the onset of 2010, the agency began a new initiative called **Family Assessment Response (FAR)**. The approach allows CPS an alternative response to how they have traditionally responded to the investigation of child abuse/neglect reports. Since starting this approach, the team has divided into two subsets, one team who handles investigations in the traditional way, and the other team who uses the FAR approach. The FAR team consists of six (6) front-line and one (1) Senior Caseworker, all of whom have been trained by New York State in collaboration with the American Humane Association, as provided by a state contract. These Caseworkers were not new hires for this program, but rather Caseworkers who had previously been assigned to the “Traditional” CPS team or redistributed from another Services Unit.

The focus of FAR is on assessing and addressing a family’s needs through their own strengths and community services and less on traditional investigative fact finding. The FAR process seeks **safety through family engagement and collaborative partnerships**. This response allows and encourages agencies to provide services without a formal determination of abuse or neglect.

FAR has proven to be a positive approach for the families we work with. Families feel less threatened by CPS/Agency involvement and are more willing to accept support. Based on the criteria set forth in our initial FAR application, in 2010, there were 307 reports diverted to FAR from the traditional track of CPS. Moving forward, it is our intention to expand the FAR filter, thereby funneling more cases through this approach.

Myth vs. Fact

A common **myth** is that Child Abuse and Neglect is ONLY a Child Protective Services issue.

The **Fact** is that Child Protective Services cannot solve Child Abuse and Neglect issues alone. It takes the support of the community, schools, and service providers to work in partnership to see any long lasting changes for the children and their caretakers whom are, ultimately, responsible for safety.

To Report a Suspected Case of
Child Abuse
24 hours a day, call:

Non-Mandated (Public) Reports

1-800-342-3720

Mandated Reporters

1-800-635-1522

Out of State

1-518-474-8740

2010 Child Protective Reports and Allegations

	Total Number of Reports	Reports that contained Domestic Violence	Number of Cases assigned to Family Assessment Response	Allegations containing Lacerations / Bruises / Welts, Fractures, or Burns	Allegations containing Sexual Abuse	Allegations containing Alcohol and / or Drug use	Total Number of 422's	Total Number of 1034's
January	113	2	27	17	9	26	8	3
February	113	7	31	15	8	26	14	5
March	157	18	42	29	10	36	13	2
April	132	14	40	6	7	24	13	4
May	136	10	32	19	9	39	11	4
June	148	17	34	22	8	39	12	3
July	116	10	32	15	11	30	9	7
August	102	13	24	12	5	28	6	1
September	130	20	34	14	7	36	19	4
October	130	8	34	13	7	31	14	2
November	126	19	35	17	9	27	7	1
December	128	13	26	13	11	24	9	3

Total Number of Child Protective Reports 2009 & 2010

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2009	112	130	154	126	133	142	114	93	137	103	139	103	1486
2010	113	113	157	132	136	148	116	102	130	130	126	128	1531

Preventive Services

Child Preventive Services is a program which serves families with a variety of presenting needs to include child or adult mental illness, mental retardation, alcoholism, drug abuse, domestic violence, and child sexual abuse. Caseworkers assigned to this team work with parents who are unable or unwilling to provide proper discipline, direction or care for their children. The Unit's goal is to improve family functioning so that children can remain in their own home thereby preventing a costly placement into foster care.

New York State law requires that Preventive Services be offered prior to placing a child in foster care,

unless remaining in the home presents serious risk to health and safety or if the child is at imminent risk of harm.

Within the unit, there are two teams that specialize themselves by the age of the children in a family. **The Early Intervention Team** typically serves families with children under the age of twelve (12), while the **Adolescent Preventive Unit** typically serves families with teenagers. The agency has found that by doing so we are able to provide a more specialized level of case management because it allows the staff to have a better understanding of the developmental differences of

the children they primarily serve, while having an awareness of the community based resources available to best meet the family needs.

Myth vs. Fact

A common **myth** is the suggestion that DSS removes as many children from their family unit as they can.

The **fact** is that DSS has the responsibility to take steps to promote a child's well-being. This is done by preserving and stabilizing the family unit, whenever possible. Preventive Services are key to helping a family stabilize.

Early Intervention/Preventive Services

The Early Intervention Unit received 117 referrals in 2010. NYS recommended caseload standard is 14 cases per caseworker.

Since early in 2010, the Preventive Services Unit has worked collaboratively with the Child Protective Services Unit by taking on the responsibility of assisting other counties in the investigation of CPS reports where some persons named in the report reside in Washington County. **233 secondary reports were received in 2010 which required assistance from a Washington County Caseworker for a case primarily assigned to another county.**

Preventive Services Caseworkers serve as case managers for cases referred primarily by the Child Protective Unit to help prevent placement and to provide for ongoing monitoring of safety and risk. Referrals are also received through self referral and community service providers. **Assessments** are conducted with each family referred

to identify family strengths and natural resources and to determine the appropriateness/need for Preventive Services. Once the assessment is complete, the family may be referred for other appropriate services to help ensure the safety of children and to promote family preservation. The Caseworker assists the family in accessing the needed services and then monitors the delivery of services by other providers.

When there has been Family Court involvement, the case manager monitors the family's compliance with Family Court orders. Home visits are made at least twice a month and **Service Plan Reviews** are held in accordance with NYS guidelines. When necessary, Caseworkers may be required to write violation petitions for Family Court when court orders are not followed and /or

safety concerns arise.

The **Family Drug Treatment Court** case manager is a part of the Early Intervention Prevention team and provides intensive case management to participants. The FDTC case manager sees the family at least twice weekly and is available afterhours for crisis intervention.

Myth vs. Fact

A common **myth** is that all consumers of programs/ services from DSS are income eligible due to low income/resources.

The **fact** is that no income standard is applied for access to any of the services through Children's Services. The Division serves people across all income levels.

Adolescent Preventive Services

The **Adolescent Preventive Services Unit** focuses on the adolescent, **Persons-In-Need of Supervision (PINS)**, and **Juvenile Delinquent (JD)** populations. This unit administers the PINS Adjustment Program, wherein youth who are deemed to be ungovernable and/or incorrigible are referred to the agency for adjustment services.

The **Designated Assessment Team (DAS)** comprised of professionals from the mental health community, alcohol/substance abuse community, and other human service agencies, assesses the need for service and subsequently develops a treatment plan which is then monitored by unit staff. PINS Adjustment attempts to help families without Family Court intervention.

A combination of 20 initial PINS petitions and violation of PINS Probation were filed in 2010.

A total of 149 PINS referrals were received in 2010. Of those 149, 73 were parental referrals and 76 were school referrals

The Adolescent Preventive Unit also provides **pre-court assessments** on all Juvenile Delinquents in order to assist in making any appropriate referrals, as well as to assist the County Attorney in determining the necessary terms and conditions to be set forth by Family Court.

The Senior Caseworker in this unit has been chosen to attend **Juvenile Fire Setter's** meetings. Additionally, several staff have been trained in this specialty. Caseworkers will provide assessment services for adolescents who are identified to have fire setting behaviors. Referrals can come from Local Fire Officials, Law Enforcement, Schools, Parents and Service Providers. The JFire assessment is done with child and family jointly by DSS and fire officials and risk levels determine the need for education or further evaluation.

10 JFire referrals were received from May to December 2010

In September of 2010, the Department of Social Services combined the **Tuancy Prevention Program** with the PINS Adjustment Program to work with local school districts to address persistent truancy. The program was established to identify parents/guardians of truant students who, for reasons within their control, fail to show interest in their child's school attendance. It is hoped that through the intervention of the truancy prevention program the parents/guardians will take a more active role in their children's education. In most of the cases opened this school year, significant positive changes in attendance have been made after a parent receives the first truancy letter.

Parents/guardians of excessively truant children who choose not to respond to intervention may be prosecuted for Endangering the Welfare of a Child, a Class A misdemeanor by the District Attorney.

40 Juvenile Delinquent Petitions were received in 2010.

Placement Services

The purpose of the Placement Services program is **to provide for the temporary care** and nurturing of a child, while seeking permanency through a return to their parent or other family member or by providing them with a caring and committed adoptive family. While the child is placed in foster care, Placement Services will provide referrals and services needed to ensure safety and enhanced development for the entire family to strive toward the goal of overcoming the issues that lead to placement. **Achieving permanency is the ultimate goal.**

Foster Care

The continuum of foster care starts at the least restrictive setting of placement in a family-type foster home setting. It then increases in structure and therapeutic capacity to therapeutic foster homes → group homes → Residential Treatment Centers and finally to Residential Treatment Facilities (licensed by OHM) respectively. Washington County Department of Social Services currently licenses 26 family foster homes, for both foster care and adoption. We are able to access the remainder of the levels of care by

contracting with local voluntary agencies such as Northeast Parent and Child Society, Parsons Child and Family Center, St. Anne Institute and Berkshire Farms.

