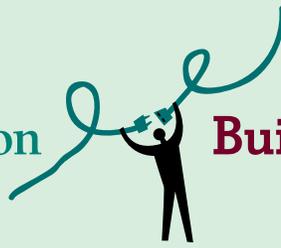


Making the Connection



Building the Future



2007 Annual Report
Department of Social Services
Dutchess County

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Dutchess County Legislature

Family/ Human Services Committee

James Miccio, Chairman
Robert Rolino, Vice-Chairman
 Timothy Basting
 Suzanne Horn

Barbara Jeter-Jackson
 Alison MacAvery
 Joel Tyner

Commissioner’s Advisory Council

Charlie Gatje
 Community Member

Eileen Miccio
 Dutchess County Office for the Aging

Theresa Giovannello
 Dutchess County Department of
 Social Services

Nancy Newall
 Dutchess County Interfaith Council

Kathleen Healey
 Legal Services of the Hudson Valley

Jeffrey Noonan
 Dutchess County American Red Cross

Amy Horn Oclatis
 Adelphi University

Brian Riddell
 Dutchess Outreach

Walter Joseph
 The Children’s Home of Poughkeepsie

Peter Simon
 Dutchess County Department of Social
 Services

Irene Magalski
 Dutchess County Department
 of Social Services

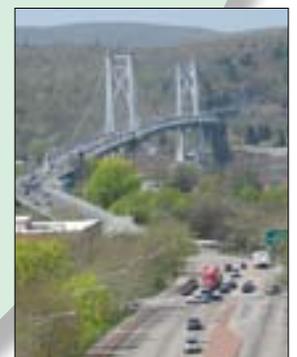
Jeanne Wagner
 Child Care Council of Dutchess County

Maryanne Maruschak
 Dutchess County Department
 of Social Services

Gail Webster
 Hudson River Housing, Inc.

THE MISSION OF DSS

**“To meet the needs of Dutchess County’s
 dependent 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.”**



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A Message From County Executive, William R. Steinhaus

The 2007 Department of Social Services Report provides a glimpse into the enormous complexity of work done by dedicated staff as they assist our most vulnerable residents.

Each day, our employees face new challenges as they deal with ever changing federal and state regulations and learning various federal/state software systems. Their work requires assessment and interviewing skills combined with empathy and caring in order to ensure the safety, self-sufficiency and protection of our young and old.

Several initiatives are underway to benefit the department's outcomes, including integration of services for the Financial and Supportive Services Division, using the new Status Tracking software and converting paper documents into PDF files and other software improvements. When fully implemented, these changes will help employees work smarter and more efficiently.

The department's tasks are many and the hours in the day are never enough. Responsibilities shouldered by employees reach across all age groups and can range from enrolling children in Healthy Kids insurance to helping seniors with HEAP benefits, from providing support for foster care and adoptive parents to assistance for vulnerable adults; and making linkages for adults to domestic violence services or ensuring child protection for their children.

In addition to these responsibilities, the team at DSS offers their time, talent and generosity to various community organizations both locally and beyond the borders of our county. Many of the DSS staff have continued their education through the state, at Dutchess Community College and in the Social Work graduate program. I also want to especially recognize the 48 staff with longevity ranging from 5 to 35 years—this is a remarkable achievement to celebrate in a demanding environment.

Many of the services provided by DSS are through collaboration with contract services partners and their own hard working staff. The data in this report demonstrates how better outcomes are achieved for our residents through these partnerships.

We will continue our collaboration and partnership as the department looks ahead to emerging challenges facing families and our community. Please join me in thanking both the DSS staff and their partners for all their caring and efforts.

William R. Steinhaus
Dutchess County Executive



A Message From Commissioner, Robert B. Allers,

Dear Staff and Colleagues:

Before committing my thoughts to paper for a review of 2007, I scanned our past annual reports (2000 – 2006) and immediately noticed an achievement for 2007 that we all can be proud of. In our past annual reports we highlighted four partnership programs. All of those programs not only were continued in 2007, but three of those programs actually saw an increase in 2007.

Our Home Energy Assistance Program (HEAP) which partners with Dutchess County Community Action was highlighted in 2006, had more monies available for the fuel depot and HEAP added a third benefit (a second emergency benefit) to its program.

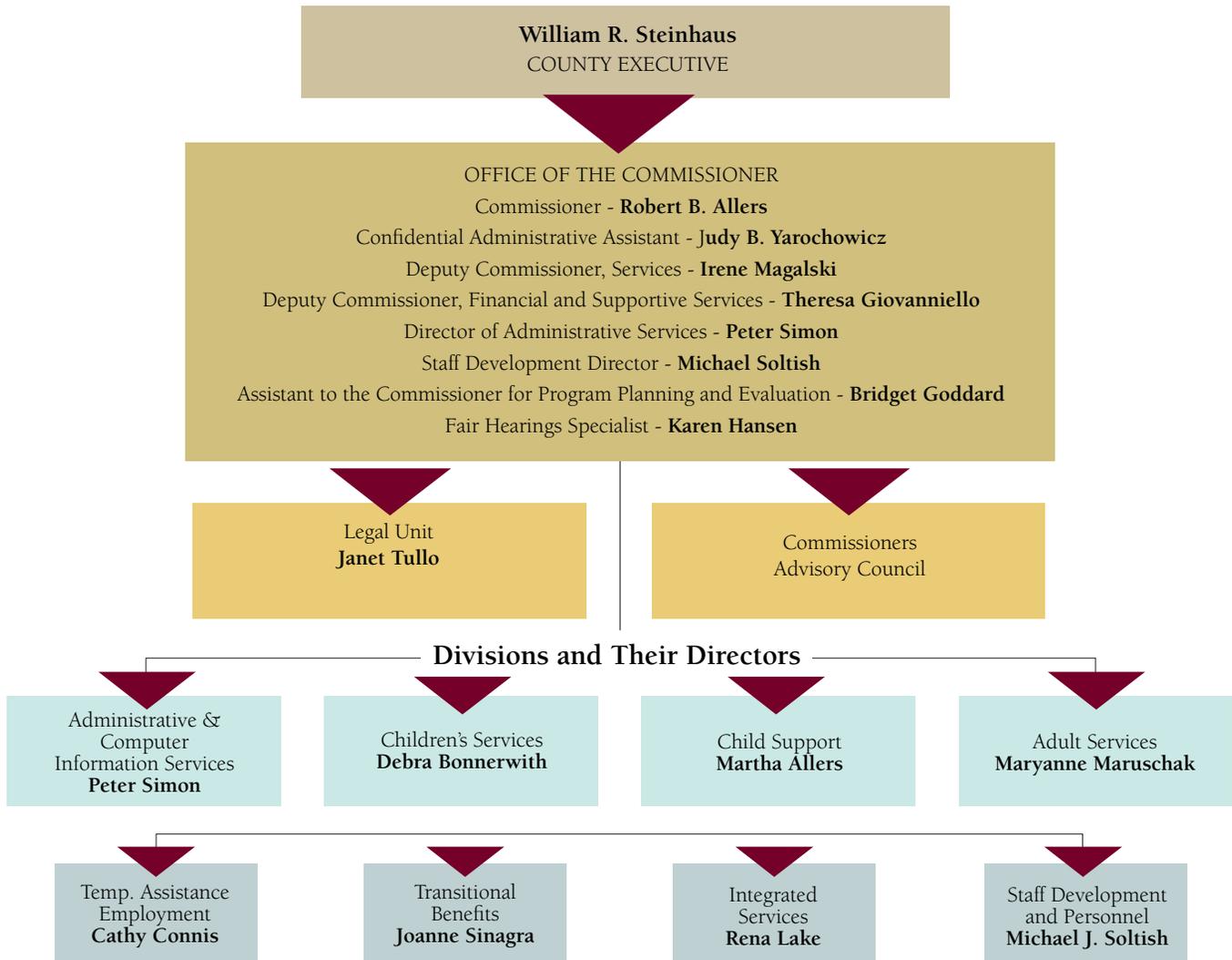
Our mentoring program, which partners with the Greater Dutchess Chamber of Commerce was highlighted in 2005. It had a new component that mentors teens, helping them to receive a diploma (or GED), and to become job ready called YES (Youth Employment Services).

Our emergency placement for children's program partnered with the Children's Home of Poughkeepsie and highlighted in 2003, increased to 18 beds in 2007. (We started with four beds.)

In short, my review really showed what we accomplished. In a tight economy, thanks to the good work of our staff and our partners, we not only kept county services, we increased them. That is something we can all be proud of.

Thank you for taking the time to read our highlights for 2007. Please feel free to comment and make recommendations. Remember we don't have to wait for an annual report to be published. We have a quarterly newsletter.

Organizational Chart

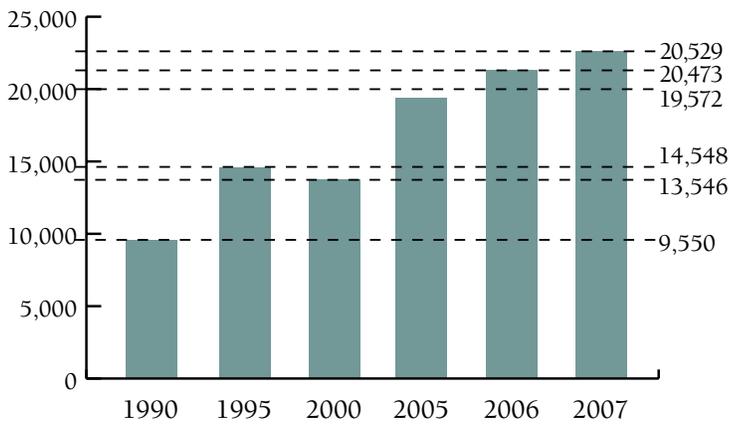


Goals and Objectives

of Dutchess County Social Services

- I. Provide assistance to eligible individuals and families while assisting clients to achieve their full potential.
 - A. Conduct thorough eligibility investigations;
 - B. Apply rules, regulations and local policies objectively, consistently and uniformly;
 - C. Provide clients with all of the benefits to which they are entitled;
 - D. Work cooperatively as divisions to meet the separate needs of clients while preserving the integrity of each individual;
 - E. Maintain professional standards in all contacts.
- II. Develop and make available to families and individuals services that will strengthen the family unit, encourage stability in living arrangements, and provide for specialized care.
- III. Provide protective services to children and adults at risk.
- IV. Provide adequate information to the general public regarding our programs and services and maintain adequate knowledge of community services to act as a referral source.

Caseload Snapshot



Recipients of DSS services from 1990 to 2007

Active Individuals as of 12/31/07

Ages	Numbers
0-4	4,857
5-12	5,798
13-16	2,517
17-18	1,158
19-22	1,815
23-30	3,537
31-40	3,850
41-50	4,362
51-55	1,754
56-60	1,399
61-64	1,000
Over 65	5,661

Active Cases by Zip Code

Amenia..... 166	Pawling 328
Annandale..... 1	Pine Plains..... 226
Bangall 0	Pleasant Valley..... 507
Barrytown 10	Poughkeepsie City..... 9,064
Beacon..... 2,316	Poughkeepsie Town.... 2,749
Billings 2	Poughquag 221
Castle Point 0	Red Hook..... 477
Chelsea..... 13	Rhinebeck 705
Clinton Corners 130	Rhinecliff..... 23
Dover Plains 502	Salt Point..... 135
Fishkill..... 675	Staatsburg..... 409
Glenham 25	Stanfordville 159
Holmes..... 105	Stormville..... 98
Hopewell Junction..... 799	Tivoli..... 167
Hughsonville 24	Verbank..... 77
Hyde Park 1,195	Wappingers Falls..... 2,201
Lagrangeville 282	Wassaic 149
Milan..... 27	Wingdale..... 327
Millbrook 318	Out of County 929
Millerton 268	
New Hamburg..... 17	

Top Medicaid Vendors in County

Medicaid payments to local businesses in Dutchess County serve as an economic stimulus and multiplier. Payments in 2007 include:

Vassar Brothers Hospital	\$12,165,417
St. Francis Hospital	\$12,092,204
MVP	\$ 9,838,426
Taconic DDSO	\$ 9,320,770
Hudson Health Plan	\$ 9,296,698
DC Department of Mental Hygiene	\$ 8,268,860
NYS ARC Dutchess County	\$ 7,629,027
Westchester Medical	\$ 7,615,846
Wellcare of New York	\$ 7,529,244
Rehab Programs	\$ 7,353,668

Top Non-Medicaid Vendors in County

Children's Home of Poughkeepsie	\$3,735,851
Astor Home for Children	\$2,303,377
Hudson River Lodging	\$2,176,483
LaSalle School	\$1,783,987
St. Anne's Institute	\$1,609,628
Central Hudson	\$1,393,035
DC Probation	\$1,180,682
Abbott House	\$1,085,649
DC Office for the Aging	\$1,050,518
Family Services, Inc.	\$ 965,348

Facts at a Glance

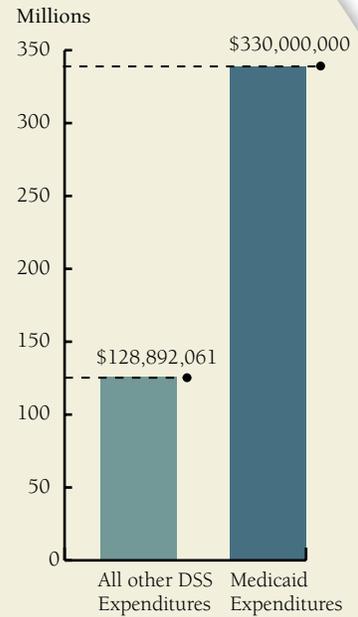
2007 Modified Budget

	Appropriations	Revenues
Administration (Salaries, fringe, materials, other)	\$25,864,694	\$18,082,665
Non-Secure Detention	\$1,360,000	\$667,500
Day Care	\$5,092,415	\$4,933,622
Services for Recipients	\$6,463,193	\$4,022,301
Medicaid – Local Payments	\$5,018,900	\$4,916,900
Medicaid – MMIS Payments	\$37,514,734	\$3,702,662
Adult Homes	\$0	\$0
Family Assistance	\$8,317,582	\$9,015,525
Foster Care	\$24,987,791	\$15,139,156
Juvenile Delinquents/PINS	\$383,100	\$301,000
State Training Schools	\$2,184,000	\$4,000
Safety Net	\$5,869,000	\$3,512,500
HEAP	\$3,260,000	\$3,297,000
Emergency Aid to Adults	\$125,000	\$91,500
Food Assistance	\$301,066	\$300,566
TOTAL	\$126,741,475	\$67,986,897

DSS Employees

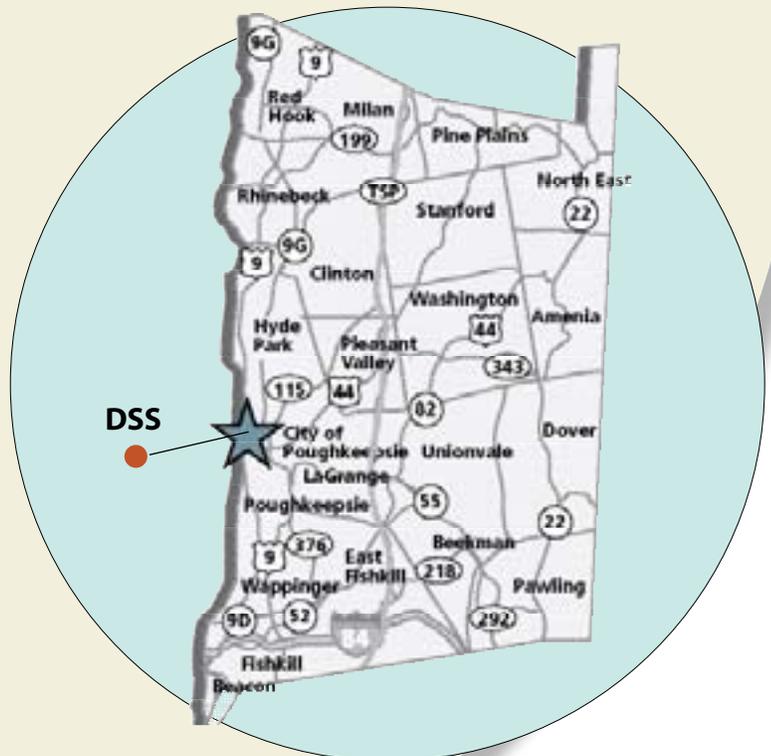
362

2007 Planned Gross Expenditures



Active Cases as of 12/31/07

Food Stamps	5,399
HEAP	1,842
Medicaid	7,728
Medicaid SSI	5,091
Family Health Plus	1,527
Family Assistance	558
Safety Net Assistance	588
Services	1,580



Employee of the Month Award Winners

This is the 19th year that the Employee Recognition Committee has been handing out the **Employee of the Month Award** to employees nominated by their peers. On the first Thursday of every month, the Committee, made up of members from various units, meets to read over nominations and vote the following month's award recipient. Each recipient receives a DSS golf shirt and free parking behind the building for that month.



