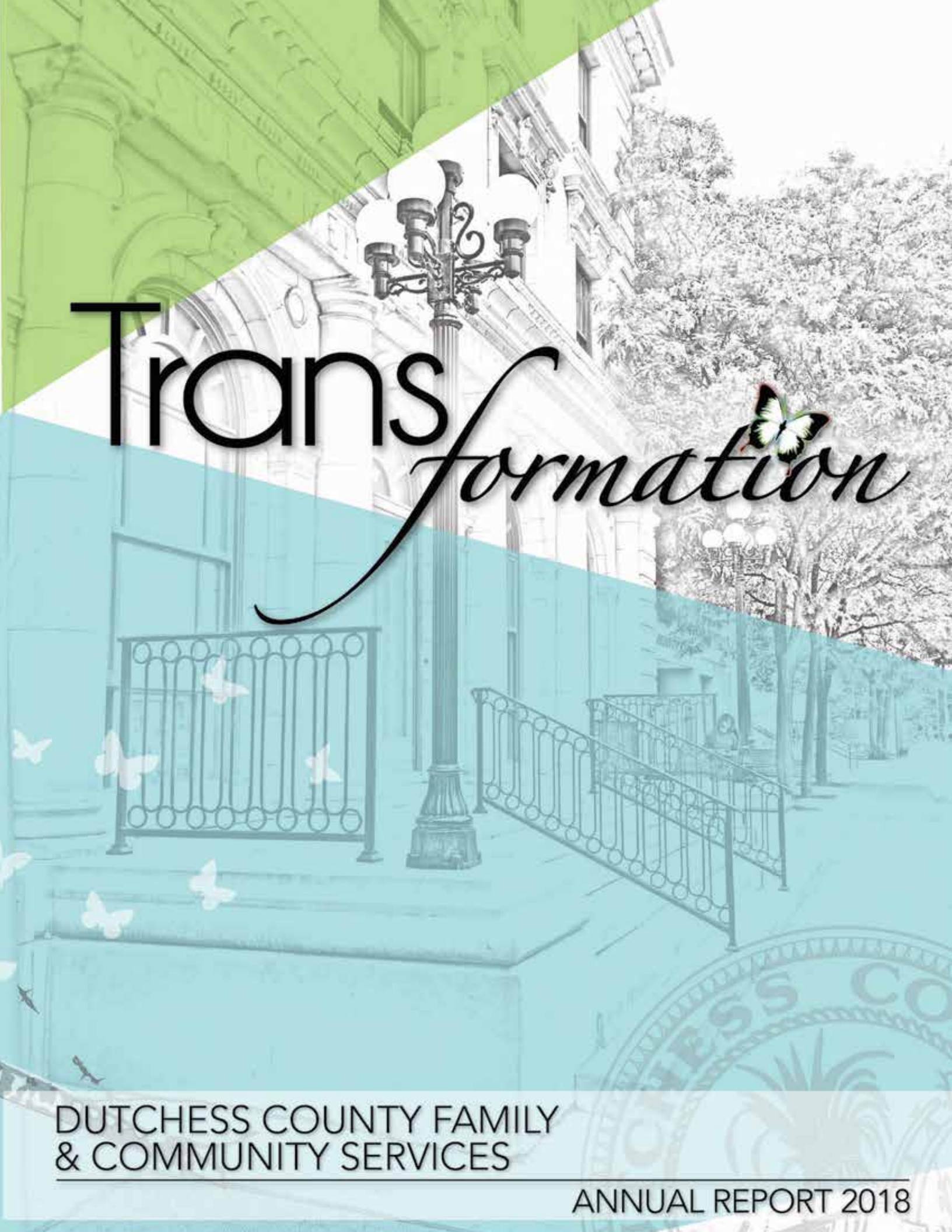




Transformation

DUTCHESS COUNTY FAMILY
& COMMUNITY SERVICES

ANNUAL REPORT 2018

A MESSAGE FROM COUNTY EXECUTIVE MOLINARO



Dutchess County's Department of Community and Family Services (DCFS) provides critical services and programs to one in 10 County residents – as varied as everything from Temporary Assistance for Needy Families (TANF) and the Supplemental Nutrition Assistance Program (SNAP), to foster care and child support collection.

The department's main offices, located at 60 Market Street in the City of Poughkeepsie, have recently gone through a transformation to better enhance the client experience. From self-service kiosks, which expedite the application process; a more open and welcoming reception area; and a state-of-the-art fair hearing room, among other renovations; the department's main offices are a testament to Dutchess County's commitment to best serving its most vulnerable residents.

Regardless of which division or office in which they work, however, one thing remains a constant focus for every Dutchess County DCFS employee: the commitment to serving our friends and neighbors with the highest quality of service in the most compassionate manner possible.

Our Department of Community and Family Services, and the work our DCFS staff does daily, is one of many departments in which our residents can take pride. Our employees' dedication to serving our community is unparalleled and can be an example social service departments throughout New York State can emulate.

Marcus Molinaro
Dutchess County Executive

MISSION

"To meet the needs of Dutchess County's vulnerable population as provided by NYS Social Services Law in a courteous, fair and efficient manner with the aim of restoring each beneficiary to maximum independence."



2018 DCFS ANNUAL REPORT

Edited By:
Carol Domino

Confidential Administrative Assistant

Assisted with Photography:
Kara Cerilli

Social Welfare Specialist

Graphic Design/Photography by:
Dutchess BOCES

Office of Communications and Grants Research
Genevieve Kellam, Director
Désirée Gagnon, Designer

A MESSAGE FROM COMMISSIONER JAAR MARZOUKA



Did You Know? Ancient mythology is full of stories that end in a metamorphosis, like the goddess Athena who turned the weaver Arachne into a spider. But natural substances also undergo metamorphosis. For example, heat and pressure over a long period of time turn carbon into diamonds. And the most well-known transformation is of caterpillars into butterflies.

2018 was a year of transformation for our Department. From the building to the programs, we “metamorphosed.” The first floor was renovated with a new lay out and the introduction of kiosks to facilitate document drop off. A new fair hearing room with its own waiting room, along with new screening and interview rooms on the first floor provide for a better traffic flow and more discretion for the clients.

This was also the year of internal re-structuring to increase our efficiency and meet the new challenges of the current workload. One of the strategies we opted for in this re-structuring was job-rotation, a well-known management best practice that has several advantages. It increases efficiency by providing access to diverse viewpoints, and strengthens succession planning through the inherent cross-training that follows when you implement a job-rotation.

But the most exciting transformation was the success of clients we served this year. Several share their stories with us in this annual report. They reveal the love of a family for their adopted child; the successful re-entry into the community following incarceration; the joy of a single mother who receives a vehicle and is able to get a better job and work towards greater opportunities for her and her child. There are many more stories; some have yet to achieve success; others are at the beginning phases of their transformation. We do not know how their stories will end; but we will be there, every step of the way, to help them and support them in their journey. That is our mission.

Sincerely,

Sabrina Jaar Marzouka, J.D., M.P.H.
Commissioner

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POSITIVELY EVERYDAY

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DCFS FUNCTION

- I. Provide assistance to eligible individuals and families while ensuring clients achieve their full potential.
 - Apply rules, regulations and local policies objectively, consistently and uniformly to provide clients with all of the benefits to which they are entitled
 - Meet the individual needs of clients while preserving their integrity
 - Maintain professional standards in all contacts
- II. Provide protective services to children and adults at risk.



2018 DCFS ORGANIZATIONAL WHEEL

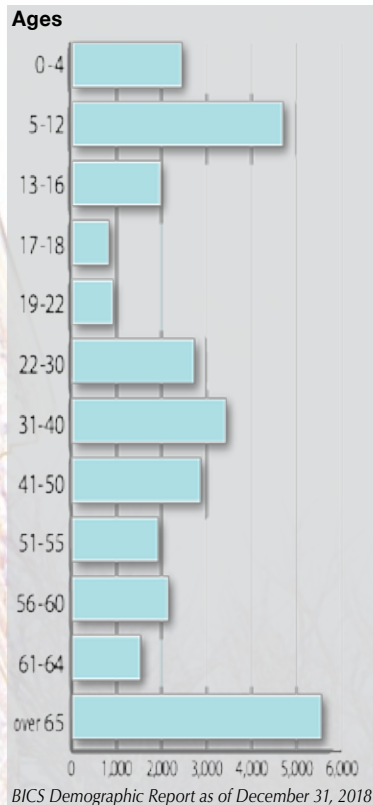
DCFS FACTS AT A GLANCE 2018

TOP MEDICAID PAYEES

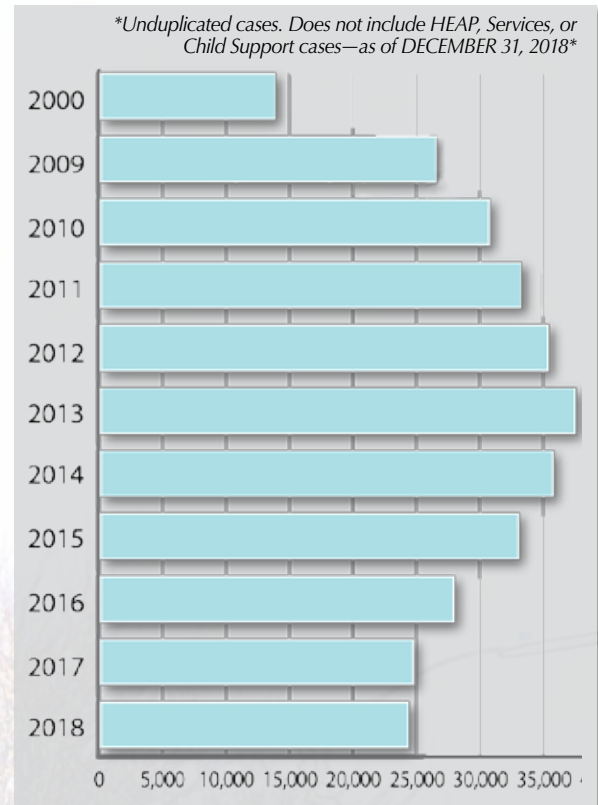
Medicaid payments to local businesses in Dutchess County serve as an economic stimulus and multiplier. In 2018 payments were made to the following vendors providing Medicaid services.