Children enter foster care in a number of ways to include voluntary placement, consent to placement, emergency removals or by court order. Family Court Judges may order the placement of a child (to include sibling groups) due to suspected child abuse or neglect, as well as ordering placement based on the JD or PINS behaviors of a youth. A child who is placed in foster care is technically in the custody of the Commissioner of the Department of Social Services. The Department is charged with the objective to maintain children in the least restrictive level of placement, and in doing so, may move the child from level to level based on their need for more or less structure.

Foster Parents are required to gain certification thru a training program called **Model Approach to Partnership in Parenting (MAPP)**. MAPP is a 30-hour course offered in 10 sessions. The training is provided by a Senior Caseworker in

the Placement Services Unit who partners to deliver the training. Trainers are certified to train by attending a New York State train-the-trainer program.

The unit holds monthly meetings for certified Foster Parents. This provides an opportunity for the foster parents to gain additional training. At the same time it provides an opportunity for the foster parents to lend support to one another thru informal networking.

Continuous Recruitment
Do you have a love for children, room in your home and a big heart?
If so, the Washington County Department of Social Services would like to talk with you to discuss what it takes to become a foster parent.
If you are interested in learning more, please contact Tracy Hudson at 746-2341 or Rebecca Eddy at 746-2340.

Placement Services

Adoption Services

When children in foster care cannot be successfully reunited with a family member, the Placement Services Unit will work toward finding a permanent home for them through adoption. Our Unit **strives to find permanent forever families for children freed for adoption.** The vast majority of our children that are freed for adoption while in foster care are adopted by the foster/adoptive parents they have lived with while in placement. However, there are occasions where successful adoption placements are more difficult to obtain. In those situations the Department will work with a specialty contract agency such as Family Focus, thus making every effort toward achieving permanency for our youth in care.

Relative Placements

When situations arise where children are unable to be maintained in the custody of their caregiver (mainly a birth parent) due to safety concerns, there are other options. As a preferable alternative to placement in a foster home where a child is placed in an unfamiliar environment, "The Permanency Bill" initiated the use of 1017 Relative Placements in a Family Court Proceeding. Through this option a child can be removed from the main custodial caregiver and placed with another family member through an order of Family Court.

Transportation Services

Transportation services are a critical component of the Children's Services Division. In 2010 with the agency's reorganization, transportation services were split into two teams, Medical Transportation and Services Transportation and one transporter was assigned to the Placement Services team.

As an agency, we are required to prove diligent effort when working toward the reunification of children and families. This may involve transporting children who are placed in foster care to visitation sessions with their birth parents as well as supervising visitations. In these situations, we must rely on our agency transporters since minor children are not permitted to ride unescorted in cabs. It may also involve transporting family members to necessary clinical and/or treatment appointments.

Since early October, the transporter has provided 134 transports to supervised and unsupervised visitations, counseling appointments, and other necessary transports.

**10 Adoptions
were
finalized in
2010**

Myth vs. Fact

A common **myth** of families who have worked with our foster care system is that DSS works against them trying to retain the children in foster care.

The **fact** is that the Department takes great pride in safely and successfully reunifying children with their birth parents. In doing so we will seek to ensure that the families work toward rectifying any factors that contributed to the placement of the children. We wish to have children returned to their families without risk of re-entering foster care. It is what we work toward as a first priority.

Placement Statistics and Facts 2010

Child Removal Cases Case Types Resulting in Removal Of a Child from their Home
<ul style="list-style-type: none"> • 2 youth were placed adjudicated as Juvenile Delinquents • 50 youth were placed through Child Neglect Petitions • 5 youth were placed adjudicated as Persons In Need of Supervision (PINS)

New Foster Care Placements in 2010	
January	1
February	1
March	12
April	5
May	9
June	3
July	5
August	0
September	4
October	4
November	8
December	5

50 children were discharged from foster care in 2010:
<p>13 - Returned to the custodial parent</p> <p>9 - Released to the care of a relative</p> <p>5 - Released to the non-custodial parent</p> <p>7 - Were adopted by their Foster Parents</p> <p>3 - Were adopted thru a 1017 Relative Placement</p> <p>5 - Turned 18 and refused to remain in care</p> <p>5 - Were released to a non-relative resource</p> <p>1 - Transferred to adult services</p> <p>5 - Custody transferred to another county</p>

Child Support & Enforcement

This unit provides the following services to all parents (custodial and non-custodial), and minors under 21 who request our services:

- Support collection and monitoring of payments, to include enforcement of a court order.
- Upward modification for change in circumstances, and cost of living adjustment of court orders payable through the Unit.
- Establishment of paternity by filing petitions on behalf of children receiving Family or Safety Net Assistance, and those who are in foster care.
- Income execution when there is an employer, aided by NY State's Expedited New Hire Reporting program, which locates current employers of child support debtors, keeping income executions in place and enabling new executions to begin.
- Location of absent parents through a variety of computer matches available within state and federal systems.
- Collection of arrears from federal and state tax refunds, OTB and lottery winnings, and bank accounts.
- Medical benefits execution to require enrollment of dependents in third party health insurance.
- Suspension or denial of a New York State driver's license, professional license or passport.
- Initiating violation proceedings in Family Court.
- Referral to the NYS Dept of Taxation and Finance's program for collection and seizure of assets, which targets individuals over four months in arrears in their child support payments.

New York State monitors Local Districts in several performance measure categories. **Washington County continues to be above the NYS Average in all 5 categories** which include: Paternity Establishment; Support Establishment; Support Establishment of cases on assistance; Percentage of current support collection; and Percentage of cases with arrears with collection.

Washington County's collection efforts remain consistent with total collections for 2010 of \$8,270,798, a 2.45% increase over 2009.

The unit continues to assign two workers to manage the ever increasing Temporary Assistance caseload. This strategy allows the unit to focus on assisting families in obtaining child support monies more quickly in an effort to move people off of assistance caseloads and toward self-sufficiency.

Myth vs. Fact

A common **myth** is that Child Support Services are only provided to customers in receipt of Temporary Assistance.

The **fact** is that only 12% of the total number of cases managed by this unit are currently on the agency's Temporary Assistance caseload.

Total Dollars Collected as arrears for failure to pay child support from Income Tax Refunds and Lottery Winnings

Federal Refunds	\$292,279.23
State Refunds	\$100,186.83
Lottery Winnings	\$2,920.00

	2008	2009	2010
Child Support cases at year end	4049	4194	3994
Children in open support cases at year end	4885	4941	4810
Children in open support cases born out of wedlock	2511	2520	2457
Percentage of children with paternity resolved	94%	96%	96%
Cases with collections during year	1874	1837	1882
Cases open where medical support is ordered	2596	2735	2642
Cases with arrears due during year	2659	2758	2803

Staff Development

In 2010, the Staff Development Coordinator position was eliminated in response to the economic crisis in the Country in order to decrease local personnel expenses and streamline functions. With that, the responsibilities of the position were absorbed by the Commissioner and Directors of each Division.

The Director of Administrative/ Children’s Services with the assistance of a clerical worker, works in conjunction with a variety of state agencies to include Office of Children and Family Services (OCFS), Office of Temporary and Disability Assistance (OTDA), Department of Health (DOH), and the Department of Labor (DOL) in determining and arranging for the training needs for each specific job title, to include initial training for a new employee as well as for the continued enrichment of long tenured employees. When needed, additional training may be secured through local community, county and regional providers.

In the absence of a Staff Development Coordinator the Commissioner works directly with the Washington County Department of Personnel, in matters of personnel, to include the recruitment and interviewing of prospective new employees.

During the course of 2010:

- Agency staff attended 132 state sponsored training events, 44 of which were training events held at the employee’s work station using distance learning technology.
- State trainers delivered 8 classroom training events within the County Complex .
- Employees attended 7 teleconferences in the County Complex through the SUNY Satellite Network.
- Employees attended 59 local training events provided by agency staff and community resources.

The Director of Administrative/ Children’s Services is responsible for managing the agency’s training budget, including the Adult Education Grant Program affiliated with Adirondack Community College. This **New York State Department of Social Services reimbursed program** affords agency staff the opportunity to pursue courses toward a higher degree level, thereby allowing us to groom our own workforce for promotion from within. Additionally, through this grant, staff may attend skill building and enrichment training events that will enhance their ability to do their day-to-day work. Some examples include courses in computer literacy, team building, supervisory skills, and foreign languages.