January

Matthew Singleton
"Always goes above and beyond the call of duty."



February

Judy Michaelis
"Hardworking, never complains, and always has a smile to brighten up the day."



March

Pat Sheldon
"A true professional and a great advocate for our clients."



April

Suzanne Littlefield
"A team player who is always willing to pitch in and help."



May

Theodora Webster
"Responsible, dependable and always pleasant."



June

Betty Westover
"The ultimate 'file finder' ready and willing to help everyone."



July

Fran DiGrandi
"When there is a computer problem, she is always helpful and makes sure things get fixed."



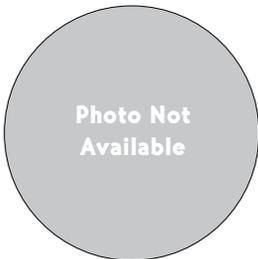
August

Lance Bixby
"A dedicated employee who always has something nice to say."



September

Ashley Tilton
"Demonstrates professionalism and grace in all of her interactions with clients and co-workers."



October

Ann Harding
"Cooperative, dependable and loyal."



November

Barbara Swanson
"Always has a kind word, willing to help out, compassionate to her clients."



December

Eileen Mahoney
"Always there to help, in fact she usually steps up to the plate before being asked."

Highlights of the Year

On June 18, 2007, we were advised that the 2005 DSS Annual Report received an Award of Merit from the National School Public Relations Association. The award was for Distinguished Achievement in the Category of State/Intermediate Agency – Annual Report. The annual report was submitted by Dutchess County BOCES, with whom we contract to assist in the production and printing of the book.



College Graduations

In 2007, June Weldon from the Accounting Division received her diploma from Dutchess Community College as part of the DSS Employees' Program. She received her Associates Degree in Applied Science in Accounting.

Desiree Green Jackson from Children Services graduated with her MSW through our contract with Adelphi University.

Dutchess County Community Solutions for Transportation

The Seventh Annual Car Donation Presentation took place on June 14, 2007. The agenda consisted of Welcome and Opening Remarks by Ruth Hurd, Director of Career and Technical Education at Dutchess BOCES and Dutchess County Executive William R. Steinhau.

Commissioner Robert B. Allers introduced the Keynote Speaker, David Hansell, Commissioner of NYS Office of Temporary and Disability Assistance. The car keys were presented to the recipients by Commissioner Allers and assisted by David Hansell, John C. Pennoyer and Bradford Kendall.

Employee Appreciation Day

On Wednesday, December 12, 2007 the administrators hosted their 25th annual Employee Appreciation Day. "A Sweet Adventure in Candy Land" was this year's theme. This year's event was held in conjunction with National Gingerbread House Day. Each unit was asked to



design an "all edible" gingerbread creation to be judged in originality and best overall appearance.

The competition was fierce, with staff entering some of the most creative work ever submitted for any of our contests. The Most Original prize ended in a tie between Children Services' "The Old Woman in the Shoe," and Medicaid's "Gingerbread Lighthouse." The Best Overall Appearance award went to Adult Services' "Four Seasons." This entry was submitted on a lazy susan and depicted four seasonal views of the same gingerbread house. Other entries included Child Support's gingerbread version of our "DSS Building," and Administration's "Chocolate Chip Cookie House." As the judges from the County Personnel Department said, "they are all winners, their creativity and attention to detail was amazing."

Following the "Candy Land Game" rules, staff followed colored game pieces around the employee's lounge leading them to various sweet surprises. Our destination included the Chocolate Swamp, the Candy Cane Forest, Lollipop Land, and the Snow Capped Mountains. Treats included ice cream sundaes, frost your own cupcakes, and dipping various treats in melted chocolate, as well as various candy treats. Upon completion of the game, all participants were given a "DSS Chip

Clip" complete with a bag of chips.

In keeping with tradition, staff was asked to bring non-perishable food items for our own Elizabeth Ann Karlson Food Bank.

Foster Family Picnic

By Donna Robinson

The best kept secret in Foster Care is really no secret at all—it's the annual Foster Family Picnic! This year's event was held on August 16th at Bowdoin Park, and brought children in foster care and their families together with staff from throughout the agency. The purpose is simple – provide a day of encouragement and fun for foster and adoptive families.

The Foster Family Picnics are never short on fun things to do, and this year was no exception. We had two face painters, including Marlene Woodason, a former DSS employee who volunteered her time and talent for the fourth year in a row. Shannon Early led a fun sing-along, while Linda Orlando's creative crafts beckoned many of the children. The Dutchess County Sheriff's Office provided fingerprint IDs for the children and the City of Poughkeepsie Police brought their police dogs for a demonstration that won't soon be forgotten. In addition to all the games and fun, we enjoyed the great food prepared and served by several DSS employees, including our own Commissioner. We can't forget to recognize the annual highlight of pulled pork and rice and beans prepared by one of our foster parents, Elise Perez.

So what does the picnic mean to the children? On the day of my daughter's adoption, we gathered at the court house with Anna May Duncan, our adoption worker. The first thing my daughter said



Employee Appreciation Day

to Anna May was, "Now that I'm being adopted, does this mean that I can't go to the Foster Care Picnic any more?" Yes, the children look forward to getting together with each other and having fun with their foster care workers and drivers. In their worlds of great change, our children in care look forward to this annual event with eagerness and joy. Yes, we do it for the kids. But if the truth be known, it's a great event for all of us!

Elizabeth Ann Karlson Food Bank

This year (2007) was the busiest year ever for the Elizabeth Ann Karlson Food Bank. As employment is harder to find and food prices keep going up, the need has been greater. We are getting requests from larger families who can no longer make ends meet.

Although APS and child welfare are the food bank's target groups, we had more requests than in previous years, from other parts of the agency.

In 2006 we started making meals to go. This was very popular and we have kept up with this in 2007. We also pack two hot dogs on rolls in a baggie and keep them in the freezer for a quick and easy meal. We also added grilled cheese sandwiches and peanut butter and jelly sandwiches to the list of easy to do foods.

continued on page 7...

Highlights of the Year

... continued from page 6

In 2007, we distributed:

- 1,200 pounds of chicken
- 300 pounds of chopped meat (mostly pork and chicken)
- 400 pounds of hot dogs and over 300 packages of rolls
- 600 cans of beans
- 400 cans of soup
- 600 cans of vegetables
- 500 boxes of pasta
- 300 jars of pasta sauce
- 200 grilled cheese sandwiches
- 250 peanut butter and jelly sandwiches
- 700 ramen noodle packages - a complete meal when mixed with beans
- 200 macaroni dinners with either meat sauce or chili

The food bank also provided 14 Thanksgiving dinners in 2007. This was a new record.

Several individuals help support the food bank either by bringing food or donating money. APS continues to sell candy for the benefit of the food bank. Employee Appreciation Day festivities included donations of food from agency employees. This was the third year this was done, and a generous amount of food was donated.

With the rising prices of food it has been hard to keep up with the demands. Shop Rite Supermarket has been very generous in the past year since they re-opened their Poughkeepsie store in South Hills Mall. The managers have let us get extra amounts of specials which allows us to keep meat available. Adams Fairacre Farms has donated all the containers for the meals to go. This has been a huge help as the containers regularly cost more than the pastas we make. On several occasions grocery bags full of food are dropped off by co-workers.

Personal hygiene supplies, such as soap, deodorant, shampoo, toothpaste, toothbrushes, toilet paper, and laundry soap are regular requests. Although this is primarily a food bank, we do have some personal items.

This program has grown to the point where it is too much for one person to handle. With the help of generous co-workers, this program thrives.



Judy Yarochowicz: 30 Years



Maryanne Maruschak: 30 Years



Fran Dunfield: 20 Years



Alan Lewis: 10 Years



Annmarie Thomas: 10 Years

Staff Honored for Service

Awards for service were presented by Commissioner Allers at the December 12, 2007 Employee Appreciation Day to the following employees:

35 Years

Sandra Olson

30 Years

David Barnier

Eric Deyo

Francine DiGrandi

Maryanne Maruschak

Joseph Olah

Lizabeth Piraino

Judy B. Yarochowicz

25 Years

Joan Arjonaga

Nancy DeAngelis

Ann C. Harding

20 Years

Jacqueline Cooper

Frances J. Dunfield

Shari Francis

Ann E. Hazard

Diane I. Malone

Lisa M. Owens

Patricia Sheldon

15 Years

Leslie Clinton

Anita Galente

Theodore J. Starzyk

Lorelle A. Wuerz

10 Years

Sharon L. Avila

Sherri M. Burns

H. Michael Deane

Karen E. Dirago

Monique S. Elmendorf

Carol A. Enson

Clorinda L. Lake

Alan D. Lewis

Suzanne H. Littlefield

Irene A. Magalski

Kimberley A. Olson

Evelyn Polanco

Donna S. Robinson

Annmarie Thomas

Beverly L. Ward

Natasha West

5 Years

Kristin S. DeAngelo

Moussa Diallo

Cheryl Hudson

Patricia Lambert

Judith Michaelis

Linda C. Orlando

Jessie E. Sewell

Peter C. Simon

Matthew Singleton

Marsha Thomas

Employee Generosity

In 2007, Dutchess County Department of Social Services employees continued their support and generosity to various organizations on the local, state and national level.

Child Support Enforcement Unit had a hat/mitten tree for the Grace Smith House. CSEU Accounting staff saves their loose change throughout the year and were able to donate \$85 to the Food Bank of the Hudson Valley. Workers also helped John Flowers to collect, wrap and distribute stuffed animals to the Children's Home of Poughkeepsie, nursing homes and hospitals.

Adult & Family Services staff members were involved in a spelling bee for Literacy Connections. Other staff participated in the March of Dimes walk, and coordinated the Angel Tag Tree for DSS Staff.

Legal Services continued supporting the Heifer Project through the "bad word" box in the unit. In 2007, the "fines" and donations allowed us to purchase a "flock of hope" and bunnies for this worthy charity.

Staff in the Legal Unit continued their contributions to Smile Train as their holiday charity. Smile Train provides cleft surgery, improving smiles where people

can't otherwise afford the surgery.

Medicaid adopted a family with four children this Christmas.

Special Investigations Unit (SIU) held a bake sale and 50/50 raffle to purchase a bed for a client in treatments for cancer.

- Adopted a family for the holidays.
- **Janice Arico** coordinated the Toys for Tots campaign in DSS.

Staff Development and Personnel Ted Starzyk and Deputy Commissioner Theresa Giovanniello co-chaired the Dutchess County Government United Way Campaign. Ted also chaired the DSS Campaign which amounted to \$12,619. In addition, Ted chaired the Daffodil Days Sale to benefit the American Cancer Society, and the Anemone Sale to benefit the Mental Health Association of Dutchess County.

Letters

Every year we receive many letters from clients, legal personnel, and others commending some of our dedicated staff. We would like to share them.

Dear Mr. Allers,

I would like to formally commend two of your investigators, Karen Genas and D. Green-Jackson. They came to my home to investigate a complaint against me. Both investigators allayed any stress and anxiety within moments of entering my home with their professional, non-judgmental manner and sincere concern. Before she left, Investigator Genas stated that she found no evidence to substantiate the claim against me and would close the case, yet she proffered her business card and invited me to contact her if I was ever in need. It is apparent that her concern for us was genuine. It has been mine and my family's good fortune to have met these two exceptional women.

Sincerely, K.B.

Dear Mr. Dan,

Hello, this is P. and Mrs. L. I wish you could come back because you are nice. I wanted to see you again because you are funny. My life is getting better because it is quieter at my house. I am less worried about my dad. I know that my job is to be a third grader which I am doing well. Have a great day!

P. & Mrs. L.

Mrs. Lembesis:

I would like to thank you so very much for taking care of my problem in a timely fashion. I just wanted to let you know how much that meant to me. Again thank you so very much. I won't forget it.

C.F.

Dear Ms. Levy,

I'm sorry this wish is coming to you late, but I always say "Better late than never!" You can't imagine how much we all appreciated all that you did for my daughter. People like you cannot be forgotten! Thanks so much for taking such an interest in our situation. May 2008 be full of great things to come!!

M.G.





Making the Connection

The first Dutchess County Department of Social Services Computer Training Weekend for youth took place from 3:30 p.m. on Friday August 24 until 3:30 p.m. Sunday August 26 at the Fishkill Holiday Inn.

A total of 15 Dutchess County youth were served through this empowering and skill building program. There were two chaperones throughout the weekend, Temporary Assistance Supervisor, Pat Donovan and Deputy Commissioner, Theresa Giovannello. The program was run by Instructional Access, Inc., which since January of 1999, has educated and equipped over 10,000 youth and adults with computers and the necessary technology skill training to succeed.

