

# **2018 ANNUAL REPORT**

**Ontario County**

**Department of Social Services**

**Workforce Development**

**Youth Bureau**

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# DEPARTMENT OF SOCIAL SERVICES ORGANIZATIONAL CHART BY FUNCTION

## PROGRAM CONTACTS

Administration	<b><i>Eileen Tiberio</i></b> Commissioner	396-4015
	<b><i>Robert Kramer</i></b> Deputy Commissioner	396-4182
Temporary Assistance	<b><i>Andrea McGraw</i></b> Deputy Commissioner Temporary Assistance and Workforce Development	396-4075
	<b><i>Kay Jennings</i></b> Head Social Welfare Examiner	315-789-3517
Medical Services	<b><i>Gary Kosmider</i></b> Head Social Welfare Examiner	396-4089
Services	<b><i>Matthew Grant</i></b> Deputy Commissioner of Services	396-4130
Child Support	<b><i>Kristine Reed</i></b> Child Support Supervisor	396-4162

Accounting	<b><i>Rochelle Gray</i></b> Senior Fiscal Manager	396-4032
Staff Development	<b><i>Barbara Askew</i></b> Staff Development Coordinator	396-4181
Youth Bureau	<b><i>Marsha Foote</i></b> Youth Bureau Director	396-4035

**A message from the Commissioner**

I'm pleased to present the Ontario County Department of Social Services Annual Report for 2018. The Department provides assistance and services to the most vulnerable Ontario County residents in keeping with federal, state, and local mandates.

The services provided by the Department are state operated and locally administered. The regulations and processes are established by New York State agencies and the counties implement them. The state agencies providing oversight to DSS are the Office of Temporary and Disability Assistance (OTDA), the Office of Children and Family Services (OCFS), the Department of Health (DOH), and the Department of Labor (DOL).

**Quick Facts about DSS**

- 2018 Budget: \$53,310,812
- Estimated County cost: \$27,203,610
- 150 Full time staff
- Offices in Canandaigua and Geneva
- 100+ contracts with service providers

**2018 Accomplishments At a Glance**

Workforce Development

- Began offering Basic Computer Skills Workshop for clients and the public.
- Implemented DSS Public Assistance Retention program, offering outreach and support to newly employed during those vulnerable first weeks of employment.

Child Support Enforcement

- Ranked #4 in New York State for collections on both current support and collections towards arrears.

- Developed a training and reference manual as an adjunct to state and local training for new staff.

#### Medicaid

- Recovered \$215,385 in costs related to spousal refusal in Chronic Care cases.

#### Services

- Reduced the average number of children in foster care by 17%.
- Investigated 211 reports of suspected abuse of adults.

#### Staff Development

- Coordinated 310 training offerings for staff, totaling 5708 hours of state and local training.
- Participated on the OCFS Bureau of Training/OTDA Staff Development Advisory Committee.

#### Youth Bureau

- Coordinated the development and implementation of awareness training for staff regarding Sexually Exploited Youth.
- Collaborated with the Geneva School District to increase school attendance to 95%.

#### Temporary Assistance

- Tripled the reimbursement received from Social Security to offset costs of disabled adults.
- Moved 159 homeless adults and 51 homeless families into permanent housing.

## **Temporary Assistance**

The Temporary Assistance (TA) team is located in offices in both Canandaigua and Geneva, and manages a variety of programs that provide support to the lowest income families and individuals. While each county's process may look different, the eligibility criteria and benefit amounts are established by OTDA. TA staff issued \$6,644,430 in cash assistance benefits in 2018.

Two programs make up the cash assistance portion of the TA work. *Temporary Assistance to Needy Families (TANF)* is a federally-funded cash assistance program for families. The federal program has a 60-month lifetime limit for adults. Approximately 75% of TANF recipients are children.

Sixty percent of the TANF cases are deemed “child-only” cases. In these cases, an adult receives benefits on behalf of the children while not receiving assistance themselves. There are many situations which may lead to a “child-only” case: the parent receives a different federal benefit and therefore cannot also receive TANF, a relative is caring for the children on behalf of the parent or the parent may be ineligible for benefits due to non-compliance with a required activity.

Source: BICS Caseload Distribution Summary Report

*Safety Net Assistance (SNA)* is a state and locally funded cash assistance program for single adults, childless couples and families who have exhausted their TANF 60-month eligibility.

Applicants for TA are screened for emergencies such as immediate homelessness and lack of food, as well as possible substance use and domestic violence issues. Emergency services are available for qualified applicants. Any applicant who is deemed in need of treatment for a substance use disorder is required to participate in the recommended treatment as a condition of eligibility.

Employment is the most effective road to self-sufficiency for most adults. Accordingly, adult applicants are required to participate in a variety of activities to assist them in obtaining employment. Recipients are required to work or be engaged in other work-preparation activities up to 30 hours per week to maintain their eligibility for assistance. Individuals who can provide documentation of their inability to work may be exempt from these activities. In 2018, 87% of TANF individuals and 77% of SNA individuals were exempt from work requirements. The



program provides work incentives for employed recipients and can provide diversion payments for applicants which may make their reliance on ongoing assistance unnecessary.

Source: BICS Caseload Distribution Summary Report

When we suspect an individual in receipt of assistance may have a disability, we require that s/he apply for Supplemental Security Income (SSI), a federal benefit that would provide a more stable source of income. The SSI process is complex and many clients need assistance to navigate it. We contract with Catholic Charities of the Finger Lakes to provide assistance and tracking for these individuals. Success in obtaining these benefits provides a stable and more substantial benefit for the individual and may result in DSS being reimbursed for the assistance provided to the client in the interim.