NYS Catholic Health Plan	\$120,326,029
MVP	\$118,612,185
Wellcare of NY	\$18,170,405
NYSARC Dutchess County	\$14,921,438
Abilities First	\$14,458,294
Cardinal Hayes Home	\$13,364,908
Hamaspiik Choice	\$12,985,146
Westchester Medical Center	\$12,063,533
New Horizon Resources	\$11,600,093
Health Advantage Plan	\$10,271,582

ACTIVE INDIVIDUALS



DCFS CASELOAD SNAPSHOT



TOP NON-MEDICAID VENDORS

Children's Home of Poughkeepsie	\$6,154,776
Astor Services	\$2,103,377
Hudson River Lodging	\$1,995,300
Berkshire Farm Services for Youth	\$1,477,078
Central Hudson	\$1,446,810
Dutchess County Probation	\$1,419,535
Community Housing	\$1,230,217
Sainte Anne Institute	\$1,079,615
Family Services	\$1,065,179
Vanderheyden	\$727,875

ACTIVE CASES

Cases as of	12/31/17	12/31/18
SNAP	10,680	10,353
HEAP	1,738	2,052
Medicaid	7,377	7,418
Medicaid SSI	5,638	5,597
Family Assistance	476	491
Safety Net Assistance	558	595
Services (Adult/Children)	1,763	1,723

2018 MODIFIED BUDGET

	Appropriations	Revenues
Administration (salaries, fringe, materials, other)	\$39,169,824	\$23,549,590
Non-secure Detention	\$1,014,500	\$616,000
Day Care	\$5,397,241	\$6,829,908
Services for Recipients	\$5,976,724	\$2,581,007
Medicaid - Local payments	\$56,750	\$30,000
Medicaid - MMIS Payments	\$40,933,462	\$200,000
Special Needs Adults/Family	\$352,504	\$7,500
Family Assistance	\$7,522,942	\$7,186,718
Foster Care	\$36,478,157	\$25,244,213
Juvenile Delinquents/PINS	\$129,577	\$1,000
State Training Schools	\$2,550,000	\$0
Safety Net	\$6,481,479	\$1,991,500
HEAP	\$731,721	\$741,721
Emergency Aid to Adults	\$85,433	\$42,500
Supplemental Nutrition Assistance Program	\$0	\$0
Youth Administration	\$204,838	\$156,811
Youth Development/Delinquency Programs	\$0	\$0
Youth Services Unit	\$282,201	\$168,382
Youth Development Program	\$220,000	\$220,000
Youth Special Delinquency Programs	\$0	\$0
Youth Runaway & Homeless	\$137,835	\$103,376
Totals	\$147,725,188	\$69,670,226

2018 COMMISSIONER'S OFFICE

The Commissioner's office consists of the Commissioner, Deputy Commissioner for Financial and Supportive Services, Deputy Commissioner for Services, Deputy Commissioner for Special Needs, Director of Administrative Services, Assistant to the Commissioner for Program Planning and Evaluation, Special Assistant to the Commissioner, Staff Development Director, and Confidential Administrative Assistants. The Commissioner's office oversees the programs and operations of the department.



Theresa Giovanniello
Deputy Commissioner



Debra Bonnerwith
Deputy Commissioner



Toni Marie Ciarfella
Deputy Commissioner



Sharon Avila
Confidential Administrative Assistant



Carol Domino
Confidential Administrative Assistant

ACCOMPLISHMENTS & YEARLY STATISTICS 2018

- Continued Navigating the DCFS System workshop series. In 2018, two workshops covered Foster Care and Employment, with a total of 80 professionals attending, representing 33 agencies.
- New in 2018, DCFS expanded our Temporary Assistance procedures to include a referral to Adult Services for an Adult Protective Services screen and Housing Intake for all Temporary Housing and services options for applicants regardless of financial eligibility.
- On April 20, 2018 and November 13-15, 2018, Dutchess County hosted First Responder Autism Sensitive training for area firefighters and local law enforcement officers.
- The Autism Supportive Environment training was provided to 27 organizations/businesses totaling 200 people trained, to county departments including DC Human Resources, and DC Stabilization Center, Grace Smith House and 13 area libraries.
- ThinkDIFFERENTLY™ collaboration with Dutchess Community College and other area service providers continued in 2018. A 2nd cohort of students was welcomed to the Think Ahead job readiness training certificate program for individuals with special needs, with a total of 18 students on campus.
- Enhanced staff knowledge of community agencies with Community Resource Presentations.
- Participated in County Government on the Road
- On Sept 6, 2018, thirty-one DCFS staff members participated in the Putting on a Positive Youth Development Lens training by Cornell University.
- Presented information about Dutchess County's efforts to move youth out of residential care to a multi-disciplinary audience at the NYS Voluntary Agency Summit.
- Successfully Completed 41 Fiscal Day Care Audits
- Developed 5-year Child and Family Services Plan and held a public hearing on August 28, 2018



William Sanchez
Special Assistant to Commissioner

FAIR HEARINGS AND QUALITY ASSURANCE

The Fair Hearing and Quality Assurance unit represents DCFS

in requested fair hearings, serves as liaison for NYS Office of Temporary and Disability Assistance audits and completes Child Care subsidy audits for NYS Office of Children and Family Services. This unit also ensures quality performance standards by compiling and tracking outcome data, including monitoring and visiting contracted agencies.

The fair hearing process allows applicants and/or recipients to tell an Administrative Law Judge's (ALJ), assigned by the New York State Office of Temporary & Disability Assistance Agency, why they think a decision made about their case is incorrect. The Commissioner of OTDA assigns a designee from the Office of Administrative Hearings to review the findings of the hearing and to render a written decision based on the facts, rules and regulations that govern benefits issued by Medicaid, Temporary Assistance, SNAP, and Day Care.

FAIR HEARING ACTIVITY 2018

Fair Hearings Requested	776
Fair Hearings Held	652
Appellant Defaults	263
Appellant Withdrawals	187
Agency Decisions Upheld	118
Agency Decisions Reversed	44
Percentage of Fair Hearings in Favor of the Agency	93%
Postponed/Pending	28
Other Agencies	124
Correct When Made	19
Agency Withdrawals	6

- Decrease of 111 fair hearings or an 11% reduction in fair hearings in comparison to 2018
- Conducted 25 contractor monitoring site visits
- Completed 43 contracted program desk reviews of self-evaluations



Bridget Goddard
Assistant to the Commissioner
for Program Planning and
Evaluation

CONTRACTS, POLICY & PLANNING

The Assistant to the Commissioner for Program Planning and Evaluation develops all Department of Community and Family Services plans, prepares

funding applications for special programs, oversees the contracts, prepares and/or responds to requests for proposals and oversees the Office of the Medicaid Inspector General's Medicaid Compliance Audit Demonstration Project in Dutchess County.

CONTRACT ACTIVITY 2018

Adult Foster Care Services	2
Auditing	1
Credit Reporting	3
Child Care	2
Detention/Foster Care Institutions	41
Domestic Violence Services	7
Employment/Training Services	10
SNAP Nutrition Education/HEAP	6
Genetic Testing	1
Homeless Prevention	4
Interpreter Services	1
Legal Services	3
Medical Exams/Services	4
Memoranda of Agreement	97
Other Inter-Agency Service Agreements	9
Preventive Services	20
Resource Parents	121
Service Agreements	25
Totals	357

Value of Contracts \$48,000,000+

COMMISSIONER'S OFFICE HIGHLIGHTS

DCFS continued to deliver vital public benefits to more than 1 in 10 Dutchess County residents in 2018, serving **over 30,000 unduplicated individuals** across all programs.



The ThinkDIFFERENTLY website was launched in February of 2018 and was selected for a national award as the Project Experience Winner in the 2018 Government Experience Award.

This recognition highlights government to citizen experiences in digital communication. The site has provided individuals, families and community service providers with a directory of services in Dutchess County and resources that are available to NYS residents. There were 16,369 views/hits on the ThinkDIFFERENTLY website.

DCFS initiated collaboration with our Division of Veteran Services to support our military members, veterans and their families in accessing services. This resulted in the identification of vets in need of transportation to maintain their employment; **DCFS provided three Dutchess County veterans with vehicles** through its Community Solutions to Transportation program.



SERVED ON THE FOLLOWING COMMITTEES

- Criminal Justice Council
- Office for Aging Advisory Board
- Agency Partner Grant Program
- Chair of NYPWA Deputy Commissioners' Leadership Network Steering Committee
- Dutchess County Regional Chamber of Commerce Women's Leadership Alliance and Headliner's Award Committee
- Career Achievement Program Committee
- Recovery and Resiliency Consortium
- Dutchess County Human Trafficking Taskforce
- Workforce Development Board
- Child Advocacy Center Leadership Committee and Multidisciplinary Team
- Council of Family and Child Caring Agencies Region V Workgroup (COFCCA)
- Removing Barriers to Care Committee
- Sexual Assault Response Team (SART) Executive Committee
- Dutchess County Domestic Violence Steering Committee
- Maternal Child Health Initiative
- Anderson Center for Autism Task Force on Aging
- Mount Saint Mary's Center on Aging and Policy – ProActive Caring Project's Steering Committee
- D.C. Legislature's Universal Transportation Accessibility Task Force
- Think Jobs
- DC Family Court Improvement Project: Stakeholder, Executive, Adoption, and Statewide System Reform Program (SSRP) Committees

COMMISSIONER'S OFFICE HIGHLIGHTS

Path to Promise

The Department worked with a consulting firm, the Public Consulting Group, to assess youth services throughout the county and create a framework and strategic plan for



positive youth development for

the Path to Promise Initiative. We held public hearings and ran surveys for youth, parents and service providers, facilitated stakeholder workshops, held a youth forum, and conducted multiple outreach efforts reaching over 800 youths and 100 stakeholders throughout the county. We are looking forward to finalizing and implementing the Path to Promise Strategic Plan in 2019.



DCFS welcomed a recruiter from Wendy's Wonderful Kids (WWK) program.



The program supports the placement of a full time, fully paid, adoption recruiter to focus on children for whom it has traditionally been difficult to find adoptive families, specifically youths who are 9 years old and older, and have been in foster care for more than two years.

In 2018, the **Department applied for, and received New York State approval of a shelter allowance supplement** for single individuals eligible for Temporary Safety Net Assistance. The supplement increased the shelter portion of the grant to 85% of the fair market value for a studio apartment or a one-bedroom apartment for couples without children. This shelter supplement will allow Dutchess County to avoid costly motel placements and result in a potential gross savings of at least \$1,207,798 annually.

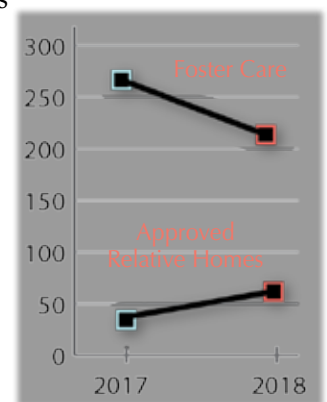
Through a partnership with Legal Services of the Hudson Valley, in 2018 132 DCFS clients were referred and 96 began their Social Security Income (SSI)/ Social Security Disability (SSD) applications. From March 2017 through December 2018, LSHV's work has yielded \$282,288 in annual benefits to Dutchess households, plus an additional \$79,991 paid in retroactive benefits.



DCFS received a grant from the Redlich Horwitz

Foundation to support a shift to family-based foster care placements. The grant supported a new position to advocate for the identification and engagement of kin as the presumptive placement for children whenever possible and when initial placement is not possible, for continuous search and engagement of kin at every step along the continuum of a child's stay in foster care.

The result of the various efforts is shown in the following statistics: From November 2017 to November 2018, **the number of children in foster care was reduced by 20%** and **the number of approved relative homes was increased by 24%**. DCFS efforts were highlighted in an October report issued by the Redlich Horwitz Foundation.



2018 THINK DIFFERENTLY



Toni-Marie Ciarfella
Deputy Commissioner of
Special Needs

Deputy Commissioner for Special Needs, Toni-Marie Ciarfella, Ph.D. was appointed as part of Dutchess County's ThinkDIFFERENTLY initiative to serve as a facilitator and advocate for individuals and families with special needs. Through active and creative collaborations with families, individuals with special needs, county government and community partners, Dr. Ciarfella promotes local efforts for improving accessibility, fostering acceptance and building inclusion.