The participants of the August program were receiving assistance through Dutchess County Department of Social Services and ranged in age from 13 to 16 years. The purpose of the weekend youth program was to provide training and skill building to equip and empower them for success in school and work and for future independence. They began their weekend Friday afternoon with hotel check-in at 3:30 p.m., which was the very first time many had stepped into a hotel. Classroom instruction began at 4:15 p.m.

Continued on page 10...

Making More Connections



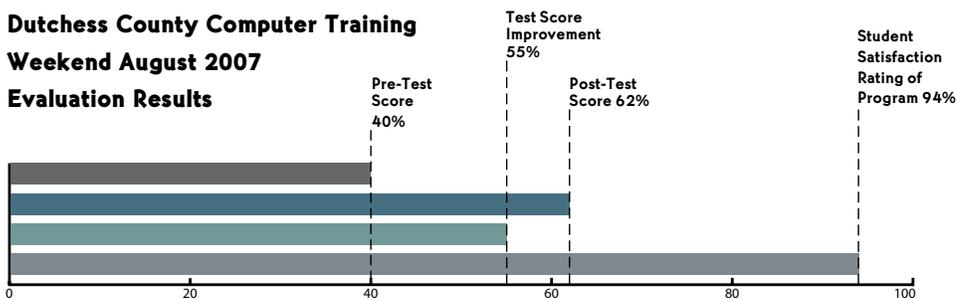
The session started with the students meeting the instructors and learning

to unpack and properly set up their new computers. Looking around the room, one could not help feeling the electric excitement of the teenagers over the reality of owning their own, brand new computer! All the unpacking, setting up, plugging in, and loading of programs led to a room full of hungry teens. The dinner complete with tablecloths, china, silverware and cloth napkins was a sight to behold. The scene was not to be outdone by the fact that seconds were awaiting and available to all...yes, even dessert! There was no time to relax, however, as we had to return to the classroom within the hour for instruction which ran until 9:30 p.m. The excitement of the day kept energy levels high through class and beyond, despite the chaperones hopes for student exhaustion.

Checking out each other's rooms and choosing beds turned into free entertainment for over an hour. The teens eventually settled down for the night after chaperones reminded them of the scheduled 7:00 a.m. breakfast for Saturday morning.

The second day of training ran from 7:45 a.m. through 5:30 p.m. with a break for lunch. The training covered Microsoft Word, Excel and PowerPoint. As the students devoured their

Dutchess County Computer Training Weekend August 2007 Evaluation Results





lessons and sailed through exercises, which made the chaperones heads spin, the instructors marveled over their achievements. A centerpiece of the weekend was the completion of two assignments for each student: a brochure describing their own talents, skills, personality and goals; and a PowerPoint presentation of the same self-descriptive information. The long day was brought to a close with a barbeque dinner, an ice cream social, and a movie at the hotel.

The final day started with another 7:00 a.m. breakfast and instruction at 7:45 a.m. Since the students had accomplished tasks ahead of schedule, Instructional Access staff added an extra component utilizing a job hunting handbook and exercises. After lunch, the staff ran each of the student's PowerPoint presentations for the whole

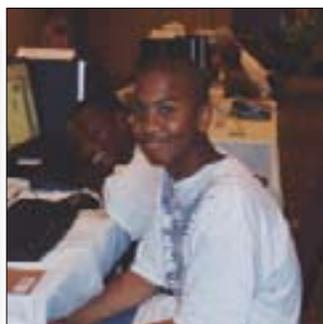
class to see. Students cheered each other on, applauded and reminisced. It was an inspiring and uplifting experience for all including the families who arrived early and were able to catch a glimpse of the finished products. Diplomas were awarded and all left homebound complete with computers, advanced skills, diplomas, new friendships and amazing memories of a weekend away.

A summary report from Instructional Access showed that the group's averaged test scores (comparing pre-test scores and post-test scores) showed an overall score improvement of 65 percent, demonstrating a clear increase in competency for the group as a whole. The evaluations of the program by the students reported a high level of satisfaction with the program. Students stated that they were more comfortable with using

the computer, all their questions were answered and they learned new programs. Two specifically stated the most valuable thing they learned was how to use the new Microsoft Office Suite 2007, which they were fortunate to have on their computers. Others felt that they learned a lot from their peers in a setting which was a first for them, a professional off-site environment away from school. One student said, "I really like the teacher and how they taught me the work. I had a very good time doing work for once. Thank you." Another student wrote that the most valuable thing she learned was how to act when going out for a job. Also thinking of his future, one stated that he "learned how to involve my skills and work for a better life and a wonderful job." In addition, students remarked that they

would use their new skills and the computer for such things as: doing school projects, writing essays and reports, participating in the Science Fair, to get a job, to do better in school, to do PowerPoint presentations and assignments for college, teaching family and friends, and creating their own resumes.

DSS Director of Temporary Assistance, Cathy Connis and Temporary Assistance Supervisor, Pat Donovan, conducted follow-up visits to the participants' homes to provide surge protectors, answer questions and assist with any computer connections and set-up. The teens were pleased with and protective of their new computers. One grandparent stated that her grandson loves his new computer and had already completed two school projects.



Commissioner's Office

The Commissioner's office includes the Commissioner, Deputy Commissioner for Services, Deputy Commissioner for Financial and Supportive Services, Director of Administrative Services, Staff Development Director, Confidential Administrative Assistant to the Commissioner, Assistant to the Commissioner for Program Planning and Evaluation, and Fair Hearing Specialist. The Commissioner's office oversees the programs and operations of the department.

Contracts, policy and Planning

The Assistant to the Commissioner for Program Planning and Evaluation is responsible for:

- » Developing all Department of Social Services plans,
- » Preparing funding applications for special programs,
- » Overseeing the contracts, and
- » Preparing and/or responding to requests for proposals.

Fair Hearings

Fair hearings can be requested on a denial, discontinuance or reduction of benefits or services, on matters of state policy, employability status, method of payment of benefits or a failure of DSS to act on an application or request. Hearings are held at DSS and are presided over by a NYS Administrative Law Judge. At the hearing, DSS must justify the action it has taken. Clients can have representatives at the hearing and they can present evidence or bring witnesses. Hearings are usually held about one month after they are requested and decisions are rendered within six weeks after the hearing.

The Fair Hearing Specialist:

- » Represents DSS in administrative reviews requested by applicants or recipients, and
- » Serves as liaison to the public utility companies



and the American Red Cross.

Personnel & Staff Development

The Staff Development Director has primary responsibility for ensuring the Social Services' workforce receives the information and tools necessary to provide services to our customers in a competent, objective, and professional manner. This includes assessing, planning and the delivery and scheduling of training programs that meet State, Federal, and local mandates.

» The Staff Development and Personnel Unit is also charged with providing Personal and Career Development for DSS staff members. Educational programs with Dutchess Community College and Adelphi University are a key component in our program, which are aimed at Workforce Professionalism, and promotional advancement within the Civil Service System.

The Staff Development Unit:

- » Completes state and local surveys, plans all needs assessments related to staffing and training.
- » Coordinates the completion of the Department of Social Services Annual Report.
- » Conducts orientation for all new staff and schedules unit overviews.
- » Maintains agency audio visual equipment.
- » Conducts training evaluations.
- » Maintains the STARS (Statewide Training and Registration System), and data base which registers staff for state training and maintains the employee training history.
- » Monitors CPS worker compliance with State training mandates.

In Dutchess County, the Staff Development Unit also encompasses the Personnel and Payroll function for the Department of Social Services. The unit:

- » Maintains the Department's active and inactive personnel files and handles all personnel-related matters. This includes assisting the County Personnel Department with recruitment of qualified applicants through newspaper advertisements and attendance at job fairs.



Fair Hearing Activity	2006	2007
Fair Hearings Scheduled.....	675	722
Administrative Disqualification Hearings.....	18	11
Appellant Defaults.....	181	195
Appellant Withdrawals.....	68	60
Cases Resolved at or Before Hearing.....	50	76
Agency Decisions Upheld.....	179	151
Agency Decisions Reversed.....	33	37
Inter-jurisdictional Hearings.....	3	3

Contract Activity 2007	
Assisted Living/Adult Foster Care Services.....	6
Day Care.....	16
Detention/Foster Care Institutions.....	41
Domestic Violence Services.....	4
Employment Services.....	13
Nutrition Education/HEAP.....	3
Genetic Testing.....	2
Homeless Prevention.....	3
Interpreter Services.....	2
Legal Services.....	1
Medical Exams/Services.....	3
Memoranda of Agreement.....	81
Personal Care Related Services/Respite.....	17
Other Inter-Agency Service Agreements.....	8
Preventive Services/TASA.....	21
Resource Parents.....	121
Service Agreements.....	10
Totals.....	352

- » Handles all job interviews for non-management positions and makes the hiring decision.
- » Monitors all probationary periods and the corresponding performance appraisals. This also includes the updating of Civil Service Job Specifications as well as title specific task and standards for each job in the Department.
- » Maintains all department payroll records, using the LOGOS system and provides employees with information on benefits, leaves of absence, FMLA requests, payroll issues, and applications for retirement.
- » Provides management and Department Unit Heads with reports on benefit time usage, overtime, compensatory time, seniority, salary, and other requested information.
- » Acts as liaison with the Dutchess County Personnel Department, Dutchess County Finance Department, Office of Risk Management and the County Attorney's office.
- » Conducts agency exit interviews.
- » Acts as management representative at employee grievances, disciplinary proceedings and other related action.

Commissoner's Office Accomplishments 2007

- » Coordinated the Annual Employee Appreciation Day celebration and served as Chair of the Employee of the Month Committee.
- » Served on the Staff Development Institute Planning Committee for 2007 Institute in Buffalo, NY.
- » Served on NYS Staff Development Advisory Council and on the Temporary Assistant, and Membership sub-committee of the council.
- » Served on the STARS User Group in preparation for the new web-based version of the program.
- » Conducted 63 new employment interviews.
- » Hired 47 new employees.
- » Coordinated and processed 61 promotions and reassignments 24 leaves of absence and 33 separations from County service.
- » Coordinated the Dutchess Community College Project through which 35 employees took courses and worked toward a degree.
- » Coordinated the Adelphi University Program for Children Services staff through which eight staff members took courses toward completion of their MSW degree.
- » Chaired the Dutchess County and Department of Social Services' United Way campaign.
- » Coordinated the Daffodil Days for the American Cancer Society and the anemone sale for the Mental Health Association.
- » Chaired the New York Public Welfare As-

sociation's (NYPWA) Commissioners' Policy Committee on Adult Services, which surveyed all local districts and led to a series of eight regional focus group meetings and the issuance of a paper, "Building a Shared Commitment to Protect and Support Vulnerable Adults."

Committee recommendations included the following:

- Improve access to mental health, develop mental disability services and other assistance.
- Coordinate State policies across systems.
- Provide housing that is safe, affordable and appropriate.
- Modify policies on financial management, medical decisions and guardianship.
- Increase the availability of home care services and assisted living options.
- Fortify the role of the adult services worker.

» Participated in an advisory group formed by New York State Temporary and Disability Assistance to assess current local options and develop new strategies for managing individuals under the Strict Supervision and Treatment procedures of the Sex Offender Management and Treatment Act. The group was asked to meet with senior officials in the Governor's office to provide local perspectives on the issues around the development of housing options as they relate to sex offenders as well as to ex-offenders.

- » Dutchess County's Integrated County Planning accomplishments received two mentions in the New York State Office of Children and Family Services' (OCFS) Interview with Commissioner John A. Johnson: What We Accomplished. OCFS states that this document is a resource that State leaders and the general citizenry should look at to raise their awareness about the direction we should be going in the provision of services to the vulnerable populations of this state.
- » Joined *Governing's* Jonathan Walters, Larisa Benson, Director of Washington Governor Gregoire's Government Management and Accountability and Performance Initiative and Mary Lou Goeke, United Way in Santa Cruz County California, for a Webinar entitled "Getting the Public, the Press (and Public Officials) to Focus on Performance." We also had *Governing.com* mention and provide a link to the Department's Annual Reports and the selected indicators for the Integrated County Planning Process. Participated in the County's April 2007 outreach sessions to the victims of flooding throughout Dutchess County.
- » Participated in Dutchess County BOCES' Parent Information Night on Long Term Supports, providing information on guardianship with parents.
- » Speaker at Dutchess ARC's annual membership meeting.

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Commissioner's Office Accomplishments 2007

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- » Became a member of the Dutchess County Office for Aging's NY Connects Long Term Care Council, which reviews our long-term care system's planning and development in order to ensure achievement of the goals and objectives of the Dutchess County Single Point of Entry for long-term care.
- » Increased emergency beds at the Children's Home of Poughkeepsie from 12 to 16.
- » Secured the services of a CHAMPS trained physician for the Child Advocacy Center.
- » Developed plans for the use of over \$6,967,280 in Flexible Funding for Families awarded by New York State.
- » Served on the Criminal Justice Council and its Prevention and Sanctions Victims and Women in the Criminal Justice System sub-committees.
- » Prepared contracts totaling over \$37,000,000 for services, excluding the value of resource parent contracts and Medicaid-funded contracts.
- » Served as chairperson of the Children's Services Council Integrated County Planning Workgroup. Together with the Office of Community Corrections and Probation and the Youth Bureau and with the help of community partners developed the 2007-2009 Child and Family Services Plan, which sets forth each of those department's service outcomes and strategies with respect to the populations they serve.
- » As part of the comprehensive needs assessment for the Integrated County Planning effort, worked with the County Executive's office, the Departments of Health and Mental Hygiene, Office of Community Corrections and Probation and the Youth Bureau and with the assistance of Marist College's Office of Community Research to develop a set of data indicators across systems. The resulting document, available at <http://www.co.dutchess.ny.us/CountyGov/Departments/YouthBureau/2007Selectedindicators.pdf>, strengthens the understanding of governmental planners, community members, providers and decision makers.
- » Served on the Dutchess County's Health and Human Services Cabinet Performance Evaluation Workgroup, which focuses on incorporating performance data indicators into all county human services contracts and county operated programs. As an outgrowth of this effort, established within the Department centralized outcome performance tracing and compiled an annual report of the Department's contract performance outcomes.

Administrative Services

The following units are overseen by the Director: Accounting, Central File, Reception, Purchasing, Welfare Management System, and Computer Information Services.

Accounting

- » Audits, processes and accounts for all payments made to or for recipients of assistance or for services.
- » Prepares and tracks reimbursement claims made to New York State.
- » Receives and disburses income for individuals for whom DSS is the representative payee or guardian.
- » Discovers, records and pursues third party health insurance to reduce Medicaid expenditures.
- » Serves as liaison with medical providers for billing and implements the Medicaid restriction program for clients who over-utilize Medicaid services.
- » Issues temporary benefit cards.
- » Maintains the Cash Management System of the Welfare Management System (WMS), which accounts for all repayments and recoupments of benefits for clients who were overpaid.