**Housing** presents a challenge to residents living at or below the poverty level and homelessness among TA applicants and recipients continues to be a complex problem. On any given night, Ontario County DSS houses 50 – 60 individuals and 8-12 families who are deemed homeless. Individuals who present to DSS as homeless are provided resources to locate housing within the limits of their expected benefit level. According to the Census Bureau, the median rent in Ontario County is \$837 while a typical cash assistance grant for a family of 3 may be approximately \$800. The typical grant for a single individual is approximately \$400.

When an eligible individual or family who is homeless is unable to find housing appropriate to their grant level, DSS is required to house them on an emergency basis. Local hotels and motels provide short-term housing in these situations. We contract with Catholic Charities of the Finger Lakes to provide intensive case management for our homeless population. A case manager meets with the individual to identify possible housing alternatives. She may develop an Independent Living Plan (ILP) to map out the steps necessary to obtain permanent housing. If we house the individual in a local hotel or motel, the individual will also be required to sign a behavior contract, violations of which may result in their being ineligible for temporary housing for a period of time.

We are required to report to OTDA quarterly a point-in-time count of all individuals for whom we are providing emergency housing. In 2017, we began to examine these cases to identify strategies for intervention. To date, we have completed seven reviews. The reviews included 352 unduplicated individuals, only three of whom were in emergency housing during all seven reviews. This highlights the transient nature of the homeless population in Ontario County. Many individuals cycle in and out of emergency housing due to multiple barriers to stable employment and the lack of low-income housing.

New regulations require counties to house homeless individuals without regard to eligibility for ongoing services whenever the wind chill drops below 32°. These regulations, known as “Code Blue” require DSS to coordinate with local law enforcement and not-for-profit agencies to identify and house homeless individuals. In Ontario County, emergency housing assistance is available at both office locations during business hours. After hours, anyone in need of emergency housing assistance can call 911 and be connected with a DSS employee who can facilitate temporary shelter.

Regulations now require that DSS conduct semi-annual unannounced inspections of all hotels and motels used to house clients experiencing homelessness. Ontario County contracts with the Geneva Housing Authority to conduct those inspections as well as to follow up on any complaints received apart from the routine inspections. Every room that houses a DSS client on the day of the inspection is visited and inspected, using a checklist created by the Office of Temporary and Disability Assistance. This information is then submitted to OTDA

electronically. Any room that fails inspection cannot be used to house a DSS client until the issues are remedied and the room is inspected again.

Some assistance recipients present with symptoms of possible disabilities. These individuals may be eligible for Social Security Disability (SSD) or Social Security Income (SSI). These federal programs provide a larger benefit than Temporary Assistance and require less frequent recertification, but have an extensive application process. The Department contracts with Catholic Charities of the Finger Lakes for a staff member to assist TA recipients to apply for Social Security benefits. To date, the program shows great promise as more individuals are being approved for SSD or SSI and are able to obtain more secure housing.

The *Supplemental Nutrition Assistance Program (SNAP)* provides food support to low-income families and individuals. This federally-funded program is available as a stand-alone benefit or as a supplement to families on cash assistance. In 2018, staff issued \$12,536,029 in SNAP benefits.

Source: BICS Caseload Distribution Summary Report

We have seen a slight reduction in the number of individuals receiving SNAP benefits since 2016. This is due in part to the state's loss of a federal waiver. SNAP benefits for able-bodied adults without dependents (ABAWDs) are limited to three months of benefits in any 36 month

period unless they meet specific work requirements. Lack of documentation of work requirements results in the loss of benefits.

The ***Home Energy Assistance Program (HEAP)*** provides support for heat and utility payments for low-income County residents. All benefits are one-time-only payments, unlike other DSS programs that provide recurring monthly benefits. The program runs from October through September and has a variety of components:

- The regular component provides a subsidy for routine energy costs. Households open on TA automatically receive a benefit. Other households must apply.
- The emergency component provides a subsidy for residents who are experiencing a shutoff due to unpaid utilities
- The furnace repair and replacement component provides a subsidy for homeowners whose furnace has failed
- The clean and tune component provides a subsidy for routine maintenance
- The cooling component provides a subsidy for a room-sized air conditioner for residents whose compromised health makes it dangerous for them to be exposed to the heat of summer.

Eligibility is income-based and emergency components require documentation of the need. The program normally opens to applications in November and runs until the state funds are exhausted. Payments in the 2017-18 heating season totaled \$2,453,912.

Any working parent with young children knows the high costs associated with child care. The rate for child care can range from \$120 to \$259 per week for a child under the age of 2. The ***Child Care Subsidy Program*** through the NYS Office of Children and Families provides a subsidy to working parents to cover the cost of child care so the parent can work. The location and type of care is the parent's choice and can range from a friend or family member to a certified day care center. The household income must be below 175% of the federal poverty level. Each family is required to pay a family fee that is based on their income and household size. Through a low-income child care grant, DSS is able to pay the balance of the cost of care (up to the current market rate) directly to the provider or to the parent if care is provided in the child's home. All providers that are eligible for a subsidy payment must be approved through the Office of Children and Family Services or Child and Family Resource Center.

Even with its extensive documentation requirements for programs, the Department must also be alert to the possibility of fraud. The ***Fraud*** team consists of investigators from the Ontario County Sheriff’s Office who provide a variety of fraud prevention and detection activities. The Front End Detection System (FEDS) is designed to prevent ineligible individuals from receiving assistance at the time of application. Activities include home visits to verify information, visits to job sites, and an interview with applicants at DSS. The investigation must be completed within 30 days.