The Director of Administrative/ Children’s Services is responsible for the coordination of the agency’s Employee Recognition Program in conjunction with an Agency-wide Quarterly Staff Meeting where DSS employees are recognized for years of service; are nominated by their peers for outstanding effort; and are educated about other Divisions’ initiatives and agency wide information.

Employee Years of Service Within Washington County DSS			
	2008	2009	2010
Less than 5 years	68	74	52
5—14 years	52	40	52
15—29 years	31	26	29
30 plus years	5	3	4
Number of Retirements	5	3	3
Totals	161	153	140

Assistance Programs

Hollie Rapp
Director of
Assistance Programs
746-2424

- Temporary Assistance
- Food Stamps
- Medicaid
- Task Based System
- Medical Transportation
- Home Energy Assistance Program
- Employment
- Day Care Services
- Investigations
- Computer Services and Data Processing
- Reception

The focus for employees in this division is to provide assistance and services to eligible persons that ensure their health, welfare, and safety while transitioning from dependence to their highest attainable level of self-sufficiency.

Temporary Assistance

Temporary Assistance consists of five programs: Family Assistance, Safety Net, Emergency Assistance to Families, Emergency Safety Net and Emergency Assistance to Adults.

Family Assistance is provided to a family that includes a minor child living with a caretaker relative, or to a pregnant woman. **Family Assistance** can be utilized to provide assistance for housing costs, heating, utilities and personal needs. Because it is Temporary Assistance the grant amounts provided are usually lower than the actual cost it is offsetting.

Case Counts	12/08	12/09	12/10
FA	151	169	131
SN-FP	1	3	1
SN-Individual	86	87	89
SN-Family	5	2	6
SN-FNP Individual	56	28	23
SN-FNP Family	0	3	5
Totals	299	292	256

Adults and minor heads of households receiving assistance are subject to a lifetime limit of 60

months after which the individual becomes ineligible for family assistance unless he or she meets very strict exemption criteria.

The **Safety Net Assistance Program** is different from Family Assistance because of key eligibility differences.

Most SNA recipients are single individuals or childless couples. SNA consists of two components: cash and non-cash. In the non-cash component shelter, fuel and utility allowances are issued directly to the vendor leaving a recipient with only a small, if any, personal needs allowance. SNA is provided as cash unless the household falls into one of the four categories which must receive non-cash. These categories are as follows:

- Households with an adult who has reached the 24 month limit on cash assistance.
- Households with an adult head of household who is unable to work because of substance abuse.
- Households with an adult or head of household who has refused to participate in drug/alcohol screening, assessment or treatment.
- Families that have reached the five year limit on Family Assistance.

All of the Emergency Assistance programs are administered by the Intake Unit. Frequently applicants will initially present with one or more situations that require immediate attention. They may be facing eviction, or the discontinuation of utility service. They are without heat, have no place to live or have met some other catastrophe such as a home fire. In these situations the Intake worker

authorizes assistance for those eligible under one of the emergency programs unless the applicant is eligible for ongoing assistance. Many applicants are given a one-time grant to meet their needs and their case never actually opens for ongoing services.

Myth vs. Fact
A common myth is that most clients are on Temporary Assistance for years without any consequence.
The fact is that many clients receive a one time Temporary Assistance grant to help with an emergency need and they do not receive on going Temporary Assistance.
A second fact is that in most cases adults are limited by law to a lifetime limit of 60 months of Temporary Assistance.

Washington County Temporary Assistance has an average intake of 25-30 families each day that apply. Many of those have emergency needs, one of which is all too often unstable housing. In 2010, the average number of families who were housed each month due to homelessness was 21. Out of the average of 21, an average of 4 were families with children while an average of the remaining 17 were single individuals.

The Department remains immensely concerned about the homeless

Temporary Assistance

population in Washington County. It is not possible to adequately provide for all of an individual's needs while living in a motel. It is neither a nurturing nor stable environment to raise children in. We seek to provide temporary housing for the shortest length of time as is possible before securing suitable housing.

Representatives from several Department programs meet on a bi-weekly basis to review the individual cases who are homeless. This is a successful collaboration which identifies and eliminates barriers to self-sufficiency.

Washington County continues to send a representative to the monthly Warren/Washington County Homeless Coalition Meeting where many agencies from Washington and Warren County discuss homeless issues and possible solutions for the high number of homeless population in both counties. The agencies also discuss grants available for ongoing and new programs. In order to be eligible for some grants and funding, the U.S. Department of Housing and Urban Development requires that a point in time count of homeless persons be done. Washington County participates in that point in time count, which is typically scheduled for the end of January each year.

In 2009 the Wait House of Glens Falls applied for a grant under the Homelessness Prevention and Rapid Rehousing Program (HPRP). The Wait House was awarded over \$2.4

million dollars, of which, Washington County DSS as a sub grantee received \$376,028 to cover 22 months beginning October 1, 2009. From January 2010 to December 2010 Washington County assisted 216 families and individuals with rental arrears, security deposits, and rental assistance using HPRP funds in the amount of \$217,699.38. These funds are utilized to help people from becoming homeless by maintaining the housing they currently have or helping them to get into new housing if they are homeless. Because many times these grants can be provided through other Temporary Assistance categories, the biggest advantage to Washington County is that the HPRP funds were 100% reimbursed by the federal government.

all other agency units to ensure that benefits are issued in an appropriate manner, and to work toward minimizing the amount of time that a household needs to remain on Temporary Assistance. Two of the units most frequently involved in Temporary Assistance are the Employment Unit and the Child Support Enforcement Unit. Both of these units are instrumental in helping the client find a means of support outside of the benefit entitlement system. Compliance with efforts to secure child support, find employment, cooperate with medical providers, submit to finger imaging and where indicated, participate in substance abuse treatment is mandatory for those applying for Temporary Assistance.

Through a contract with Glens Falls Behavioral Health Services, DSS is able to have a full time Certified Social Worker (CSW) assigned to Washington County and co-located with staff. This contract is funded 100% by federal money that is obtained through the Flexible Funds for Families Grant. All applicants and recipients are routinely screened for potential substance abuse issues, and referred to the CSW whenever abuse indicators are present. The CSW completes a full assessment of the individual and makes recommendations as to what level of treatment if any is indicated. **In 2010, 366 individuals were referred to the CSW for assessment and 208 of those were identified as needing treatment.**

Myth vs. Fact	
A common myth is that many people think if you are receiving Public Assistance you receive money enough to pay all of the bills you incurred while you were employed.	
The fact is that the cash grants given for Public Assistance are very minimal and meant to assist people for a short time period and usually not enough to pay even the smallest of mortgages.	

The Intake Unit works closely with

	<u>2008</u>	<u>2009</u>	<u>2010</u>
Number of Applications Registered	2847	3035	3159
Number of One Time Grants	913	912	*715
Number of Denied Applications	1222	1332	1610
*Number is lowered due to the 216 cases assisted through HPRP funding			

Food Stamps

- The purpose of Food Stamps is to help low income households purchase food needed for good nutrition and health. Unlike many of the assistance programs, Food Stamp benefits are provided through the United States Department of Agriculture and are 100% federally funded.

- The average monthly food stamp household caseload in 2010 was 3316. During the year the unit received 2695 applications for Food Stamps, many of whom met the monthly criteria for expedited processing. Under expedited processing rules, the agency must issue food stamps within five days of the application. Although this accelerated issuance places a burden on staff when so many applications are filed, it does help to alleviate the most necessary and urgent of needs presented by applying households.

- Washington County Department of Social Services was awarded \$132,580 in 2010 to fund the Food Stamp Nutrition Education Program which is known as **Eat Smart New York** (ESNY). DSS has maintained a contract with Cornell Cooperative Extension to run this program, which is exclusively for the benefit of families and individuals eligible to participate in the food stamp program. This program provides valuable nutrition services to

improve the likelihood that individuals and families will make healthy food choices within limited budgets.

- Washington County continued to administer the New York State SSI Nutrition Improvement Project (NYSNIP) which provides simplified program access for the SSI population of elderly and disabled individuals living alone in the community. These benefits better ensure adequate nutrition for this vulnerable population.

Myth vs. Fact
A common myth is that Food Stamp recipients can buy personal needs, beer and cigarettes with their food stamps money.
The fact is that food stamps are not allowed to be used for anything other than food and the computer systems at grocery stores will not allow for other purchases with Food Stamps.

- The Transitional Food Stamps Benefit Alternative was also continued. Food Stamps are becoming increasingly more important to clients as they leave Temporary Assistance for

employment. Transitional Benefit Alternative (TBA) allows qualified TA recipients to continue to receive food stamp benefits for an established period of time when the TA case closes. These cases are opened by the Intake Unit through the separate determination process and maintained by the Change/Recertification Unit.

