

Joint 2012 Annual Report for Washington County Department of Social Services  
Tammy L. DeLorme Commissioner  
and  
Washington County Office For the Aging  
Gina Cantanucci-Mitchell Director





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Additional copies of the 2012 Annual Report are available at [www.co.washington.ny.us](http://www.co.washington.ny.us)



## A Message From Commissioner, Tammy L. DeLorme

### Greetings-

I would, once again, like to introduce readers to the combined DSS and OFA Annual Report. This report looks back at 2012 and provides fairly thorough descriptions of each program area, any changes that have been made to them through the year and statistics that are associated with the programs.

All of the programs administered by DSS are regulated through either or both State and Federal Law and Regulations. While reimbursement for these programs was once satisfactory, though still requiring a local contribution in most cases, the past few years have seen a considerable decline. A decline in funding, while regulated to provide the same level of service, is the origin of the term "unfunded mandate". In a steadfast and relentless effort to offset the funding cuts and general economy of the County, the Department has restricted preventable expenses and adjusted budget projections. A chart on page 8 will illustrate the overall costs of the combined Departments. Please be sure to take a look.

Looking back at 2012, I would say that one of the most notable happenings was the change in leadership for OFA. Claire Murphy, the previous Director, accepted a new challenge and while she moved on, the County has been fortunate enough to keep her nearby as the Executive Director of the EOC. With Gina Cantanucci-Mitchell's appointment to the OFA Director position the Memorandum of Understanding between OFA and DSS, implemented by the County several years ago, remains in place. This allows us to continue the provision of services through the ADRC, a one-stop center, to access resources for the aged and disabled populations. Descriptions of these programs can be found on pages 31-36.

Other significant changes include the expansion of FAR in the Children's Services Division. These changes served as a prelude to reducing the specialty focus of case management while developing more diverse caseloads assigned to individual Caseworkers, which enables us to balance workloads. Another area of change has been the realignment of the Medicaid Unit, this impacted both the ADRC and the Assistance Programs Divisions. The staff members dedicated to Medicaid administrative functions were pulled from the task based teams in an effort to more effectively anticipate the impacts of the State plan to take over the administration of this large program. More information on these programs is provided within the sections of this report that are designated for their respective Divisions.

I would like to express my appreciation to the Washington County Board of Supervisors and County Department Heads for the support that is provided to keep DSS/OFA fully functioning. Lastly, I would like to acknowledge the Management Team of the Department to include the exceptional Directors Hollie Rapp, Karen Baker, and Gina Cantanucci-Mitchell. Without this complete team of sixteen outstanding professionals overseeing programs and managing employees not only our Department but, in all honesty, our County would be at a loss.

Thank you for taking the time to review our Annual Report. It will be posted on the County Website at [www.co.washington.ny.us](http://www.co.washington.ny.us) for anyone who would like additional access. Please feel free to contact me with any questions or follow-up.

Sincerely,

Commissioner

# Mission Statement & Values

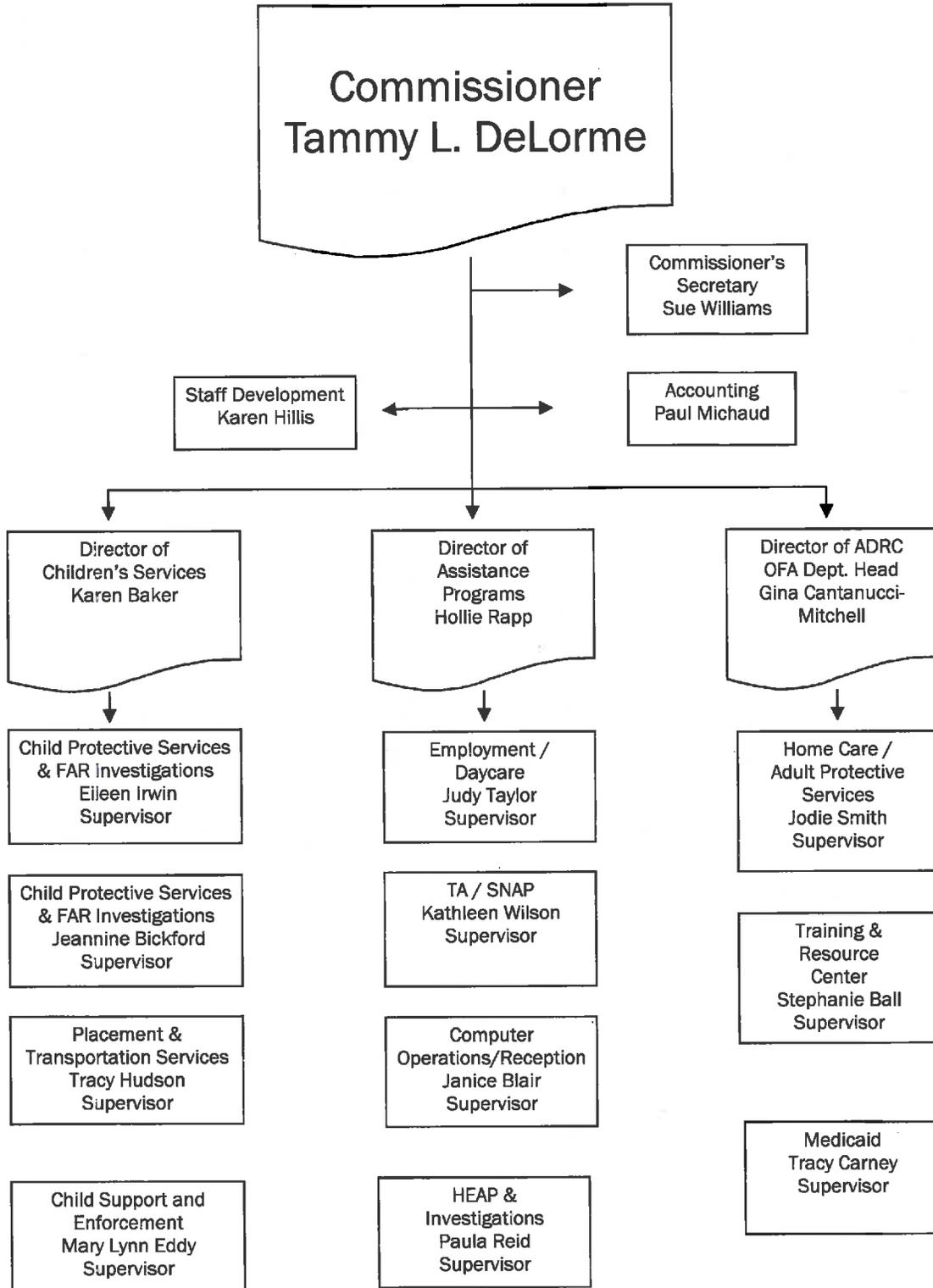
## Mission

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.