Fraud investigations result primarily from calls from concerned citizens and county staff who observe a situation and bring it to the attention of DSS staff. The Fraud Unit is responsible for reviewing the information and investigating complaints that may constitute fraud. Staff conduct interviews, gather evidence and prepare material for prosecution through the District Attorney’s Office. A client may also be disqualified from receiving benefits for a prescribed period. Disqualification criteria are established by OTDA.

	<b>2015</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>
Fraud Referrals	571	488	379	500
Arrests	20	21	41	47
Disqualifications	43	28	55	42
FEDS Referrals	777	758	645	622
Cost Avoidance	\$1,310,922	\$1,075,404	\$793,332	\$672,924
Restitution ordered	\$142,396.30	\$51,438.82	\$178,536.09	\$95,378.23

## **Workforce Development**

The Workforce Development Unit provides employment activities for all public assistance applicants and recipients, as well as SNAP recipients. Services include orientation, assessment, job readiness training, job search assistance, career exploration, work experience, vocational training, basic skills training, on-the-job training, case management, and post-employment services.



Workforce Development is a partner in Finger Lakes Works, the local Workforce Development System that covers Ontario, Seneca, Wayne and Yates Counties. The Workforce Innovation and Opportunity Act (WIOA) allows access to programs and services for job seekers and businesses. Our Hopewell office provides a fully equipped resource room for all job seekers capable of self-directed use of computers, tutorials, phones and printed material to assist in their job search. We work closely with DOL and have staff in that office in Geneva to provide assistance to job seekers and help them obtain vocational training and job search assistance.

The Business Service Representative provides businesses in Ontario County with assistance in employee recruitment efforts, access to training grants, and other human resource needs. The On-the-Job Training program provides a financial incentive to cover the extraordinary costs to hire and train job seekers that lack all of the skills necessary to perform the job. This program is a win/win for both the employer and job seeker. The Business Services Representative works closely with Economic Development staff to gather and provide workforce intelligence to assist in the retention expansion and attraction of businesses in Ontario County.

Youth programs target individuals 16 – 24 years old with barriers to employment or at-risk characteristics, including high school drop outs, foster care youth, teen parents, offenders, public assistance recipients, homeless, and runaway youth. Programs and services are coordinated with other youth service providers and partners to provide comprehensive, individualized services to meet the needs of youth and the labor market.

Our Temporary Assistance for Needy Families (TANF) Summer Youth Employment Program provides 14-20 year old eligible youth with jobs at non-profit, government, and private employers. Youth obtain valuable skills, work ethics, and references for jobs well done.

**NUMBER OF PEOPLE WHO OBTAINED UNSUBSIDIZED EMPLOYMENT**

<b>Year</b>	<b>Number of People</b>
2011	249
2012	257
2013	228
2014	254
2015	137
2016	150
2017	143
2018	141

**TEMPORARY ASSISTANCE APPLICANTS PARTICIPATING IN  
EXPLORING EMPLOYMENT SEMINAR**



**TEMPORARY ASSISTANCE APPLICANTS SEEN FOR ORIENTATION**

## **Child Support Enforcement**

The staff of the Child Support Office continues to assist custodial parents seeking child support services in obtaining court ordered child support for their children. We establish paternity, establish and enforce support orders, and provide services in a timely and professional manner focused on the children that we serve.

During 2018, our office collected \$10,606,721. Of this amount, \$9,957,036 was distributed directly to the single parent families that we serve. The remaining \$649,684 was retained by the County to defray the costs of providing Temporary Assistance, Medicaid, and Foster Care to the residents of Ontario County.

The Federal Office of Child Support has set mandatory requirements for paternity and support establishment. Paternity has been established in 97.7% of our cases, while the federal requirement is 90%. We have support orders on 93.9% of our cases, exceeding the federal requirement of 80%. We have a provision for medical support on 61% of our cases. We partner with the County Attorney's Office, the Ontario County Family Court, and the New York State Department of Taxation and Finance to establish, collect, and enforce our child support orders. The staff of the Child Support Office is committed to help the single parent families of Ontario County receive the financial and medical support they are entitled.

**2018 SUPPORT COLLECTION CASELOAD**  
**TOTAL: 3881**

Source: State of New York DSS157 Report

**Medicaid**

The Medicaid Unit is responsible for eligibility determination for several of the programs included in New York's Medicaid program. The primary programs include full Medicaid which pays for all medical care, and Chronic Care which pays for nursing home and other long-term care services. Smaller programs cover Medicare premiums, AIDS health insurance premiums, family planning services, Medicaid for the working disabled and for pregnant women. Each program has its own eligibility criteria. Most individuals' Medicaid eligibility is established for 12 months, at which time the individual must renew their case to continue their eligibility.

Medicaid applications processed by DSS continue to trend downward as the state takeover of Medicaid administration progresses. The vast majority of individuals under the age of 65 must apply for Medicaid through the New York State of Health (NYSOH) website (<https://nystateofhealth.ny.gov>). NYSOH uses an applicant's Modified Adjusted Gross Income (MAGI) to establish eligibility, in place of the more complex eligibility rubrics previously required by DOH. Applications that NYSOH deem not eligible for MAGI budgeting are returned to the local district for processing. In October 2017 NYSOH also completed the year-long process of taking over the renewals for this under-65 population in Ontario County. This process is slowly being replicated across New York State.