- In 2009, New York State implemented My Benefits, an online tool which provides a single internet portal for families to connect with benefits, services and work supports. Washington County families and individuals can apply electronically for Food Stamps. Electronic applications are submitted to an online mailbox and forwarded to the local DSS. An interview can then be conducted by phone resulting in less waiting room traffic and reduced processing time. This process has become more utilized in 2010.

- In 2010 NYS implemented a new enrollment program to assist with the processing of Food Stamp benefits called MyWorkspace. This program enables all work for the Food Stamp case to be done electronically which saves time in processing and reduces the amount of paperwork involved for the DSS staff.

<u>Cases</u>	<u>December 2009</u>	<u>December 2010</u>
Non Public Assistance-Food Stamps	3216	3358
Food Stamps-MIXED	87	97
Total Cases	3303	3455
Total Individuals	6629	6930

Medicaid

- Medicaid is a federal, state and local program that covers the cost of medical care services and supplies. Federal statute mandates certain services must be provided to all Medicaid recipients. Medicaid in NYS has been broken down into several components to serve the different needs of the residents of NYS. For those applying for Medicaid there are many different programs that they may be eligible for which are outlined below.

- Traditionally Medicaid has been a fee for service program, however as Washington County is a mandatory Managed Care County, most individuals in receipt of Medicaid will be enrolled in either Fidelis or CDPHP health care programs.

- **Family Health Plus** provides a managed care package of benefits to individuals living in the community who are not eligible for Medicaid coverage. FHP does not cover facility care or long term home care.

- In 2010 the **ADRC** continued to serve our Aged and Disabled

population. They are responsible for the chronic care caseload, the long term care caseload and the personal care cases. The Medicaid and ADRC caseload figures below are combined in this report.

Myth vs. Fact
A common myth is that Medicaid applicants have to come into their local Social Services office to have a face to face interview.
The fact is that anyone could apply with a facilitated enroller without coming to DSS and effective 4/1/10 a face to face interview was no longer required to apply for benefits. Applications can be filled out and mailed in for eligibility determinations.

- Some of the other programs provided through the Medicaid program are the Pre-Natal Care Program, the Medicare Savings Program, The Family Planning

Benefit Program and Medicaid Buy-in for Working People with Disabilities. The **Pre-Natal Care Program** is a presumptive eligibility program offered to pregnant women. The **Medicare Savings Program** offers subsidy for the Medicare premium for eligible elderly and disabled clients. The **Family Planning Benefit Program** provides coverage for family planning and reproductive health. The **Medicaid Buy In Program** offers working people with disabilities the opportunity to retain Medicaid coverage despite their increased earnings.

Case Type	2008	2009	2010
Medicaid	3357	3895	4430
Medicaid-SSI	1557	1597	1622
FHP	592	571	638

Did you know.....?

Medicaid is a locally administered program that all counties in New York are mandated to provide. Prior to 2005 the county paid a 25% portion for all Medicaid covered services provided to Washington County recipients. The county encountered much difficulty projecting the amount it would actually be required to pay each year. NYS enacted a Medicaid CAP in 2005 that adopted a formula for future planning purposes that capped the rate of inflation for this very costly program. In the years since the Medicaid CAP was enacted, the county has benefited by the structure this has provided as well as having the county's portion of the expense actually be less than the previously mandated 25%. **As a result of the American Recovery and Reinvestment Act of 2009 the county received a refund for a portion of the Medicaid payment made in 2008 and early 2009. The county was charged a reduced rate for the remainder of 2009 and for the full year of 2010 as well due to the continued impact of this stimulus program. This was a great help toward neutralizing the impact to the county of the economy driven increased caseloads and state driven cost shifts.**

Task Based System

In April 2010 the Assistance Division changed the manner in which eligibility cases are processed. Several Counties across the state had initiated the “**task based**” system in which certain tasks for cases were processed separately. Workers would have responsibility for just one task related to the eligibility determination/recertification for each case. This system has been implemented in different configurations across the state in the counties that have adopted this approach of forming units.

Within Washington County the program units in the Assistance Division: Temporary Assistance, Food Stamps and Medicaid would become the “Intake Unit”, the “Change Unit” and the “Recertification Unit” within this “task based” system.

The **Intake Unit** is responsible to take applications for all benefit programs and process those cases until they were opened for ongoing assistance. The Intake Unit is also responsible to address emergency situations regarding homelessness, utility shut offs, no heat (when HEAP is not open), no food, etc.

The **Change Unit** is responsible to make changes to cases that are already open for services. Changes can include moving to a new address; changing income levels due to employment or other sources; referrals from other units regarding compliance issues; and many other types of household changes. The Change unit would process changes for all benefit programs.

The **Recertification Unit** processes the renewals for all open benefit program cases within the Assistance Division. Each Temporary Assistance case has to be recertified every six months; Medicaid cases are recertified annually; and Food Stamp cases are recertified for either one, two or three years at a time. The recertification is actually considered to be a reapplication for the program and, in most cases, all of the documentation that is required for a first time application is also required for the recertification.

The supervisors as well as the staff in the Assistance Division believed that the transition to the Task Based System would allow for workers to gain a specialty in a certain area and

for their work to be completed more efficiently than before. As the Division moved forward with this initiative we made adjustments to the process of the task based system. In the face of increasing numbers at the “front door” of the Department as well as increasing caseload sizes for Medicaid and Food Stamps it remains a challenge to balance all of the demands with any system. However, it is our hope that a Task Based approach will help us balance the demands of the programs more efficiently while also increasing the job satisfaction of our staff and customer service to our applicants..

Medical Transportation

By the beginning of 2010, all vendors were converted to the process of billing through the EMedNY program thus saving the county hundreds of thousands of local dollars. The process of billing through EMedNY allows payment for medical transportation to come out of the Medicaid Cap, an amount that is determined based on a formula developed in 2005 (see page 23) rather than additional local dollars.

Myth vs. Fact
A common myth is that anybody can call for transportation services.
The fact is that you have to be Medicaid eligible for transportation services.

As a streamlining measure, the agency eliminated the last in-agency medical transporter in the Assistance Program Division at the end of 2010. In doing so all medical transports are now being provided by local taxi services, buses, contract agencies (i.e. Washington County EOC) or friends and family.

In situations where a consumer has a car available to them (either in their home or a friend or family member who will transport them), the agency requires the consumer to utilize that resource rather than the agency providing the transportation. In this situation, they are able to request reimbursement of the mileage

incurred when traveling to/from medical appointments. In 2010, the reimbursement rate was .35 per mile. The agency transported 198 individuals in 2010 for a total of \$85,540.30. This was an increase of \$37,740.30 and almost 100 percent increase in the number of people who were transported from 2009.

Myth vs. Fact
A common myth is that if you are eligible you can be transported in a mode of your choice to any location.
The fact is that transportation mode depends on the availability, if it is within designated areas and whether it's cost effective.

There is one person coordinating all Medicaid transports within the county. This medical transportation coordinator works with the consumer, local vendors, nursing homes and other businesses facilitating the transportation of any Medicaid eligible consumer. This coordinator scheduled 7775 rides for customers needing assistance in getting to their doctors appointments; add to that number, 425 ongoing rides for individuals who have weekly appointments increases that number to 8200 rides overall.

In 2010, the agency increased the time that is needed for an

appointment to be scheduled from 7 to 10 days due to the high volume of requests. The agency also implemented a paper request form that the consumer /doctor/facility has to complete in order to receive the service of transportation. Of course, there are always exceptions to this request in the case of medical emergencies. This request is mailed to the consumer at their request but can also be found on the county website. This allows the consumer to complete and email the request to the coordinator, thus saving postage.

Myth vs. Fact
A common myth is that any client in receipt of Medicaid is eligible for transportation services.
The fact is that not all Medicaid programs are eligible for this service. Eligibility is based on specific Medicaid coverage plans as well as meeting certain spend down requirements.

Home Energy Assistance Program

The Home Energy Assistance Program (HEAP) assists individuals and families with the cost of heat and energy related expenses. Eligibility is based on the income of the entire household. "Regular" benefits assist eligible households with the cost of heat while the "emergency" component meets the emergency heating needs and provides for furnace repair and/or replacements for recipient owned homes.

A proactive change instituted by the State for the 2009-2010 HEAP season was that anyone that received a HEAP grant last year automatically received an early outreach application. Due to a lack of funding from the federal government, New York State did not follow the same process for 2010-2011 HEAP season. This meant a large number of applicants had to wait until

November 1st, 2010 to apply for benefits. The only applicants that were allowed an early outreach application were those over 60, disabled or those with a child under 6 years of age. This resulted in much angst on the part of the HEAP recipients and more backlog for the workers.