ACCOMPLISHMENTS & YEARLY STATISTICS 2018

- Continued to be involved with the Think Ahead job readiness training certificate program for individuals with special needs in collaboration with Dutchess Community College and other area service providers. A second cohort of students was welcomed to the Think Ahead program, with a total of 18 students on campus.
- Co-hosted with Dutchess County Workforce Investment Board the Second Annual Think Jobs Round Table at Franklin D. Roosevelt – Wallace Center bringing together, area businesses, educators and the vocational training community to build partnerships that support efforts to enable people of all abilities to join the job market.
- Launched the www.ThinkDIFFERENTLY.net website which was selected for a national award as the Project Experience Winner in the 2018 Government Experience Award. The site had a total of 16,369 views/hits; 88% were new visitors with 12% returning.
- Held the First Responder Autism Sensitive training for area firefighters and local enforcement officers. Training was offered on 4 days with 7 sessions throughout Dutchess County with collectively over 400 members of the first responder community trained.
- Organized the 2nd Annual Collaboration of Services and Care Across the Life Span for People with Special Needs. The keynote presentation, given by Jennifer L. Scully from Maplebrook School, was "Fostering Independence; How we can help people with disabilities be successful?"
- Directed the ThinkDIFFERENTLY Picnic for people with special needs on the "Great Lawn" at the Home of Franklin D. Roosevelt National Historic Site. Over 400 people were in attendance to enjoy the "Day at the Farm" theme.
- Hosted the Disability Dream and Do baseball camp with the Hudson Valley Renegades. More than 120 children registered to attend, the most in the Camp's history!



2018 ADMINISTRATIVE SERVICES



Peter Simon
Director of Administrative
Services

The Director of Administrative Services helps develop and present the annual budget and is responsible for the supervision and coordination of the fiscal and operating functions. The following units are overseen by the Director: Accounting, Central File, Reception, Purchasing, Welfare Management Systems and Computer Information Services. The Director of Administrative Services serves as the agency's Freedom of Information Law (FOIL) Officer

ACCOMPLISHMENTS & YEARLY STATISTICS 2018

ADMINISTRATIVE SUPPORT

- Received and processed 49,726 calls at the switchboard (those callers who did not use the main menu options and chose the "operator")
- Processed 492 travel orders
- Processed 231 cases for state auditors
- Processed 82 DCFS contracts totaling \$16,729,500
- Processed 19 Youth Services contracts totaling \$209,768
- Completed 1,300 hours of Spanish translation for agency interviews, visitations, paperwork, field visits, telephone calls and emails
- Processed 211 Print Shop orders including forms, business cards and specialty orders
- Filled 5,888 supply orders
- Maintained 824 items for the supply room inventory

CENTRAL FILE

- Assigned 4,533 new case numbers
- Managed USPS and interoffice mail for entire DCFS staff
- Processed 168,607 pieces of incoming US Mail (not including inter office mail).
- Prepared and imaged documents for the following units: Medicaid, Temporary Assistance, SNAP, HEAP, Eastern Dutchess Government Center and Beacon
- Purged 1,661 individual case records from the file room for disposition
- Purged 1,114 boxes of aged out records from Record Management.
- Retrieved 207 records from retention and delivered to requesting workers
- Recorded 9,869 incoming voter registration forms (Voter registration forms are included in benefit application packages.)



Administrative Support



ADMINISTRATIVE SERVICES CONT'D...

Reception

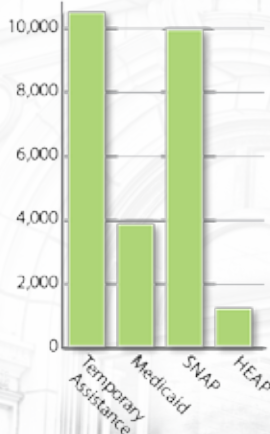


RECEPTION

Front desk activities range from assisting and accepting applications, receiving supporting documents, to checking visitors in for appointments within our various units.

APPLICATIONS/DOCUMENTS DROPPED OFF*

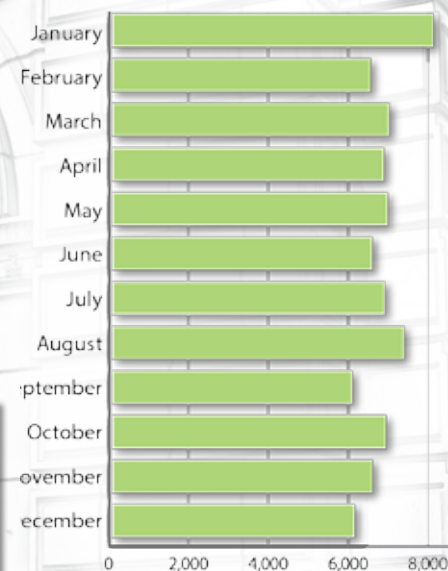
*Data is from My Full View tracking system



Dear Reception Professionals,
I am in awe of the job you do every day with PATIENCE, firmness and compassion.
With heartfelt thanks,
TH

NUMBER OF CLIENT TRANSACTIONS IN RECEPTION

for the Poughkeepsie and Satellite Offices*



Total Transactions 80,971

*Data is from My Full View tracking system

Central File

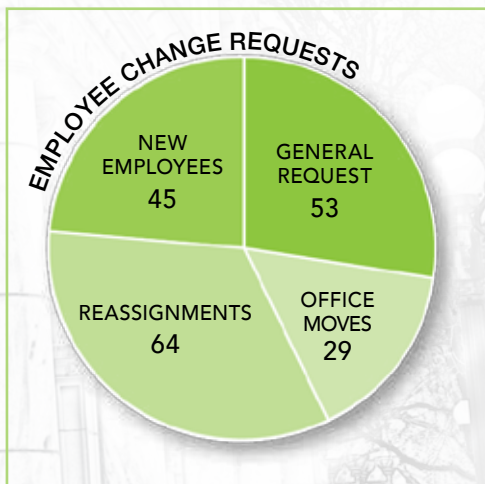


Computer Information Services



COMPUTER INFORMATION SERVICES

- Facilitated the creation of a temporary SNAP call center to assist relieving call backlog
- Maintained uptime for fair hearing teleconference system during construction stages requiring temporary location
- Assisted creating new security room on 1st floor
- Wired and moved daycare unit to/from temporary office space to facilitate reconstruction in that area
- Supported effort to create temporary reception location to facilitate remodel of DCFS reception with minimal impact to clients



ACCOUNTING

- Maintained accounts for 189 clients in receipt of supplemental security income who need help managing their money. Deposits of \$1,510,048 and issuance of 11,729 checks totaling \$1,489,290 occurred on behalf of these clients.
- Collected over \$59,500,000 in state and federal reimbursements of department expenses
- Arranged and paid for 150 indigent burials in the amount of \$265,358
- Updated the organizational structure of the Accounting unit to enhance supervision of staff and quality of service provided.



Brian Napoleon
Director of Budget and Finance

ACCOUNTING TRANSACTIONS PROCESSED IN 2018

Services	Number	Amount
Title IV-D Assistance	2,000	\$160,000
Family Assistance	14,600	\$5,670,000
Adult Care and Emergency Assistance	100	\$80,000
Safety Net Assistance	18,800	\$6,656,000
Medical Assistance	200	\$43,000
Emergency Aid to Families	200	\$392,000
Title XX Services for Recipients	800	\$659,000
Non-Title XX Services for Recipients	15,100	\$13,253,000
Foster Care and Adoption Assistance	10,400	\$16,123,000
Child Care Assistance	12,200	\$5,853,000
Independent Living Program	600	\$48,000
Home Energy Assistance Program (HEAP)	9,300	\$391,000
Total	84,300	\$49,328,000

Accounting



2018 STAFF DEVELOPMENT/ HUMAN RESOURCES



Ted Starzyk
Director of Staff Development
and Human Resources

The Director of Staff Development is responsible for ensuring that the Department of Community and Family Services' workforce receives the training that is necessary to provide objective, competent and professional services to our customers. In Dutchess County, the Staff Development Division also encompasses the human resources and payroll functions.

ACCOMPLISHMENTS & YEARLY STATISTICS 2018

Through a partnership with the Social Work Education Consortium, the Staff Development and Human Resources Unit provides on-going personal and career development for DCFS staff members. This includes conducting needs assessments and planning for the delivery, scheduling and attendance of staff training programs that meet local, state and federal mandates. We have contracts with Adelphi University and SUNY Empire College which includes Dutchess Community College. The goal of these programs is workforce professionalism and promotional advancement within the civil service system.

PERSONNEL ACTIONS COMPLETED

New Employment Interviews Conducted	102
New Employees Hired	65
Promotions and Reassignments Processed	45
Leaves of Absence Processed	28
Separations from Dutchess County Service	46

TRAINING HOURS COORDINATED

Temporary Assistance/Intake	1,103
Services (Adult, Children, Youth)	3,096
Medicaid	1,110
SNAP	690
Child Support	895
Special Investigations	164
HEAP	74
Total	7,132



Staff Development



2018 DCFS BRIGHT STAR EMPLOYEE RECOGNITION

The ABCD Committee chooses the Bright Stars from those nominated by their peers. The Committee, made up of members from various units, examines nominations and votes on the monthly award recipient(s).

JANUARY



Frank Farinacci
Administrative Support

FEBRUARY



Felice Sarmiento
Child Welfare

MARCH



Robert Tortorello
Central File

APRIL

MAY

JUNE

Reception, Child Care and SNAP/HEAP Units were recognized as the April, May, and June Bright Stars for their cooperation and team work during the renovation. These entire units demonstrated their ability to keep things running smoothly while adapting to multiple constraints throughout the construction project.

JULY



Janet McLain
Intake

AUGUST



Nichol Dahowsky
Intake

SEPTEMBER



Kristin DeAngelo
Adult Services

OCTOBER



Yvelise Ramos
Accounting

NOVEMBER



Kathy DiGiorgio
Adult Services

DECEMBER



Denise Griffin
Adult Services

YEARS OF SERVICE

at the Department of Family and Community Services

30 YEARS

Debra Bonnerwith
Tammy Chenevert
Janet Cottingham
Melissa Decker
June Ellen Notaro
Ann Novicki
Patrizia Weeks



Tammy Chenevert
30 Years

25 YEARS

Nancy Corman
Diana Smith
Geetha Prabhakara
Deborah Robinton



Patricia Janos
20 Years

20 YEARS

Lisa Collins
Mary Ellen DeCicco
Sheree Gover
Patricia Janos
Kimberley Olson



Deborah Robinton
25 Years



Peter Helion
15 Years

15 YEARS

Lori Aiello
Lydia Beers
Ashley Tilton
Tina Bocchino
Wanita Bocchino
Maria Coleman
Tracy Connolly

Deborah Fox
Carol Jean Frye
Nancy Hauser
Peter Helion
Robin Mallory
Christine Nastasi
Josia Orende

Deborah Powell-Lapi
Catherine Schouten
Heather Stickle
Andrea Swart
Brenda Urbanski

10 YEARS

Rebecca Andersen
Jessica Cady
Colleen DeAlmeida
Kimberly Flasz
Suzanne Howell
Douglas Katt
Patrice Lambert-Phillips
Maureen Masullo-Dykstra
John Mort
Vata Peters
Amanda Schallenkamp
Edward Sheehan
Charles Shirk
Heather Vosburgh
Lara Weisman



Douglas Katt
10 Years



Shanell Mays
5 Years

5 YEARS

Kerri Blanco
Kristen Buckner
Sherri Burns
Yasmin Carrillo
Anelie Etienne
Frank Farinacci
Kelly Feuer

Lamoi Hobson
Anita Jones
Marilyn Lia
Candace Lynch
Deirdre Martin
Shanell Mays
Laurie Miller
Abigail Morales-Rosado

Victoria Rivera
Felicita Sarmiento
Tracy (Trey) Tissiera
Stella Varon
Kelly Wonderly

LEADERSHIP DEVELOPMENT PROGRAM

Born in 2010 the expectation of the program, is for members to share knowledge through a presentation to the group. In 2018, six employees earned certificates for their participation. Monique Brennan (AFS) and Lisette Mason (SNAP) co-presented "Self-Care in the Workplace", and respectively achieved Level II and Level III. Carol Domino (ADMIN) achieved Level V. Suzanne Howell (CWS) presented "Integrity: A Conversation" and achieved Level VIII. Theresa Giovanniello (ADMIN) presented "Spirituality in the Workplace" and achieved Level VIII.