Technology continues to expand its role in Medicaid administration. Medicaid staff now use the Systematic Alien Verification for Entitlements program (SAVE) to access the immigration and nationality information for applicants. The Social Security Administration has replaced beneficiaries' HICN (Health Insurance Claim Number) which was based on a social security number with Medicare Beneficiary Identification numbers (MBI). The MARx system allows Medicaid staff to correlate a client's HICN to his/her MBI to verify Medicare information.

***Chronic Care*** Medicaid is available for income-eligible individuals who are in need of nursing home placement or medically necessary home care services. The Chronic Care eligibility process is the most complex of the Medicaid processes, requiring staff to review 60 months of bank records and to conduct data searches for real estate and other assets.

Some applicants for Medicaid may need assistance completing their application. Four agencies, Thompson Health, S2AY Rural Health Network, Excellus and Fidelis are certified as Navigators, assisting clients to apply through the Exchange. Anyone in receipt of Medicaid in Ontario County who does not have other health insurance is mandated to enroll in a Managed Care Plan. Five plans are now available to Ontario County residents: Excellus, MVP, Fidelis, United Health Care and YourCare. New York DOH provides an employee from Maximus to provide the required education piece for new Medicaid recipients and to assist them in selecting the managed care plan that best meets their needs.

The Medical Evidence Gathering Group (MEGG) Pilot for Medicaid Disability determinations which began in February 2017 became permanent in 2018. Information previously gathered by the local district and forwarded to the Department of Health for a Medicaid Disability determination is now gathered directly by DOH.

It should be noted that the Medicaid numbers reflected in this report do not include all Ontario County residents in receipt of Medicaid. The most recent statistics from the Department of Health (August 2017) show 20,954 Ontario County residents (19.1%) are covered by a Medicaid program.

**2018 CASELOAD**

**DISTRIBUTION BY MUNICIPALITY  
NUMBER OF CASES**

Data from 1/7/19

<i>Municipality</i>	<b>Family Assistance</b>	<b>Safety Net Assistance</b>	<b>Total Temporary Assistance</b>	<b>Non-Public Assistance - Food Stamps Only</b>	<b>Medicaid Only</b>	<b>TOTAL</b>
Bloomfield (V)	4	3	7	80	81	168
Bristol (T)	4	5	9	44	60	113
Canadice (T)	2	1	3	56	60	232
Canandaigua (C)	38	60	98	715	834	1,647
Canandaigua (T)	19	27	46	332	386	764
Clifton Springs (V)	5	20	25	156	200	381
East Bloomfield (T)	3	2	5	22	26	53
Farmington (T)	32	25	57	399	438	894
Geneva (C)	87	77	164	950	1,085	2,199
Geneva (T)	13	26	39	136	149	324
Gorham (T)	10	4	14	110	118	242
Hopewell (T)	15	24	39	168	357	564
Manchester (T)	17	13	30	200	251	481
Manchester (V)	6	14	20	83	72	175
Naples (T)	3	3	6	62	57	125
Naples (V)	5	2	7	69	84	160
Other	11	59	70	54	415	539
Phelps (T)	7	4	11	109	131	251
Phelps (V)	5	5	10	59	70	139
Richmond (T)	7	10	17	97	100	214
Rushville (V)	0	0	0	29	20	49
Seneca (T)	8	1	9	54	79	142
Shortsville (V)	8	4	12	63	80	155
South Bristol (T)	3	2	5	29	31	65
Victor (T)	8	15	23	162	221	406
Victor (V)	1	2	3	76	73	152
West Bloomfield (T)	4	6	10	73	86	169
<b>Total</b>	<b>325</b>	<b>414</b>	<b>739</b>	<b>4,387</b>	<b>5,564</b>	<b>10,803</b>

**Services**

The Services Unit provides an array of programs including protective and preventive services for children and adults, foster care, adoption, supportive family services and long-term care services. As in the other areas of DSS, DSS is required to provide these services and the work is governed by the Office of Children and Family Services (OCFS) and the Department of Health (DOH).

Source: Services Database

Children's Services represents the lion's share of the work done in this unit. ***Child Protective Services (CPS)*** is the front door to most families receiving services. The CPS team is charged with investigating reports of suspected abuse and maltreatment in family settings. Safety, the likelihood of immediate danger of serious harm, is a primary concept in CPS from the start. Safety assessments must be done at the 24 hour mark, after 7 days and again when the investigation is closed. The investigations must be completed within 60 days and must also include an assessment of the future risk of maltreatment.