Central File

- » Maintains all closed case records and retrieves files as needed.
- » Handles record retention and annual purges of records in accordance with NYS regulations. Issues case numbers for new applicants.
- » Does all the case filing for the Temporary Assistance and Child Support Divisions.
- » Processes all voter registration forms and manages the mailroom.

Computer Information Services

- » Installs, maintains and administers personal computers, servers and systems including the Local Area Network (LAN).
- » Develops and maintains local applications.
- » Provides local personal computer support via the Help Desk.



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.



» Serves as liaison with New York State and trains workers for state PC-based systems such as CONNECTIONS in Children's Services and the Electronic Eligibility Decision Support System (EEDSS) in Medicaid.

» Does website development and administration and network integration with New York State services.

Purchasing, Fleet Control, Revenue

» Purchases supplies and equipment, orders state and local forms, and main-

tains the stock room.

» Maintains the petty cash account and pays all administrative bills.

» Coordinates the purchase and maintenance of a fleet of 45 cars and vans with the Dutchess County Auto Center.

» Reconciles monthly state and federal revenues and reports the income to the Dutchess County Finance Department.

» Serves as the liaison with Dutchess County Public Works Department for

repairs, maintenance and cleaning of the building.

Reception

» Screens all visitors and directs them to the appropriate unit or location.

» Distributes applications for assistance, reviews for completeness, and routes to the appropriate division.

» Accepts and routes to other staff documentation submitted by applicants or recipients.

Administrative Services Office Accomplishments 2007

Accounting

» Moved from bi-monthly to monthly mailing of 3,700 invoices for money owed to DSS, resulting in \$2 million recovered during 2007.

» Maintain accounts for 272 clients and made payments totaling \$1.7 million on their behalf.

» Started scanning of claims and repayment agreements directly into the case records in the Client Inquiry System.

» We are maintaining approximately 95% of our reports as PDF files instead of printing and filing paper reports.

» Made over \$44 million in payments either directly to clients or to vendors on the clients behalf.

» Made over \$4.1 million in day care payments during the first 11 months of 2007.

CIS Unit

Kindertrack

• Continued to foster communication between Controltec and DSS to ensure we have all resources available to us. This is on going.

• Created a technical proce-

cedure for help desk support and trained CIS Staff

• Created a procedure for adding new users to the system for User Security and trained CIS staff.

• Modified the timesheet to include a totals line at the request of the accounting supervisor.

This involved finding the correct timesheet (Rockland) and submitting it to Controltec for a modification specified by our accounting staff.

• Altered how the workers names appear on the bills. First initial/lastname vs. full name.

Status Tracking / Client Inquiry Application

DSS' internal communication paradigm is, albeit slowly, radically changing with the introduction of status tracking and General Client Inquiry. There are five main initiatives that define the project.

• Program Modification and Project Documentation

• Hardware installations

• Worker Training

• Technical Training for Computer Information Staff

• Help desk / Troubleshooting

Program Modifications and Project Documentation

Note: STS and GCI are what's known as beta versions. This is to say there is a finished version budgeted for 2008. Beta versions are typically initial offerings for testing purposes.

• Limitations within the beta version inhibit the ability to effectively maintain dynamic department and personnel changes. Therefore, department, unit and employee changes are manually maintained. This should be fixed in the finished version.

• Dutchess County DSS work-

flows and terminology are being integrated into the program menus focusing on DSS worker familiarity and vernacular.

Impromptu and formal meetings are conducted to transition workers into the new system. Ongoing all year.

• Numerous PowerPoint, and word training documents were designed to train DSS workers that focus on their program areas, i.e. Food Stamps, MA, etc.

• Procedure for Ordering CBIC benefit Cards

• Visitors are referred to by a sequence number rather than their

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Administrative Services Office Accomplishments 2007

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names (CGR Recommendation).

- Four receipt TSP800 Printers were installed in reception that are used to identify the visitor as a number rather than their name.

CAC

- Two project initiatives were on a collision course. NYS was eliminating dialup access. CAC case workers rely on dialup access solely. CONNECTIONS application users, (all case workers) were to access CONNECTIONS using SSL/VPN via the Internet. The other initiative was DC OCIS' need to integrate four county departments to use one Internet network with security for each individual department. The departments are DA, CAC, DSS and Police. OCIS installed a router to handle the load. All laptops were configured for wireless and wired network access as well as providing training for all case workers on how to adapt to the new network environment.

- This commitment, with its tight schedule was accomplished and is working beautifully. DSS workers at CAC are experiencing high speed access to CONNECTIONS, Email and Printing.
- All important network change information and access specs are documented and available for CIS Staff to use during help desk calls.

XML CHECK PROJECT

- Wrote program application allowing DSS checks to clients and vendors to be printed at Finance on inexpensive plain check stock. Prior to this,

checks were printed at DSS on pre-printed pin feed check forms. The old way was problematic as check numbers assigned from Albany had to match the pre-printed local check stock. Any printer errors (paper jams, etc) meant getting Albany involved to reassign the problem checks to new undamaged check numbers. Besides the ease of just reprinting after a paper jam, there is a huge reduction in cost for plain check stock compared to multicolor preprinted stock.

Report Viewer w/ OCIS

- Installed a report viewer that will be used with administration's time and attendance requirements. The report viewer eliminates the need to call OCIS for reports on agency overtime etc. We can now get that information with the click of a button.
- Set up wireless high speed network access to the Internet for Lexington Center for Recovery. They use SSL/VPN access to Mental Hygiene. Organized and conducted all meetings to handle specs, logistics and scheduling with Paul Walker (OCIS) and Ben Fasset (MH). Negotiated an implementation and support strategy that minimizes DSS CIS staff responsibilities. Tech support will be provided by a contractor hired by Lexington.



- Two wireless access points to the internet were installed for this project.

Miscellaneous

- Supported 444 computers and seven servers
- Rewired and installed new concentrators to downsize old WMS terminals and printers that have been replaced by PCs.
- Eliminated the use of an outdated print server (LDutchess2). Completed 95% of the IP connections and moved all remote use off of old print server. Users now have a more efficient and faster means of printing through the network.
- A project was started to trace and create a building schematic of all routers and wiring locations. In the process we have upgraded network connections for all equipment on all floors. We have identified and removed four inferior hubs effecting 100± users. There are approximately 600 network connections throughout the building and we are approximately 1/3 through

the project.

- In the process of upgrading equipment we have removed 66 outdated CPU's from service.
- Two new servers have been placed in service bringing our total to seven (SOS and Appdutch'b').
- Canon and Savin copiers have been set up for scanning capabilities. Workers now have the ability to scan documents for filing and e-mailing.
- Updated TA & SIU Departments with WTWCMS reviewer access in order for them to check employment records for clients.
- Completed Installation of EmedNY print solution software to enable printing from the EmedNY application.
- Completed Social Services computer inventory and updated IT management application accordingly.
- Installed 60 new PCs and 16 flat screen monitors including the PC redeploys for the file

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Administrative Services Office Accomplishments 2007

... continued from page 16

room workers.

- Updated all Employment workers with Internet Access.
- Updated CIS Employee procedures on Employee Securities including three new areas now maintained by CIS:
 - * WTWCMS
 - * ASSETS Worker Defaults
 - * Onyx Partner Portal
- Updated Computer Training room with new state images
- Completed the Installation of five EEDs state machines in the Medicaid Unit.
- Completed the Day Care unit move and the additional 21 relocations of TA and Medicaid workers with co-workers.
- Completed the planning and implementation of the FS and CSEU Departmental swap.
- Completed IP connection of printers in Medicaid to allow for easy conversion from one printer to another in case a printer is down waiting for repair.
- Assisted the state in removal of Micron PC's and installation of new state pc's for the supervisors.
- In addition to all of the major department relocations, securities, and employee profiles were created for:
 - * 44 new employees
 - * 59 existing employees relocating offices
 - * 12 returning employees from leave of absence
- Installed two Flat Screen TV's Wall Mount (Commissioners' Conference Room and Class Room). Wrote a User Guide for both. These TV's will accommodate DVD, Computer and Cable input.
- A contract to bring BOCES MTI Windows XP Computer basics training to 60 Market Street.
- Three classes were conducted at 60 Market each containing ten employees. This was a great break through for DSS employees to get much needed computer training with the hassle of driving to a re-

mote location. Historically, bus commuters had difficulty getting to the remote classroom. Bringing BOCES to 60 Market eliminated that problem. This new training initiative was well received and very popular. Continued ongoing main-

- Provided support by uploading the newsletter to the DSS webpage for internal access.

Training / Conferences

- Attended Visual Studio Net 2005 in November
- Attended the 6th annual LAN administrators conference, Lake George, NY

File Room

- Sent 1,316 boxes to the retention center giving us a total of 8,914 boxes in retention.



- Pulled over 400 records from the retention center.
- Received 182,300 pounds of mail.
- Assigned 4,803 new numbers to new clients.
- Filed over 750,000 pieces of loose filing for Child Support.
- Spent 732 hours translating from Spanish to English.
- Processed 6,832 voter registrations and completed 542.
- Started imaging records in the Medicaid Unit.



Adult Services



Adult Services includes Protective Services for Adults, Adult Title XX Services/Housing, and Domestic Violence.

PROTECTIVE SERVICES FOR ADULTS

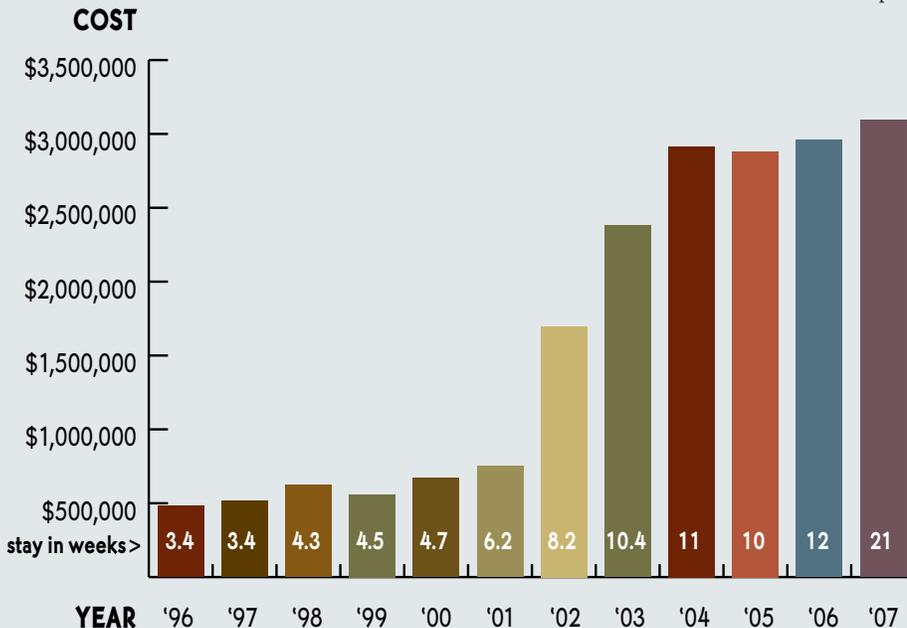
- » Identifies and assists individuals over the age of 18 who, because of physical or mental impairments, can no longer provide for their own needs or protect themselves from neglect or abuse, and have no one willing and able to help in a responsible manner.
- » Provides services designed to prevent or remedy neglect, exploitation or abuse and to strengthen clients' capacity to function and their ability to be self-directing. Services may include counseling, locating adequate shelter and clothing, arranging transportation, shopping for the homebound and assisting the client in obtaining other benefits such as Medicaid, Social Security Disability/Retirement, SSI and Food Stamps. The primary objective of staff is to help clients to remain in the community.
- » Provides services to individuals without regard to income or resources.
- » Pursues legal interventions when necessary including assisting clients in obtaining orders of protection, securing admission to a psychiatric facility or developmental center or having the DSS become protective payee of the clients' funds.
- » Pursues guardianship under Article 81 of the Mental Hygiene Law for protective clients who do not have decision-making capacity.



ADULT TITLE XX SERVICES/HOUSING

- » Assists protective service clients in addressing issues that will help them function at an improved level and thus eliminate the need for future protective services. Issues may include health, finances, education, and family planning. These services are provided if the client requests the service and cooperates with staff.
- » Attempts to locate housing for Temporary Assistance clients who are faced with an eviction or who are temporarily residing in motels or shelters.
- » Arranges for transportation of homeless children to and from school while in temporary shelter and arranges for moving and storage of clients' belongings.
- » Works with Dutchess County Housing Consortium to address the housing crisis in Dutchess County.
- » Contracts with Family Services, Inc. to run the Teen Parent Program, which provides mandated comprehensive case management for pregnant and parenting teenagers under the age of 18.

Temporary Shelter Expenditures





and residential domestic violence services under Title XX,

- o Contracts with Family Services, Inc. and Grace Smith House to provide shelter and non-residential

tial services including advocacy, community education, hotline services, legal services and counseling,

- o Conducted 93 assessments and 44 re-assessments.

- » Maintained Hudson River Housing's Follow-Through Case Management program and the shelter maintenance program including \$21,000 for cash security deposits and short-term (less than four months) rental.

- » Continued to provide Hudson River Housing, Inc. with funding to defray the cost of placing individuals who were turned away from the overnight shelter in motels during inclement weather. The amount was \$97,000.

- » Continued to enhance our

contract with Grace Smith House, for non-residential domestic violence services to include a Latina caseworker to provide outreach and community education services to the Latina community.

- » Continued to fund an Intensive Case Manager employed by Grace Smith House.

- » Paid \$1,304,375 to the Grace Smith House, Family Services, Inc. and the Office of Community Corrections and Probation for additional services to victims of domestic violence (payments for residential shelter costs are included in temporary assistance payments).

- » Legal programs subcontracted to Legal Services of Dutchess County include a pro-bono legal program, whose purpose is to develop a network of pro-bono attorneys to represent poor and low-income battered women in the Supreme Court of Dutchess County and Family Court, and a Divorce Representation project.

- » We also provide funds for a staff member at the Probation Department's Victims Services

Temporary Shelter Housing

Year	Number of Persons
1996.....	559
1997.....	561
1998.....	567
1999.....	453
2000.....	549
2001.....	566
2002.....	746
2003.....	791
2004.....	774
2005.....	672
2006.....	637
2007.....	574

Unit to ensure that victims in the criminal justice process have representation.

- » Continued a case review team in order to allow staff to discuss difficult cases.

- » Dedicated a worker to educating the public about protective services for adults.

- » Our domestic violence liaison and Grace Smith House staff jointly conducted domestic violence training for our staff.

- » Served as guardian for 26 individuals.

- » Served as protective payee for 130 individuals.