The Aging and Disability Resource Center processed the over 60 households and SSI live alone applications, while all other applications are processed by the HEAP Unit in the Assistance Division.

In 2010 the HEAP grant for oil, propane, kerosene, wood and coal remained at \$600. In addition to this amount HEAP households can receive an additional \$50 for vulnerable individuals and \$50 for those under Tier I income guidelines. Therefore, the maximum grant for those households could equal \$700. The basic HEAP grant for households that heat with electric and natural gas is \$400 with possible additions for vulnerables and Tier I eligibles to total \$500.

Myth vs. Fact
A common myth is that HEAP will pay for all of your fuel needs for the winter months..
The fact is that HEAP pays for only a portion of a family's heating needs and must be supplemented by other income in the household.

HEAP Grant Statistics			
	<u>2008</u>	<u>2009</u>	<u>2010</u>
Regular HEAP Households	4617	4037	4733
HEAP energy payments made on behalf of Washington Co. residents	\$2,170,789	\$2,117,673	\$2,491,393
Number of Furnace Repair/Replacements	51	75	55
Cost of Repair/Replacement	\$75,265	\$158,431	114,220
Average Number of HEAP Cases	2436	2644	2649
New Applications Registered	1398	1184	1085

Employment Services

- The Employment Unit at Washington County DSS plays a vital role in helping recipients of Temporary Assistance find and keep employment. Our “Front Door Diversion Program” initiates employment activities and requirements at the point of application for Temporary Assistance. The Agency’s practice of promoting Personal Responsibility and Self-Sufficiency are communicated to the individual at this point. **1230 applicants for Temporary Assistance benefits were seen by an Employment Representative as part of the Front Door Diversion Program during 2010. Approximately 1100 of those applicants were diverted from Temporary Assistance.**

Myth vs. Fact
<p>A common myth is that the Washington County’s Employment Unit develops their own rules and regulations for applicants and recipients.</p> <p>The fact is Washington County is required to submit a biennial Employment plan to the Office of Temporary and Disability Assistance for review and approval. The Employment Plan describes employment services offered by the district to meet the requirements of public assistance employment programs as set by OTDA.</p>

- Washington County has a contract with Northeast Career Planning Services to provide employment opportunities for people with disabilities. Washington County referred 49 clients to this program in 2010, 28 of those referrals resulted in case closures due to receipt of income from another source including Social Security and Unsubsidized Employment.
- In 2010 Washington County applied for and received grant funding from the Office of Temporary and Disability Assistance to start the Transitional Jobs Program which is contracted with Northeast Career Planning Service. The Transitional Jobs Program is a combination of education/training and subsidized employment and is offered to Temporary Assistance recipients. The goal of this program is to assist the client in becoming more marketable in the workforce. Washington County referred 8 clients, 6 transitioned into unsubsidized employment of those 6, 2 received their CNA license and 3 received their GED during their participation in the program.
- All able bodied applicants and recipients are referred to the **Choose How Opportunities Influence Career and Employment Strategies (CHOICES)** Program which is a job readiness program designed to help individuals find employment. The CHOICES Program is contracted through Washington County EOC/ Employment and Training and plays

an integral part of the job search activities. Another resource made available to applicants and recipients is the JOBS counselor allocated to Washington County by the New York State Office of Temporary and Disability Assistance (NYS OTDA). The JOBS counselor provides access to the statewide JOBS Bank and other resources to help individuals in securing employment. In addition to job placement, the JOBS counselor assists in job development and retention services. Washington County DSS Employees also do extensive job development activities in order to facilitate the placement of our clients in unsubsidized employment. Job developers from the employment unit visited 81 employers in 2010 seeking employment for our clients. **A combined effort of the Employment Unit and the above listed agencies resulted in 159 job placements in 2010.**

- Washington County Employment Unit provides a work experience program for the able bodied recipient of Temporary Assistance. Many clients receive valuable work skills from these assignments. Placements are made at Washington County DSS, many of the county transfer stations, highway departments and Office for the Aging meal sites. These placements are available to all area not for profit and/or government agencies and we are always seeking an expansion in the sites we can offer.

Day Care Services

- During 2010 the Day Care Services Program was administered within the Employment Unit, however the service is available for eligible individuals served by all DSS programs.
- The Day Care program is designed to assist low income families in meeting their need for child care while they are working. Day Care is a critical support service in the Agency's effort to deliver employment related services to working families. In addition, a small number of children are provided day care as a part of a services plan toward improving the home environment where children may be at risk.
- The Day Care Unit at Washington County processes applications for teen parents, low income working families and transitional day care for Temporary Assistance households who are closing. This unit works closely with the Southern Adirondack Child Care Network to provide information for parents and monitor legally exempt child care providers. In the past

Washington County received adequate funding to assist all applicants who have been financially eligible for Child Care benefits. In 2010 Washington County did not receive the funding necessary to meet all of the Child Care needs of Washington County residents. There were 214 active Child care cases in early 2010 which have now been reduced to 160 cases based on the amount of funding available. In the past 200% of the poverty level income limits were used to determine financial eligibility for Child Care assistance, by late 2010 the income level was reduced to 175% of the poverty level which was based on our Child and Family Services Plan criteria for closing cases when funding is not available. Working Temporary Assistance recipients are still guaranteed Child Care assistance.

- This unit also processes payments to providers for parents on a monthly basis. Parents pay a portion of the fee which is pro-rated based on the amount of income they have.

Washington County had 204 open daycare cases in 2009 which has dropped to 160 daycare cases at the end of 2010 due to a decision to no longer offset the State/Federal funding with county dollars.

Myth vs. Fact
A common myth is that all families receiving Child Care Assistance must use a Day Care Center, Licensed or Registered providers.
The fact is if a family is determined financially eligible for Child Care Assistance they have the choice of using a Day Care center, Licensed, registered or Legally Exempt providers. A legally exempt provider is a friend or relative that has been approved by Southern Adirondack Child care Network to provide child care services.

CHILD CARE PROVIDERS USED BY WASHINGTON COUNTY RECIPIENTS DURING 2010 BY LOCATION AND TYPE			
	<u>Washington</u>	<u>Warren</u>	<u>Saratoga</u>
Legally Exempt	140	4	0
Day Care Centers	4	3	3
Family Day Care	18	1	1
Group Family Day Care	25	3	0
School Age Child Care	2	0	0

Investigations

The Investigations Unit is responsible to investigate all cases of alleged fraud within the agency. In doing so, the unit will have the responsibility to perform all investigations, determine the type, document the amount of any over payments and submit the cases to the District Attorney's office for possible criminal prosecution.

The unit also performs investigations of applications for assistance, prior to eligibility being determined. While this helps to ferret out possible fraud, it also helps to ensure that eligible individuals received the benefits that they are entitled to.

In 2010, there were **over 1461 cases opened for investigation** an increase of 6% from the previous year. These investigations are referred to the unit by in-house referrals as well as referrals received by community members.

The agency has a toll free tip line,
1-866-843-8759 or
746-2388
that the public can utilize to report concerns of fraudulent activities.

The **Front End Detection System** referral is a state mandated form that is submitted to the state for approval and uses indicators, such as Supported by Friends and/or Family, to refer for investigation. While the number of FEDS referrals decreased in 2010 to 454, the total savings to the county increased to \$1,446,576.00. The increased dollars can be partly attributed to the fact that we are including cases in the count when a client fails to comply with program eligibility requirements

after our team has made a home visit..

The Eligibility Verification Review referral process is used to investigate those cases where eligibility is for Single or Childless Individuals. This program is not state mandated but the agency feels it is important to use all resources available to verify all eligibility information. Due to changes in programmatic eligibility the EVR process was limited to only the Temporary Assistance program at the end of January 2008. There were **89 referrals** made in 2010 representing a **savings to the county of \$187,776.00** which otherwise would have been provided through Temporary Assistance benefits.

Myth vs. Fact
A common myth is that the Investigations Unit wants to get everyone off assistance and have them arrested.
The fact is that in reality, the unit works with the client and other divisions to make sure that everyone who applies for assistance gets the benefits they are entitled to without compromising the County's resources.

In 2010, work continued with the Washington County Sheriff's office and District Attorney's office to recover overpayments due to fraud. There were **17 arrests** involving **over \$45,552.00** in assistance paid out that clients were not eligible to receive. **The agency has been able to recover \$39,884.81 in money owed** to the agency for

overpayments. This money includes cases that were prosecuted as well as cases that were found to have been overpaid but not prosecuted. The agency continues to collect money on a monthly basis to accommodate clients who are unable to pay the entire overpayment in full. There will be ongoing monthly payments made to the agency through repayment agreements and/or probation, or those who were unable to make full restitution and were put on probation from 3-5 years.