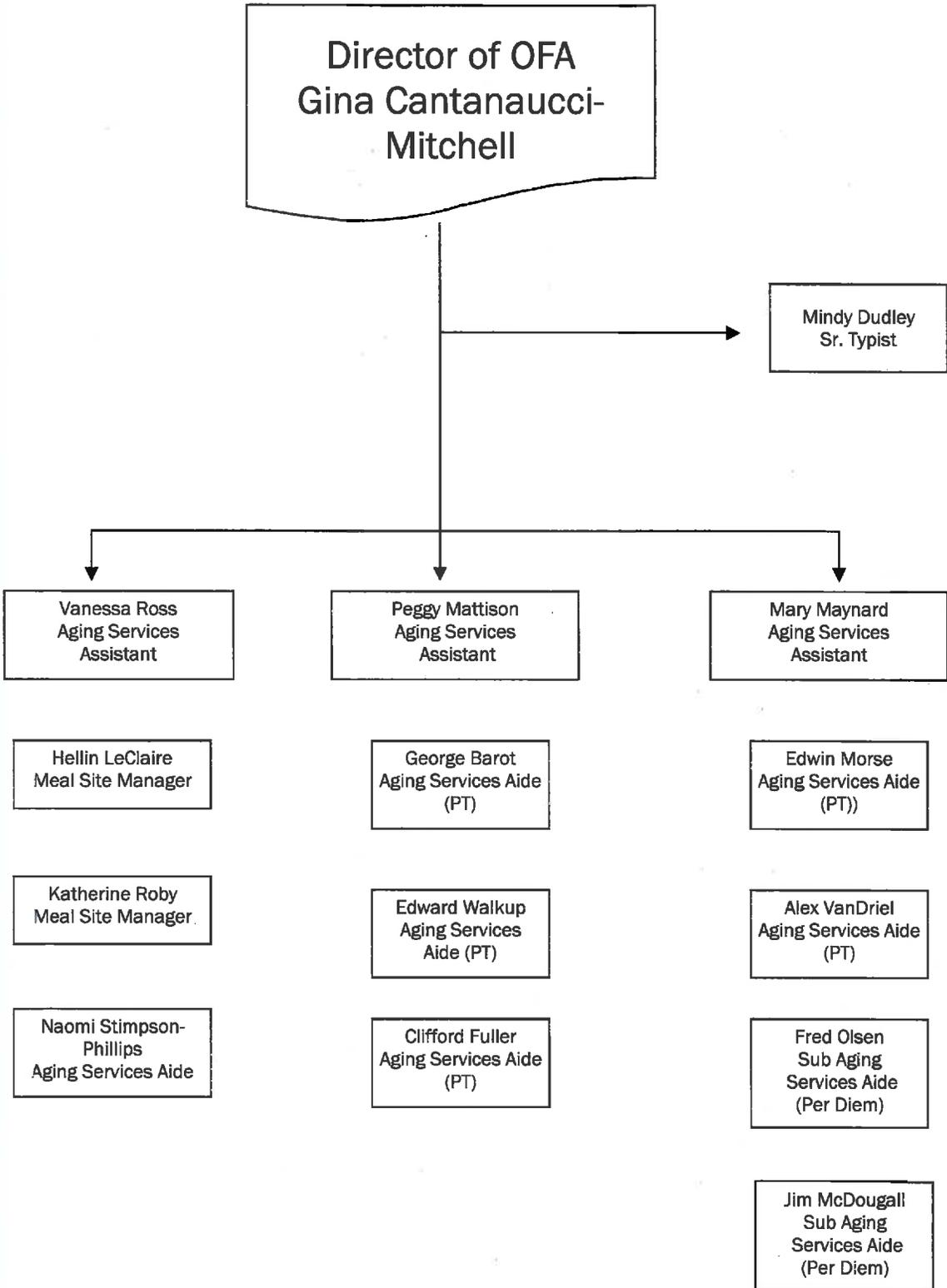
## Values

- 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 .

2012  
Organizational Chart



2012  
Organizational Chart



Washington County Department of Social Services

Main line 746-2300

Title/Program	Name	Extension
<b>Commissioner</b>	<b>Tammy L. DeLorme</b>	<b>2322</b>
Administrative Assistant	Susan Williams	2323
Staff Development	Karen Hillis	2435
Accounting	Paul Michaud	2433
<b>Director of Assistance Programs</b>	<b>Hollie Rapp</b>	<b>2424</b>
Senior Typist	Tina Glasier	2427
TA/SNAP	Kathleen Wilson	2351
Employment / Daycare	Judy Taylor	2361
Investigations/Heap	Paula Reid	2350
Computer Operations/Reception	Janice Blair	2466
<b>Director of Services</b>	<b>Karen Baker</b>	<b>2434</b>
Senior Typist	Cathy McMurry	2555
Child Protective Services/Far Investigations	Jeannine Bickford	2337
Placement/Preventive Services	Tracy Hudson	2341
Child Protective Services/Far Investigations/Preventive	Eileen Irwin	2339
Child Support Enforcement	Mary Lynn Eddy	2353
<b>Director of ADRC</b>	<b>Gina Cantanucci-Mitchell</b>	<b>2421</b>
Senior Typist	Mindy Dudley	2565
Home Care Services	Jodie Smith	2342
Training & Resource Development	Stephanie Ball	2572
Medicaid	Tracy Carney	2426

Effective 1/2013

# 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 2012 legal activities is as follows:

Type of Petition	Total No. of Petitions
Child Abuse	7
Child Neglect	52
Application for Access to Home	0
Applications for Removal of Children	0
Applications to Restore	4
Applications to Extend Order of Supervision	1
Extension/Review of Foster Care	2
Permanency Hearing Reports	70
Violation of Court Order	12
Termination of Parental Rights	12
Termination of Placement	1
Other Misc. Petitions	0
<b>Total Number of Petitions</b>	<b>161</b>
Total Child Removal Cases	11
Total New Adult Guardianship Cases	0
<b>Recoveries</b>	
Estates	\$190,189.21
Accident Liens	\$24,124.85
Public Assistance	\$7,565.99
<b>Total</b>	<b>\$221,880.05</b>

## Child Support Statistics

<b>Total Court Appearances</b>	<b>1,199</b>
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# Staff Development

The Staff Development Coordinator position was eliminated at the end of 2009 in response to the economic crisis in the Country and in order to decrease local personnel expenses by streamlining functions. After careful consideration, the position was reinstated in May, 2012 when it was determined that Staff Development for employees is best served by having a staff person exclusively dedicated to the following functions: ensuring that orientation and comprehensive policy review are covered with new employees; training requirements are monitored for all staff; staff training needs are assessed, and in-service and continuing educational programs are provided to meet those needs; needs assessments and surveys are completed for State Agencies; the Agency is represented at regional and state level meetings dedicated to the Staff Development focus; and the process for hiring is coordinated by one dedicated individual.

During 2012, a total of 44 candidates were interviewed for 11 positions. At the culmination of interviews and prior to an offer being extended to the candidate of choice, the Staff Development Coordinator provides the Commissioner with a written summary of each candidate. This assists in explaining how all of the candidates illustrate their readiness for the position and in determining which candidate best meets the requirements of the position.

New duties added for the position, upon its reinstatement in 2012, include monitoring contracts between this agency and several providers who furnish enhanced services for the benefit of the agency and the residents of Washington County; tracking inventory and maintaining a current list of assets for the Department; joining as a "neutral party" for some staff performance discussions; and providing side by side training as needed for staff and/or arranging for outside training opportunities.

The Staff Development Coordinator serves as a liaison between this agency and the Washington County Department of Personnel. This is in response to matters of personnel, to include the recruitment and interviewing of prospective new employees, and the completion of Requests for Personnel Change forms to be forwarded to the Personnel Department and the Treasurer's Office. Each new employee hired by this agency meets with the Staff Development Coordinator and Accounting staff to complete required payroll and benefit paperwork. The Staff Development Coordinator works with the Department of Personnel to ensure that each new employee attends the county New Employee Orientation within a month of hire.

The Staff Development Coordinator 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 new employees as well as for the continued enrichment of long-tenured employees. The Staff Development Coordinator also researches additional training resources available through the local community, the county, the region, and the state.

During the course of 2012 agency staff members combined to attend 143 state sponsored training events, including 31 training events held at employee work stations and conducted using distance learning technology, 14 classroom trainings provided by state trainers within the building, and 63 locally-sponsored (and usually free) training events, 36 of which occurred within the building and required no travel.

The Staff Development Coordinator is responsible for managing the agency's training budget, including the Adult Education Grant Program affiliated with SUNY Adirondack. Funding for the budget is covered through state and federal allocations. This program affords agency staff the opportunity to pursue courses toward a higher degree level, grooming its own workforce for promotion from within. Additionally, through this grant, staff attends skill building and enrichment training events that enhance their ability to do their day-to-day work. Some examples include courses in computer literacy, team building, supervisory skills, and foreign languages. A portion of the Staff Development Coordinator's salary is reimbursed through the budget as well.

The Staff Developer coordinates an Employee Recognition Program in conjunction with an Agency-wide Quarterly Staff Meeting where DSS employees are recognized for years of service. Occasionally, guest speakers are invited to provide information that will expand the knowledge base of our employees. Employees are encouraged to recognize their peers for outstanding achievements by nominating them for recognition awards to be provided at these meetings as well.

# 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 \$13.2 million in state and federal revenue to Washington County Department of Social Services and the Office for the Aging in 2012.**

Through special award allocations, the agency is able to reduce costs for several agency programs including Employment, Detention Prevention, 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 \$1,907,740 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, Housing Services, Drug and Alcohol Services, Domestic Violence Services, Employment Services and various Child Welfare initiatives.

Though the Accounting team has infrequent contact directly with our clients or service providers, they are integral in helping other programs to achieve outcomes. One such example during the course of 2012 happened when a client through the TA and Employment Units was attending a work activity at Northeast Career Planning and had no money for gas. Upon learning that the individual had a job interview to travel to the Employment Rep authorized mileage reimbursement to the client but, due to the system approvals involved, the money would not be available until it was too late. When this issue was presented to Accounting they realized the priority of the need and were able to accommodate it. A check was issued manually within minutes of the request so the individual was able to make it to the interview!

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.

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 .

	DSS/OFA Comparison of Expenditures to Revenue 2011 & 2012		
	2011 Actual	2012 Budget	2012 Projected
<b>Administration</b>	\$ 6,079,967	\$ 6,354,745	\$ 5,996,249
Includes salaries & on call for DSS, Equipment and Contract Costs for DSS & OFA			
<b>OFA – Salaries</b>	\$ 251,171	\$ 265,721	\$ 247,940
<b>Fringe Benefits</b>	\$ 2,163,782	\$ 2,634,286	\$ 2,559,675
<b>Programs</b>	\$ 9,253,537	\$10,227,817	\$ 8,186,600
<b>Total Cost Without Medicaid</b>	\$17,748,457	\$19,482,569	\$16,990,464
<b>Total Revenues</b>	\$13,436,562	\$14,168,722	\$13,219,621
<b>Net Cost of Direct DSS/OFA Programs</b>	\$ 4,311,895	\$ 5,313,847	\$ 3,770,843
<b>Medicaid Costs</b>	\$11,878,159	\$12,357,111	\$12,272,735
Includes IGT to PV Nursing Home			



# Children and Family Services



**Karen Baker**  
**Director of Services**  
**746-2434**

- Child Protective Services
- Preventive Services
- Placement Services
- Child Support Enforcement

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

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

Reports of suspected child abuse or maltreatment are initially called into the **State Central Registry (SCR)**. If a report is accepted, it is transmitted to the local district through a statewide computer network known as **CONNECTIONS**.