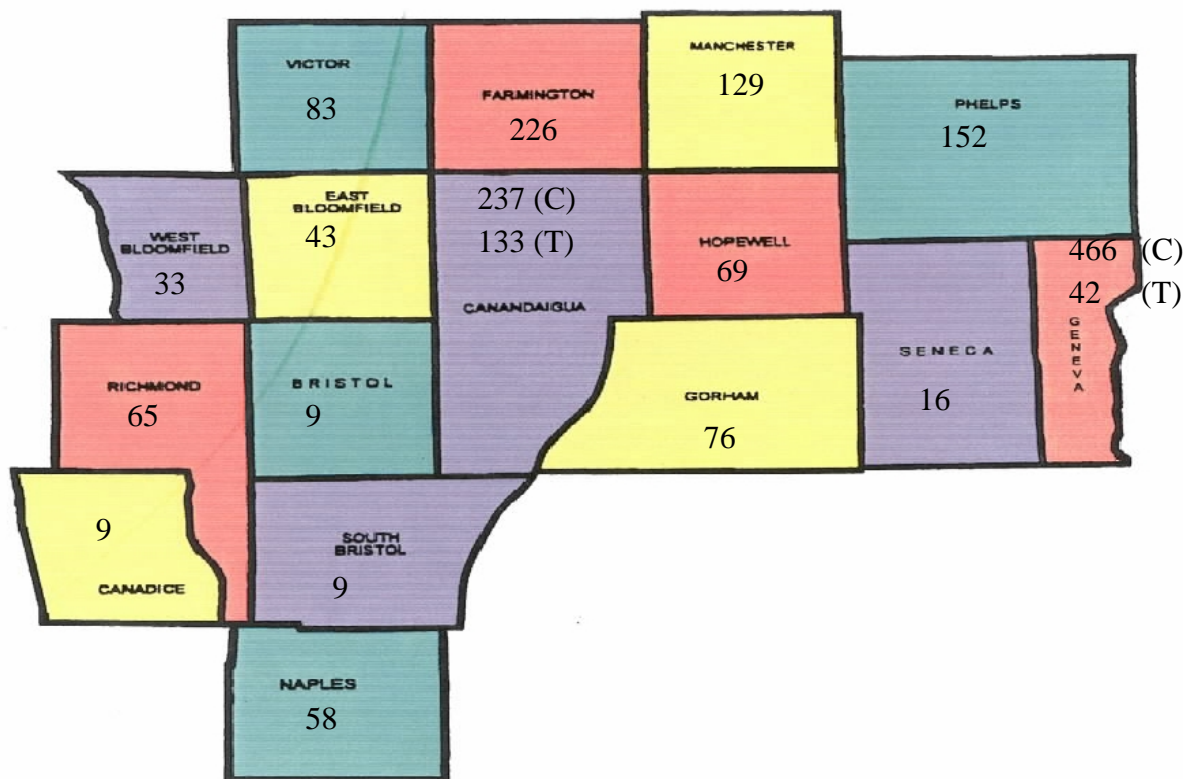
The investigation must address the reported allegations, as well as an assessment of the entire surrounding circumstance of the identified child and any other child found in the household. This normally includes interviews with all family members, collateral sources of information and the obtaining of any records that may be of value. The goal is to keep children safe and in their own homes whenever possible. Removal from the home is the last resort and is used only when there is imminent risk of serious harm and nothing can be done to ameliorate the danger.

During the investigation, the caseworker will assist the family to identify areas in which they may need assistance and will make referrals for the family to community agencies. In some cases, the family would be best served by receiving services through DSS. The Department contracts with a variety of agencies to provide specialized services to these families.

Source: Child Protective Database

## 2018 CHILD PROTECTIVE REPORTS BY MUNICIPALITY

TOTAL: 1,855



Families who have experienced abuse or maltreatment and go on to receive specialized services through DSS are referred to the *Preventive Services* team. These caseworkers partner with the families and the contracted service providers to address the issues identified during the CPS investigation. This team also assists families in crisis whose children may be at risk of foster care placement due to issues other than abuse or maltreatment. Young people involved with the juvenile justice system or who are demonstrating serious emotional issues may be at risk of foster care placement and also may be eligible for intervention through Preventive Services.

When a child cannot be maintained safely in their own home for any reason, out-of-home placement becomes a necessary intervention. Children may be placed in foster care due to abuse or neglect, or due to their being adjudicated a Person In Need of Supervision (PINS) or a Juvenile Delinquent (JD). The Family Court orders these children to be placed with the Commissioner of Social Services and a caseworker facilitates placement with an appropriate relative, foster family, or in a congregate care setting. The guiding principle is that a child should be placed in the least restrictive setting available to meet their needs. Recent legislation emphasizes the value of placing children with relatives, encouraging the family member to complete certification as a foster home. This reduces the trauma the child experiences when removed from a parent's home.

Most children placed with DSS reside with foster families certified by the *Homefinding* team. Homefinding staff assist the caseworker by matching the child coming into foster care with the family best suited to meet his or her needs. Sibling groups are kept together and, unless not permitted by the court, plans for regular visitation are developed immediately to keep the parent-child relationship intact. All foster families have been trained and certified by caseworkers who know each family's strengths and skill sets. Home finders also are available to help address issues which may arise in the foster home and threaten the placement stability.

Once a child is placed in *Foster Care*, the goal immediately becomes to return the child to his or her family of origin or another suitable relative. The caseworker works with the family to address the issues that brought the child into care. At the same time, they help the family identify extended family members who may be a resource for the child should he or she not be able to return home. Most children leave foster care, returning to either their family of origin or another family member.

When a child has been in foster care 12 consecutive months, federal legislation requires that DSS file a petition seeking to terminate the parents' rights, freeing the child for adoption, or demonstrate to the Family Court why the petition would not be in the child's best interest. In some cases, the family may be making progress and simply needs a few more months to complete their work. In others, the caseworker may be working with the extended family to provide a resource. Regardless of the scenario, the goal is to provide children with a safe permanent home as quickly as possible.

When it appears a child will be freed for adoption through a surrender or a termination of parental rights, the Homefinding team works to identify an adoptive resource. Most families who are certified to foster children are also certified to adopt. Here is where the initial matching between a child coming into foster care and the foster family proves to be most critical. Most children in foster care who are freed for adoption are adopted by their foster families.