Our guest speakers for the year were: Londina Cruz, Licensed Coach and Executive Director for the John Maxwell Team; David Martin, Mentor, Graduate of The Healing Arts School; Michael Polito, Personal Trainer, and Founder of Old School Street Fitness. Legislator Barbara Jeter-Jackson was our inspiring keynote speaker at our Achievement Awards Event which was held on February 28.



ABOVE & BEYOND THE CALL OF DUTY TEAM (ABCD)



Since it began in February of 2009, the ABCD Committee has added positive energy to the agency. A small group of motivated staff persons can accomplish much. This year, ABCD raised \$1,465 for "Communities Responding to Overcome Poverty", (CROP) a worldwide effort to address hunger and other needs due to poverty. A portion of the funds stays here in Dutchess County to assist Dutchess Outreach Lunch Box, Community Action Program, & the Beulah Baptist Soup Kitchen.

In the last quarter of 2018, ABCD formed a new DCFS Newsletter Committee. The committee plans to issue a new staff oriented newsletter in the Spring of 2019. Suggestions are regularly collected throughout the building by the team and reviewed for implementation by administration. Other initiatives include the Knitting & Crochet Club, which meets on Wednesdays during lunch break and Mindfulness Mondays which gathers on Mondays from 12:25 – 1:00 pm.

YOUTH FINANCIAL LITERACY & COMPUTER TRAINING PROGRAM

In July and August 2018, DCFS held two separate 2-day sessions of our Youth Financial Literacy and Computer Skills Training Program. We served 20 local youth ages 14 to 18.

DCFS partnered with Dutchess BOCES, TEG Federal Credit Union, and the Dutchess County Workforce Investment Board, to coordinate the program. All participants came from families who receive public assistance or foster care services through DCFS. Participants must achieve satisfactory attendance and satisfactory grades in school to qualify for the program. The program is funded through the Temporary Assistance for Needy Families program and the Foster Care Block Grant.



Zakiyah, one of the students emailed us from her new laptop: "What I enjoyed most about the program was learning how to buy essentials on a budget and still have money left for activities . . ."

At the successful completion of the program, each participant earns a laptop and printer. As of this year, the DCFS summer computer training program has served more than 245 youth. This program has been recognized as a best practice for youth job preparation.

Chat time... Let's exhale together! | EMPLOYEE APPRECIATION 2018

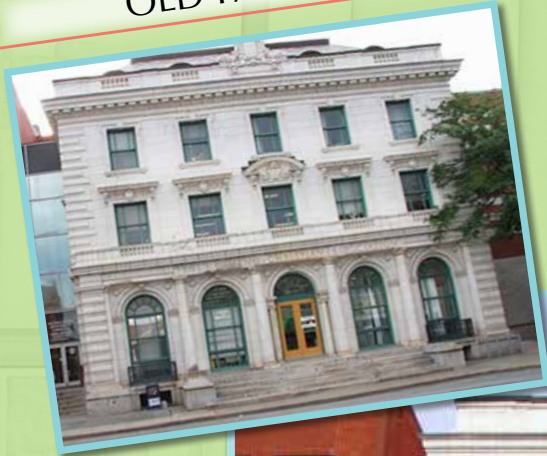
This year to show their appreciation of DCFS staff's continual hard work, Administration opted to provide workers with a chance to relax for a few minutes over coffee and a snack. Employees were given a "goodie bag" with small items to use at their desks. The plants used for table decorations were given away in a raffle. There's nothing like a coffee break and some good conversation with your fellow workers!



Transformation



OLD FACADE



There are many reasons to keep the

Building renovation is a chore as it is often inconvenient and certainly involves some financial investment that some may be reluctant to approve. The decision to renovate our reception area, however, was a necessary transformation to address several key concerns:

- 1) Establish separate, more direct entrances for the public and the employees,
- 2) Provide a welcoming environment that enables the public to be safe and comfortable while in the reception area, i.e. sitting rather than standing in line,

NEW BUILDING ENTRANCE



From old to new, after many months of demolition/construction,

status quo and many reasons not to.

- 3) Reduce the waiting time by offering self-service kiosks to visitors who are dropping off documents,
- 4) Provide a separate waiting area for those who are attending a fair hearing,
- 5) Modernize our fair hearing room to include availability of video conferencing, and
- 6) Create a greeter station to provide rapid guidance and direction to visitors.

NEW RECEPTION KIOSK



NEW CASHIER'S WINDOW



NEW RECEPTION COUNTER



NEW FAIR HEARING ROOM



NEW RECEPTION LOBBY



we happily settled into our new transformed environment!



Transformation

Strengthening Families

We all struggle with the challenges life brings – but for me it's all about learning to move forward. At 6-months I was placed with my grandmother where I lived until age 13. At age 37, I now have children of my own, struggles with financial challenges, and a major health problem; this has put a burden on my family dynamics. In 2018, I participated in the Strengthening Families program at DCFS with two of my five children. In fact, I got so much out of it that I want to repeat the program with my youngest two children! Going through the 7-week program with other families and learning how they handle family situations was especially meaningful. I made friends with these same parents and we now have a support network. Putting the program into practice by listening to my children, having

weekly family meetings based on the program's model for open communication within the family has been tremendously helpful.

My 14 year old daughter also formed good relationships with other children coming to the Strengthening Families program. She says the most important thing that she learned was to come to me when she has a problem, whereas in the past she would go to her peers.



The pathway of Nancy Burns' life shows great progress; that's what transformation is all about!

Housing Solution for Identity Theft Victim

Why was I having so much trouble getting a job, renting an apartment, or even receiving my mail? I had always paid my bills and had never been in debt. I didn't know I was a victim of identity theft – I just knew I had never been in this situation before.

With no place to live and needing help, I came to DCFS looking for assistance. DCFS arranged for me to stay in the Hudson River Lodge along with my two children and helped me get my life back on track. There were many steps, delays and one major setback on the road back from the brink of homelessness. Together with my case worker, I had to develop a plan which included many steps. *Step 1.* Register oldest daughter in Kindergarten, *Step 2.* Get work, *Step 3.* Apply for childcare subsidy through DCFS, *Step 4.* Find housing. That is when I hit a major roadblock; renting an apartment proved to be very difficult. All the landlords first said yes, then changed their minds. I was working two jobs and was determined to improve my situation for my children's sake.



“Ms. Watson, my DCFS Adult Services worker, was persistent in helping me find permanent housing; she really listened to me during this confusing and trying time and encouraged me with every step.”

In partnership with Hudson River Housing (HRH), DCFS provided me with the opportunity to rent a house from HRH - landlord rejection problem resolved! I was ecstatic! Step 4 was accomplished on November 1, 2018, the long-awaited moving day! However, soon after I moved, I experienced a setback; my primary place of employment downsized and laid me off.

Then a big puzzle piece fell into place. I found out from the Post Office that my mail was being sent to 5 different PO boxes in 5 different states! I was told my identity had most likely been sold many times. There were many reports of theft, evictions, repossessions, fraudulent bank accounts, traffic tickets, and car accidents in my name; naturally landlords, banks and insurance companies didn't want to take a chance on me.

My Progress Report!

- No longer on Temporary Assistance (only Medicaid for my children)
- Have permanent housing
- Found a new primary job
- No more anxiety attacks, I am so happy and grateful to DCFS, Ms. Watson and HRH!

Transformation

Michael's Adoption



A story with a happy ending! Michael's foster care experience began in December of 2014. Michael, who is diagnosed with autism spectrum disorder was placed at Devereux in early 2015. On July 19, 2018, at age 8 Michael moved in with his forever family, Kristin Sherburne, Timothy Worline and their four adopted children in Watertown, New York.

On February 15, 2019, he was adopted by his foster parents and officially joined the "Worline Warriors," as the family affectionally call itself. Michael continues to have a close relationship with his paternal grandparents who visited him and his new family several times in Watertown, stay in touch via FaceTime and joined the family on Michael's adoption day. Michael's adopted mother Kristin also stays in regular contact with Michael's birth mother, shares photographs, and plans for Michael's quarterly visits with her. How wonderful for

Michael that he gets to enjoy so many family relationships.

"I think being part of the pack of kids has been transforming for Michael as he finally feels included," says Michael's adoptive mother. "Michael is genuinely happy, we see him smile more with each new day. It's like watching him blossom. And the laugh, it's contagious!"

"I think being part of the pack of kids has been transforming for Michael as he finally feels included."



Youth Empowerment



The Youth Board and Coordinating Council (YBCC) acts as an advisory board to the County Executive. They establish local criteria for the allocation of funding, review and analyze proposals for the creation or expansion of youth services making recommendations for grant awards. Appointments to the Youth Board and Coordinating Council are made by the County Executive and approved by

the County Legislature. Members serve a two-year term and represent various communities, support the philosophy of youth development and are interested in addressing youth concerns. There are 22 members, of which 5 are youth under the age of 21.

Dutchess County Youth Council (DCYC) is a youth empowerment program for high school students throughout the county. The students



lead the meetings, develop the agendas, host guest speakers that are of interest to them, and conduct

community service projects. DCYC is a subcommittee of the YBCC

Sabrina Goldfischer's YBCC Story



The Youth Board and Coordinating Council (YBCC) has been instrumental in introducing me to the intricacies of youth services programs in Dutchess County. When I walked into my first board meeting at the beginning of my junior year, I knew I wanted to study political science in college to find ways to make tangible change in my community. The YBCC taught me about public speaking, how to serve on a committee, read grants, and countless other skills that will give me confidence in my future career. It has been an incredible experience to interface with leaders in the field of child advocacy in our community. Now, as I graduate from Arlington High School and begin my time at Harvard College studying government, I feel

much more prepared to continue to combat issues facing youth from a governmental standpoint, thanks to the support I have received from serving on the YBCC.

"The YBCC taught me about public speaking, how to serve on a committee, read grants, and countless other skills that will give me confidence in my future career."

Transformation

Exodus Story

Exodus is a reentry program funded by DCFS aimed at helping people transform their lives and transition from incarceration to a positive, healthy life.

After Damion was released from a correctional facility last September, he was referred to Exodus to complete the Ready, Set, Work and Anger Management courses. The program instills a firm belief in human resilience and sense of self through a holistic approach – a plan that emphasizes healing of family and relationships, employment, education, health and fitness, community involvement and spirituality. “They helped me a lot. I now have a job at a local restaurant.”

*“It’s going good.
There are rules
I had to follow
inside prison;
I’ve learned there
are rules I have to
follow now, too.”
~ Damion Cole*



Community Solutions For Transportation funded by DCFS

Najla Islam's "Wheels to Work" Story

On October 5, 2018 I received a 2008 Saturn Aura through Community Solutions for Transportation (CST) to help me improve my financial situation and it has given me renewed hope for my future.

I am a single mother of a 3-year-old son. During 2018, I completed the necessary CST steps by getting my NYS learner's permit, participating in driver experience classes, passing my road test, attending a budget class and starting a modest savings plan.



Since receiving the vehicle, I can work more hours doing what I love – child care. I have more than doubled my monthly income by taking on more clients. Now I can do child care in my clients' homes as well as take the children on fun and enriching day trips to places like the Adriance Library, and the Mid-Hudson Children's Museum. I have also reclaimed my dream of going back to Dutchess Community College to continue my coursework. Once my son starts school in September 2019, I plan to pursue a degree in Early Childhood Development.

Here at DCFS we think Najla has a winning combination empowering her – the drive to improve and now, thanks to CST, a car to drive!