Per a mandate that requires 24-hour coverage in child protective services, during non-office hours, to include weekends and holidays, these reports were previously transcribed manually outside of normal business hours. As of this year, these reports are now electronically received by an on-call worker who has the capacity through a laptop and wireless connectivity.. 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.

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

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

Since the onset of **Family Assessment Response (FAR)** in early 2010, the agency has seen an increase in the willingness of families to engage in conversations about service needs for themselves and their families. This stands to reason, since the focus of FAR is more 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. It has been noted that families feel less threatened by CPS/Agency involvement and are more willing to accept support. In 2012 there were **544 reports diverted to FAR** from the traditional track , roughly 50% of the total number of reports generated by the SCR that were assigned to Washington County.

In situations where abuse or neglect exist, and 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**.

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

**Non-Mandated (Public)  
Reporters**  
1-800-342-3720

**Mandated Reporters**  
1-800-635-1522

# Child Protective Services

The agency continues to be an active member of the **Washington County Multi-Disciplinary Team** which is comprised of staff from: law enforcement agencies; a physician; the County Attorney's office; the District Attorney's office; and other human services agencies, to include Sexual Trauma and Recovery Services.

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, 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.

**In the end, Child Protective Services cannot adequately address Child Abuse and Neglect issues on our own. Appropriate measures to address child abuse and neglect are best when the caretaker, whom is ultimately responsible for safety, is supported by the community. In this instance the "community" is comprised of medical professionals, school district personnel, law enforcement, service providers and any individuals ordinarily in contact with the family.**

## Achieving Outcomes

While the Unit has seen many success stories during the course of 2012, one particular moment stands out. The case involved a baby who was exposed to marijuana in utero and upon delivery, tested "positive" for that drug. The baby's mother is mentally disabled and had previously lost custody of another child due to that as well as substance abuse issues. The CPS worker was able to engage the mother in a way that she was willing to allow for other service providers to become involved. As a result, Community Maternity Services became a support to this mother who is now providing the nurturing care to the child that it needs.

# 2012 CPS STATS

	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Totals
<b>Total # of CPS Reports</b>	134	115	146	140	152	128	117	130	120	133	140	94	1549
FAR	50	34	58	47	55	37	23	30	43	54	55	36	522
Investigations	38	36	40	43	57	38	36	41	36	44	26	25	460
Secondary	21	24	15	22	15	21	27	24	10	8	16	13	216
FSS	3	3	1	3	3	0	1	5	1	0	1	0	21
SUBS	22	18	32	25	22	32	30	30	30	27	42	20	330
<b>Number of CPS Reports by Towns</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>June</b>	<b>July</b>	<b>Aug</b>	<b>Sept</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Totals</b>
Argyle	8	3	4	5	7	7	4	2	5	11	7	4	67
Cambridge	7	6	2	6	1	6	3	2	4	2	4	1	44
Dresden	1	0	0	2	1	0	0	3	0	0	0	0	7
Easton	0	0	0	0	1	0	0	0	0	0	0	0	1
Fort Ann	3	3	10	2	6	3	3	5	1	6	4	5	51
Fort Edward	30	17	18	20	20	27	17	20	18	13	14	14	228
Granville	12	8	19	17	20	14	9	8	9	13	10	6	145
Greenwich	7	9	4	10	8	1	5	7	7	3	7	9	77
Hampton	2	0	1	1	0	1	0	1	1	3	1	1	12
Hartford	2	0	0	0	3	0	0	3	4	3	0	0	15
Hebron	0	0	1	0	1	0	0	0	0	0	0	1	3
Jackson	0	0	0	0	0	0	0	0	0	0	0	0	0
Kingsbury	34	40	45	31	47	34	35	40	40	40	51	28	465
Putnam	0	0	1	1	1	0	0	2	0	2	0	0	7
Salem	5	4	8	2	8	3	3	5	2	7	7	8	62
White Creek	0	0	0	0	0	1	0	0	0	0	0	0	1
Whitehall	9	13	11	19	14	9	13	14	12	16	10	8	148
Out of County (Secondaries)	14	12	22	24	14	22	25	18	17	14	25	9	216

# Preventive Services

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.

The primary goal of Preventive Services is to **improve family functioning so that children can remain in their own home** thereby preventing a costly placement into foster care and keeping a family in tact. It serves families with a variety of presenting needs, to include but not limited to, child or adult mental illness, mental retardation, alcoholism, drug abuse, domestic violence, and child sexual abuse.

In general, casework staff work with parents who are unable or unwilling to provide the proper discipline, direction or care for their children. This may involve the caseworker coaching or role modeling good parenting behaviors for parents; helping the parents to create behavioral charts for children; helping the parents to set appropriate limits for behaviors, helping the parents with household management skills to include upkeep and budgeting; helping the children to set appropriate limits for themselves.

The unit had historically been divided into two teams that specialized themselves by the age of the children in a family. The **Early Intervention Team** typically served families with children under the age of twelve (12), while the **Adolescent Preventive Unit** typically served families with teenagers.

In the fall of 2012, the Preventive Unit moved away from specialized caseloads to generalized caseloads. All Preventive workers now provide casework service to cases that are referred for general Preventive Services as well as more specific service types like PINS and JD cases (both will be described on next page). The agency also assigns a Preventive worker to any individual who presents as **homeless** with children and are placed in local motels by the Department. The goal is for the Caseworker to assist the families in finding permanent stable housing for their family in a short period of time in order to eliminate the instability and risks that may be associated with children in these settings.

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 ongoing 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 any 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 safety concerns arise as a result.

The Preventive Services team provides case management services to participants of **Family Drug Treatment Court**. In an effort to streamline staffing, Caseworkers provide case updates to the unit's Senior Caseworker who then attends Family Drug Treatment Court staffing meetings and court hearings.

Preventive Services often celebrates success with small victories: helping a parent establish a better working relationship with school or assisting a family with accessing needed services. One of our greatest victories of the past year involves two clients who, separately, have had a complicated and adversarial history with Social Services. One had two children who had been previously removed and placed in Foster Care, the other had agreed to placement of her child with a relative when faced with neglect proceedings. The couple met, married and had a child together. Few thought that this couple could parent their newborn but preventive services were offered and were warily accepted. The preventive worker assigned was able to establish a positive relationship with the two and offer additional services that allowed them to learn more about parenting and to nurture and protect their child.

# Preventive Services

The **Preventive Team** also service the, **Persons-In-Need of Supervision (PINS)**, and **Juvenile Delinquent (JD)** populations. This team 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.

The 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 assigned to this team continues to participate in **Juvenile Fire (J-Fire) Intervention Response & Education** meetings. Referrals for youth who are identified to have fire setting behaviors can come from local Fire Officials, Law Enforcement, Schools, Parents, and Service Providers. The J-Fire assessment is done by casework staff with the child and family along with local fire officials in order to determine risk levels and the need for education or further evaluation.

The agency continues to work collaboratively with the District Attorney's office in situations where the parents/guardians of excessively truant children choose not to respond to intervention. If, in fact, the parent's actions, or lack thereof, facilitate the youth's ongoing truancy, the parent/guardian may be prosecuted for Endangering the Welfare of a Child, a Class A misdemeanor.

A combination of 7 initial PINS petitions and violation of PINS Probation were filed in 2012, which is a significant reduction from previous years. The dramatic reduction from year to year is in large part due to the fact that the systematic consequences for these matters is extremely limited and placement into foster care is rarely an appropriate option. More often than not, families are better served when they work in a collaborative and engaging relationship with casework staff and other providers involved.

## Number of Referrals Received in 2012

**145 PINS Referrals: 40 were parental referrals, 98 were school referrals, 7 were other sources to include Law Enforcement**

**11 J-Fire Referrals**

**45 Juvenile Delinquent Petitions**

**156 Preventive Referrals**

# 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 reunification** 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 provides the 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. This is done collaboratively with other agencies involved in the family's life, to include but not limited to counselors, schools, medical personnel, foster parents, etc. **Achieving permanency is the ultimate goal.**

Children enter foster care in a number of ways, all of which require Family Court intervention. The Family Court Judge 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 Juvenile Delinquent (JD) or Persons In Need of Supervision (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 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 OMH) respectively. 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.

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. The agency is then responsible for oversight, in order to ensure the placement remains stable.