	CPS Reports	Abuse/Neglect (A/N) Petitions	Juvenile Delinquent (JD) Petitions	Out Of Home Placements			
				A/N	PINS	JD w/ DSS	JD w/OCFS
2018	1692	55	24	33	6	5	0
2017	1613	37	32	21	1	2	1
2016	1578	36	32	19	1	5	0
2015	1471	43	41	20	3	2	3
2014	1564	55	35	45	2	6	2
2013	1586	38	51	32	2	6	1
2012	1646	45	27	29	1	8	0



## **AVERAGE MONTHLY NUMBER OF CHILDREN SERVED IN FOSTER CARE**

**Adult Protective Services (APS)** assists adults who have some physical or mental impairment that renders them unable to care for themselves without assistance and they have no one able and willing to assist them responsibly. APS receives referrals for services directly and collaborates with other local agencies to maintain these individuals safely in the community. Adults have the right of self-determination so engagement is a critical skill for these staff members. Only when an individual is deemed unable to understand the risks and consequences of their behavior can the court intervene. In a handful of cases, the court may name the Commissioner as guardian or conservator for an individual.

An adult with disabilities may be able to maintain a relatively stable life as long as someone else manages their finances. *Adult Preventive Services* are provided to individuals in receipt of federal benefits, often at the request of the Social Security Administration. The Commissioner becomes the representative payee and caseworkers and Accounting staff see that the individual's rent and utilities are paid and their other basic needs are met within their budget.

Some individuals with significant health issues require some assistance to enable them to remain safely at home. If the individual receives Medicaid, they may qualify for home care services. The *Personal Care* team receives these referrals from physicians and, partnering with community home health agencies, completes an assessment of the individual's abilities, needs and resources. Services may include personal care aides, nursing care, personal emergency response units or a combination of these services to enable the individual to avoid hospitalization or nursing home care. The care plan is reevaluated semi-annually or whenever there has been a change in the person's circumstances. Care may be provided by a community agency with certified aides or by individuals hired directly by the client and paid through a fiscal intermediary agency.

On a daily basis, the DSS staff provides *Information and Referral* services to Ontario County residents looking for information about services available through the Department or through other community agencies. The Department maintains relationships with a variety of community agencies to ensure that staff has the most current information about services available throughout the county.

### **Accounting**

Accounting is responsible for all accounting functions of the department, including preparing claims for federal/state reimbursement, processing vendor payments, maintenance of trust accounts/assets, recoveries, repayments, burials and preparation of the Department's annual budget.

Total expenditures for 2018 were \$48,273,667. County cost of the total expenditures was \$26,310,788 or 54.5%. Each program has its own reimbursement strategy for program costs and administrative costs. For example, Safety Net benefit costs are reimbursed 29%, but the administration receives no reimbursement. Family Assistance benefits and administration are fully reimbursed. Other programs, such as HEAP, have no direct county cost.

Source: 12/31/18 HTE 310

Data Source: 12/31/18 THE 310

**WHERE IT GOES**  
**2018 COUNTY COST: \$26,130,788**

Source: 12/31/18 HTE 310

Accounting staff track and monitor a variety of program areas, large and small, such as expenses related to housing the homeless and those related to indigent burial.

More than half of the Department's County cost is attributable to *Medicaid*. New York State determines each county's contribution to the Medicaid program and the county pays its "share" every week. All costs incurred by Medicaid recipients beyond the County's contribution are covered by the state and federal sources. The "return on investment" of the Medicaid share is approximately 10:1. Medicaid funding to health care organizations supports the range of medical services to low-income, the elderly and the disabled resident of Ontario County. It also provides employment to health care professionals and support staff at these organizations.

	<b>\$18,450,600</b>				
<b>\$17,005,704</b>		<b>\$15,753,095</b>	<b>\$17,687,676</b>	<b>\$15,586,060</b>	<b>\$15,600,945</b>