DOMESTIC VIOLENCE

- » DSS employs a domestic violence liaison who:

- o Screens all Temporary Assistance applicants/recipients who self-disclose issues of domestic violence in order to assure that all victims have a safety plan in place,

- o Provides information about resources to assist victims and completes an assessment of their ability to safely comply with Social Services Rules and Regulations,

- o Networks with the domestic violence service providers on a regular basis,

- o Provides information and referral for domestic violence residential and non-residential services,

- o Funds both non-residential



Adult Services

	2006	2007
Adult Services Cases Open At End of Year.....	350	349
Domestic Violence Screenings.....	120	137
Temporary Shelter Stays in Weeks.....	12	21
Temporary Shelter Expenditures.....	\$2,960,735	\$3,095,641
Number of Persons Placed.....	637	574
Adult Protective Services Referrals.....		595

Adult Services Accomplishments for 2007

» Our workers continued to deal with the challenges of an ever-evolving computerized adult services system. While the improvements in the system are good, they do require constant adjustments on the part of our workers.

» Continued to educate other agencies about the scope of Protective Services for Adults (PSA) and how to obtain services.

» One of our staff members was on the radio to address what APS is.

» Staff helped design a billboard to advertise services we provide.

» Participated in case consultation meetings.

» Attended APS regional meetings formed by several local counties.

» Met with local hospitals and established liaisons from our division with the hope that the discharge of those individuals in need of APS would be more efficient.

» Provided housing assistance to the Temporary Assistance homeless population. Lack of affordable housing continues to be a problem.

» Continued to be a member of the Dutchess County Consortium in an effort to address the housing crisis in Dutchess County.

» Collaborated with Community Housing Innovations to provide additional housing for the people in Dutchess County.

» Monitored the family-type homes and the foster family program.

» Trained our family-type home operators.

» Guest speaker provided training on the Ombudsman program.



Children's Services

Child Protective Services (CPS)

This unit investigates allegations of abuse and/or neglect of children under 18 years of age. Case managers are available seven days a week, 24-hours per day to investigate reports received through the State Central Register for Child Abuse and Maltreatment (1-800-342-3720).

- » Assesses safety of and risk to children due to abuse or neglect and provides intervention when needed.
- » Arranges on-going case management for families through the Preventive Services Unit and other community services providers when service is necessary.
- » Files neglect and abuse petitions to seek from Family Court orders of protection, court-ordered services for the families and/or authority to place children in foster care.
- » Participates in the Dutchess County Child Sexual Abuse Team, conducting joint sexual abuse investigations with police departments and the District Attorney. The Sex Abuse Team operates out of the Child Advocacy Center (CAC) in the Center for the Prevention of Child Abuse offices in Poughkeepsie.
- » Contracts with the Center for the Prevention of Child Abuse to partially fund the operation of the Center and for a Parent Empowerment Program, community education and information and referral services.
- » Contracts with Family Services, Inc. to treat sex abuse perpetrators.
- » Contracts with the Astor Home for Children for a treatment team for sexually abused children and for juveniles who have committed sexual offenses. The team provides treatment modalities for both victims and offenders.
- » Contracts with Grace Smith House to fund a Domestic Violence Liaison who works with CPS case managers when domestic violence has contributed to child maltreatment.

Preventive Services

- » Provides counseling and in-home services and connects families with community agencies who can provide long-term services, preventing the

need for foster care. Referrals are received from the CPS Unit or from other community agencies.

- » Arranges for intervention to address issues which contribute to child neglect and abuse and/or create a risk of foster care placement. Services are provided to address substance abuse, mental illness, developmental disabilities, medical care, counseling, day care and other needs.
- » Provides transportation assistance, day care and homemaking services.
- » Provides services which have been ordered through Dutchess County Family Court.
- » Monitors clients' compliance, reports to court and files petitions when needed.
- » Contracts with The Astor Home for Children and Abbott House, for home-based case management services for families at risk of placing their children in foster care and with Astor for a Coordinated Children's Services Initiative (CCSI). CCSI is a tiered inter-agency project designed to create a comprehensive system of care in Dutchess County. It provides coordination of services to children with emotional or behavioral concerns that put them at risk of out-of-home placement.
- » Contracts with Dutchess County Office of Probation and Community Corrections for PINS and JD Diversion and Supervision Programs.
- » Contracts with the Youth Bureau for mandated preventive case management services for youth leaving facilities, who are at risk of returning to placement, and for youth who have school related problems, drug or alcohol use, which creates or increases the risk for out-of-home placements.
- » Contracts with the Dutchess County Community Action Partnership for case management services to families who live in the Harlem Valley or southern Dutchess and qualify for mandated preventive services.

Foster Care

- » Directly supervises children in foster family homes and provides case management to children placed in child care



Children's Services is an umbrella for many departments; Child Protective Services, Preventive Services, Foster Care, Adoption/Home Finding and Secure and Non-Secure Detention.

Children in Foster Care* Cases by Age	
Under 2.....	33
2 - 5 years.....	50
6 - 9 years.....	50
10 - 13 years.....	39
14 - 17 years.....	109
over 17.....	29
* From CCRS Monthly Summary Characteristics Report for 12/01/07	

Children in Sexual Abuse Cases by Age	
Zero to 8.....	60
9 to 16.....	91
17 and over.....	6

Children's Services ... continued

facilities such as residential treatment or group homes.

- » Ensures that foster children receive the medical, developmental, educational and mental health services they require.
- » Supervises Article 10 placements of children with relatives.
- » Counsels birth parents of children about their need for treatment for drug or alcohol addiction, sexual abuse, emotional disturbance, physical, mental, housing and employment problems and lack of knowledge of child development and parenting techniques.
- » Develops child and family service plans, permanency reports, files court petitions and regularly appears in Family Court. The goal for each child is safe, nurturing temporary

care with return to family if possible, or adoption if the family cannot be reunited, or if neither is possible, then preparation for independent living or discharge to another appropriate resource.

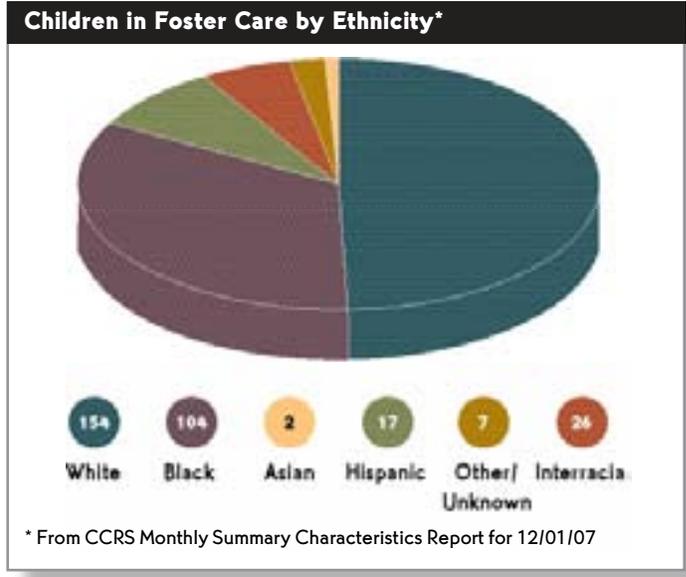
- » Supervises placements made by other states and counties.
- » Contracts with the Children's Home of Poughkeepsie to provide a 16 bed emergency foster care placement cottage which includes diagnostic evaluations when children need them.

Adoption/Home Finding

Children available for adoption may be surrendered by their parents for adoption or may be freed for adoption through a Family Court decision to terminate parental rights due to failure of the parents to provide a safe return home

Juvnile Placements with Social Services*		
	2006	2007
Persons in need of Supervision (PINS).....	19	20
Juvenile Delinquents (JD).....	25	20*

* From Intake Log



for their child in foster care. A child may be surrendered for adoption at any age prior to 14 if it is in the child's best interests to be adopted. Most children available for adoption have been in foster care and are eligible for an adoption subsidy, this is, a monthly check similar in amount to foster care board checks.

Foster parents are encouraged to adopt children in their homes and many foster parents become adoptive parents. Others provide temporary care until children are discharged to more permanent living situations.

Children are placed in foster care either by Child Protective Services, Family Court or by caretakers unwilling or unable to care for them. Some children are placed with relatives as foster parents.

There are currently 110 certified foster homes available for Dutchess County children. There is a great need for more foster and adoptive homes and we continually recruit and train applicants. We also utilize group homes and foster

care institutions with which we contract. In addition, the Therapeutic Foster Home Programs with Abbott House and Astor Home for Children enable us to keep emotionally disturbed and conduct disordered children from placement in institutions.

- » This unit:
 - » Recruits, conducts home studies, provides training and certifies both foster and adoptive home applicants.
 - » Certifies and trains relative foster home applicants.
 - » Maintains foster home records and completes annual recertification process for all active foster parents.
 - » Supervises adoptive placements until the adoption is final and counsels children and adoptive parents.
 - » Completes private adoption home studies.

Secure and Non-Secure Detention

The Family Court remands boys and girls ages 7 to 16 in detention settings to await hearings in Family Court or

foster care placement on petitions of Juvenile Delinquency (JD) or Persons in Need of Supervision (PINS). Often the children are placed on emergency basis directly from court.

» Supervises non-secure detention placements, transports children to court hearings and monitors non-secure detention centers and ensures that children's medical and mental health needs are met.

» Contracts with the City of Poughkeepsie for secure detention and with Astor Home for Children and Berkshire Farm for non-secure detention beds.

» Contracts with Astor Home for Children for secure detention coordination services.

Letter of Appreciation Commissioner Robert Allers:



This is a letter I needed to write to you about two of your personnel you have doing a wonderful job for the State of New York children. They are two people I just might owe not just my life to, but also my sons. They have gone far beyond the call of duty and I believe they should be commended for taking such great pride in the work they do. One of them is Child Protective Services Investigator Lorelle Wuerz.

She has taken my phone calls at all times of the day and night to answer all my questions and make sure my son and I were safe. Words alone can't give her the recognition she deserves. I was hoping you might be able to give her that recognition, so all of your other staff might take her as an example of how her job must be done!

The other lady I need to thank is Law Guardian Dianne Foley. She is my son's law guardian and she also has done such a great job. She made my son feel so safe when she was talking to him; he really opened up to her. She takes such pride in her work. I can tell her heart is in what she does. Again, words can't describe the honor I feel having her there for what was best for my son. I must ask you once again to please take a moment of your time to bring her to the attention of all others as an example of how her job must be done.

These two women will forever be in my prayers; I could only hope that every child that needs help will get these two angels to stand along side them. I then would know without a doubt they too would be in the safest hands they could be in.

Thank you sir for your time and thank God you have these two in your corner.

C & TR

CPS Case Summary

	2006	2007
Reports of Abuse and Neglect made to State Central Register.....	2,643	2,611
Abuse Petitions Filed in Family Court.....	50	52
Neglect Petitions.....	734	659
Termination of Parental Rights.....	42	38
Surrender Petitions Filed in Family Court.....	44*	7
Foster Care Review Petitions Filed in Family Court.....	2**	0
Foster Care Review – Permanency Hearings.....	0	429
Sex Abuse Investigations.....	154	130
Substantiated.....	27	22
Unfounded.....	132	111

* 2006 included all surrenders in Family Court, 2007 represents DSS cases only.

** Foster Care Review Petitions are no longer filed as abuse/neglect cases.

Children in Care* Types of Placement

	2006	2007
Foster Homes.....	109	120
Institutions.....	102	122
Group Homes.....	12	18
Agency Operated Boarding Homes.....	10	9
Adoptive Homes.....	26	18
Approved Relative Foster Homes.....	26	21
Other.....	2	2
Total.....	287	310

* From CCRS Monthly Summary Characteristics Report for 12/01/07.

Adoption Summary*

	2006	2007
Children Discharged to Adoption.....	40	28
Children in Care with Goal of Adoption at Year end.....	68	82*

* From CCRS Monthly Summary Characteristics Report for 12/01/07



Child Services Accomplishments for 2007

- Children's Services staff members continue to offer the Strengthening Families Program. This is a group experience for parents and children to improve communication and family dynamics, and teach teens and preteens to make good choices. Sessions were offered in spring and fall of 2007, and have been well received by attendees. A total of 53 children and parents participated in the program in 2007. Sessions will continue in the spring of 2008.

- In collaboration with the Department of Mental Hygiene and Astor High Risk Services program, five home based crisis intervention waiver slots continue to be available to Dutchess County children. This program offers intensive home based services to children with psychiatric problems to prevent the need for psychiatric hospitalization and residential care.

- The family visitation program for infants in foster care continued in 2007. This program offers an opportunity for additional visitation for families.

- The third Heart Gallery was successfully implemented in October 2007. This collaborative effort between Dutchess County Children's Services, the Departments of Social Services in surrounding counties, and the New York State Office of Children and Family

“The statewide Connections Computer System, a computerized case recording system for all Children's Services cases continues to be utilized and expanded.”

Services Yonkers Regional Office, is a gallery exhibit showing photographs of children available for adoption. Six Dutchess County children participated in this exhibit.

- Dutchess County adoption staff members completed 28 adoptions in 2007. This unit also completed 21 private adoption home studies.

- Dutchess County received a monetary allocation from OCFS to implement programs to prevent the need for non-secure detention. This money is used to fund collaborative efforts between Children's Services and the Department of Probation for services to meet the needs of PINS and pre PINS youth in Dutchess County. In 2007, 108 youth were placed in non-secure detention.

- Children's Services staff members are participating in a higher education program leading to a Master's in Social Work Degree at Adelphi University. Eight staff members are currently enrolled in this program and five staff members have already graduated from the program.

- The statewide Connec-

tions Computer System, a computerized case recording system for all Children's Services cases, continues to be utilized and expanded. • Child Protective Services has investigated 2,611 reports of suspected child abuse or maltreatment during 2007. On November 30, 2007 there were 310 children in foster care and 22 were receiving after care services.

- The annual foster parent recognition day awards went to foster families who provided care for groups of siblings. Our annual foster parent picnic was held in August and was a success, with a variety of activities and foods offered. In November, we celebrated National Adoption month by having a dinner to honor this year's adoptive families, which was attended by adoptive parents, children, social services and family court staff members.

- During the year 2007, Children's Services continued work on collaborative projects with a number of public and private agencies in the community including the Dutchess County Family Court, District Attorney's office, Dept. of Probation, Youth Bureau, The Center for Child

Abuse Prevention, Astor, Abbott House, Dutchess County Community Action Agency, Grace Smith House Domestic Violence Shelter, and the Hudson River Housing Riverhaven Shelter. Children's Services staff members continue to participate in a number of work groups in the community which address the needs of Dutchess County children and families including the Coordinated Children's Services Initiative (CCSI), Children's Provider's Committee, the Child Advocacy Center's Multi Disciplinary Team, Family Court Advisory Committee, Children's Services Council, Child Care Council and the Early Childhood Coordinated Children's Services Initiative (ECCSI).