The agency continues its collaborative relationship with Berkshire Farm Center & Services for Youth for the provision of Foster Care services. By doing so, the resources available to youth in care, their families, and foster parents are able to access a wide variety of a state-wide network operated through Berkshire. For foster parents, this means more training and support can be provided to them. For youth in care, this means a wide catchment of placement options is available so that youth can "bump" up/down when different levels of care are needed. For casework staff, it means a role that involves less direct service and more quality assurance oversight of the direct work being done in conjunction with the Berkshire Family Specialist Team. While the Berkshire catchment remains the first option, the agency is still able to access other foster care services by contracting with local voluntary agencies to include but not limited to Northeast Parent and Child Society, Parsons Child and Family Center, and St. Anne Institute, to name only a few.

## Continuous Recruitment

Do you have a love for children, room in your home and a big heart? If so, Berkshire Farm Center & Services for Youth 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 Tara Booth # 390-0878.

# 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, thereby making every effort toward achieving permanency for our youth in care.



*In 2012  
6 Adoptions  
were finalized*

## Achieving Outcomes

When reunification is not possible the agency looks to achieve permanency for foster care youth through adoption. One young man's road to adoption began in January 2011 when his parents surrendered their rights to him and he was freed for adoption. He was already placed in an adoptive home and the foster parents were willing to be an adoptive resource.

As the adoption process progressed the young man made the decision that he did not want to be adopted and since he was over 14 his consent was required. At that point the adoption process was stopped and the youth remained with the family as a foster child.

In the fall of 2011 the young man was diagnosed with Hodgkin's lymphoma and underwent treatment, his foster parents remained by his side. As this young man was fighting the condition, he made the decision to be adopted by his foster parents. In November 2012, the agency was able to celebrate the adoption of a 16 year old young man.

## Transportation Services

Transportation services continue to be a critical component in the provision of casework services. While transportation needs related to youth in care are now primarily managed by Berkshire Farms, the agency's one remaining transporter fills the gaps when needed. Additionally, the transporter provides assistance to adults working with the Aging and Disabilities Resource Center where they may need transportation to medical appointments or assistance with grocery shopping and other daily activities.

During the course of the year, the transporter **provided 206 transports to clients of ADRC and 94 service related transports for supervised and unsupervised visitations, as well as 152 transports for medical related appointments, for a total of 452 transports.**

# Placement Statistics and Facts 2012

Child Removal Cases Case Types Resulting in Removal Of a Child from their Home
<ul style="list-style-type: none"> <li>• 27 youth were placed through Child Neglect Petitions</li> <li>• 3 youth were placed through Child Abuse Petitions</li> <li>• 1 youth was placed adjudicated as Persons In Need of Supervision (PINS)</li> <li>• 1 18 year old youth returned to care after having been discharged</li> </ul>

**38 children were discharged from foster care in addition to 3 children who were placed briefly for 30 day evaluations in 2012:**

- 25 - Returned to the custodial parent**
- 3 - 30 day placement**
- 3 - Released to the non-custodial parent**
- 6 - Were adopted by their Foster Parents**
- 6 - Turned 18 and refused to remain in care**
- 1 - Was released to a non-relative resource**

Do you have a love for children, room in your home and a big heart? If so, Berkshire Farm Center & Services for Youth 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 Tara Booth #390-0878.

New Foster Care Placements in 2012	
<b>January</b>	1
<b>February</b>	5
<b>March</b>	0
<b>April</b>	0
<b>May</b>	3
<b>June</b>	0
<b>July</b>	6
<b>August</b>	1 - 30 Day Placement
<b>September</b>	2
<b>October</b>	2 - 30 Day Placements
<b>November</b>	12
<b>December</b>	2 + 1 - 30 Day Placement

# Child Support Enforcement

Child Support services are provided to any parent (custodial and non-custodial), and minors under the age of 21, who request the service, regardless of income or relationship to other programs within the agency.

The services that can be provided are vast, and can include but are not limited to:

- The monitoring and enforcement of existing court orders to include modifications when appropriate.
- The establishment of paternity on behalf of children receiving Family or Safety Net Assistance, and those who are in foster care.
- The location of absent parents.
- The collection of arrears owed from federal/state tax refunds, OTB and lottery winnings, and bank accounts.
- The suspension or denial of a New York State driver's license, professional license or passport.
- The monitoring of required enrollment of dependents in third party health insurance.
- The referral of information to the NYS Dept of Taxation and Finance's program for the collection and Seizure of assets, targeting individuals over four months in arrears in their child support payments.

	2010	2011	2012
Child Support cases at year end	3994	3831	3813
Children in open support cases at year end	4810	4691	4562
Children in open support cases born out of wedlock	2457	2385	2325
Percentage of children with paternity resolved	96%	97%	96%
Cases with collections during year	1882	1872	1761
Cases open where medical support is ordered	2642	2597	2554
Cases with arrears due during year	2803	2731	2676

**Washington County's collection efforts for 2012 totaled the receipt of \$8,229,012 which directly supports the care of children.**

In an effort to help families move from assistance to self-sufficiency, the unit utilizes one worker to manage the ongoing Temporary Assistance caseload. This on-going strategy has allowed the unit to focus on assisting families in obtaining child support monies more quickly, thereby helping them to achieve financial independence in their households and decrease or eliminate the need for Temporary Assistance benefits.

Total Dollars Collected as arrears for failure to pay child support from Income Tax Refunds and Lottery Winnings	
<b>Federal Refunds</b>	<b>\$298,257.74</b>
<b>State Refunds</b>	<b>\$102,699.14</b>
<b>Lottery Winnings</b>	<b>\$ 2,685.50</b>
<b>\$529,813.30 was collected as reimbursement to offset DSS cost to include: Foster Care, Temporary Assistance and Medical Support</b>	

# Child Support Enforcement

While the unit has seen a number of success stories during the course of the year, a highlighted moment came when a support investigator was returning a call to a Custodial Parent. The focus of the call was to respond to her contact with the helpline regarding not receiving additional monies toward the child support arrears she is owed. The investigator advised the client of her options to have the order enforced. During the course of the conversation the client advised that the non custodial parent had filed a petition seeking to reduce the child support obligation. The investigator advised that custodial parent could apply for legal services thru the agency. The client did so and the Assistant County Attorney appeared in court on all future court appearances. This client was very nervous and had prior court dealings with the non custodial parent where she would concede to him. With the assistance of the Asst. County Attorney and the investigative work done by her child support worker after numerous court appearances, the non custodial parent was not granted a reduced amount. In fact, the court decided that the Custodial Parent was deserving of a higher obligation amount. By assisting this family to obtain their child support, the agency was able to help ensure the family has some measure of financial stability. It also highlights the successful collaboration amongst departments to ensure good outcomes for children and families.

Achieving Outcomes

In 2012 the State introduced a new form, *Information about Child Support Services and Application/Referral for Child Support Services*. This forms includes a detachable application/referral for child support services which is used by families to obtain child support services. It is also used by local Temporary Assistance , Medicaid and Foster Care programs to refer individuals to the Child Support Enforcement Unit. In addition, it provides important information about the child support program, including a description of available services.



# Assistance Programs



**Hollie Rapp**  
**Director of**  
**Assistance Programs**  
**746-2424**

- Temporary Assistance (TA)
- Supplemental Nutrition Assistance Program (SNAP)
- Home Energy Assistance Program (HEAP)
- Employment
- Day Care Services
- Investigations
- Computer Services
- Reception

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

# An Explanation of a Task Based System for determining eligibility

The “**task based**” system instituted in 2010 in which certain administrative tasks for cases were processed separately has evolved over the last three years. This system design has been implemented in different configurations across the state in the counties that have adopted this approach. In Washington County our Intake team is divided into Temporary Assistance Intake and Supplemental Nutrition Assistance Program (formally called Food Stamps) Intake. The Intake team members work on new applications for assistance within their specialty of either Temporary Assistance or SNAP. The other Team in the task based system is the “Change/Recertification” team. The Change/Recertification team has one TA change worker who works on all Changes for the Temporary Assistance caseload while the rest of the team works on both Changes for SNAP and Recertification’s for SNAP and TA.

At this time Medicaid is divided into three teams: Intake workers, Change/Recertification workers and Chronic Care workers. The Intake workers in Medicaid process all new applications for community Medicaid and SSI related benefits while the Chronic Care workers process applications mainly for the nursing home population. The Change/Recertification workers process all Changes to open cases as well as any Recertification’s that are not sent to the States enrollment Center for processing. The Chronic Care team also processes the Recertification's for those cases that have opened for Chronic Care assistance.

The **Intake Unit for each team** is responsible to process applications for all benefit programs and provide services to those cases until they are opened for ongoing assistance. The Intake Unit for Temporary Assistance also addresses emergency situations regarding homelessness, utility shut offs, no heat (when HEAP is not open), no food, etc. The TA Intake Unit also works directly with the clients who reside in temporary housing. They meet weekly with these clients to help them plan for their housing needs. This can be very time consuming as the clients present with a variety of issues that extends beyond homelessness to include mental and physical illness, joblessness, etc.

The SNAP Intake team must process expedited SNAP benefits within a five day time period, which can be challenging due to the volume of applications that are received for SNAP benefits. Within the MA Intake teams, the number of applications for Medicaid benefits continues to grow, along with the complexity of the program, making it more and more difficult to keep up with the number of residents qualifying for medical coverage.