2018 ADULT SERVICES



Patricia Sheldon
Director of Adult Services

Adult Services provides Protective Services for Adults (PSA) to our vulnerable population 18 years or older with mental and/or physical impairments that prevent them from meeting essential needs as well as those in need of protection and who have no one to assist them responsibly. This service is available to all adults regardless of income and resources. Adult Services also provides Housing Services, Family Type Home oversight, Foster Family Home for Adults inspections, and Domestic Violence Liaison assessments.



ACCOMPLISHMENTS & YEARLY STATISTICS 2018

Case Managers investigate and assess safety and risk to adults residing in the community and assist in obtaining services to strengthen their ability to live in the community for as long as possible with the least restrictions. Adults have the right to make their own decisions. Services are voluntary except in cases of extreme need when the adult lacks capacity to make reasonable decisions in their own behalf.

In 2018 the Department continued to see a growth in requests for temporary housing assistance. Overall, housing intakes more than tripled for the year and the total number of persons provided temporary housing doubled.

Single individuals and childless couple's households represented 58% of the total households provided temporary housing in 2018, compared to 32% in 2017. Protective Services for Adults (PSA) referrals increased by 23% in 2018, with 21% of all PSA referrals noted as having eviction/homeless as a risk indicator. Mental Illness was indicated as a suspected impairment in half of all PSA referrals in 2018

Affordable housing options for families and individuals continued to be an obstacle for county residents with income deficiencies and/or mental and physical impairment vulnerabilities. To address the growth of single and childless couple's households residing in temporary housing, the Department secured state approval to provide a

shelter supplement to Safety Net eligible homeless singles and childless couples.

The supplement increased the shelter portion of the Temporary Assistance Grant up to 85% of the fair market value for studio and one-bedroom apartments. The goal is to secure and maintain permanent housing; thereby, reducing the cost and length of stay in temporary housing.

A new temporary housing location for male parolees was opened by Community Housing Innovations (CHI) in the summer of 2018. With support from the Department of Community and Family Services, Parole, Public Defender's Office and Office of Temporary Disability Assistance (OTDA), CHI opened an eight-bed rapid rehousing program for homeless men on parole. The

program provides case management, 24-hour staff and support with the goal to secure permanent housing in 90 days.

ADULT SERVICES

	2017	2018
PSA Cases	316	353
PSA Referrals	617	804
PSA Assessments	488	619
PSA Open/Ongoing	316	353
Representative Payee	112	125
Guardianship	29	33
Emergency Housing Cases/Households	223	445
Total Persons Served in Emergency Housing	*422	803
Licensed Family Type Homes	14	11
Domestic Violence Screenings	161	149

Statistics from Cognos and Adult Services Automated Project (ASAP)

*Corrected figure from 2017 Annual Report

PRESENTATIONS GIVEN TO THE PUBLIC AND PARTNERING AGENCIES

- Article 81 and 17A Guardianships at Taconic Resources, for parents and caregivers of young adults with disabilities sponsored by the Dutchess County Transitions Network
- PSA and Elder Abuse at MidHudson Regional Hospital during Adelphi U School of Social Work Alumni Symposium
- Dutchess County Code Blue Plan at Dutchess Housing Consortium Meeting
- Elder Abuse Panel at World Elder Abuse Awareness Day (WEAAD)
- Shelter Supplement Plan and Temporary Housing, Dutchess County Re-Entry Meeting
- Shelter Supplement Plan, Dutchess Housing Consortium Meeting

COMMUNITY EVENTS

Answered questions and distributed information on DCFS services and benefits.

- 12 Office for the Aging Senior Picnics
- Golden Gathering
- World Elder Abuse Awareness Day

TEMPORARY SHELTER EXPENDITURES

Year	Amount	Stay in Weeks
2009	\$3,401,705	15.6
2010	\$3,666,914	12.0
2011	\$2,924,690	12.4
2012	\$2,511,476	15.4
2013	\$2,168,106	*N/A
2014	\$2,212,208	*N/A
2015	\$1,540,523	9.1
2016	\$2,181,981	11.9
2017	\$2,493,962	12.7
2018	\$3,738,726	12.0

*Statistics from Cognos and Adult Services Automated Project (ASAP) *Stay in weeks figure not available in 2013 and 2014*

DUTCHESS COUNTY COMMITTEES/TEAMS

- Enhanced Multi-Disciplinary Team for Elder Financial Abuse and Exploitation
- Coalition on Elder Abuse, Steering and Education Committees
- DCFS Jail Release Planning Partnership
- Planning and Development Coordinated Entry
- Sex Offender Management, District Attorney's Office
- Council of Aging Serving the Elderly (CASE)
- Long-Term Care Council

- Coalition for the Homeless (Webster House Shelter for Single Persons)
- Housing Consortium
- Health and Human Services Sub-Committee on Transportation
- Mental Health Dependency and Providers meeting
- Provided oversight to the Mediation Center of Dutchess for monitoring contract funding for the Coalition on Elder Abuse which focuses on educating community members and professionals on awareness and prevention of Elder Abuse
- Collaborated with the New York Division of Parole, Dutchess County Probation, and the Department of Behavioral and Community Health on housing persons being released from correctional facilities
- In-service presentations offered to PSA staff included an overview of DBCH Mobile Team and Stabilization Services and Hudson River Housing Services and Programs.

Adult Services



2018 CHILDREN'S SERVICES



Colleen Mahoney
Director of Children's Services

The Children's Services Division provides a wide array of services to promote the safety, permanency and wellbeing of Dutchess County children. Services are provided directly by staff members in the division and through contracts with many public and private community agencies. Services address issues including but not limited to substance abuse, mental illness, developmental disabilities, domestic violence, sexual abuse, medical needs, and child care. Contracts for a continuum of foster care services are also maintained, from foster home care through institutional care.

ACCOMPLISHMENTS & YEARLY STATISTICS 2018

CHILD PROTECTIVE SERVICES

Child Protective Services (CPS) investigates reports of alleged child abuse or maltreatment received through the State Central Register (SCR) 24 hours per day, seven days per week. CPS participates in the Multidisciplinary Investigative Team at the Child Advocacy Center, to conduct investigations with law enforcement regarding allegations of sexual abuse and serious physical abuse of children.

CPS CASE SUMMARY	2017	2018
Reports investigated by CPS	2,707	2,427
Abuse Petitions	42	38
Neglect Petitions	780	493
Petitions requesting Termination of Parental Rights	114	105
Surrender Petitions Filed in Family Court	48	44
Foster Care Review Permanency Hearings	378	440
Investigations from Child Advocacy Center (CAC)	255	248
Indicated	76	67
Unfounded	179	181
Pending	0	0

**from Dutchess County and NYS Office of Court Administration databases and logs, 2018*

FOSTER CARE

The Foster Care unit ensures safe, nurturing temporary care for each child, with the goal of return to family if possible, adoption if the family cannot be reunited, preparation for living independently or discharge to another resource as is appropriate for each child.

- Opened 22 new foster parent homes and 25 new relative foster parent homes
- Trained 32 new relative and non-relative foster families in Model Approach to Partnerships in Parenting (MAPP), Caring for Your Own, and/or Deciding Together
- Discharged 12 foster children to subsidized guardianships with relatives through KinGAP
- Provided Bridges to Health (B2H) program services to 50 children
- Arranged 2 Independent Living Trainings for foster children: Safe Sex and Healthy Relationships presented by Planned Parenthood

OPEN FOSTER HOMES (as of 12/31/2018)

81	Foster/adoptive homes
36	Kinship homes

- Organized annual foster family picnic in August with a variety of activities and foods
- Conducted Parent-to-Parent meetings, to develop positive relationships between birth parents and foster parents
- Partnered with the Redlich Horowitz Foundation to increase our use of Kinship foster care and decrease congregate care

CHILDREN IN FOSTER CARE BY AGE*



FOSTER CARE CONT'D

- Conducted Strengthening Families twice and served 14 families
- Conducted 13 CPS and 24 foster care Family Team Meetings
- Piloted Coached Family Visitation program with Mental Health America
- Participated in the OCFS pilot program Rapid Permanency Reviews to decrease time to permanency for 24 children
- Conducted 3 focus groups about kinship care to better meet the needs of relative caregivers
- Trained 45 DCFS, OCFS, foster and preventive agency staff members in family search and engagement
- Co-located domestic violence, substance abuse, guardian and adoption services within the Children's Services division
- Received 146 preventive referrals, offered preventive services to 167 new families and provided preventive services to 131 new families

CHILDREN IN CARE

	2017	2018
Foster Homes	94	88
Institutions	68	46
Group Homes	12	5
Group Residence	5	2
Agency Operated Boarding Homes	6	8
Supervised Independent Living	0	5
Approved Relative Foster Homes	53	51
Other	12	2
Total	250	207

From December 31, 2018 CCRS in Care Summary Report

ADOPTION ACTIVITY	2017	2018
Children Discharged To Adoption	45	40
Children with adoption as a goal at year end	48	69

From December 31, 2018 CCRS in Care Summary Report

ADOPTION

Children available for adoption may be surrendered for adoption by their parents or may be freed for adoption through a Family Court decision to terminate parental rights. Often our foster parents become adoptive parents. Others provide temporary care until children are discharged to more permanent living situations.

When possible, children can be placed with relatives as foster parents. Anyone interested in becoming a foster or adoptive parent may obtain more information about this by calling our agency at 845.486.3230. In 2018, 43 adoptions were completed.



Child Protective Services



CHILDREN'S SERVICES CONT'D...

CONGREGATE CARE/JUVENILE JUSTICE SERVICES

Congregate Care/Juvenile Justice Services supervises non-secure, secure and specialized secure detention and foster care placements when Family Court orders youth to detention or foster care. Case management and after care services are provided to children, youth and families.

2018 JUVENILE JUSTICE PLACEMENTS	Non-Secure Detention	Secure Detention	Foster Care
Persons in Need of Supervision (PINS)	24	0	14
Juvenile Delinquents (JD)	17	15	9

**From Dutchess County Data, CCRS and JDAS system*

OUR COMMUNITY SERVICE CONTRACTS INCLUDE:

AGENCY	SERVICE
Abbott House	Home based preventive services for families at risk of having their children placed in foster care
Astor Services for Children and Families	Crisis intervention waiver services, forensic evaluations and the Enhanced Coordinated Children's Services Initiative (ECCSI)
Berkshire Farm Center and Services for Youth	Home based preventive services for families at risk of having children placed in foster care and non-secure detention
Child Abuse Prevention Center	Child Advocacy Center, Special Needs and Parent Empowerment Parenting Programs, community education
Children's Home of Poughkeepsie	Emergency foster care which includes diagnostic evaluations when needed
Family Services, Inc.	Sexual abuse offender and non-offender programs
Grace Smith House	Two domestic violence liaisons provide direct client services, training and consultation regarding domestic violence issues
Hudson River Housing	Riverhaven Shelter Respite services for youth
JFC Consulting	Medical consultation on child abuse and maltreatment cases
Lexington Center for Recovery	Co-located staff who can perform drug/alcohol screens and assessments as necessary
Department of Behavioral and Community Health	Co-Located staff who can perform drug/alcohol screens and assessments as necessary
Mid-Hudson Regional Hospital	Hospital Drug screening
Office of Probation and Community Corrections	Preventive services youth Involved In the juvenile justice system, to avoid the need for detention or out-of- home placement
Westchester Institute for Human Development	Child sexual abuse medical examinations





HUMAN TRAFFICKING TASK FORCE / SAFE HARBOR

The mission of the Dutchess County Task Force Against Human Trafficking is to prevent human trafficking by working collaboratively to raise knowledge and awareness in our county, to identify potential victims and to provide comprehensive trauma informed services. Safe Harbor is a partnership between DCFS, NYS Office of Children and Family Services, and the Dutchess County Task Force Against Human Trafficking to identify trafficked or at-risk youth and offer prevention and intervention services. Both initiatives are spear headed by DCFS staff member, David Garcia, Dutchess County's Safe Harbor coordinator. We currently have 21 organizations on our task force.