Data Source: 12/31/18 HTE

Provider		2018			2017
		Grand Total	Category Total	Category Description	Category Total
1	Blue Choice/Blue Choice Option	\$ 54,207,935	\$ -	Case Management Plans	\$ 38,628
			\$ 54,207,935	Managed Care	\$ 50,050,227
2	Finger Lakes DDSO	\$ 17,036,532	\$ 17,036,532	HCBS Waived Services	\$ 16,935,456
3	Ontario County ARC	\$ 15,719,111	\$ 15,044,037	HCBS Waived Services	\$ 13,446,752
			\$ 675,074	Case Management Plans	\$ 1,281,294
4	Icircle Services of the Finger	\$ 9,105,845	\$ 9,105,845	Managed Care	\$ 5,440,556
5	NYS Catholic Health Plan, Inc.	\$ 8,064,378	\$ 8,064,378	Managed Care	\$ 10,555,792
			\$ -	Case Management Plans	\$ 7,546
6	Excellus Health Plan Inc	\$ 7,384,129	\$ 7,384,129	Managed Care	\$ 4,845,672
7	MVP Health Plan, Inc/Preferred Care	\$ 5,826,535	\$ -	Case Management Plans	\$ 10,813
			\$ 5,826,535	Managed Care	\$ 6,112,204
8	MM Ewing Continuing Cr Ctr Ad	\$ 5,246,330	\$ 5,242,397	SNF	\$ 5,783,129
			\$ 3,933	Other	\$ 4,916
9	Strong Memorial Hospital	\$ 5,073,547	\$ 4,440,811	Hospital Inpatient	\$ 3,409,012
			\$ 554,720	Hospital Outpatient	\$ 403,899
			\$ 8,012	OP Methadone Clinic	\$ 7,310
			\$ 45,408	Drugs/Supplies	\$ 25,809
			\$ 22,387	Clinic-Freestanding	\$ 18,805
			\$ 143	Other	\$ 6
			\$ -	Case Management Plans	\$ 111
			\$ 2,066	Eye Appliances & DME	\$ 714
10	Clifton Springs Hospital	\$ 3,293,048	\$ 2,635,744	SNF	\$ 2,887,186
			\$ 343,077	Hospital Inpatient	\$ 306,698
			\$ 314,227	Hospital Outpatient	\$ 282,156
11	Center for Disability Rights	\$ 3,012,280	\$ 2,962,651	Personal Care - Regular	\$ 2,571,298
			\$ 783	Case Management Plans	\$ 2,056
			\$ 48,846	LTHHC Waived Services	\$ 46,483
12	United Healthcare of NY, Inc.	\$ 2,909,473	\$ 2,909,473	Managed Care	\$ 2,336,625
13	Living Ctr At Geneva South/North	\$ 2,825,533	\$ 2,825,533	SNF	
14	Ontario Operations Assoc LLC	\$ 2,274,448	\$ 2,274,448	SNF	\$ 2,404,390
15	Finger Lakes UCP	\$ 1,676,342	\$ 207,937	Clinic-Freestanding	\$ 261,447
			\$ 82,973	LTHHC Waived Services	\$ 74,144
			\$ 79,639	Early Intervention	\$ 56,644
			\$ 1,084,082	HCBS Waived Services	\$ 869,580
			\$ 27,632	Other	\$ 19,667
			\$ 194,079	Case Management Plans	\$ 320,516
16	F.F. Thompson Hospital	\$ 1,138,494	\$ 639,727	Hospital Inpatient	\$ 754,253
			\$ -	Other	\$ 2,632
			\$ 498,767	Hospital Outpatient	\$ 557,997
17	Lakeview Mental Health ICM MH	\$ 1,031,087	\$ 1,031,087	Rehab Other Total	\$ 950,133
			\$ -	Case Management Plans	\$ 75,607
<b>Total</b>			<b>\$ 145,825,047</b>		<b>\$ 136,423,274</b>



**ONTARIO COUNTY DEPARTMENT OF SOCIAL SERVICES**  
**SUPPORT TO COUNTY DEPARTMENTS**  
**JANUARY 1, 2018 – DECEMBER 31, 2018**

Funding for many other departments flows through the DSS budget. In 2018, \$2.9 million funded other departments as noted.

Probation Workfare and Child Support	\$3327,094.00
County Attorney	\$1,057,211.00
Probation COPS	\$522,449.94
Information Services	\$273,501.57
Finance	\$269,237.82
Archives	\$2,837.87
Sheriff Department	\$159,319.98
Courier Services	\$49,494.52
Vehicle Maintenance	\$16,205.46
Mail	\$52,549.03
Office for the Aging	\$133,718.00
Health Finance	\$100,368.00
<b>TOTAL</b>	<b>\$2,963,987.19</b>

**Staff Development**

Employees are the Department’s greatest asset and we believe in offering a variety of training opportunities. The residents we serve face complex challenges and training provides staff with the tools needed to assist our clients in moving forward. Each program area has its own basic technical trainings as well as more advanced courses beyond the state’s mandated minimums. Contracts with Empire State College and Finger Lakes Community College provide the mechanism to bring in trainers to address additional critical issues. Trainings in 2018 included Fetal Alcohol Spectrum Disorder, Conducting Performance Appraisals, Mental Health First Aid, Identifying and Supporting Survivors of Sex Trafficking, and Leadership Development.

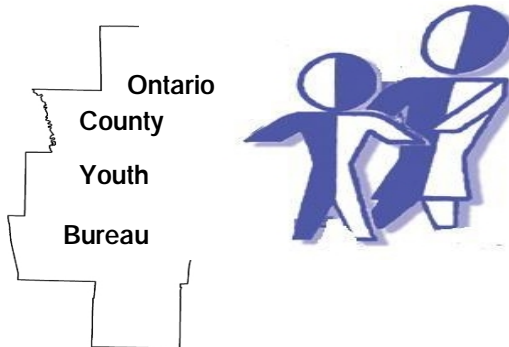
While training targeting program issues is critical to employee competence, staff development also includes opportunities for broader development. Other sessions included Conflict Resolution, Coaching for Performance and Critical Thinking. Depending on the funding source, the Department opens these courses to other County Departments and the not-for-profit community as space allows.

Technology has changed the face of training. More and more courses are being offered via computer-based training and webinars. The classroom portion of the recent revision of the Child

Welfare Foundations training, for example, relies heavily on computer-based training the employee completes prior to the classroom training. This gives flexibility to staff and decreases the time traveling as well as time spent out of the office.

The child welfare community across the country experiences significant turnover in its staffing due to high caseloads and emotionally demanding work, among other factors. The Social Work Education Consortium Rochester Region is a collaboration of counties and the Office of Children and Family Services whose goal is to “stabilize and professionalize the public child welfare workforce” with education, training and workshops. In collaboration with the consortium, Ontario County has been able to host a variety of trainings intended to provide professional development for child welfare staff.

The Coordinator is the liaison with Finger Lakes Community College and Empire State College. Both educational institutions have contracts with the Department of Social Services that allow employees to earn college credits toward a degree program or to enhance skills related to the job. Both contracts provide excellent opportunities for staff to further their education while continuing to work. A number of staff have moved into different positions within the Department and the County after receiving a degree through these programs.