The agency has also been able to receive monies owed for overpayments by monthly recoupments from individual Food Stamp and Temporary Assistance cases. These monies are owed from case overpayments due to client error, agency error and possible fraud. The percentage of monthly recoupments range from 5-15% of a Temporary Assistance grant to 10% of a Food Stamp grant. The agency recouped **\$5,842.00** in Food Stamp benefits and **\$17,824.55** in Temporary Assistance benefits that household's received incorrectly.

During the year, the agency instituted **38 Intentional Program Violations (IPV)** which are agreements that an individual signs stating they agree not to receive benefits for a period of 6 months to 2 years, depending on the program and the amount overpaid. Through this process the agency was able to save **\$170,880.00**.

This unit is responsible for the coordination of agency Fair Hearings related to Temporary Assistance, Food Stamps or Medicaid. A Fair Hearing is called by a client when they believe that the agency has

Investigations

made a mistake in budgeting their household's benefits. This involves the preparation of formal summaries and documentation that will be submitted to the Administrative Law Judge to help support the agency's action in a case. In 2010 there were **103 Fair Hearings held, a 20% decrease from the previous year. Of the 103 Fair Hearings 100 were found in favor of the agency's decision.**

The unit initiated a process of calling the client to come in before the hearing to discuss the matter with the hope of resolving the hearing. This has proven to be very successful and serves to reduce the amount of resources spent in preparing for the more formal fair hearing.

In continuing our pursuit of monies owed the agency, 2 workers continued a process initiated last year

“cold calling” clients directly who owed money on outstanding contracts to the agency. Through their combined efforts they are averaging over \$1,500.00 per month coming back into the agency with the total for 2010 being **\$20,366.25.**

The Investigations Unit continues to participate in weekly meetings to discuss cases involving homelessness in an effort to meet the needs of this ever growing population. In addition, field visits to hotels/motels are made by unit staff in an effort to ensure a client's compliance with the terms and conditions of a homeless placement made through the Agency..

The Unit is also responsible for verifying the income, resources and assets of applicants applying for benefits. The unit verifies these through several sources to include

Department of Motor Vehicles, Department of Labor, Workers Compensation, NYS Disability, wage clearances to employers, Insurance companies, deed searches, and bank clearances. By doing a clearance on every applying adult, the agency can accurately determine their eligibility for the programs they are requesting. Also, the agency can, at times, assist the client in their attempts to access required documentation, thus allowing them to receive the benefits to which they are entitled to by law.

*With the changes in State requirements and the “attestation” ability of Medicaid recipients for income as well as there no longer being a resource limit for Medicaid and Food Stamps, the amount of clearance requests have significantly decreased.

Searches Completed	2007	2008	2009	2010
Department of Motor Vehicles	1584	5212	4494	990
Department of Labor	1198	1250	1018	164
Wage Clearances	730	710	716	383
Workers Compensation	33	41	17	1
NYS Disability	94	64	40	7
Insurance	145	97	86	95
*Bank Clearances	5300	9611	17306	5991

Computer Services

Computer programs are an integral part of all aspects of Social Services' functions. Each day our employees use computers for a variety of tasks, including; determining eligibility, issuing benefits, generating petitions for court and creating case records.

Staff use state provided computer applications as well as locally created programs that are customized to meet our worker's program specific needs.

Myth vs. Fact

A common **myth** is that new computers are purchased frequently whether needed or not.

The **fact** is that our computer equipment does not get replaced on a set schedule. Many of our computers have far exceeded the average life expectancy for equipment that is used 7 hours a day 260 days per year. Average life of a computer is 5-7 years and one will only be replaced when the programs it is running can no longer be supported.

It is through the use of computers that we are better able to track all individuals that pass through our door. From the moment they check in at the Reception window, to the closure of a case, computers are used for every aspect of an individual's involvement with this agency. Computers also form the basis for the majority of communications between agency units, other county departments and many New York State agencies.

The agency is able to efficiently manage operations with the use of 180 computers and 25 printers.

We continue to utilize the laptops and GPS units that were provided by NYS over the past two years for the Child Protective and Foster Care staff. This will continue to create a cost savings for both fuel and travel time. With these laptops, caseworkers have the ability to log case related information into the computer, while they are still in the field. This is a great benefit as it not only eliminates the need to re-type handwritten notes upon return to the office but helps to ensure accurate details are captured while they are fresh in the worker's mind.

The use of a wireless card in conjunction with the laptop, allows the overnight CPS on-call worker access to vital case information and resources while working in the field, increasing our efficiency in case management. It also reduces the number of field hours paid to the caseworker, as their need to travel to the office is reduced. The Department is limited to two of these wireless cards at this time. Additional wireless cards would increase the efficiency of the caseworkers using their computers during normal business days, but the purchase is cost prohibitive at this time. This year the NYS Office of Children and Family Services provided all frontline Caseworkers with the software and equipment for a product called "Dragon Speak". This product is a well known voice recognition software, that converts the spoken word into written notes. As Caseworkers have many

requirements for written documentation, this product serves as an aid for making the process less time consuming.

Hardware and software support as well as troubleshooting are a daily fact of life in a department that relies heavily on computers. The majority of trouble calls are handled within the department, but when difficulty arises in solving the issue at hand, the agency receives additional support from the County's IT Department as well as the NYS Enterprise Help Desk.

In an effort to reduce the number of software trouble calls, as well as to improve worker efficiency, the agency has instituted a regularly scheduled computer training lab where workers can seek help in specific software applications. Here they can learn basic time-saving tips in the applications they may use daily.

Reception

Reception serves as the first point of contact for the majority of agency visitors. Staff are responsible for coordinating all visitors that check in at the window. They must determine the nature of the visitor's business, log them into the computer system, and contact the appropriate party in the agency.

Approximately one half of the individuals presenting at the window are bringing in documentation necessary to process their assistance benefits applications. The documents must be copied and itemized on a receipt for the visitor. They are then forwarded to the worker assigned to the case.

In 2010, **over 31,000 visitors were greeted at the reception window**, an increase of over 1000 from the previous year.

Myth vs. Fact

A common **myth** is that the switchboard operator can tell if workers are available to take the client's call.

The **fact** is that the switchboard is located in a different area than the majority of workers and the operator cannot tell whether the worker is available at the time of the call.

The Reception Team handles a variety of clerical duties, including typing, filing, data-entry, as well as registering applications in the Welfare Management System. The

switchboard operator directs all calls coming into the agency's main phone number to the appropriate staff.

Clerical staff from the Department are also responsible for sorting and delivering the mail to the entire county complex.

All Automated Finger Imaging System (AFIS) requests are processed in reception. Many of the assistance cases require a scanned finger image as a means of identification, as well as a central tracking system throughout New York State designed to help eliminate the issuance of benefits in multiple counties. The issuance of temporary benefit cards is also a duty handled by this unit.

Additionally, since many County residents utilize the agency's employee sponsored food pantry, it is the staff in reception that issue these grocery items.

With so many clients coming through our reception area, our small waiting room often gets very congested. This can increase the anxiety level of the clients that may have to wait for longer periods of time. With this volume of clients it is unavoidable that some will be waiting to be seen for extended periods. In an effort to alleviate much of the congestion in the waiting room, we were able to purchase a pager system with partial funding provided by the Washington County WIC department. Many clients must bring their children to the Department with them. Waiting for a long period is difficult for anyone,

Myth vs. Fact

A common **myth** is that the receptionist knows specifics about a client case and can answer case related questions.

The **fact** is the receptionist does not know the specifics and is only responsible for coordinating all visitors that check in at the window, determine the nature of their business and contact the appropriate party in the agency.

but more so for small children. By allowing clients to take a pager, it permits them the flexibility to leave the waiting area. Clients may wait outside, in warmer weather, or step across the street to get something to eat, without fear of missing their worker. They will be paged as their turn nears, allowing them time to get back into the waiting area.

WIC and Cornell Cooperative Extension visit the lobby monthly in an effort to share information about their programs to more people. The pager system allows our clients to get information on these valuable programs while they wait to be seen by a DSS worker.

Washington County CARES Aging & Disabilities Resource Center

Claire Murphy

**Director of Washington County Office for the Aging
Director of ADRC, a collaborative effort of
Washington County DSS and OFA**

- Resource Center
- Adult Protective Services
- Long Term Care Coordination
- Nutrition Services
- Advisory Councils

The mission of Washington County CARES is the provision of unbiased education, information, referral and service to residents in need of emergency or long term home and community based supports. We meet identified needs in the most appropriate way, respecting individuals right to choose without regard to income.