The **Change/Recertification 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 other types of household changes. This team processes changes and recertifications for TA & SNAP cases once opened. Each Temporary Assistance case has to be recertified every six months; Medicaid cases are recertified on an annual basis. SNAP 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. We have found that it makes for better casework to have the worker focus on tasks within a specific program, which is one of the reasons the task based approach has evolved into this new and improved system.

It is our hope that this modified version of the Task Based system will allow for better processing times and improved casework. As the need for our services continues to grow, we will to continue to find different ways to meet the demand for services, remaining at all times focused on the people in need and the best way to meet those needs.

# Temporary Assistance

Temporary Assistance consists of five separate programs with different eligibility criteria. The five are: 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, pregnant woman are also eligible. **Family Assistance (FA)** 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 intended to offset.

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 (SNA)** 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.

Case Counts	12/10	12/11	12/12
FA	131	129	158
SN (federally participating)	1	1	4
SN- Individual	89	104	77
SN- Family	6	6	8
SN (federally non participating) Individual	23	30	26
SN (federally non participating) Family	5	4	4
<b>Totals</b>	<b>256</b>	<b>271</b>	<b>275</b>

All three 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 a necessary utility service. They are without heat, have no place to live or have met some other catastrophe such as a fire in their home. 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. Some of these applicants are required to repay the agency, depending upon case specific circumstances.

*During 2012 our outcomes were achieved in countless situations. Once such occasion that we would like to highlight is with a young lady that came to the Agency declaring to be “homeless”. The individual had just been released from jail and spent the night before in a relative’s home. She was placed in temporary housing and after a short stay there found permanent housing as assisted by the Agency. An ongoing Temporary Assistance case was opened and she worked hard to find employment and regained custody of her child, whom she had been separated from for over a year. She was able to locate a good job which she still holds, with the help of transitional child care, because she also regained custody of her child*

Achieving Outcomes

Washington County Temporary Assistance has an average intake of 20-25 families each day that apply. Many of those have emergency needs, one of which is all too often unstable housing. In 2012, the average number of families who were housed each month due to homelessness was 20 which is an increase from last year’s average of 14. Out of the average of 20, 8 were families with children while the remaining 12 were single individuals. The increase in the number of families who are homeless with children is troubling and a trend that our Agency is working to address effectively.

# Temporary Assistance

The Department remains immensely concerned about the homeless 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 the individuals secure suitable housing. Representatives from several Department programs meet on a weekly basis to review the individuals or families who are homeless. This is a successful collaboration which identifies and eliminates barriers to self-sufficiency for the individuals we serve. Much time and effort is spent by staff in all three divisions within DSS working together to assist the homeless people who present with a variety of needs/issues. By working together to achieve positive outcomes for the homeless residents of Washington County.

Washington County continues to send a representative to the 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 on a monthly basis. 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.

The Intake Unit works closely with 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.

The Welfare Investigator acts as the Agency Representative when a client calls a Fair Hearing. A Fair Hearing can be called by a client when they disagree with a decision the Agency has made regarding their eligibility for assistance. In 2012, 127 Fair Hearings were called against the Agency (this includes 18 hearings called against the Medicaid Enrollment center).

Through a combined effort between the Investigations Unit and the Social Welfare Examiners, the agency was able to resolve 64 disputes prior to the hearing being heard by an Administrative Law Judge. Of the remaining cases; the Agency was affirmed in 30 cases, the client failed to show for 28 cases and the Agency's decision was reversed in 3 cases (a 3% loss rate).

Through a contract with Glens Falls Behavioral Health Services, DSS has 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 2012, 382 individuals were referred to the CSW for assessment and 197 of those were identified as needing treatment.**

<u>TA at a Glance</u>	<u>2010</u>	<u>2011</u>	<u>2012</u>
Number of Applications Registered	3159	3496	3597
Number of One Time Grants	715	970	996
Number of Denied Applications	1610	1708	1545

# Supplemental Nutrition Assistance Program

The purpose of The Supplemental Nutritional Assistance Program (SNAP), formerly known as the Food Stamp program, is designed to help low income households purchase food needed for good nutrition and health. Unlike many of the assistance programs, SNAP benefits are provided through the United States Department of Agriculture and are 100% federally funded.

The average monthly SNAP household caseload in 2012 was **3569**. During the year the unit received **2615** applications for SNAP, many of whom met the monthly criteria for expedited processing. Under expedited processing rules, the agency must issue SNAP benefits 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 **\$40,560** in **2012** to fund the SNAP 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.

My Benefits (accessed at [www.mybenefits.ny.gov](http://www.mybenefits.ny.gov)), an online tool which provides a single internet portal for families to connect with benefits, services and work supports has continued to be utilized. Washington County families and individuals can apply and now recertify electronically for SNAP benefits. In 2012, **329** applications were submitted through the use of the MYBenefits, of those applications, **154** were submitted after traditional work hours and **62** of those applications were eligible for expedited processing.

Some changes have been made to MyBenefits and MyWorkspace which make applying and recertifying for SNAP benefits easier and less time consuming for both the consumer and the examiner processing cases. Some of these changes are the ability to access Unemployment Benefits information and the ability to assign and track interview appointments through workspace. Consumers can also now scan documents into MyBenefits that the agency requests to determine eligibility. This feature, if utilized, can save time and postage and may lessen some of the paperwork coming in through reception. Another change which was implemented in 2012 is the elimination of the requirement of Finger Imaging which further simplifies the eligibility process for SNAP.

*A gentleman found himself alone with 4 children after his wife left the household to pursue a life without them. She had been the "breadwinner" of the family and had left without any notice and left no provision for him or the children. Without a job this man had no way to support himself and his children. Emergency SNAP benefits allowed him to have the ability to put food on the table during a very difficult time. SNAP benefits are meant to be a supplemental source of funds for food. However in this situation they served as a way to get through a truly tough time until income could be attained for this family in need.*

Achieving Outcomes

<u>Cases</u>	<u>December 2011</u>	<u>December 2012</u>
Non Public Assistance-Food Stamps	3446	3668
Public Assistance-Food Stamps	118	102
Total Cases	3564	3770
Total Individuals	7168	7559

# Home Energy Assistance Program (HEAP)

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 utility needs of these households. Also, the emergency component may provide for furnace repair and/or replacements for recipient owned homes.

In past years, the ADRC division has worked all the early outreach applications that were mailed to the households that have members over the age of 60. This year, the Assistance Programs division absorbed those applications as well as all future applications for this population into its program with the realignment of one of the Examiners from the ADRC division to manage the work flow.

The 2012-2013 HEAP season opened on November 19, 2012 this year. This is the latest that the program has opened to date. The State increased the regular grants this year by a small amount over last year. The emergency portion of the HEAP program did not open until January 2, 2013. This meant that if a client received a Regular grant in November and ran low or out of fuel prior to January 2, they would have to apply for Temporary Assistance to help meet that need. The HEAP season is scheduled to end March 15, 2013 but is one of the programs at risk of being impacted by the sequester, a package of automatic spending cuts that are part of the Budget Control Act, which passed in 2011.

Another change to the program this past year was that the Home Energy Furnace Repair and Replacement Program closed April 15, 2012. As the Repair and Replacement Program was traditionally a year round program, the influx of requests effective October 1, 2012 was very high. Requests for repair and or replacement were up considerably from the previous year. . Effective 2/1/13 the State closed this component due to the lack of funding. The homeowners who find that they are in need of furnace repair or replacement will now need to apply for Temporary Assistance to see if they are eligible for that program can assist them.

The chart provided below details the last three years to include the number of households served and the amount of money provided to Washington County residents. You will note that the number of households served in prior years is lower but the amount spent is higher. This is due to the amount of the grants that were provided in the past being higher than the grants were in 2012. Because the funding from the federal government was lower in 2012 the state lowered the grant amount in order to serve more households across the state.

*We had a client in Hampton that was disabled and was low on fuel. A worker from the Investigations unit went out and got a HEAP application signed and gathered the necessary documentation needed to keep him from running out of fuel. Due to his circumstances, a worker from APS was referred and they went to the individual's home to work with him to support his ability to remain self sufficient. The individual learned of his eligibility for SNAP benefits. An application was processed and he is now receiving SNAP to assist with his nutritional needs.*

Achieving Outcomes

HEAP Grant Statistics

		<u>2010</u>	<u>2011</u>	<u>2012</u>
<b>Washington County Households Served</b>	TA	330	205	228
	FS	5461	4220	5505
	HEAP Only	4520	3102	3961
<b>Amount of Benefits</b>	TA	\$121,952.36	\$90,748.33	\$64,856.98
	FS	\$2,055,930.50	\$2,151,632.60	\$1,675,555.00
	HEAP Only	\$1,879,405.20	\$1,846,612.80	\$1,294,548.30
<b>Totals</b>		<b>\$4,057,288.06</b>	<b>\$4,088,993.73</b>	<b>\$3,034,960.28</b>

# 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 of entry. **During 2012, 1291 applicants for Temporary Assistance benefits were seen by an Employment Representative as part of the Front Door Diversion Program. Approximately 800 of those applicants were diverted from Temporary Assistance.**

In 2012 Washington County appropriated Federal funds to serve families with transportation costs related to work. The assistance available to families included monthly gas cards, monthly bus passes, bus tokens and/or minor car repairs. In order to be eligible for this program the family must meet the 200% of poverty level income guideline, be working a minimum of 20 hours per week and be responsible for the financial support of a child. Approximately 150 families were served by this program.