The Youth Bureau has an Advisory Board that helps guide our work. The Ontario County Board of Supervisors appoints this citizen-driven advisory group, which includes presently 7 youth. The board and its committees meet regularly to set priorities, review funding applications, and offer guidance to the Bureau. This important community involvement enhances our ability to identify and help meet the on-going needs of children and youth.

The Youth Bureau established a new webpage that went live January 4, 2018 and has already had over 1,200 visitors.

The Youth Bureau continues to provide consultant services to the Geneva School District Attendance Initiatives. This collaborative effort uses data analysis to identify and implement strategic priorities to increase awareness and mobilize the community to address this important issue. Efforts to provide early interventions addressing barriers to healthier school attendance produced an increase in attendance to 95% at Geneva School District through various levels of incentives with supportive staff and a dedicated administration.

The Youth Bureau received \$30,000 from the OCFS *Bureau of Vulnerable Populations* for training front line staff, schools and agencies around the issue of Sexually Exploited Children and Youth. With the dedication and expertise of a very active Human Trafficking taskforce and core team, the Bureau of Vulnerable Populations rated our progress as ‘**On Their Way**’ (3 on a scale of 1-4). This achievement was accomplished within the second half of 2018 due to receiving the funds mid-year. Highlights of our work for 2018 include: The completion of twenty-two overview presentations to frontline staff across the county; 4 awareness trainings and three skill building trainings; along with advanced training provided to task force staff, social services, agencies, and community members on multiple topics such as High In Plain Sight, Forensic Interviewing, ACE Trauma, and Understanding Social Media and Exploitation.

The 2018 Youth Recognition Awards honoring 37 Ontario County youth and two adults was attended by approximately 150 family members, friends, community members and dignitaries on Tuesday, April 24<sup>th</sup> at the Ontario County Safety Training Facility in Canandaigua. The awards presentation was sponsored and facilitated by Youth Advisory Board Members and the Youth Bureau Director. The recipients of this award hold the same vision as does Ontario County Youth Bureau: “We must work with young people, not just for them. In order to make lasting change, we must work together across all differences of race, ethnicity, age, experience, education, income and beliefs. Together we can make a difference!”

Below depicts the funded programs and the youth served:

<b>Agency</b>	<b>Program</b>	<b>Youth Served</b>	<b>Funding Allocated</b>
Boys and Girls Clubs of Geneva	Youth Development Program	451	\$9,000
Cornell Cooperative Extension	Young Adults Adventure Camp	14	\$5,000
Safe Harbors of the Finger Lakes	Girls Circle Boys Council	213	\$11,000
Partnership for Ontario County	Ontario County Youth Court	159	\$12,000
Big Brother Big Sister of Greater Rochester	Community and School Based Mentoring	218	\$9,585
Victor Parks and Recreation	CIT and Leadership Program	31	\$1,500
Town of Richmond	Town of Richmond Recreation	831	\$10,000

Family Counseling of the Finger Lakes	ACEs Counseling	106	\$15,000
Canandaigua Salvation Army	George M. Ewing Youth and Family Center Drop-in Program	52	\$4,000
Legal Assistance of the Finger Lakes	Educational Law Advocacy Project	24	\$6,000
Family Counseling of the Finger Lakes	LGBTQ Youth Program	19	\$3,500
Child and Family Resources	Young Parents/Project Promise	93	\$2,000
<b>Total</b>		<b>2,211</b>	<b>\$88,585</b>

## GLOSSARY

- CC Chronic Care- medical assistance coverage for people in long-term care, i.e. nursing homes
- DOB Department of the Budget
- DOH Department of Health
- DOL Department of Labor
- FA Family Assistance-a federally funded cash program that provides temporary assistance to needy families that include a minor child living with a parent
- FFFS Flexible Fund for Family Services
- HCBS Home Community Based Services- non-medical services that can be provided to certain individuals to keep them in the community, paid by Medicaid through a waiver
- JD Juvenile Delinquent- a person over seven and less than sixteen years of age who has committed an act that would constitute a crime if committed by an adult
- MA Medical Assistance-a program to assist low-income persons in obtaining and paying for medical care
- MMIS Medicaid Management Information System- a computerized system for claims processing which also provides information upon which management decisions can be made
- OCFS Office of Children and Family Services
- OPWDD Office for People with Developmental Disabilities
- OTDA Office of Temporary and Disability Assistance
- PCA Personal Care Aide - some or total in home assistance for certain populations with personal hygiene, dressing, feeding, nutritional and environmental support and health-related tasks

- PINS Person in Need of Supervision- a juvenile under the age of 17 who is a habitually truant, or is incorrigible, ungovernable, or habitually disobedient and requires supervision or treatment.
- SN Safety Net-non federally funded cash program for adults, childless couples, children living apart from relatives, families of persons found to be abusing drugs or alcohol, families of persons refusing drug/alcohol screening assessment or treatment, persons who have exceeded the 60 month limit.
- SNAP Supplemental Nutrition Assistance Program - a federally mandated program with the purpose of reducing hunger and malnutrition by supplementing the food purchasing power of eligible low income individuals. Previously known as Food Stamps.
- SPOA Single Point of Accountability
- SSI Supplemental Security Income- a federally supported and administered benefit program for eligible individuals or couples who are 65 or over, or who, regardless of age, are certified blind or certified disabled
- TA Temporary Assistance- temporary help for needy adults and children. Temporary Assistance Programs include Family Assistance and Safety Net Assistance.