Washington County CARES

Office for Aging and Disabilities Resource Center

Washington County CARES is a joint initiative between the Washington County Office for the Aging and the Washington County Department of Social Services, with funding and informational support from New York State's NYConnects program.

This division houses all Aging Programs and Services, Health Insurance Information and Assistance, Adult Protective, Home Care, Case Management and Medicaid determinations for certain eligible populations.

Washington County CARES, has assembled comprehensive

information and service resources on home and community-based care for Washington County residents, and is working on public outreach materials to help us educate the public about the need for planning for future needs.

The ultimate goal of this division is the provision of, and access to, unbiased and comprehensive long term care services to all individuals in need of assistance, regardless of age, disability or payment source. Through the comprehensive information, referral and assistance we will help guide individuals to appropriate programs and services offered by the county as well as not-

for-profit and public providers throughout the service area.

There are many benefits to planning ahead. Washington County CARES can help consumers get the services they need so that they may live safely in the most appropriate setting.

Whatever an individual's needs might be now, or may become in the future, it is our goal to aid or advocate in exploring various levels of care, their cost, and programs which they may qualify.

Washington County Aging & Disability Resource Center

The Resource Center provides the community with information and assistance to educate and provide direction for accessing human services. In addition to providing information services, the unit determines Medicaid eligibility for the aging and disabled populations, ongoing case management and health insurance counseling. Contact with the community comes in several forms: mail-in correspondence, telephone, scheduled appointments, and walk-ins without appointments as able.

The Washington County ADRC has provided Health Insurance Information, Counseling and Assistance for 1,893 people over the past year. With the ever-changing health care and prescription options available we decided to present the information in a new and more interesting way. On November 10, 2010 the first annual Health Insurance Expo was held at the Municipal Building in Fort Edward. The purpose of the event was to educate the public about their Medicare insurance options prior to the open enrollment period November 15, 2010 through December 31, 2010. Free screening and assessment for prescription plan choices and a Flu Shot Clinic were available on site. Insurance company representatives from Blue Shield of NENY, CDPHP, EPIC, MVP, Senior Whole Health, Today's Options and United Healthcare were available on site as well. This event attracted 50 people from the community and we hope to have even more next year!

Myth vs. Fact

- A common **myth** is that people think Medicaid can make their spouse leave their family home if the other spouse needs assistance paying for nursing home care.
- The **fact** is that Medicaid will not attempt to remove the spouse from the home to take the property through a lien. Medicaid has the right to recoup any monies paid for nursing home care, but only after the spouse has sold the home or passes away.

Adult Protective Services

There is not a “typical” APS client. Each situation requires a specific assessment and determination. It is the goal of the APS staff to keep residents in the community as long as possible and with the least restrictive intervention. Adult Protective Services Caseworkers must be adept at recognizing many cultural, religious and personal differences and respect the individual’s right to make their own choices.

Protective Services for Adults (PSA) are services directed to individuals 18 years and older who meet the following criteria:

- **Adults with an impairment (either physical or mental) who are in danger of harm to themselves or others as a result of their own actions or the actions of others, AND**
- **Adults who have no family or friends willing or able to assist them.**

PSA clients may be chronically ill, elderly, drug or alcohol dependent, mentally ill, developmentally delayed, abused or exploited.

Any concerned individual can make a referral to this unit. The initial assessment period of a maximum of sixty (60) days is where Adult Protective Services focuses the majority of its intensive casework. This accounts for fewer ongoing cases being opened.

All efforts are made to ensure the safety of the adult and problem resolution during the initial time frame. Efforts to link that adult to community programs and services are made. The Adult Protective Services Caseworker works directly with the client, family members and other interested service providers to resolve the situation, which resulted in the initial Adult Protective Services referral.

In some situations, adults may require a Representative Payee for their Social Security benefits. In cases where the Social Security Administration is unable to find a

reliable rep-payee in the community, the Commissioner of Social Services is designated. Currently 21 individuals receive these financial management services. During 2010, the Commissioner served as appointed Guardian for 7 individuals under Article 81 of the Mental Hygiene Law.

Rep-payee and Guardian case financial management is all tracked through the Department’s Accounting Unit.

<u>Adult Protective Referrals</u>	
Total Referrals	200
Resolved at Intake Assessment	46
Open Assessment	154
Current Payee Cases	21
Active Guardianship Cases	7
<ul style="list-style-type: none"> • 33% of referrals alleged abuse or neglect by others • 66% were listed as self neglect 	

Myth vs. Fact
<ul style="list-style-type: none"> • A common myth is that Adult Protective Services always removes people from their homes and places them in nursing homes. • The fact is, adults have the right to make choices as long as they understand the consequences. In rare circumstances the outcome of an APS case will be placement in a Nursing Home. Most often other services will be accessed to allow the adult to remain in the setting of their choice.

Adult Protective Services (APS) staff assists the **Temporary Assistance Unit (TA)** with the homeless population by assessing individuals who appear to have a mental or physical impairment. Staff will work with that individual to coordinate benefits, services and to identify the barriers that are preventing that person from finding appropriate housing. This population further includes recent parolees from state prison as well as individuals from the local county jail.

APS participates in the bi-weekly homeless committee meeting to review cases and offer needed input and guidance to other divisions with regards to these cases.

APS staff will work with an average of 6 individuals on a monthly basis that are homeless. Some of these cases go on to become ongoing APS cases if the situation cannot be resolved in a 60 day investigative window.

APS further assists the TA Unit by joining them in all interviews where a person is denied housing. It is the role of APS to ensure that the client understands the situation they are currently in.

Long Term Care Coordination

Long Term Care encompasses the full range of public and private home and community based services. A comprehensive needs assessment is completed for consumers referred or requesting assistance. This assessment is completed in the consumer's home. Based upon this assessment, the consumer is then counseled on options and opportunities. These options may include privately or publicly funded programs/ services or a combination of both. Assessment and on-going case management seek to link consumers with the least restrictive and most cost effective services to meet identified needs. Persons with disabilities from infancy through their senior years can be assessed for services such as home care, daycare services, nutrition services, respite, alternate living arrangements, personal emergency response, and caregiver support services. When appropriate, services are coordinated with other organizations including Independent Living, OMRDD and Public Health.

The Personal Care Assistance (PCA) Program is a home care program for individuals who are Medicaid eligible, medically stable and who require assistance to remain safely at home. The trend in Personal Care is toward the **Consumer Directed Personal Assistance Program (CDPAP)**. The CDPAP enables a client, as a consumer; to utilize DSS authorized PCA services in a manner other than the traditional home care program. This program allows payment to an individual selected by the consumer to provide the number of PCA hours authorized,

rather than relying on a Home Care Agency to provide this service.

Myth vs. Fact
<ul style="list-style-type: none"> A common myth is that Medicare, will pay for long term care. The fact is, Medicare will pay for home care <u>only</u> if there is a skilled medical need. Most home care does not qualify for Medicare payment on an ongoing.

The Long Term Home Health Care Program (LTHHCP) offers in-home services to Medicaid eligible individuals who would otherwise require nursing home placement. In addition to personal care services, nursing, physical therapy, occupational therapy, nutrition support, medical social work, respiratory therapy, social daycare, respite services, Lifeline and case management services may be provided.

Private Duty Nursing services may be provided to Medicaid eligible individuals who require skilled nursing services in order to remain safely at home. The assessment of eligibility for these services is done by caseworkers at the County level with final approval given at the State level.

Expanded In-Home Services for the Elderly Program (EISEP) assists seniors who need help with activities of daily living (e.g., dressing, bathing, personal care) and

instrumental activities of daily living (e.g. shopping, housekeeping, cooking), who want to remain at home and are not eligible for Medicaid. The program's case managers help seniors and their families decide what services are appropriate and available in their community.

Caregiver Support Program

95% of all care provided to seniors is provided by family and friends. Providing support to help these individuals continue to provide care is imperative to sustaining our long term care system.

Respite, counseling, legal supports can all be used to prevent caregiver burnout. A little service to support individuals in need of assistance goes a long way to insuring that families and neighbors can continue to care for individuals informally.