- Two Children's Services case managers continue to be part of the Dutchess County Family Treatment Court team, presided over by Judge Forman, which provides intensive support and supervision to families in which substance abuse has led to neglect of children. The Family Treatment Court graduated nine individuals and their families in 2007.

- A Children's Services Case Manager is part of the Youth Treatment Court, presided over by Judge Forman, which provides intensive oversight to Dutchess County youth who have become involved with Family Court due to substance abuse issues.

- A domestic violence liaison jointly supervised by Child Protective Services and Grace Smith House continues to be located in Children's Services. The liaison receives referrals from child protective, foster care and preventive caseworkers, attends case conferences and provides direct services, training and consultation regarding domestic violence issues.

- Funding continues for both mandated preventive and community optional preventive services provided by the Probation Department and Youth Bureau. A respite services contract with the Riverhaven shelter continues to be utilized for youth involved with the Departments of Probation or Social Services.

- There continues to be an emphasis on staff and foster parent development and training in 2007, with numerous training opportunities being offered by the Department of Social Services. A sampling of the sessions provided includes in house training for case managers, training regarding community services available, car seat training, and computer training.



- The provision of preventive services for families, designed to prevent the need for children coming into foster care due to neglect and abuse, continues to be a crucial service offered. These services are provided by Children's Services caseworkers, and are also contracted for with community agencies including Astor, Abbott House, and Community Action Partnership of Dutchess County.

- As always, recruitment efforts continue to locate, train and certify qualified foster parents for Dutchess County children. Foster home finding case managers have attended many community functions to advocate for foster parenting including the Kids Expo, Kids First festival, the Town of Wappingers Community Day and the Village of Wappingers Picnic in the Park. Foster parent and relative foster parent

certification training sessions have been completed to train 11 new foster parents and 10 new relative foster parents.

- CASACs have been co-located in Children's Services to assist in CPS investigations of and provision of services to families that are impacted by substance abuse issues. This program is a joint effort between Dutchess County's Departments of Social Services and Mental Hygiene and Lexington Center for Recovery and is being funded by NYS OASAS and OCFS.

- Children's Services staff members also collected hats, mittens and toys to donate to children in foster care. Staff members from other parts of the agency, foster parents, and other members of the community also generously donated both items and their time to this cause.



Child Support Enforcement Unit

Legislation provides automatic cost of living increases in child support orders to keep pace with inflation and allow families to stay off welfare. The legislation also allows administrative liens on property of debtors; increased access to records of financial institutions, government agencies and private entities such as utilities; and suspension of driver's, recreational and professional licenses for failure to pay child support.

This unit provides the following services free of charge to custodial parents and minors under 21 who request our services:

- » Location of absent parents through a variety of computer matches available within state and federal systems.
- » Establishment of paternity by filing petitions on behalf of children receiving Family or Safety Net Assistance, foster care, residential care and in division for youth facilities. Medicaid recipients/applicants are also required to cooperate with child support to establish paternity and obtain medical support.
- » Support establishment for child and or child sup-

port combined with espousal support.

- » Upward modification for change in circumstances, and cost of living adjustment of court orders which are payable through the Support Collection Unit.
- » Support collection and monitoring of payments. Once support orders are established, the collection and disbursement of monies associated with that order, becomes the responsibility of the New York State Central Collection Agency.
- » Enforcement of a court order.
- » Income execution when there is an employer, aided by New York State's Expedited New Hire Reporting program, which locates current employers of child support debtors, keeping income executions in place and enabling new executions to begin.
- » Collection of arrears from federal and state tax refunds, OTB and lottery winnings and bank accounts.
- » Referral to the New York State Department of Taxation and Finance's program for collection and seizure of assets, which targets individuals over four months in arrears in their child support payments.
- » Medical benefits execution to require enrollment of dependents in third party health insurance.
- » Suspension or denial of a New York State driver's or professional license.
- » Initiating violation proceedings in Family Court which may result in a jail term of up to six months for willful non-payment of child support.
- » Taking liens against property and motor vehicles.
- » Conducting financial investigations.
- » CSEU arranges professional legal services through contracted private attorneys who charge \$90 per hour. Family, medical and safety net minor recipients are not charged fees for legal representation.



The New York State Office of Child Support Enforcement (OCSE) within the 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.

Child Support Activity*		
	2006	2007
Child Support Cases Open.....	10,900	10,887
Children Open in Support Cases	11,897	11,703
Children Open Born		
Out of Wedlock	6,228	6,298
Children Open with		
Paternity Established.....	5,721	5,776
Percentage of Children Open		
with Paternity Resolved.....	91%	95.5%
Children Needing Paternity		
Determination.....	455	441
Cases with Collections		
During Year.....	5,221	6,038
Interstate Cases with		
Collections During Year.....	291	320
Cases Open Where		
Medical Support is Ordered	7,693	7,896
Cases with Arrears		
Due During Year	7,702	7,821
Cases with Arrears Due		
Paying during Year	3,214	3,292

*From NYS OCSE DSS-157 Report



Dear Mr. Pietrolungo,

I just wanted to thank you once again for all the help that you have been to myself and my daughter. In such an unsure situation for a parent that loves and wants nothing but the best for her children, you have made me feel solid and secure in what you have helped me with. You are definitely an asset to Dutchess County!

I look forward to working with you in the future. Thanks again.

D.

Child Support Accomplishments for 2007

- Dutchess County Child Support Enforcement Unit (CSEU) collected \$29,764,573 in child support in 2007. This amount is an increase of 3.29 percent. Of this amount collected, \$29,021,495 was for the benefit of families who were not in receipt of Temporary Assistance.
- CSEU processed 6,650 Family Court Petitions in 2007.
- Collected the single highest payment in New York State in the amount of \$176,450.
- We continue a contract with a second genetic testing company that collects the DNA samples on site at Family Court. In 2007, 38 families were tested.
- CSEU continues to have collaboration with the Fathers' Rights Association of New York State. We conduct an informational session quarterly with the local

group. We continue to refer non-custodial parents to the group for help. The Fathers' Rights Association educates and redirects the non-custodial parents' frustrations for the betterment of their relationships with their children.

- CSEU has provided several presentations to outside agencies to further educate the public on child support rules and procedures. A Dutchess County CSEU representative was on the Fathers' Day Parade Committee. This was the fifth official Fathers' Day Parade. It is the only documented Fathers' Day Parade in New York State.
- A Dutchess County CSEU representative is serving on the Astor Head Start Health Advisory Council. Another CSEU worker is participating on the ASSETS Key User Group Committee in Albany at the state level.

Child Support Collections	
Year	Amount Collected
1996	\$13,312,471
1997	\$14,902,565
1998	\$16,816,469
1999	\$18,987,688
2000	\$21,442,928
2001	\$22,789,005
2002	\$24,237,743
2003	\$25,187,954
2004	\$26,537,960
2005	\$27,636,371
2006	\$28,816,452
2007	\$29,764,573



Financial and Supportive Services

Under the recommendation of a report rendered by the Center for Governmental Research (CGR), a non-profit center for objective policy analysis and programmatic change, and under the guidance of Cornell University ILR consultants, new divisions were established at Dutchess County Department of Social Services. Under the Division of Financial and Supportive Services are the offices of **Transitional Benefits, Integrated Services and Temporary Assistance/Employment Services.**

Transitional Benefits

The overall purpose of the programs under Transitional Benefits is to assist low income households as they meet their goals in becoming self-sufficient. This is evolving to a critical area with the current rising cost of fuel, food and employment related expenses.

FOOD STAMPS

The program's purpose is to help low-income households purchase food needed for good nutrition and health. Clients who are eligible for Food Stamps, access benefits electronically by using a benefit card and a PIN at authorized grocery stores. Benefits may be used for food products or seeds to grow food that a household can eat.

Letter of Appreciation and Thanks

It is with heartfelt thanks that the Salvation Army sends its greatest appreciation for your help this year in assisting almost 400 families during the holiday season. Many of these families would have awoken Christmas morning with no toys, no food, no clothing or sometimes even no place to live. Because of the selfless generosity of people like you, we have been able to bring a smile to many faces and hope in many hearts this Christmas season.

Captain Robert Morrison



Transitional Benefits encompasses Community Medicaid (under care, recertifications and changes), Nursing Home Intake, Undercare, Managed Care, PCAP, Food Stamps and HEAP.

Christine Kimble and Lisa Mazzacone from the Food Stamp Unit were responsible for organizing this. The unit adopted one family and they purchased a gift card for a local store for Christmas.



Food Stamp Accomplishments for 2007

» Determines eligibility for and provides Food Stamp benefits to individuals and families, households containing a mix of Temporary Assistance (TA) and non-Temporary Assistance recipients, the elderly, the disabled, Certified Group Home and Alcohol/Drug Facility residents. Pure TA households receive food stamps through the TA case.

» Contracts with the Cornell Cooperative Extension of Dutchess County to run the Food Stamp Nutrition Education Program known as Eat Smart New York (ESNY). Project activities are conducted for the benefit of the Food Stamp eligible population and address food security, food safety, and dietary quality.

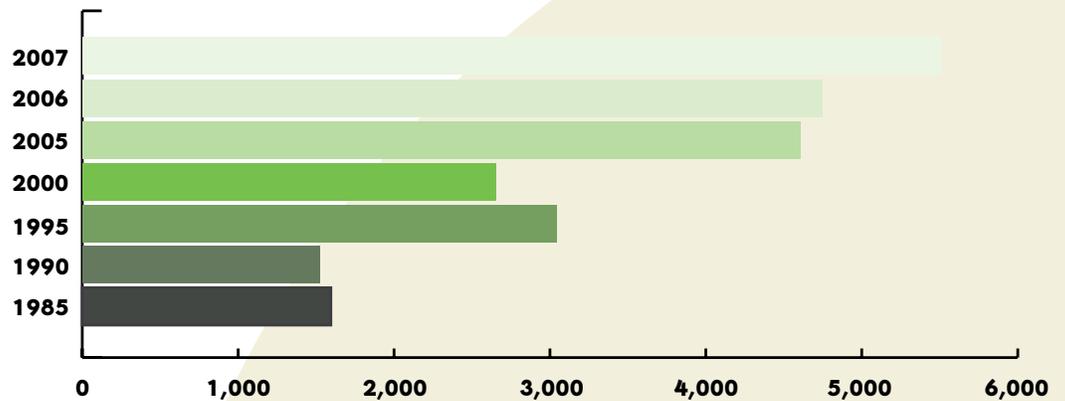
» Dutchess County received a Federal Food Stamp Program High Performance Bonus Award in 2007

» An award of \$44,354 was received by Dutchess County as one of the districts in New York State for payment accuracy.

» The Eat Smart New York program continued in 2007 to have nutrition improvement education staff available during Food Stamp recertification interviews at Dutchess County Department of Social Services. Project activities addressed food security, food safety and dietary quality. The program is provided through a contract with the Cornell Cooperative Extension of Dutchess County.

» Continued the New York State SSI Nutrition Improve-

Non-Temporary Assistance Food Stamps as of January 1, 2007



ment Project (NYSNIP), which provides simplified program access for the SSI population of elderly and disabled individuals living alone in the community. The standardized benefits better ensure adequate nutrition for this vulnerable population.

» Continued the Food Stamp Benefits for Group Home Program (FSGHP), which simplified and standardized the budgeting for group home residents.

» Focused efforts on increasing the participation of income-eligible county residents in the Food Stamp Program. As a result of initiatives, the Non-Temporary Assistance Food Stamp caseload increased to a total of 5,519 cases at the end of the year, a 9.5 percent increase.

» Continued to offer after-hours recertification interviews for employed recipients. We added a second day each month for recertification interviews at an alternate site in Dover Plains.

» Provided Food Stamp

Benefits valued at \$13,376,785 to over 6,100 households. This represents a 28 percent increase over 2006.

» Obtained another waiver from the Federal time limit of three months of receipt of Food Stamps for Able Bodied Adults Without Dependents (ABAWD's) who resided in the City of Poughkeepsie.

» Continued the Transitional Food Stamp Benefit Alternative. As the focus moves from welfare to work, the Food Stamp Program has become increasingly important to clients

as they leave TA. Transitional Benefit Alternative (TBA) allows qualified TA recipients to continue to receive Food Stamp benefits remain unchanged for an established period when the TA case closes. The cases are opened by the TA under-care/Family Assistance Unit through the Separate Determination process and maintained by the Food Stamp Unit.

» In the Summer of 2007, the Working Families Food Stamp Initiative was proposed in order to simplify the Food Stamp eligibility process.

Food Stamp Assistance Case Activity*

	2006	2007
Applications Registered.....	3,972	4,188
Cases Opened/Reactivated		
Open-Closed.....	4,442	4,900
Withdrawn.....	275	262
Denied.....	936	903
Cases Closed.....	4,083	4,401
Recertifications	3,758	3,986
Changes to Active/Closed Cases.....	12,817	10,041
Totals – All Case Activity.....	23,311	28,707

* From WMS WST002

HEAP (Home Energy Assistance Program)

The Home Energy Assistance Program (HEAP) assists individuals with the cost of heat and energy-related expenses. Eligibility is based on income received by the household during the month in which they apply. Regular benefits assist eligible households with the cost of heat. The emergency component of HEAP meets emergency heating needs for eligible applicants as well as providing for furnace repair or replacement for client-owned homes.

Heap Assistance Case Activity*		
	2006	2007
Applications Registered.....	1,268	983
Cases Opened/Reactivated/Open-Closed.....	974	540
Withdrawn.....	35	51
Denied.....	409	272
Cases Closed.....	567	776
Changes to Active/Closed Cases.....	1,623	1,291
Totals – All Case Activity.....	3,623	2,930

* From WMS WST002

HEAP Accomplishments for 2007

» In an effort to help HEAP recipients get more for their money, Dutchess County continues to participate in the HEAP Oil Buying Program. This program establishes a maximum price that a participating heating oil company can charge a HEAP client based on the varying wholesale cost of oil. Starting in 2003, Dutchess County worked as a HEAP pilot county with the New York State Office of Temporary and Disability Assistance, the New York State Energy Research and Development Authority and the Com-

munity Power Network of NYS to develop the program.

» Through a contract with the Community Action Partnership of Dutchess County, continued to fund a fulltime 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.

» Provided HEAP benefits valued at \$1,467,333 to Dutchess County resident households during the 2006-2007 season.

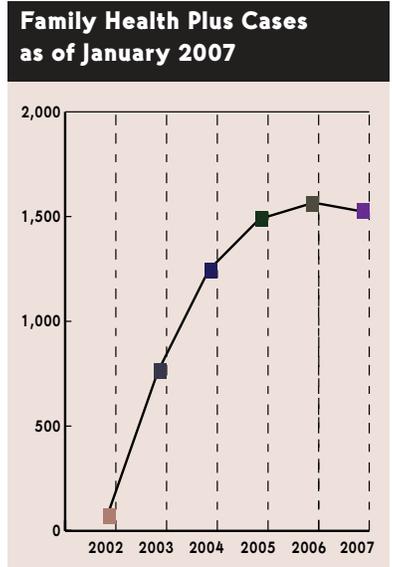
» In the 2006-2007 season, 1,142 households received emergency benefits for heat or heat-related utilities valued at \$657,480 and 291 households received a second emergency benefit.