In 2011 Washington County applied for and received 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. This program was extended through June 30, 2013. Since 2010 Washington County received \$71,336 and served a total of 11 clients with this program. Very limited funding exists but we do hope to extend this opportunity to others who meet the eligibility requirements in the coming year..

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. Additionally, Washington County has a contract with Northeast Career Planning Services to provide employment opportunities for people with disabilities. There is one 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 secure employment. **A combined effort of the Employment Unit and the above listed agencies resulted in 194 job placements in 2012.**

The 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. If you are interested in learning more information about this program and can provide a work site please call us at 746-2361.

*At the end of October 2012, a Public Assistance case was opened for an individual who was working 2 jobs at the time of their application. Despite the 2 jobs the individual's income was low enough to be eligible for assistance. Within 2 weeks of having the case opened the individual was assigned to report at a "Work Experience Site" through the Department. The individual was motivated, efficient and productive at the Work Site. Just over a month after having the case opened the individual was referred to a job opening at a local business in Washington County by the NYJOBS Representative assigned to Washington County. The employer hired the individual the same day. The individual remains employed and is currently attending GED classes.*

# Day Care Services

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 otherwise be at risk. During 2012 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 Unit at Washington County processes applications for teen parents, low income working families and offers transitional day care for Temporary Assistance households who are closing a case. This unit works closely with the Southern Adirondack Child Care Network to provide information for parents and monitor legally exempt child care providers. In 2012 Washington County was able to maintain a child care caseload with expenditures not exceeding the Federal Child Care allocation. This same year Washington County was able to serve more families by increasing the Child Care Caseload from approximately 75 to approximately 135 cases without an increase in Federal Aid or local cost. Washington County has seen an increase in families where the parent is working part-time, therefore, having a lower expense for child care.

This unit also processes payments to providers for parents on a monthly basis. Washington County uses the New York State Office of Child and Family Services system called Child Care Time and Attendance Tracking (CCTA) System to process timely payments to providers. With CCTA providers submit timesheets for payment through web submittal. CCTA also alerts workers to possible fraudulent activity, for example, it will alert us if child care payments are requested for the same child from two different providers for the same time period or if Child Care payments are requested for a school age child for time when the child should be attending school. When the worker receives the alert the worker will investigate the request for payments before authorizing payment to the providers. Depending on the outcome of the Child Care worker's findings, the case could be referred to the Investigations Unit for follow up. Parents pay a portion of the child care cost which is pro-rated based on the amount of their income. The parent fee percentage continues at 25% of the family's available income.

*There is a Day Care recipient who transitioned off Temporary Assistance approximately 2 years ago. She is a single parent with no support network from relatives or friends. A few months ago, she was struggling with locating a child care provider to care for her child while she was working. At one point she thought she was going to have to quit her job because of the lack of available child care. With guidance from her Day Care Assistance Examiner, she was able to secure child care for the hours she needed and is still employed.*

Achieving Outcomes

CHILD CARE PROVIDERS USED BY WASHINGTON COUNTY RECIPIENTS DURING 2012 BY LOCATION AND TYPE			
	<u>Washington</u>	<u>Warren</u>	<u>Saratoga</u>
Legally Exempt	55	0	0
Day Care Centers	2	5	3
Family Day Care	18	0	0
Group Family Day Care	20	1	0

# Investigations

It is the goal of the Investigations Unit to make sure that all clients who apply for benefits receive the benefits that they are entitled to, while those who attempt to fraudulently receive benefits are held accountable. The accountability happens in a variety of ways: the client may sign a Disqualification Consent Agreement that would disqualify them from benefits for a period of time; they may be made to repay; or they may be charged with criminal charges. The Unit works toward the most cost effective way to hold applicants and recipients accountable.

One of the ways in which the agency is able to deter ineligible applicants is through the Front End Detection System (FEDS). This program is state mandated and requires a referral to the Investigations Unit if an applicant meets certain criteria (i.e. working off the books or financial obligations current but stated expenses exceeds income without reasonable explanation). The Unit investigated 335 cases referred through FEDS in 2012 and of these investigations 88 cases were denied or grants were reduced creating a savings of \$823,080.

Another tool that is used by the Unit is the Eligibility Verification Review (EVR) referral. This is an optional program from the state that the Agency uses to review applicants that fall into the Safety Net category. A person is included in this category if they are an adult over the age of 18 or an adult couple with no children in their home. There were 253 referrals made through EVR and 49 cases were denied due to an investigation being done, resulting in a savings of \$199,260. The remaining cases were found to have no errors but may not have been opened for other reasons.

The Social Welfare Examiners in the Investigations Unit are split in their job descriptions within the unit. One worker is the "In House" Investigations worker, working with the Temporary Assistance Unit focusing on the Homeless population. This worker saw 265 individuals/families that were claiming homelessness in 2012. Of these people 58 were diverted from temporary stays, the majority of these cases being Safety Net. Due to reimbursement levels this saved the county 71% of the cost of their hotel stay with an average stay of 19 nights (\$300/wk x 3 = \$900), this was a cost savings of \$52,200. This worker also closes TA cases for those individuals who are incarcerated. The agency works with the Sheriff's Department by receiving a weekly report that allows us to check our "rolls" and compare it to those individuals who are incarcerated. If they are sentenced, in for an extensive period of time or about to go to State Prison, this worker closes the case and stops their benefits.

Our second Investigations worker is "On the Road". She investigates from as far north as Putnam all the way south of Eagle Bridge. This worker processes all the FEDS, EVRs and Fraud referrals for the county. These tips are from workers within the agency as well as those accessing our 1-800 tip line that the agency provides for people to report fraud that they believe to be occurring. Of the 1691 total referrals that the unit received in 2012, this worker investigated 905 of them and had a positive result in 258 cases. In this case a positive result equates in case denials, grant reductions and/or fraud cases that were pursued either administratively or criminally.

The collaboration between the Agency and the Washington County Sheriff's Office and District Attorney's Office continued in 2012. There were 24 arrests made in 2012, the total case overpayments for this year were \$112,040.87. These cases are prosecuted in Fort Edward Town Court in conjunction with the District Attorney's office. While most clients are not able to reimburse the county in full during this process we have had success with them paying back a portion of the money owed and then being sentenced to probation with the agreement to pay half of what is owed within the first year and the other half during the remainder of their probation. If they are able to pay the full restitution before sentencing, they can forgo being put on probation and the surcharge that they would then have to pay.

*The Investigations Unit in collaboration with the Washington County Sheriff's Office collected \$19,418.13 in benefit overpayment without having to go through the court process. This collaboration effectively brought this money in without the additional time and personnel expense that it would have taken in prosecuting these cases through local court. This freed up the District Attorney's office and the local court to pursue other cases.*

Agency toll free tip line  
1-866-843-8759 or 746-2388

# Computer Services/Reception

In past years, the majority of our computer equipment was provided by the state agencies that govern the programs that we administer. With recent economic struggles, the state has no longer been able to continue this practice for every computer. By creating a spreadsheet to track the combined inventory of ALL the computers and printers and the year it was put into service, this agency has been able to provide a visual of the aging inventory that needs replacement and make a plan to refresh those machines. While the state is unable to cover the upfront cost of the equipment, they have continued to cover the expense of the software licensing and ongoing maintenance of the machines. That expense is equal if not more than the initial cost of purchase. Special projects do still provide some equipment replacement, but this is not something we can depend on for keeping our inventory up to date. In an effort to assist county agencies with updating equipment able to run Windows 7 and the current software, OTDA did provide 29 new computers in 2012 through a special grant.

In 2012, a state project initiated by OCFS has provided the equipment and network upgrades necessary to hold CPS fair hearing via a teleconference. The judges are able to oversee the proceeding using the camera equipment both here and in their location. At some point OTDA will also use this equipment to hold their fair hearings.

As the state imaging project continues, we have made great progress in streamlining our file room. During 2012, we scanned 676,666 documents into the repository. This has created more space in our file room which has allowed us to move HEAP files from the basement file room, in turn saving time for HEAP staff. It has also allowed ease for workers to find documents through using the computer system instead of spending time searching for a file to access information quickly.

**Reception** serves as the first point of contact for the majority of agency visitors. The reception staff is 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. This team handles a variety of clerical responsibilities and has rotating work stations for the different duties. There are two windows to greet and log clients into the system or take documentation for their workers. In 2012, **over 27,000 visitors were greeted at the reception windows.** Just fewer than 1200 clients were seen for scheduled appointments, compared to over 12,500 clients that were walk-ins that were to be seen by an examiner for emergency situations or for questions for their worker. The remaining 14,000+ clients were at the window to turn in documentation necessary to process their assistance benefits applications or seeking guidance for some other issue.