ACCOMPLISHMENTS

- Received referrals for 40 at-risk youth; one was identified/confirmed as a victim of human trafficking
- Partnered with Give Way to Freedom to train 456 professionals
- Launched our first county wide youth art contest on Human Trafficking
- Welcomed new members to our Full Task Force, including the Dutchess County Department of Probation and Community Corrections; Substance Abuse Providers C.A.P.E., Lexington Center for Recovery, and Arms Acres, faith based Anchor of Hope, and Vassar College Student anti-trafficking organization underground
- Participated in a panel discussion on Human Trafficking at Dutchess Community College, hosted by Senator Sue Serino
- Provided information on Safe Harbor/ Human Trafficking to the Dutchess County Regional Chamber of Commerce
- Conducted awareness presentations on Human Trafficking at Grace Smith's annual Love Shouldn't Hurt Conference for high school students at Dutchess Community College, Nubian Directions II, Dutchess County Regional Chamber of Commerce, Workforce Development Center staff and the students at the Youth One Stop program.
- Conducted sex/labor trafficking training at Vassar College
- Partnered with River Haven Youth Shelter to provide youth outreach and distributed over 700 pamphlets of information on Human Trafficking and the Safe Harbor Program to Dutchess County youth

Child Protective Services from Child Advocacy Center



For more information regarding Human Trafficking or presentations, events and training that are planned around Dutchess County, please call David Garcia at 845.249.4878

2018 CHILD SUPPORT SERVICES



Jacky Cooper
Social Welfare Manager II
Child Support

The New York State Office of Child Support Enforcement (OCSE), within New York State Office of Temporary and Disability Assistance, is the agency responsible for administering the child support program through all the local social services districts.

ACCOMPLISHMENTS & YEARLY STATISTICS 2018

The Child Support Division works closely with Dutchess County Family Court to establish and administer child support under the New York State program. Upon request, services are provided to custodial parents, noncustodial parents and minors under twenty-one years of age.

CHILD SUPPORT ACTIVITY	2017	2018
Child Support Cases Open	9,904	9,330
Children Open in Support Cases	9,632	8,810
Children Open Born Out of Wedlock	5,432	5,069
Children Open with Paternity Established	5,163	4,847
Percentage of Children Open with Paternity Resolved	97.2	95.6
Children Needing Paternity Determination	279	239
Cases with Collections during Year (FFY 10/17 - 9/18)	5,014	5,877
Interstate Cases with Collections during Year	253	240
Cases Open Where Medical Support is Ordered	6,705	6,388
Cases with Arrears Due during Year (FFY 10/17 - 9/18)	6,311	7,177

SERVICES CAN INCLUDE:

- Establishment of child support and/or spousal support
- Location of absent parents through a variety of computer matches available within state and federal systems
- Establishment of paternity for those receiving public assistance (Medicaid recipients/applicants are required to cooperate with child support to establish paternity and obtain medical support.)
- Modification petitions for change in circumstances, and cost of living adjustment of court orders

** From NYS OCSE DCFS-157 Report 12/18, Statistical Trends Report 12/17 and Child Support Monthly Report 12/18*

Child Support Accounting



SERVICES CONT'D

- Medical benefit executions requiring enrollment of dependents in third party health insurance
- Support collection and monitoring of payments until disbursement of monies associated with that order become the responsibility of the NYS Central Collection Agency
- Enforcement of court orders
- Income executions when a noncustodial parent is employed
- Collection of arrears from federal and state tax refunds, OTB and lottery winnings, and bank accounts
- Suspensions or denials of New York State driver's or professional licenses
- Initiation of violation proceedings in Family Court
- Referrals to the New York State Department of Taxation and Finance's program for collection and seizure of assets, which targets individuals with child support payments over four months in arrears

CHILD SUPPORT COLLECTIONS

Year	Amount Collected
2009	\$31,162,212
2010	\$31,679,196
2011	\$31,714,755
2012	\$31,366,315
2013	\$30,876,366
2014	\$30,415,090
2015	\$30,110,004
2016	\$30,149,458
2017	\$29,324,983
2018	\$29,490,300

- Collected \$29,490,300 in child support (Of this amount, \$28,926,942 benefited families that did not have an active Temporary Assistance case.)
- Processed 5,486 Family Court petitions
- 165 customers were tested by a contracted genetic testing company that collects the DNA samples on site at Family Court



Child Support Enforcement



2018 MEDICAID SERVICES



Christine Nastasi
Social Welfare Manager II
Medicaid

Medicaid is a program for people who can't afford to pay for medical care. The Medicaid program provides services through membership in managed care plans as well as fee for service Medicaid.

It is funded through federal, state and county appropriations.

Matt,
You could not have been any
nicer as was the worker in the
cashier's office.
PM

Dear Mr. Singleton,
Thank you so much for explaining how
to fill out RT's Medicaid renewal papers.
DW/RT

Dear Ms. Frye,
Thank you so much for the information
– you've given me hope!
AA

We would like to thank [Theresa Giovannello,
Christine Nastasi and Kevin McDonald] for your
assistance in the approval of ET's nursing home
Medicaid application. . . and for keeping us
informed by calling. ST

Dear Ms. Weisman,
Thank you for your time in helping to
qualify me to receive the benefits offered
by NYS Medicare.
LW

ACCOMPLISHMENTS & YEARLY STATISTICS 2018

To qualify for the Medicaid program, applicants must meet income requirements and may have resource requirements depending on the program. Eligibility rules are based on the Federal Poverty Level (FPL). The gross household countable income of a client must not exceed the prescribed percentages of the FPL to be eligible.

Medicaid is generally provided through managed care (HMO) and membership affords the recipient access to many providers. It also emphasizes preventive care and a primary care physician/coordinator. There are four plans to choose from in Dutchess County: MVP, Fidelis, Wellcare, and United Healthcare.

We process applications for individuals over 65 years old, disabled adults with Medicare Part A & B, those in need of nursing home care, disabled children with the Care at Home Waiver, the Office of People with Developmental Disabilities (OPWDD) Waiver, and Office of Mental Health (OMH) Waiver. We also handle consumers who are in receipt of Supplemental Security Income (SSI). Anyone else must apply directly with the New York State Department of Health.

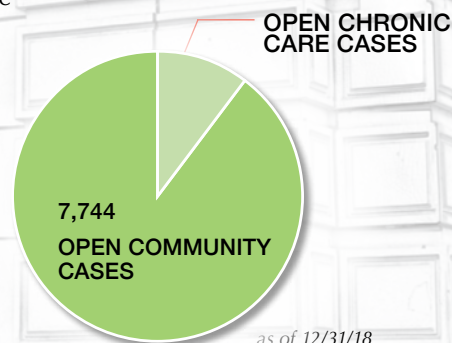
- Processed 103 disability reviews
- Processed 144 Pre-Natal Care and Assistance Program (PCAP) applications



Medicaid Clerical/Managed Care

MEDICAID MMIS (MEDICAL MANAGEMENT INFORMATION SYSTEM) – GROSS SHARES

2008	\$311,078,884
2010	\$366,836,331
2011	\$383,206,274
2012	\$386,632,150
2013	\$429,748,115
2014	\$457,109,963
2015	\$508,395,860
2016	\$542,058,647
2017	\$567,472,254
2018	\$604,607,576

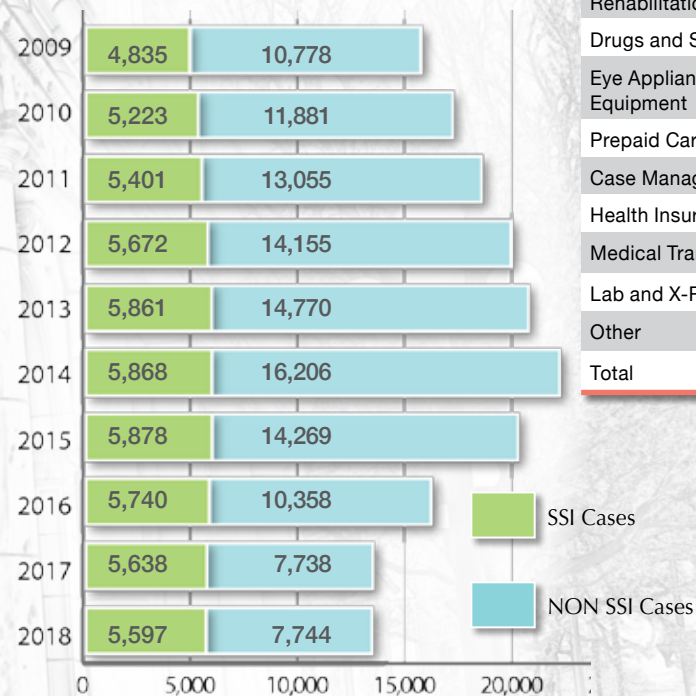


MEDICAID TRANSACTIONS*

	2017	2018
Applications Registered	5,055	4,746
Cases Opened/Reactivated/ Open-Closed	4,932	4,646
Cases Closed	7,618	4,652
Changes to Active/Closed Cases	30,568	21,467
Recertifications	5,602	5,589
Denied	2,036	2,069
Closed Case Maintenance/ Forced Deletion	90	98
Total Transactions	50,846	38,521

* From WMS WST003

MEDICAID CASES as of DECEMBER 31, 2018*



*from WST002

MEDICAL EXPENDITURES BY PROVIDER*

PROVIDER TYPE	Appropriations	Revenues	%Change
Hospital Inpatient Services	\$29,182,847	\$27,923,706	-4.3
Hospital Outpatient Services	\$4,508,677	\$4,160,439	-7.7
Skilled Nursing Facilities	\$70,559,035	\$69,966,350	-0.8
Intermediate Care Facilities	\$17,238,086	\$16,227,540	-5.9
Clinics	\$13,477,533	\$12,571,084	-6.7
Hospice	\$1,127,127	\$1,077,618	-4.4
Physicians Services	\$2,506,468	\$2,576,117	2.8
Dental Services	\$554,674	\$552,372	-0.4
Other Practitioners Services	\$3,689,121	\$3,236,440	-12.3
Child Care Institutional Medical Per Diem	\$3,043,493	\$2,317,985	-23.8
Personal Care Services	\$4,582,941	\$4,146,583	-9.5
Home Health Services	\$782,706	\$732,893	-6.4
Assisted Living Services	\$5,865,487	\$6,626,959	13.0
Long Term Home Health Care Waived Services	\$8,270,644	\$8,768,957	6.0
Home and Community Based Waived Services	\$86,948,733	\$97,439,410	12.1
Rehabilitation and Therapy	\$107,630	\$139,788	29.9
Office of Mental Hygiene Restorative Rehabilitation	\$6,915,911	\$7,033,045	1.7
Drugs and Supplies	\$6,788,418	\$5,796,799	-14.6
Eye Appliances and Durable Medical Equipment	\$343,389	\$330,191	-3.8
Prepaid Care	\$259,201,361	\$296,484,524	14.4
Case Management	\$11,035,990	\$9,837,950	-10.9
Health Insurance Premiums	\$703,829	\$1,013,683	44.0
Medical Transportation	\$13,109,426	\$14,558,541	11.1
Lab and X-Ray Services	\$494,282	\$530,783	7.4
Other	\$35,839	\$249,217	595.4
Total	\$551,073,646	\$594,298,973	7.8

*from 12/2018 NYSDOH MARS MRP1010-R001

Hi Trey,
You were very efficient in your work and in
answering questions and you were very kind.
I appreciate all you do every day!
RC

Medicaid



2018 SNAP/HEAP SERVICES



Joanne Sinagra
Social Welfare Manager II
SNAP/HEAP/Child Care Subsidy

Supplemental
Nutrition
Assistance
Program (SNAP)
and Home Energy
Assistance
Program (HEAP)
Services
(Satellite
offices are
included
in this
division.)