Number of Individuals receiving Home Care in 2010			
	Referrals	Cases Opened	Received Services
Personal Care	71	30	125
LTHHC	19	13	48
Private Duty	0	0	3
*EISEP	83	26	85
Caregiver Support	39	39	58

Nutrition Services

The purpose of the nutrition program is to provide Washington County Seniors a meal either through home delivery, a congregate setting or our restaurant dining program. Home delivered and congregate meals are planned by our Registered Dietician and prepared by the Washington County Corrections Dept. The Food Service Director and Dietician work closely to develop menus that meet our client's nutritional needs. Each meal provides one-third of the Recommended Daily Allowances set forth by the Federal government. Our program takes pride in serving delicious, nutritious and visually appealing meals. The program also provides nutritional counseling and education.

Home Delivered Meals

Home Delivered Meals are delivered by staff and volunteer drivers Mon-Fri between 11am and 1 pm. In addition to a nutritious meal, recipients receive the added benefit of daily contact by the drivers. A voluntary contribution of \$ 2.00 per meal is suggested. Each applicant is assessed by a caseworker to ensure that eligibility requirements are met. Short-term service is available to those with temporary meal needs.

Congregate Meals

Meals are offered in a congregate setting in Whitehall, Salem, Cambridge and Hudson Falls Mon-Fri at Noon. Centers also provide activities, nutrition education and camaraderie with peers. A voluntary contribution of \$2.00 is suggested.

Restaurant Dining

Meals are offered at 13 participating restaurants county wide. Dietician approved senior menus are provided at each restaurant offering a wide variety of foods to choose from. A \$4.00 contribution is suggested for each meal ticket. Tickets are available at the office or by mail.

Myth vs. Fact

- A common **myth** is that the food is not prepared from scratch.
- The **fact** is, for the most part all food is made from scratch.

Myth vs. Fact

- A common **myth** is that people are denied meals because of their inability to pay.
- The **fact** is, there is a suggested donation for home delivered meals, however no one is denied a meal if they are unable to contribute.

Eligibility Requirements

For Home Delivered Meals

- Over the age of 60
- Primarily homebound
- Unable to easily prepare nutritious meals
- Without consistent daytime assistance from another person
- Able to accept meals during delivery time frame

For Congregate Meals

- Over the age of 60

Restaurant Dining

- Resident of Washington County
- Over the age of 60

	<u>2008</u>	<u>2009</u>	<u>2010</u>
*HDM's	57,741	77,964	73,868
Congregate sites	<u>29,850</u>	<u>26,481</u>	<u>24,704</u>
	87,591	104,445	98,572
Clients served			
HDM's	682	637	545
Congregate	656	667	555
<i>In 2010, we strengthened assessment process to ensure people with need were met, but we were able to stay with budget needs congregate meal attendance .</i>			

Myth vs. Fact

- A common **myth** is that the food is tasteless and boring.
- The **fact** is, the menu is diverse and always changing. Each meal meets 1/3 of a daily nutrition need.

Advisory Councils



Over 270 Washington County Seniors attended the 2010 annual Senior Picnic on July 9th at the American Legion in Cambridge.

The development and implementation of services within the Aging and Disability Resource Center is based on local needs and available resources. To ensure local input Washington County CARES has two Advisory Councils.

Advisory Councils provide valuable insight into service needs through actively encouraging professionals and citizens to understand and comment on local program operations and resources.



Long Term Care Council

The Long Term Care Council, an organizational requirement of the NYConnects initiative, is composed of county agencies, local home and community based organizations and long term care stateholders. This group meets quarterly, identifies service gaps in the community and looks for ways to better integrate Long Term Care Services. In 2010 Washington and Warren Counties began working together to better coordinate LTC Council activities.

Member Organizations:

- Adirondack Rural Health Network
- Alzheimer's Association
- Consumer Representatives
- Fort Hudson Health Systems
- Glens Falls Hospital
- Greater Adirondack Home Health Aides
- Homefront Development Corp.

- Home Instead
- IPRO
- Pleasant Valley
- Southern Adirondack Independent Living Center
- Warren/Washington Community Services
- Washington Co. Board of Supervisors
- Washington Co. Department of Social Services
- Washington Co. Head Start
- Washington Co. Office for the Aging
- Washington Co. Public Health
- Washington Co. Veterans

Office for the Aging Advisory Council

The OFA Advisory Council is required under the Older American Act. Composed of senior citizens, appointed by Supervisors from each town in Washington County,

representatives from senior groups and providers. The Advisory Council reviews current aging programs and services and makes recommendations for additional programming to meet local needs.

Appointed Representatives:

- Argyle - Ruby Komarony
- Cambridge—Fran Elo
- Dresden-Open
- Easton-Florence Perry
- Fort Ann-Pat Cantanucci
- Fort Edward-Mary Ann Nichols
- Granville-John Dowett
- Greenwich-Shirley Coon
- Hampton-William Lawrence
- Hartford-Dot Barber
- Hebron-Alice Coldwell
- Jackson-Fran Voerman
- Kingsbury-Lillian Weiskotten
- Putnam-Open
- Salem-Dave McNitt
- White Creek-Helen Decker
- Whitehall-Bob LaFrance



Employee Generosity

In 2010, Washington County Department of Social Services employees continued their support and generosity raising over **\$4,151.00** to donate to various organizations on the local, state and national level.

School Supply Drive

The Food Stamp Unit continued to sponsor a school supply drive for needy children and families.

22 families received school supplies provided as donations from Agency staff.

Toy Drive

In December, employees held a toy drive collecting **enough toys to distribute to over 40 families** in need who were not already part of an “adopt a family” program.



Daffodil Day

In February, employees purchased **\$205.00** worth of daffodils to benefit the American Cancer Society.

Children Services and the Granville PBA once again co-sponsored a Golf Tournament to help raise funds to host “Breakfast with Santa” for children in Foster Care. Throughout the year additional funding was raised through the generosity of the DSS staff.

Food Pantry

The agency’s food pantry began in 1989 with the charitable contributions of agency staff members.



As the food pantry’s needs grew, the agency was able to obtain a sponsor organization, the First Baptist Church of Hudson Falls, New York. This allowed us to secure annual funding through the NYS Regional Food Bank. Over the years, that funding has enabled the purchase of a refrigerator and a small chest freezer that can be used to store cold/frozen items.

In addition to the funding from the Regional Food Bank, the food pantry receives on-going funding support through charitable donations from community members, community organizations, local churches and local school districts, to name only a few. These additional funds have allowed us to increase the types of foods and goods we are able to provide. In the past several years, the agency has been able to provide Stewarts gift certificates that allow customers in need to purchase milk and bread products.

In 2010, 400 Stewarts bread vouchers and 200 milk gift certificates were provided to clients from the Agency Food Pantry due to donations provided by our employees.

During the course of 2010, the agency saw a surge in the amount of people utilizing this resource, many of whom have never done so before.



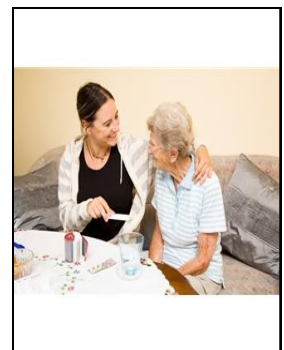
Jeans Day

The first Friday of every month has been designated as “Jeans Day”. Employees are allowed to wear jeans in exchange for \$5.00. The proceeds are then donated to various charities.

Nursing Home Residents Adopted

Agency employees adopted residents of **Pleasant Valley Infirmiry Adult Home** who have no family and would not have received gifts for Christmas. Some of the items that were purchased included socks, pajamas, sweats, books, puzzles, slippers and lots more.

\$347.00 was raised which helped 9 elderly residents to have a Merrier Christmas.



Employee Appreciation Day!

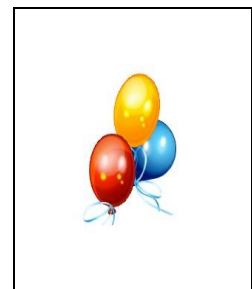
The agency's Management Team sponsors an annual Employee's Appreciation Day. This year the event was held in late October and staff members were able to dress up in celebration for Halloween.

Awards were handed out for categories like: most unique, most creative; needing the most explanation; and the scariest. A pizza luncheon was supplied by the managers. A great time was had by all!



Balloon Recognition

Any agency employee can nominate a coworker to receive a balloon in recognition of a job well done. The money to purchase these balloons is obtained through the fund raising donations of our own staff members. This monetary show of support proves our agency staff value themselves and the work of others and that they see the importance in showing appreciation for those achievements!



APPENDIX:
PRINTABLE VERSION OF BROCHURES
AVAILABLE at www.co.washington.ny.us

Temporary Assistance for Needy Families

Family Resolutions Program

Truancy Prevention Program

Adolescent Preventive Services

Foster Parent

Relative Placement

Persons In Need of Supervision (PINS) Program

Preventive Services and Preventive Respite

Aging & Disabilities Resource Center