In total there are 7 distinct work stations within the Reception area. Beyond the "receiving" of individuals and clerical duties one might anticipate the remaining workstations are described as follows: The switchboard operator routes all incoming calls for this agency. In 2012 the main switchboard received almost 75,000 phone calls. This represents a small decrease in volume which can likely be attributed to the opening of the state Enrollment Center that handles the recertifications of open Medicaid cases. One of the reception workstations is dedicated to scanning case documents into the digital imaging repository. The remaining two workstations cover a variety of duties to include; issuing temporary benefit cards; "finger imaging" of those clients that are required to have it done; filling requests from our food pantry; mailing out applications to clients that request them by phone; and registering the incoming applications for assistance. Many other small, but no less important, tasks are accomplished by this team that support the rest of the Agency in their daily operations.

The reception window is one of the busiest positions in the Agency. One of the duties shared by receptionists is to package food for individuals who express a need for food. One day in 2012 a mother with two children told the receptionist that she had no food at home for her children. The receptionist assisted the mom by providing her with food from the Agency Food Pantry. The reception workers also referred the mom to SNAP (formally known as Food Stamps) for determination of her family's eligibility for the program. This family now receives SNAP benefits. These benefits allow the mom to more effectively plan for her family's nutritional needs.

# Washington County CARES Aging & Disabilities Resource Center



## **Gina Cantanucci-Mitchell**

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

- Information Assistance and Referral
- Adult Protective Services
- Home and Community Based Services
- Nutrition Services
- Medicaid
- 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 Coordinated Access Referral for Education and Service (CARES) is a collaborative effort between the Department of Social Services and the Office for the Aging, providing unbiased information and access to home and community based services for aging and disabled populations under the NYConnects Program.

CARES is the designated Area Agency on Aging, operating all state and federally funded programs under the Older American Act. Over the last 6 years we have worked to integrate these programs with other county operated adult services funded through Medicaid and Title XX. The county undertook this process to transform access to all home and community based services in a way that supports a consumer's choice and personal goals while promoting independence and safety in a effective and cost effective manner. Anticipated changes in demographics, fiscal restraints across multiple systems and a state budget crisis ushered in the start of the broad transformation of home and community based services. Those changes that began in 2011 have shown that the integration of county services locally have positioned the Aging and Disabilities Resource Center to take a leadership role in helping Washington County residents have continued access to quality services.



## Information, Assistance and Referral

The ability to access information quickly and to plan for future needs is important to helping our residents maintain their independence in the community. Washington County CARES maintains a call center, with access to online resources and local provider information that can be provided to people who are simply looking for where to start or who need further direction when their service need changes.

In addition to information and assistance with services available throughout the county, specialists in the call center offer health insurance counseling, including Medicare health plan choices, and assistance with paying for Medicare premiums and co-pays. The specialists also determine Medicaid eligibility for aging and disabled populations in long term care facilities. We are seeing a greater number of retirees who are confused about Medicare and how it works with their retiree benefits. Additional efforts are planned in 2012 to include reaching out to area employers to offer our services in regards to health insurance counseling and information about Long Term Care for those who are acting as caregivers.



### Health Insurance Expo

Our annual Health Insurance Expo was held October 16, 2012 at the Municipal Building in Fort Edward. We were able to provide one-on-one information and assistance to 48 Washington County residents. Insurance company representatives were on site to give information and answer questions about their plan offerings. Resource Center staff were prepared with computers set up to access the internet to assist seniors in performing Medicare Part D and Medicare Advantage Plan comparisons. This is a great opportunity for us to pass on information to our community about the services we offer. We look forward to future events.

# Adult Protective Services

**Protective Services for Adults (PSA)** are services directed to individuals 18 years and older who have impairment (either physical or mental) and who are in danger of causing harm to themselves or others and have no one willing or able to assist them. There is no longer a “typical” APS Client, the provision of services extends well beyond infirm elderly residents. 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 as a result of their own



actions or the actions of others. The Adult Protective Services Caseworker works directly with the client, family members and other interested service providers to resolve the situation presented 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 can be designated.

## 2012 Adult Protective Statistics

Total Referrals	130
Resolved at Intake Assessment	16
Open Assessment	114
Current Payee Cases	28
Active Guardianship Cases	6

*PSA works hard at promoting self sufficiency and protecting adult's right to self determination. Every adult has the right to exercise free choice in making decisions, even if some of those decisions may seem harmful. Prior to 2012 we had an Adult client whom we became Guardian of both Person and Property. This was a young adult who, at the time, could not keep himself safe. We worked very hard at helping this young man learn life skills and living in the community safely. During 2012 although we continue to work with this individual, due to his progress and subsequent court action, we are no longer Guardian of Person. We do remain Guardian of his Property and will continue to help him manage his finances. This young man has been stable and is doing very well, we view this turnaround as having successfully achieved one of the most vital aspects of our Mission.*

Achieving Outcomes

In 2012, New York State Office of Children and Family Services held a Financial Exploitation Summit to raise awareness regarding the growing numbers of Financial Abuse that the elder population faces every day. Financial Exploitation is a serious situation that requires an equally serious and thorough response by social service agencies charged with protecting adults from abuse. PSA professionals must be able to recognize financial exploitation in its many forms and the factors that increase the risk of this type of abuse. The cost of Financial Exploitation to the Elder Population is overwhelming. Washington County Adult Protective Services is in the planning process of creating a Multidisciplinary Team to establish a joint approach to create a more comprehensive effort among financial institutions, criminal justice, law enforcement, and social service workers in their work with vulnerable adults who are at risk as a result of financial exploitation.



# Home and Community Based Services

There are several Home and Community Based Services that are available to our consumers. They are **The Personal Care Assistance (PCA) Program, Consumer Directed Personal Assistance Program (CDPAP), Long Term Home Health Care Program (LTHHCP), Private Duty Nursing, Expanded In-Home Services for the Elderly Program (EISEP), Caregiver Support Program.** All of these programs are designed to provide consumers with the services that they need while keeping them safe in their homes. It is the role of the Case Manager to provide the consumers with a comprehensive assessment to assist them in determining what program will best meet their needs. Consumers want to stay in their homes and want to avoid institutional placements. They now have many more choices available to them and with our role as Options Counselors Washington County CARES can help in that process.

Washington County CARES coordinates a 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.

In 2011, New York State began to reform the provision of Home and Community Based Services. In 2012, Washington County CARES has started to see those changes. Some of the services that we provide are beginning to transition from a fee for service payment to Managed Care. We have seen some of the people that we serve through our Consumer Directed Personal Assistance Program

move to Managed Care Company's such as Fidelis Care at Home and CDPHP. These are changes happening to all Local Districts throughout New York State. A change in the way we determine eligibility and coordinate services. Washington County CARES is working hard at keeping up with all of these changes and will continue to help the people affected by these changes transition as smoothly as possible.



To prepare for these new reforms, Washington County CARES is engaging in other projects and programs. In August of 2012, we were approved by the Federal Government to participate in a Community Based Care Transitions Program. It is part of a nationwide program aimed at reducing hospital readmission. To date, we have had 69 referrals.

*A 63 year old gentleman who has been receiving EISEP services since December 2010 has recently made some great changes. He was born with Cerebral Palsy and has many physical limitations. In the past, he has dealt with conflict between his spouse and the aides that have provided his service. At one point, APS was involved. In 2012, this gentleman decided to make positive changes and moved into his own apartment. He also decided to hire an aide through the new EISEP consumer directed program. At least once a week, the gentleman calls and reports what a wonderful program it is. He is very pleased with his living situation and the aide he has hired. This gentleman has become more confident in himself since he has been able to manage his own care.*

In 2011, 890 individuals were served through Home and Community Based Services

- 491 received meals
- 72 received EISEP
- 22 received Respite
- 45 received LTHHC
- 170 received Personal Care
- 3 received Private Duty Nursing

# Nutrition Services

Washington County CARES administers the Nutrition Programs authorized under the Older American Act. Also known as Meal on Wheels, a home delivered or congregate meal is a nutritionally balanced hot meal delivered daily to individuals who are unable to prepare or maintain their own meals. Washington County has 18 home delivered meal routes that deliver an average of 375 meals daily throughout the County. Meals are provided to individuals over the age of 60, or who are caregivers for people over 60 for whom the meal supports them to remain independent in their homes and are provided on a donation basis. In addition to Home Delivery we operate 4 congregate meals sites where seniors can meet for socialization, information and entertainment in addition to obtaining a nutritionally balanced meal.