» Repaired or replaced furnaces at a cost of \$102,615.

» Participated in Early Outreach.

Medical Assistance (Medicaid) Charts

MA/SSI Cases as of 1/2007	
1985	2,877
1990	3,110
1995	3,998
2000	4,341
2005	4,853
2006	5,041
2007	5,113



Medicaid MMIS (Medical Management Information System) – Gross Shares	
1994	\$130,332,000
1996	\$146,764,600
1998	\$162,658,800
2000	\$185,583,965
2002	\$218,615,590
2004	\$261,103,773
2006	\$287,642,369
2007	\$292,837,747

Medical Assistance (Medicaid)

The Medicaid program provides services to the medically indigent making payments directly to providers of medical care, such as hospitals, doctors, pharmacists, etc.

It is funded through federal, state, and county appropriations with a local cost of approximately 13 cents for each dollar spent. To qualify for the Medicaid program, applicants must meet prescribed income and resource requirements.

Medicaid also has several specialized programs, including:

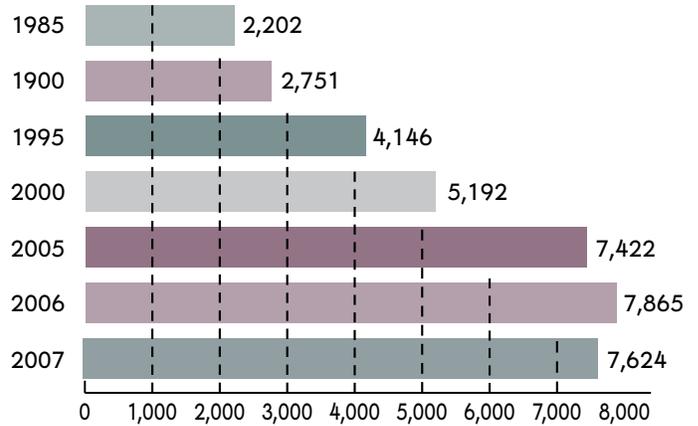
- » The Family Planning Benefit Program – an expansion of the family planning benefits for both men and women of child-bearing age with income at or below 200 percent of the Federal Poverty Level;
- » The Breast and Cervical Cancer Program provides full Medicaid coverage to individuals who have been screened by Healthy Women’s Partnership and who are in need of treatment for breast or cervical cancer and whose income is under 250 percent of the

Federal Poverty Level;

- » Family Health Plus (FHP) offers Medicaid for those individuals aged 19 to 64. It offers HMO benefits more in line with commercial plans, but with no co-pays. It only offers prospective coverage and therefore cannot go back and pay prior bills. The income eligibility level is higher than the Medicaid income eligibility level for individuals with children. The current level is 150 percent of the Federal Poverty Level. For adults with no children, it remains at 100 percent of the Federal Poverty Level. In order to be eligible, individuals cannot be covered by other health insurance, including Medicare. The program has a cost that ranges from \$255 to \$633 per month per person, with pregnant women costing an additional \$5,508 upon delivery.

- » Medicaid Buy-In for Working People with Disabilities provides Medicaid for working individuals who have a disability that meets the medical

Medicaid Only Cases as of Jan. 2007



criteria for Supplemental Security Income (SSI) established by the Social Security Administration (SSA) but have too much income to qualify for SSI, be between the ages of 16 and 64, have less than \$10,000 in assets and have a net income below 250 percent of the Federal Poverty Level.

Medicaid Managed Care Family Health Plus

- » Medicaid Managed Care offers Dutchess County residents an opportunity to choose a Medicaid health plan.
- » Coordinates the enrollment and disenrollment of clients in receipt of Medicaid into the Managed Care Programs.
- » Acts as a liaison with the Medicaid provider community, as well as a managed care advocate for clients.
- » Currently maintaining the PCAP cases for Dutchess County.
- » Educate the community and local health care providers

about managed care criteria.

- » Approve and monitor all marketing events that take place in the county.
- » Focus on preventive health care.
- » There are five plans to choose from in Dutchess County. They are MVP, Fidelis, GHI, Hudson Health Plan, and WellCare.
- » In response to a state mandate, Dutchess County began enrolling all Medicaid eligible participants into a managed care program. Family Health Plus (FHP) eligible cases are also required to join a managed care plan. Prior to the mandate, Dutchess County had already enrolled 70 percent of the Medicaid eligible population.
- » Some segments of the population are excluded from enrollment. Examples: institutionalized individuals; individuals covered by a commercial plan, and individuals covered by Medicare.



Medical Assistance (Medicaid) ... continued

Medical Expenditures by Provider*			
Provider Type	2006	2007	Change
Hospital Inpatient Services	31,563,878	38,213,934	21.1
Hospital Outpatient Services	5,891,547	5,395,742	- 8.4
Skilled Nursing Facilities	79,234,650	80,090,838	1.1
Intermediate Care Facility Services	8,479,510	7,823,753	- 7.7
Clinics	25,118,127	17,361,935	- 30.9
Hospice	1,381,153	1,457,781	5.5
Physicians Services	2,475,317	2,715,667	9.7
Dental Services	2,036,871	1,782,755	- 12.5
Other Practitioners Services	2,804,110	2,991,576	6.7
Child Care Institutional Medical Per Diem	1,141,054	1,372,268	20.3
Personal Care Services	8,622,086	9,253,874	7.3
Home Health Services	1,799,865	1,730,772	- 3.8
Assisted Living Services	2,325,054	2,587,620	11.3
Long Term Home Health Care Waived Services	610,842	369,113	- 39.6
Home & Community Based Waived Services	37,269,407	44,504,171	19.4
Rehabilitation & Therapy	631,502	706,802	11.9
Office of Mental Hygiene Restorative Rehabilitation	8,512,196	4,906,212	- 42.4
Drugs & Supplies	22,278,684	21,940,424	- 1.5
Eye Appliances & Durable Medical Equipment	774,389	900,438	16.3
Prepaid Care	22,510,209	29,770,244	32.3
Case Management	5,603,652	5,432,061	- 3.1
Prepaid Mental Health	759,308	359,066	- 52.7
Medical Transportation	871,676	826,854	- 5.1
Lab & X-Ray Services	1,169,983	1,117,207	- 4.5
Other	170,254	500,077	193.7
Total	\$274,035,624	\$284,111,184	3.7

*FROM NYSDOH MARS MR-0-01

Medical Assistance Case Activity*		
	2006	2007
Applications Registered	7,241	7,431
Cases Opened/Reactivated/ Open-Closed	7,146	7,235
Withdrawn	351	339
Denied	2,063	2,108
Cases Closed	6,967	6,810
Recertifications	5,284	5,373
Changes to Active/Closed Cases	26,057	33,094
Totals – All Case Activity	47,868	54,959

* From WMS WST002

Medical Assistance Accomplishments for 2007

» Paid Medical Assistance Benefits for Dutchess County residents equal to \$9.43 per second, \$566 a minute and \$815,035 a day, amounting to a gross cost of \$297,487,801 and a net cost of \$37,405,403 to Dutchess County.

» Net Medicaid costs to the County increased three percent in 2007, which is the percent increase New York State has limited local county cost increases to. Without this Medicaid cap, our costs would have been higher. In individual areas of expenditures, there were significant percentage increases in payments for hospital inpatient, home and community based waived services, and managed care plan premiums.

» Processed 127 disability reviews. This was a decrease from the prior year as we had no audit request.

» Using Wellcare, Hudson Health Plan, GHI, MVP and Fidelis as providers, 8,944 individuals were enrolled in managed care.

» Processed 1,051 Pre-Natal Care and Assistance Program (PCAP) applications.



Integrated Services Division

The Integrated Services Division was established July 2007 as a result of the Center for Governmental Research (CGR) and includes two units, Medicaid and Temporary Assistance. Together they work to promote self-sufficiency, personal responsibility and “work first” (the expectation that adult applicants and recipients will consider work their first priority and will view work as their primary goal, regardless of how many barriers the individual or family may have to overcome). The division handles three major programs: Family Assistance/Safety Net Assistance, and Medicaid.

FAMILY ASSISTANCE

Family Assistance (FA) is provided to a family that includes a minor child living with a caretaker relative, or to a pregnant woman. Adults and minor heads of households receiving assistance are subject to a lifetime limit of 60 months after which the individual becomes ineligible for cash assistance unless he or she meets very strict exemption criteria.

The Family Assistance program fosters recipient self-sufficiency. Recipients undergo an assessment of their employability skills training needs, and unless exempted, must participate in assigned work activities. Employed recipients are now able to have 47 percent of their gross earnings disregarded when determining their need for assistance and level of benefit.

SAFETY NET ASSISTANCE

Safety Net Assistance (SNA) is a Temporary Assistance program that is funded jointly by New York State and counties. Individuals and families, who are ineligible for Family Assistance or other federally reimbursed Temporary Assistance programs, receive SNA. Most SNA recipients are single individuals or childless couples. They must engage in assigned work activities to receive assistance, unless exempted by a physical or mental disability.

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

- » Households with an adult who has reached the 24-month lifetime limit on cash assistance;
- » Households with an adult or head of household who has refused to participate in drug/alcohol screening, assessment, or treatment;
- » Families that have reached the five-year limit on Family Assistance.
- » Cash SNA recipients are limited to a 24-month lifetime limit of cash assistance, with months counted since the August 1997 start of the SNA program. After the 24th month, assistance must be provided as non-cash SNA, unless the adult head of the household is exempt due to disability or an HIV positive status.

TEMPORARY ASSISTANCE INTAKE

This unit:

- » Determines eligibility for the various programs. Screens all applicants for domestic violence, drug and/or alcohol abuse, and any other physical or psychological barriers to employment and refers individuals to the Domestic Violence Liaison, Certified Alcohol and Substance Abuse Counselor, or Family Development worker from Dutchess County Community Action Partnership. All except the Family Development worker are located on site.
- » Refers potentially employable individuals to the Employment Unit for an assessment.
- » Refers individuals to the Child Support Unit to assist in establishing paternity and/or obtaining support.
- » Authorizes payments including recurring assistance, one-time payments, either emergency payment to prevent eviction or utility shut-off or supportive services such as car insurance, car repairs, clothing allowance, or fees for licenses, etc.



The Integrated Services division handles three major programs: Family Assistance/Safety Net Assistance, and Medicaid.

Integrated Services Division ... continued

... Continued from page 33



» Opens Food Stamp cases and does separate determinations for Medicaid, for those not eligible for cash assistance. Makes referrals for child care and for other programs available in the community as appropriate.

MEDICAL ASSISTANCE (MEDICAID) INTAKE

This unit:

» Determines eligibility for various programs. These programs include the Medicare Savings Program, Breast and Cervical Cancer Program, Family Planning Benefits Program, Child Health Plus,

Family Health Plus, COBRA, AIDS Health Insurance, Short Term Home Health Care Programs and Short Term Nursing Home Care.

» Screens all applicants for domestic violence, drug and/or alcohol abuse and disabilities.

» Refer individuals to the Domestic Violence Liaison, Certified Drug and Alcohol Abuse Counselor, Managed Care Enrollers, Community Resources Programs and the Social Security Administration.

» Refer individuals to the Child Support Unit to assist in establishing paternity, support or health insurance coverage.



Special Investigations Unit

» Front End Detection is a federally mandated process that relies on “indicators” (such as working off the books) to target applicants for Temporary Assistance, Medicaid and day care for an intensive review during the eligibility determination process before a case is opened and benefits are provided.

» The unit:

» Researches, secures and recovers appropriate assets from assistance recipients, including taking mortgages on real estate, placing liens on lawsuits, and filing claims against estates.

» Processes retroactive Supplemental Security Income benefits received, determining what can be retained as repayment of assistance.

» Arranges and pays for indigent burials.

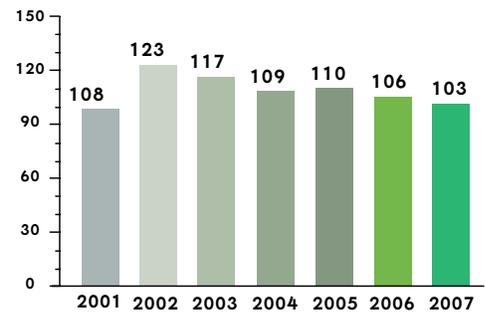
» Determines and recovers overpayments from assistance recipients.

» Makes collateral contacts, performs computer reporting systems checks and makes field visits to assist workers in determining eligibility.

» Conduct fraud investigations on all cases referred by staff, and reports from the public, of recipients fraudulently receiving benefits. The investigation may include field visits, obtaining collateral verification, reviewing computerized records, and interviews to determine if fraud was committed.

» Investigates any instance of fraud identified through the Automated Finger Imaging System (AFSI), which utilizes the latest technology to establish positive identifi-

Number of Burials



Funds Recovered By Type

	2006	2007
Affidavits & Article 13.....	\$8,085	\$26,777
Proceeds & Mortgages.....	\$60,718	\$165,022
Claims Against Estates.....	\$41,570	\$166,030
Lawsuit Settlements.....	\$380,038	\$905,427
Mortgages.....	\$28,209	\$18,524
SSI Repay & Volunteer.....	\$306,859	\$413,608
Medicaid Reimbursement.....	\$262,948	\$129,591
Personal Accounts & Others.....	\$90,954	\$66,228
Income Executions.....	\$80,904	\$84,861
TOTALS.....	\$1,260,285	\$1,976,068

Special Investigations Unit ... continued

cation on adults seeking assistance. The system captures demographic data, client photo, and electronic finger images of the left and right index fingers. It is the largest and most sophisticated of any social services finger imaging system in the nation and serves as a model for other states.

- » Refers appropriate cases to the District Attorney or for prosecution or disqualification.
- » Reviews the results of computer file matches done by New York State including:
 - Interstate matches. This report indicates clients who access their benefits out of state for three consecutive months.
 - Child care match on informal providers who receive income for providing child care. This information may or may not have been reported by the wage earner.
 - PARIS matches which indicate case may be active in two different states/districts.
 - SSI matches to identify cases that may no longer reside in New York State as well as the United States.
 - Monthly matches with the Department of Correctional Services and the Division of Criminal Justice to identify incarcerated individuals who are in receipt of assistance.
 - Matches with Criminal Justice Services to disclose Temporary Assistance clients who are fugitive felons, parole violators or probation violators. Such individuals are not eligible for assistance.



The Special Investigations Unit handles referrals on welfare fraud and abuse in Social Services financial programs.