ACCOMPLISHMENTS & YEARLY STATISTICS 2018

SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP)

SNAP helps low income working people, seniors and the disabled put healthy food on the table. SNAP benefits are issued electronically monthly. SNAP eligibility is based on household income, household size, and other factors.

SNAP CASES AS OF DECEMBER 31, 2018

2008	\$7,305
2009	\$9,405
2010	\$8,463
2011	\$10,926
2012	\$12,802
2013	\$13,087
2014	\$12,892
2015	\$12,142
2016	\$11,146
2017	\$10,680
2018	\$10,353

* From WMS WST003

SNAP TRANSACTIONS*	2017	2018
Applications Registered	8,497	7,971
Cases Opened/ Reactivated/Open-Closed	6,854	6,069
Changes to Active/Closed Cases	43,858	37,465
Recertifications	366	571
Denied	3,406	3,995
Closed Case Maintenance	101	127
Total Transactions	66,910	58,629

* From WMS WST003

For fast, easy and confidential service, 24 hours a day, visit **www.MyBenefits.NY.gov** where you can check to see if you are eligible, apply for SNAP/HEAP benefits and track your application.

You can also apply in person at all Dutchess County Community Action and DCFS locations and seniors may apply at Dutchess County Office for the Aging.

SNAP/HEAP



HOME ENERGY ASSISTANCE PROGRAM (HEAP)

HEAP assists low income people pay the cost of heating their homes. Eligibility is based on household income. Program components include: Regular, Emergency, Heating Equipment Repair and Replacement, Heating Equipment Clean and Tune, and Cooling Component.

Through a contract with the Community Action Partnership of Dutchess County, DCFS continued to fund a full-time HEAP Packager. The Packager helps identify and work with low-income, energy vulnerable families who would benefit from weatherization, other energy-related services, a heating equipment crisis program, and a system of emergency fuel depots throughout Dutchess County.

FUEL DEPOT

Dutchess County Community Action Partnership is our contractor that administers the Emergency Fuel Program. Households accessing the emergency fuel depot are required to apply for HEAP benefits. The emergency fuel depots are located throughout Dutchess County and operate after 5:00 PM Monday – Friday and weekends through HEAP season.

HEAP TRANSACTIONS*	2017	2018
Applications Registered	1,346	1,585
Cases Opened/ Reactivated/Open-Closed	653	930
Cases Closed	761	614
Changes To Active/ Closed Cases	3,599	2,178
Denied	396	630
Closed Case Maintenance	0	1
Total Transactions	5,409	4,353

* From WMS WST003

SATELLITE OFFICES

EASTERN DUTCHESS GOVERNMENT CENTER

The EDGC satellite office is located at the 131 County House Road - 3rd Floor, Millbrook, NY 12545.



It accepts all financial program applications (Temporarily Assistance, SNAP, Medicaid, and HEAP) The eligibility worker is responsible for determining eligibility and then maintains the case for ongoing services.

Due to the size and staffing of this office, the EDGC office operates on an appointment only schedule. This location is not equipped to take care of housing emergencies. If an individual or family find themselves needing this type of service, they are referred to the main office in Poughkeepsie.

BEACON CENTER

The Beacon Center satellite office is located in the Southern County Office Building, 331 Main Street, Beacon, NY 12508.



The building is open from 9:00am-4:45pm. This office is able to accept and process SNAP and HEAP applications only. If consumers need to relay or submit information to a different DCFS office, they may utilize the Beacon site to drop off their documents.



2018 SPECIAL INVESTIGATIONS UNIT



Christopher Corman
Supervisor of
Special Investigations

Special Investigations unit is responsible for public assistance program integrity and investigates possible welfare fraud, assists with eligibility determination, and recovers overpayments/repayment of assistance where appropriate.

Special Investigations Unit



ACCOMPLISHMENTS & YEARLY STATISTICS 2018

COST AVOIDANCE FOR PROGRAM INTEGRITY

Programs	Description	Number of Application Denials, Case Closings or Grant Reductions	Estimated Cost
Front End Detection System (FEDS)	Detecting fraud at application	896	\$2,740,230
Intentional Program Violations (IPV)	Disqualification sanctions for those found guilty	25	\$61,551

2018 NYS OTDA Cost Avoidance Program Calculations

SPECIAL INVESTIGATIONS UNIT ACTIVITY

	2017	2018
Completed Investigations	716	635
Confessions of Judgment	78	61
Value of Repayment Agreements Signed	\$222,373	\$175,377
SNAP Disqualifications	29	22
Value of SNAP Disqualifications	\$27,219	\$53,574
Temporary Assistance Disqualifications	3	3
Value of Temporary Assistance Disqualifications	\$620	\$7,977
Duplicate Case Reviews	293	335
Incarcerated Case Reviews	131	135

*2018 PARIS and Prison Match Reports



COLLECTION ACTIVITY

	2017	2018
Lottery Intercepts	\$21,183	\$17,246
Fees (Parking, Guardian, Adoption, Home Study, Phone, Postage, Confessions of Judgment, Copies and Subpoenas)	\$12,105	\$23,778
Cash Collections (TANF, SN, MA, Services, SNAP, SN-SSI and CSE Repayments)	\$5,352,875	\$6,477,864

Cash Management System



2018 LEGAL SERVICES



SUSAN FLYNN
Bureau Chief

The Legal Unit at DCFS handles cases involving adult protection, child abuse and/or neglect, foster care and severance of parental rights. It also prosecutes support collection cases and offers legal advice to the various divisions and represents DCFS in Family Court cases and in related matters in other court and legal forums.

ACCOMPLISHMENTS & YEARLY STATISTICS 2018

This unit is active with these innovative programs: Intensive Review Court for Substance Abusers; Permanency Hearing Part; Domestic Violence Part, for Article 10 Abuse and Neglect cases; Regularly scheduled pre-trial conferences and discovery; Dutchess County Child Advocacy Center; Dutchess County Court Improvement Project for Abused and Neglected Children.

DCFS with the Legal Unit continues to participate in collaborative systems:

- Weekly CPS review of cases with attorney/s
- Weekly court case conferences with attorney/s
- Weekly foster care case review with Foster Care Unit and Legal Unit
- Bi-weekly Child Advocacy Center meetings
- Child Advocacy Center with concomitant interaction amongst the DA Office, police, CPS, County Attorney's Office, Mental Health, Probation, Victim Services and Medical Services



Legal



LEGAL STATISTICS	2018
Child Protective Reports	2,427
Support Cases	9,330
Private Support Referrals	58
Fair Hearings	
Medicaid	48
Child Welfare	91
Collection and Resource Cases	49
Adult Protective Cases	56

LEGAL DISPOSITIONS	2017	2018
Child Abuse Petitions	42	38
Child Neglect Petitions	780	493
Termination of Parental Rights	114	105
IVD Paternity	214	180
IVD Support	4,322	4,195
IVD Interstate Support (UIFSA)	108	119
Permanency Hearings	378	440

2018 TEMPORARY ASSISTANCE SERVICES



Sandy Favata
Social Welfare II
Temporary Assistance

INCLUDES SNAP INTAKE, EMPLOYMENT AND CHILD CARE SUBSIDY
Temporary Assistance Intake determines eligibility for a variety of programs and screens all applicants for domestic violence, drug and/or alcohol abuse, and any other physical or psychological barriers to employment. Temporary Assistance/Employment unit works with employable individuals, persons with barriers and child-only cases. Together the unit promotes self-sufficiency, personal responsibility. Adult applicants and recipients are expected to make employment a priority.

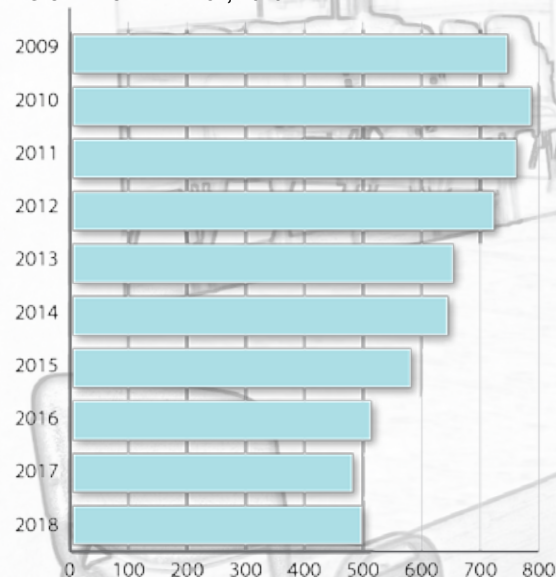
ACCOMPLISHMENTS & YEARLY STATISTICS 2018

TEMPORARY ASSISTANCE TRANSACTIONS	2017	2018
Applications Registered	5,710	5,756
Cases Opened/Reactivated/Open-Closed	2,077	2,103
Cases Closed	1,640	1,516
Changes to Active/Closed Cases	9,574	9,175
Recertifications	1,072	1,150
Denied	4,055	3,746
Closed Case Maintenance	381	260
Total Transactions	18,799	17,950

FAMILY ASSISTANCE

Family Assistance provides money for families with children. Cash benefits are limited to five years in a recipient's lifetime. After five years a Family Assistance case may continue to receive benefits if an adult is disabled and cannot work or may be required to apply for assistance through the Safety Net category.

**FAMILY ASSISTANCE CASES
AS OF DECEMBER 31, 2016**



SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP) INTAKE

SNAP TRANSACTIONS*	2017	2018
Applications Registered	8,497	7,971
Cases Opened/ Reactivated/Open-Closed	6,854	6,069

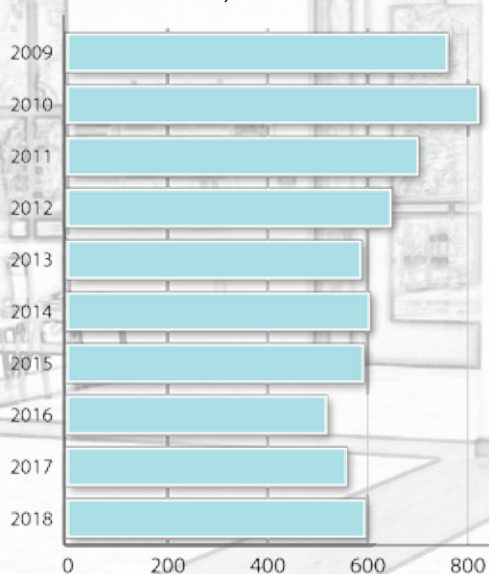
*From WST0003 - Full SNAP statistics are in the SNAP and HEAP Services section of this report.



SAFETY NET ASSISTANCE

Safety Net Assistance provides money for basic living expenses for single adults and childless couples or families who have used up their 5-year limit of Family Assistance. Cash benefits are limited to two years including any cash benefits received through Family Assistance. After two years, the non-cash safety net assistance voucher system provides benefits.

**SAFETY NET CASES
AS OF DECEMBER 31, 2016**



TA/SNAP Intake, Clerical and Child Care Subsidy

EMPLOYMENT UNIT

The Employment Unit assists able-bodied clients to attain self-sufficiency and helps those who are incapacitated obtain necessary treatment and rehabilitation services. Staff conduct an assessment with each individual helping them develop an employment plan.