All meals provide one third of the recommended daily nutritional allowance, and are cardiac and diabetic compliant (low salt and not added sugars). Each person who participates is screened for Risk of Nutritional deficit and offered access to Nutrition Counseling by a Registered Dietician. Nutrition Education is offered in print to all home delivered meals consumers and in group presentations at the meal sites. Washington County has provided several innovations to its Nutritional Services to both improve quality and control costs. Meals are delivered daily in partnership with

Community Work and Independence, a local not-for-profit provider of day programming for individuals with Developmental Disabilities. Groups of CWI consumers and their workers deliver meals daily as part of a voluntary skills training program through their day-hab centers. The county in turn reimburses their mileage costs. Washington County also offers a unique public/private partnership

with local diners and restaurants to allow meal participants to obtain vouchers that can be used at participating restaurants throughout the county. This alternative to traditional congregate dining options was the first of its kind in NYS and was featured in a

PBS special highlighting innovations in Aging Services. These efforts, combined with other program efficiencies combine to give Washington County one of the lowest meal costs in New York State.

*"I enjoy the meals, good service, always on time and courteous driver"*



*"Happy with the meals and very happy with driver('s) pleasant personality and attitude"*



*"You are doing a very good job! It seems good to have something different everyday instead of cooking something and having to eat it everyday until it is gone. Thank You!"*

	<u>2010</u>	<u>2011</u>	<u>2012</u>
*HDM's	73,868	69,174	66,965
Congregate sites	24,704	20,106	21,177
<b>Total</b>	<b>98,572</b>	<b>89,280</b>	<b>88,142</b>
<b>Clients Served</b>			
HDM'S	545	563	491
Congregate	555	403	401

*Cost of meals have increased while funding for meals has remained flat over the last 3 years – our goal remains to provide meals to those individuals most in need.*

# Medicaid

Medicaid is a publicly funded health insurance 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. 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.

During 2012 one applicant applied for Medicaid coverage, indicating they have an illness that required immediate attention and ongoing medications. The Examiner in charge of processing the application expedited the processing so the applicant could get the treatment they needed. The applicant called the Examiner after the case was open to express their gratitude for the help they received. They were able to see their doctor as needed and to get the treatment required.

Achieving Outcomes



The New York State Department of Health continues to process renewals through the Enrollment Center for a subset of Medicaid, Family Health Plus and Family Planning Benefit Program recipients. The Enrollment Center operates under the name New York Health Options. Washington County was phased in to the Enrollment Center in July 2011 when recertification applications were mailed out for those cases expiring for September 30, 2011. The Enrollment center processes renewals for recipients who are able to self-attest for income and resources at renewal and are not aged, blind or disabled. Cases which do not fit these criteria currently remain the county's responsibility at renewal. At this time New York Health Options continues to expand it's breadth as part of the Medicaid Redesign Team priorities. It is anticipated that over time the enrollment center will be able to complete all recertifications for all case types in a timely manner. To date, the State processing center has widened services to other counties across the state serving a total of 25 counties.

In 2012 the ADRC continued to serve our Aged and Disabled population. They are responsible for the chronic care and the long term care caseloads. The ADRC was responsible for the Personal Care Benefit caseload up until August 1, 2011 when Managed Care took this responsibility over. In October 2012 the Medicaid unit merged with the ADRC and the supervisory duties of all Medicaid programs are under one supervisor with the OFA/ADRC Director responsible for the Medicaid processing

Case Type	Dec-10	Dec-11	Dec-12
MA	4,430	4,691	4,713
MA-SSI	1,622	1,630	1,667
FHP	638	717	696
Total	6,690	7,038	7,076
<b>Total Individuals</b>	<b>9,904</b>	<b>10,559</b>	<b>10,980</b>

# Advisory Councils

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 stakeholders. This group meets quarterly, identifies service gaps in the community and looks for ways to better integrate Long Term Care (LTC) Services. In 2010 Washington and Warren/Hamilton Counties began working together to better coordinate LTC Council activities.

### Member Organizations include:

- 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. The Advisory Council is 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-Pat Oathout
- Greenwich-Shirley Coon
- Hampton-William Lawrence
- Hartford-Dot Barber
- Hebron-Alice Coldwell
- Jackson-Fran Voerman
- Kingsbury-Sandy Wheeler
- Putnam-Open
- Salem-Dave McNitt
- White Creek-Helen Decker
- Whitehall-Bob LaFrance



Over 180 Washington County Seniors attended the 2012 annual Senior Picnic on July 13th at the county park in Hueletts Landing.





**2012**



*Highlights  
Of the  
Year*

# Employee Generosity

In 2012, Washington County Department of Social Services employees continued their support and generosity raising over **\$4,040.00** to donate to various organizations on the local, state and national level.



## **Daffodil Day**

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

## **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.



## **Toy Drive**

In November, employees held a toy drive collecting numerous toys that were distributed to families in need and who were not part of an adopt a family program.



## **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.

During this difficult economy, the agency saw a surge in the amount of people utilizing this resource in 2012.

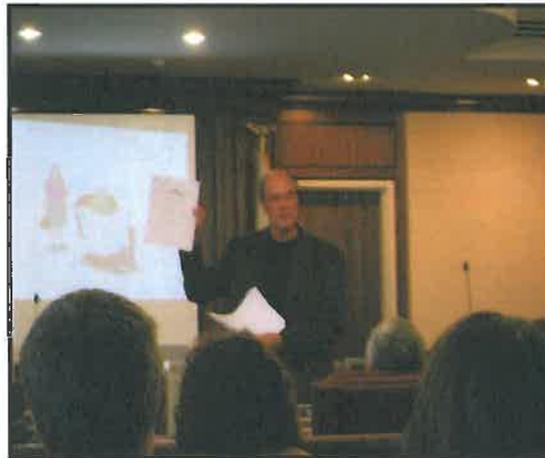
**In 2012, 200 Stewarts bread vouchers and 200 milk gift certificates were provided to clients from the Agency Food Pantry due to donations provided by our employees.**

# Employee Appreciation Day!

## John McPherson-Close to Home

The agency's Management Team sponsors an annual Employee's Appreciation Day. This year the event was a "Humor and Creativity Speaking Session".

On September 20, Employee Appreciation Day was celebrated with a presentation by local resident John McPherson, author of the single-panel comic "Close to Home," which is published in 600 English-language newspapers around the world. Mr. McPherson created a custom cartoon with the input of employees in attendance. Following the presentation, employees were treated to a catered luncheon sponsored by the agency's Management Team.



## Staff Honored for Service

Awards for service were presented to the following employees at the Quarterly Business Meetings

### 30+ Years

Kathy Macura  
Katherine Glasier  
Debbie Smith  
Nan Pond

### 20+ Years

Hollie Rapp  
Pam Martindale  
Meredith Schultz  
April Bassett  
Susan Williams  
Hellin LeClair  
Judy Taylor  
Mary Lynn Eddy  
Cindy Liebig  
Terry Glasier  
Mary Cosey  
Laurie Battis  
Karen Baker  
Amy Varney

### 10+ Years

Tracy Carney  
Rebecca Palmer  
Tammy DeLorme  
Paula Reid  
Edwin Morse

### David Lundgren

Tracy Hudson  
Jessica Corey  
George Barot  
Fred Olson  
Marie Springer  
Jodie Smith  
Jodie Clouse  
Jeannine Bickford  
Eileen Irwin  
Rebecca Eddy  
Suzanne Cody  
Janice Blair  
Kimberly Woodard  
Kathleen Wilson  
Paul Michaud  
Peggy Mattison  
Mary Maynard-Fenton  
Alex VanDriel  
Michele Smith  
Jean Marie Lundgren  
Stacy LaChapelle  
Karen Hillis  
Stephanie Ball  
Wendy Austin  
Michelle Patch  
Brien Murphy  
Karen Miles  
Catherine McMurry  
Tanya Crosier  
Robin MacNeil

### 5+ Years

Susan Dudla  
Marianne Graham  
Jeanette MacQuesten  
Katherine Roby  
Mary Ann Terry  
Erin Varney  
Jacqueline Waite  
Gillian Falace  
Heather Frisk  
Kristen Entwistle  
Nicole Martens  
Michelle Perkins  
Gail Smith  
Jason Ward  
Mindy Dudley  
Rhonda Lee  
Gina Mitchell  
Naomi Stockwell  
Tim Pryor  
Amy Swezey  
Valerie Terry  
Connie Thomson  
Meagan Ward  
Kelly Williams  
Suzanne Cohen  
Erin Siaulnski  
Danielle Houston  
Valerie Large  
Jennifer Stimpson  
Justine Morelli

### Heather Pryor

Amanda Peregrim  
Andrew Williamson  
Lecia Carpenter  
Joanna Pryor  
Karen Vanderzyden  
Renee Whelan  
Margie Danio  
Alicia Altizio  
Cliff Fuller  
Grace Noble  
Jennifer Rahl  
Courtney Locke  
Carol Ferguson  
Rhonda Lunt  
Bruce Whitney  
Sharon Birinyi  
Liam Irwin  
Heather Desiato  
Colleen Myers  
Antje Schermerhorn  
Katie Ballard  
Robin Parker

### Photo Clip Awards

Any agency employee can nominate a coworker to receive a photo clip award in recognition of a job well done. The money to purchase these awards 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](http://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