Special Investigation Activity	2006	2007
Completed Investigations	535	342
Confessions of Judgment.....	197	105
Number of Repayment Agreements Signed.....	54	11
Value of Repayment Agreements Signed.....	\$12,394	\$12,927
Food Stamp Disqualifications	14	5
Value of Food Stamp Disqualifications.....	\$10,395	\$3,132
Temporary Assistance Disqualifications.....	16	4
Value of Temporary Assistance Disqualifications.....	\$2,730	\$0
Medicaid Fraud.....	\$262,947	\$108,402
Fraud Cases Referred for Prosecution.....	4	6
Convictions Obtained.....	3	2

Collection Activity	2006	2007
Lottery Intercepts.....	\$27,565	\$26,307
Food Stamp Tax Intercepts (Court Injunction).....	\$61,780	\$52,701
Fees (parking, guardian, adoption, home study, phone, postage, Confessions of Judgment, copies, subpoenas).....	\$20,165	\$57,419
Cash collections (TANF, SN, MA, Services, FS, SN-SSI Repayments).....	\$2,745,314	\$3,524,770
TOTAL.....	\$2,854,824	\$3,661,197

Cases Closed Due to Fraud	
1995	43
1997	28
1999	12
2001	06
2003	65
2005	100
2006	141
2007	93



Temporary Assistance & Employment Units

This division handles four major programs. They are: Family Assistance, Safety Net Assistance, Employment and Training, and Day Care.

FAMILY ASSISTANCE

This is provided to a family that includes a minor child living with a caretaker relative, or to a pregnant woman. Adults and minor heads of households receiving assistance are subject to a life-time limit of 60 months after which the individual becomes ineligible for cash assistance unless he or she meets very strict exemption criteria.

The Family Assistance program fosters recipient self-sufficiency. Recipients undergo an assessment of their employability skills, training needs, and unless exempted, must participate in assigned work activities. Employed recipients are now able to have 47 percent of their gross earnings disregarded when determining their need for assistance and level of benefit.

SAFETY NET ASSISTANCE

Safety Net Assistance (SNA) is a temporary assistance program that is funded jointly by New York State and counties. Individuals and families, who are ineligible for Family Assistance or other federally reimbursed Temporary Assistance programs, receive Safety Net Assistance (SNA). Most SNA recipients are single individuals or childless couples. They must engage in assigned work activities to receive assistance, unless exempted by a physical or mental disability.

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

Households with an adult who has reached the 24-month lifetime limit on cash assistance.

Households with an adult head of household who is unable to work because of substance abuse.

Households with an adult or head of household who has refused to participate in drug/alcohol screening, assessment, or treatment.

Families that have reached the five-year (60 months) limit on Family Assistance.

Cash SNA recipients are limited to a 24 month lifetime limit of cash assistance, with months counted since the August 1997 start of the SNA program. After the 24th month, assistance must be provided as non-cash SNA, unless the adult head of the household is exempt due to disability or an HIV positive status.

TEMPORARY ASSISTANCE

This unit:

Determines eligibility for the various programs. Screens all applicants for domestic violence, drug and/or alcohol abuse, and any other physical or psychological barriers to employment and refers individuals to the Domestic Violence Liaison, Certified Alcohol and Substance Abuse



The Temporary Assistance and Employment Units consist of Employables, Individuals with Barriers, Child only cases, and Child Care. Together they work to promote self-sufficiency, personal responsibility and "work first." We expect adult applicants and recipients to make "employment" their first priority and will make their primary goal, finding a job regardless of any barriers that must be overcome.

Family Assistance Cases as of 1/1/07

1985	1,544
1990	1,519
1995	2,387
2000	1,001
2005	683
2007	581

Safety Net (As of 1/1/07)

1985	578
1990	649
1995	968
2000	361
2005	519
2007	553

Temporary Assistance Case Activity* 1/1/07

	2006	2007
Applications Registered	7,098	7,317
Cases Opened/Reactivated/		
Open-Closed	2,823	3,127
Withdrawn	252	213
Denied	4,404	4,208
Cases Closed	2,050	2,108
Recertifications	1,454	1,220
Changes to Active/		
Closed Cases	8,081	9,943
Totals – Case Activity	19,064	20,891

*From WMS WST002





Counselor, or Family Development worker from Community Action Partnership. All except the Family Development worker are located on site.

Refers potentially employable individuals to the Employment Unit for an assessment.

Refers individuals to the Child Support Unit to assist in establishing paternity and/or obtaining support.

Authorizes payments including recurring assistance, one-time payments, either emergency payment to prevent eviction or utility shut-off or supportive services such as car insurance, car repairs, clothing allowance, or fees for licenses, etc.

Opens Food Stamp cases and does separate determinations for Medicaid, for those not eligible for cash assistance. Makes referrals for child care and for other programs available in the community as appropriate.

Maintains the active Family Assistance and Safety Net cases that include individuals/families who need more than a one-time payment to reach self-sufficiency.

EMPLOYMENT

This unit:

Assists able-bodied clients to attain self-sufficiency and helps those who are temporarily or permanently incapacitated to obtain

necessary treatment and rehabilitation services.

Conduct, in conjunction with BOCES, employment assessments, helping clients to identify skills, interests and talents.

Develop employment plans and make recommendations for and referrals to various DSS or community operated employment and training programs. Programs include:

Supervised Job Search – A State mandated program for employable Safety Net and TANF applicants and recipients. Clients must contact five potential employers a week for six weeks. Staff supervises this activity as well as contracted staff at the New York State Department of Labor’s Community Service Center.

Work Experience – A program for clients that evaluates their skills and interests and assigns them to appropriate employers. We have developed over 100 work experience positions in 36 different public or not-for-profit agencies.

Authorizes payment for supportive services such as transportation, licenses, and work clothing each client needs in order to obtain a job or participate in programs.

Together with Temporary Assistance Eligibility staff, conducts an orientation regarding Temporary Assistance, Medicaid and Food Stamp benefits, employment

requirements and transitional benefits two times daily to applicants for Temporary Assistance. Orientation consists of a video, questions and answers and each applicant has access to written materials on all programs mentioned.

Contracts with several local agencies:

Greater Southern Dutchess Chamber of Commerce and Dutchess County Regional Chamber of Commerce – Mentoring Programs together employ mentors to work with individuals to assist them in transitioning to work by helping them to find solutions for employment issues and teach them how to manage personal and family issues related to working.

Dutchess County Regional Chamber of Commerce – Responsible Parent Program mentor who works with individuals who are sanctioned or about to be sanctioned for failing to comply with employment activities.

Dutchess County BOCES – provides vocational educational training for those who have no marketable skills. Services provided include: Diagnostic vocational evaluation. Assessments TABE testing.

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 actual job-related skills or increase clients’ employability by building good work habits (showing up when scheduled, being on time, displaying business-like attitude, dressing appropriately, grooming).

Supervised work experience placements.

Action for Personal Choice workshops – a pre-employment curriculum for hard-to-serve clients, designed to help them become aware, understand, accept and ultimately change unproductive behaviors.

Life Skills program conducted at local employers work sites, selected because they express willingness to hire the participants.

Continued provision of Information Dissemination projects that include the design and publication of our Annual Report and other brochures and tools for use in the community and with welfare to work clients.

continued on page 38...

Employment Unit Activity*

	2006	2007
Clients Assessed.....	717	700
Employment Development Plans Completed.....	600	730
Referrals to Employment.....	1,357	1,208
Clients Who Entered Training.....	27*	229
Current TA Clients Who Completed Training.....	3*	35
200 Percent Clients Who Completed Training.....	70	85
TANF Clients Assigned to Work Experience.....	391	356
TANF Clients Completed Work Experience.....	180	175
SN Assigned to Work Experience.....	323	375
SN Completed Work Experience.....	157	181
Number of TANF Sanctions Commenced.....	136	136
Number of SN Sanctioned Commenced.....	204	264

(*2006 figures only represent one vendor)

DAY CARE

...continued from page 37

The Day Care program is designed to help low-income families meet their child care needs. Low Income Day Care is granted to anyone who applies and provides all requested documentation and has gross income below 200 percent of the Federal Poverty level. No interview is currently required and there is no waiting list. There is, however, a parent fee that must be paid based on the parent's income. The minimum fee is \$1 per month. This unit:

Processes applications for day care subsidies for teen parents, low-income working parents and transitional day care services

for those individuals whose Temporary Assistance cases are closing. Monitors legally exempt providers, reviewing all enrollment forms to ensure that the provider and the home meet all health and safety requirements and that there are no reported criminal convictions.

Monitors the number of children that each provider cares for as this is limited for exempt providers.

Contracts with the Child Care Council of Dutchess, Inc. to provide recruitment, registration and inspection of child care providers and assist clients in locating child care providers for their children.

Meets with the Child Care Council to

review the DSS process and to answer any questions that providers may have in order to assist all providers in the billing process.

Works with the Child Care Council to provide information and supplies to providers.

TA/Employment Accomplishments for 2007

- Provided \$13, 876,953 in temporary assistance payments to or on behalf of clients, a 13.3 percent increase from 2006

Legal Unit



The legal unit consists of one Bureau Chief and five Senior Assistant County Attorneys. Three secretarial staff gives clerical support to the attorneys.

This unit:

- » Provides legal advice to the various divisions and represents DSS in Family Court cases and in related matters in other court and legal forums.
- » Handles cases involving adult protection, child abuse and/or neglect, foster care and severance of parental rights.
- » Prosecutes support collection cases.

The legal unit represents DSS in Children's Services, Child Support and Adult Protective Cases.



Legal Numbers	
Child Protective Reports	2,611
Support Filings	6,650
Private Support Referrals	199

Legal Numbers	
Special Calendars	7
Expungements	57
Collection and Resource Cases.....	73
Adult Protective Cases.....	28

Legal Dispositions		
Legal Dispositions	2006	2007
Child Abuse Petitions	50	52
Child Neglect Petitions	729	659
Termination of Parental Rights ..	75	38
IVD Paternity.....	244	575
IVD Support.....	4,581	4,070
IVD Interstate Support (UIFSA)	163	
Permanency Hearings	284*	429

*(Figure is for nine months in 2006)

Legal Services Accomplishments for 2007

- » Participated in the Dutchess County Child Abuse Center
- » Continued team membership in the Family Treatment Court
- » Continued participation in the NYS Office of Children and Family Services Termination of Parental Rights Workgroup
- » Participated in Family Court Advisory meetings
- » Attended Sharing Success program
- » Participated in weekly CPS case reviews
- » Participated in bi-weekly sex abuse case reviews and foster care permanency reviews
- » Attended Mediation for Family Court
- » Met with Vassar Brothers Hospital staff regarding CPS issues
- » Participated in the doctor search for the Child Abuse Center

Making the Connection

In the 2007 county budget, DSS requested the county fund two temporary clerk positions. In accordance with Civil Service Law, a qualified applicant can be appointed to a temporary position (without being on a certified eligible list) for up to a three-month period.

Sometimes the most challenging part of helping our DSS Family Assistance cases get a job is their lack of paid job experience. The idea was to rotate qualified DSS customers through these positions on a three-month basis. That would mean that we could help eight customers, four in each of the two positions, get some résumé building paid work experience.

During 2007 several individuals were placed through this program. The following letter is from one of the customers who was offered this opportunity in 2007.



Dear Ms. Connis:

First let me say thank you for the opportunity to become employed by the county as a temporary file clerk. I appreciate it.

I would like to ask about how to go about trying to become permanent within the county. I have taken a few civil service exams and am awaiting the results. I noticed that there is a position available for Office Assistant within Temporary Assistance. This position interests me because that is where I did my work experience. How would I go about obtaining a position like this if I am only temporary and haven't taken a test for that position? Is there a way for me to or do I have to wait for a list to come out?

Thank you again and I appreciate your help.

Sincerely, J.M.



Early in my career here I received an intake by the name of Scott A. Scott had recently been fired from his job at a local hospital, as an accountant, for drinking in the men's room during lunch. When asked about this, his explanation was that "in corporate America everyone drinks during lunch." We did not help him that day, as Scott was able to obtain another job. A few weeks later, Scott returned, he had been fired again. As you can guess, alcohol was the reason. Scott was once again lucky to get a job and not need our services. A few days later, history repeated itself and his file was on my desk. This time he had been fired for going to work after an all-night party. The reason for being fired was he, an accountant, was not able to run the copy machine after his night of "fun."

Scott wanted another chance. He could find a job. He just needed help with an apartment. He was given some choices, do it yourself or go to rehab – a long one. Scott did go to rehab for almost two years. His case was opened and Barb Swanson was his worker. Scott would call to speak with Barb or me during his rehab. He just wanted to hear us say, "You can do this."

He completed rehab and came back to Poughkeepsie, but he relapsed. We encouraged him to go somewhere without the stressors Poughkeepsie gave him. He did. He moved to Westchester, attended meetings, met someone, married and had a child. He is an accountant in the Bronx. At Christmas he sends Barb and I a Christmas card. He sent us a picture of the baby. He usually calls once a year, around the holidays. When we don't get the call we wonder if he relapsed. But the relapses have come less and less. Sometimes he calls just to tell us he is okay. We encourage him, telling him he has been through worse times and has made it.

Scott called today, he is doing okay.

Brenda Maeder

Important Internet Website Addresses

Child Care Council of Dutchess

<http://www.childcaredutchess.org/index.htm>

Dutchess County

<http://www.dutchessny.gov>

Dutchess County Department of Social Services

<http://www.co.dutchess.ny.us/CountyGov/Departments/SocialServices/SSIndex.htm>

Dutchess County Community Action Partnership

<http://www.dutchesscap.org/>

Dutchess Outreach, Inc.

<http://dutchessoutreach.org>

Grace Smith House

<http://gracesmithhouse.org>

New York State

<http://www.state.ny.us>

New York State Adoption Service

<http://www.ocfs.state.ny.us/adopt>

New York State Office of Children & Family Services

<http://www.ocfs.state.ny.us>

New York State Office of Temporary & Disability Assistance

<http://www.otda.state.ny.us>

New York State Kids' Well-Being Indicator Clearinghouse

<http://www.nyskwic.org>

United States Administration for Children & Families

<http://www.acf.dhhs.gov/programs/cse>



"Strange is our situation here upon Earth. Each of us comes for a short visit, not knowing why, yet sometimes seeming to divine a purpose. From the standpoint of daily life, there is one thing we do know: that we are here for the sake of others...above all, for those upon whose smile and well-being our own happiness depends, and also for the countless unknown souls with whose fate we are connected by a bond of sympathy. Many times a day we realize how much of our own outer and inner life is built upon the labors of other human beings, and how earnestly we must exert ourselves in order to give in return as much as we have received and are still receiving."

~Albert Einstein

Employee Appreciation Day

A Sweet Adventure in Candy Land



Thank you for your dedication!





Dutchess County Department of Social Services
60 Market Street
Poughkeepsie, NY 12601

845-486-3000

William R. Steinhaus, County Executive

Making the Connection  Building the Future