- 31 TANF recipients participated in Workforce Connections; 14 became employed.
- 118 individuals completed the Test of Adult Basic Education (TABE) intake assessment. 11 were enrolled in the High School Equivalency program. 62 individuals enrolled in other training programs offered at BOCES including Certified Nurse's Assistant (CNA), Heating, Ventilation & Air Conditioning (HVAC) or phlebotomy. 45 completed their training.
- DCFS contracted with Exodus Transitional Community (re-entry program for formerly incarcerated individuals) for employment services targeting eligible TANF and Safety Net individuals, with comprehensive job seeking, job retention services, job education, training career/employment planning. 52 individuals participated in this program. 17 became employed at an average of 32.2 hours per week and an average hourly wage of \$11.00.

- DCFS offered a Summer Youth Employment Program (SYEP) through the Workforce Investment Board (WIB) for eligible youth from low income households, foster care, juvenile justice, runaway, and homeless youth. 156 of our county youth participated, of which 4 were on public assistance.
- Community Solutions for Transportation program, administered by BOCES for DCFS, continued to assist low income families maintain or improve their current employment, or gain access to higher education to increase their earning potential. In 2018, 28 cars were purchased for eligible Individuals. Of those 28 cars, 3 cars were provided to veterans. Additionally, 20 individuals passed the NYS road test to obtain their NYS driver license.
- 341 TA recipients were deemed unemployable due to physical and/or mental health reasons.
- 165 individuals were mandated into substance abuse treatment, therefore deemed unemployable.



TEMPORARY ASSISTANCE SERVICES CONT'D...

CONTRACTED SERVICES

DUTCHESS COUNTY REGIONAL CHAMBER OF COMMERCE

Workforce Connections mentoring programs assist individuals transitioning to work by helping them to find solutions for employment problems and teaching them how to manage personal and family issues related to working. Mentors are instrumental not only in helping obtain jobs but in retaining jobs and advancing careers.

Youth Employment Services (YES) serves the youth of Dutchess County between the ages of 14-20. The YES program works together with local businesses and manufacturers, youth, parents, school districts, DCFS, Dutchess Community College, and the mentoring program. The variety of educational and vocational programs are designed to meet the needs of this diverse population and include the following:

- Tutoring
- HSE
- Soft Skills
- Life Skills
- Community service
- Community and business internships
- Job placement

Summer Youth Employment Program (SYEP) offers employment opportunities in the summer to eligible youth from low income households, foster care, juvenile justice, and runaway and homeless youth. SYEP helps prepare participants for the workplace as they continue their education and move into employment.

DUTCHESS COUNTY BOCES

- Vocational and educational training for those who have no marketable skills
- Diagnostic vocational evaluation
- Academic training for individuals requiring English as a Second Language and/or remediation and further development of reading, writing, computational and related communication skills
- Job readiness training to enhance job-related skills or increase clients' employability by building good work habits such as: arriving on time, being mindful of work schedule, displaying business-like attitude, dressing, and grooming appropriately
- Supervised work experience placements
- Pre-employment curriculum workshop for hard to serve clients, designed to help them become aware, understand, accept, and ultimately change unproductive behavior



EXODUS TRANSITIONAL COMMUNITY

Exodus Transitional Community is a re-entry program that focuses on cognitive-behavioral change and job readiness training. TANF and Safety Net eligible clients who have been formerly incarcerated are referred to Exodus Transitional Community to assist with overcoming barriers and gaining self-sufficiency. The Exodus Contract, guides participants towards concrete goals and accomplishments in the six areas of healing: family & relationships, employment, education, health & fitness, community involvement, and spirituality. They coach participants in:

- resume and cover letter development
- interviewing
- effective job searching techniques
- workplace conflict resolution
- employer expectations
- disclosing justice involvement to employers



CHILD CARE SUBSIDY PROGRAM

The CHILD CARE SUBSIDY Program is designed to help low-income families meet their child care needs. Eligibility is based on income. The Child Care Subsidy unit processes applications, monthly payments to providers and works with the Child Care Council of Dutchess and Putnam Counties, which is contracted to provide inspection of child care providers and assist clients in locating a child care provider.

- Provided services to 835 families and 1483 children

CHILD CARE QUALITY ASSURANCE

Standard Performance Levels	Standard % Required	Standard % Met	Standard Met
Complaint Investigations	95%	100%	Yes
Safety Assessments	100%	100%	Yes
50% Inspections*	90%	182%	Yes

*Percent above is calculated on a Cumulative Quarterly Basis from the Annual Total of ½ of the Registered Programs as shown here.

50% Inspection Total	93
50% Inspection Goal	51

Data from Child Care Council of Dutchess and Putnam, Inc., Dutchess 2018 Q4

Temporary Assistance Incare



2018 YOUTH SERVICES



June Ellen Notaro
Director of Youth Services

Division of Youth Services' mission is to assure every youth a fair and equal opportunity to attain his/her full potential by providing and encouraging services which strengthen family life and by supporting families in their essential function of nurturing the youth's overall development.

ACCOMPLISHMENTS & YEARLY STATISTICS 2018

Youth Services administers OCFS funding to support the community in providing services that promote positive youth development, decrease juvenile delinquency, and increases public awareness of youth issues.

The Division also provides free, confidential short-term support services for youth ages 4 to 21. Youth are referred by schools, family, law enforcement and others to receive help dealing with personal, family or school difficulties.

- The Youth Board awarded New York State Office of Children and Family Services 2018 funding to 19 programs for a total of \$373,320.
- The Youth Board awarded two students with Dutchess Community College (DCC) scholarships of \$1,500 each.
- The Youth Council had 20 members representing 8 high schools. Youth Council members completed 3 community service projects, hosted 7 guest lecturers and participated in the Path to Promise Focus Groups.
- 155 youth received supportive services; of those, 117 cases were closed and over 80% of the youth achieved their goals.
- Partnering with the City of Poughkeepsie School District, a youth worker was co-located once a week at Poughkeepsie Middle School to address the needs of at-risk city youth and ensure comprehensive and coordinated services to identified youth. A total of 30 youth was opened in 2018. 24 youth were closed in 2018, with 20 (83%) having positive outcomes.
- Youth Services hosted 13 different Workshops during 2018, with 159 youth served and 135 adults served, for a total of 294 served in 2018.

*DCFS Employees [and Youth Council],
I would like to extend my thanks for all the
time and effort put into helping with the
completion of the Bonnie Boxes.
Sincerely, ML*

Youth Services



YOUTH AND ADULTS SERVED IN 2018

YOUTH SERVED

OCFS Funded Grants	12,820
Supportive Services	155
Youth Council	20
Various Workshops	159
Total Youth Served	13,154

ADULTS SERVED

Various Workshops	135
Total Adults Served	135



EMPLOYEE GENEROSITY

The **Accounting Unit** held a bake sale/luncheon and raised \$642 to adopt-a-family, and held a second fundraiser which raised an additional \$645.

Andrea Swart (CW) and the **Children's Services** Team held an Ice Cream Sundae/bake sale fundraiser and raised \$615 for **Alex's Lemonade Stand** for childhood cancer.

Andrea Watson (AFS) and **Barbara Ingram** (CW), **Denise Griffin** (AFS) and Nichole Dahowski (INTAKE), coordinated the annual Salvation Army **'Angel Tags' Collection** and received clothing, toys, and games for 75 children.

Andrea Watson (AFS) and **Nicole Singleton** (AFS) managed the **DCFS Elizabeth Ann Karlson/Jennifer Bixby Food Pantry**.

Anna Brady (CSEU), **Suzanne Howell** (CW), and **Lisette Mason** (SNAP), with the help of many co-workers, organized a superb raffle fundraiser and bake sale with over forty prizes to raise money for Terrie DeGelormo's son, Ryan.



\$5,229 was raised! In addition, the **DPW Carolers** donated \$1,000 and our **Accounting Unit** donated \$600 from a previous bake sale!



File Room staff held their "Supplies You Cannot Get In The Supply Room" fundraiser and raised \$1,005 for Terrie DeGelormo's son Ryan.

Anna Brady (CSEU) and **Vivian Alexopoulos** (CW) raised an additional \$1,036 for Terrie DeGelormo's son. Anna and Vivian's home was decorated extensively for the holidays and Santa stopped by to distribute candy canes and toys, and pose for photos with visitors. Hot chocolate and cookies were also served.

The **Child Support Unit** held their annual collection of hats, gloves, mittens, and scarves for **Grace Smith House**.

Christine Meluch (ADM) collected 120 toys which were donated by staff for the **28th Annual Salvation Army Toy Drive**.

DCFS donated 47 boxes of cereal for the Dutchess County Government's **Cereal Counts** Boxed Food Drive.

Deputy Commissioner, Theresa Giovanniello, and the **CROP (Communities Responding to Overcome Poverty) Walk** Team at DCFS raised \$1,465 to help fight hunger.



June Ellen Notaro and the **Dutchess County Youth Council** collected needed items for 31 "Bonnie's Boxes" which were donated to patients who are undergoing chemotherapy. Special thanks to **June Weldon** (ACCT), **Marie Elena Biasotti** (SIU), and **Sarah Switzer** (CSEU) for the handmade crocheted hats, shawls, and stuffed animals.

Karla Friedle (ADM) and **Administration's 'Souper' Bowl Committee** held a DCFS SOUP-ER Bowl collection, and staff donated 165 cans of soup for the **DCFS Elizabeth Ann Karlson/Jennifer Bixby Food Pantry**.

The **Special Investigations Unit** donated \$200 to the Semper Fi Parents of the Hudson Valley.

Staff Development coordinated the **DCFS United Way** campaign and \$2,155 was raised. **Staff Development** also coordinated the Holiday Wreath and the Anemone Sales for **Mental Health America of Dutchess County**.

TD Dash volunteers, **Kara Cerilli** (ADM), **Christine Nastasi** (ADM), **Jeannine Guerra** (MA) and **Carol Domino** (ADM) had fun cheering and helping the contestants.



The **Temporary Assistance Eligibility and Transitional & Supportive Units** joined together to coordinate the second annual "Hot Dogs for A Cause" luncheon and raised \$436 to adopt-a-family.

Community Outreach

We love to be out and about in Dutchess County!

Here we are teaching, listening, having fun and celebrating community!

- Continuing Legal Education presentation
- Day at the Beach
- Dutchess County Fair
- Emerging Artists
- Foster Family Picnic
- KidVenture
- Lucky Orphan's Movie Day
- Navigating the System – Employment – Foster Care
- Taconic Resource Day
- TD Picnic







Dutchess County Department of Community and Family Services
60 Market Street, Poughkeepsie, New York 12601
845.486.3000



To become a Dutchess County
Foster/Adoptive Parent
call 845.486.3220

DEPARTMENT OF COMMUNITY AND FAMILY SERVICES SATELLITE LOCATIONS

Beacon Center
223 Main Street, First Floor
Beacon, NY 12508
845.838.4800

Child Advocacy Center
35 Van Wagner Road
Poughkeepsie, New York 12603
845.486.5112

Eastern Dutchess Government Center
131 County House Road
Milbrook, New York 12545
845.677.5532

SPECIAL CONNECTIONS

Dutchess County
www.dutchessny.gov
Dutchess One Stop Career Center
Dutchess County Workforce
Investment Board
www.dutchessonestop.org
845.473.9000

My Benefits
(apply for/track SNAP and HEAP benefits)
www.mybenefits.ny.gov

**New York State Office of Children
and Family Services**
www.ocfs.state.ny.us
518.473.7793

**New York State Office of Temporary
and Disability Assistance**
www.otda.state.ny.us
518.473.1090

HOTLINE NUMBERS

**To report alleged Child Abuse
or Neglect**
Main Hotline 800-342-3720
Mandated Reporter Hotline
800.635.1522

To report fraud
Medicaid 800.424.9121
Welfare 800.367.4448

**To report alleged Adult Abuse
or Neglect**
844.697.3505