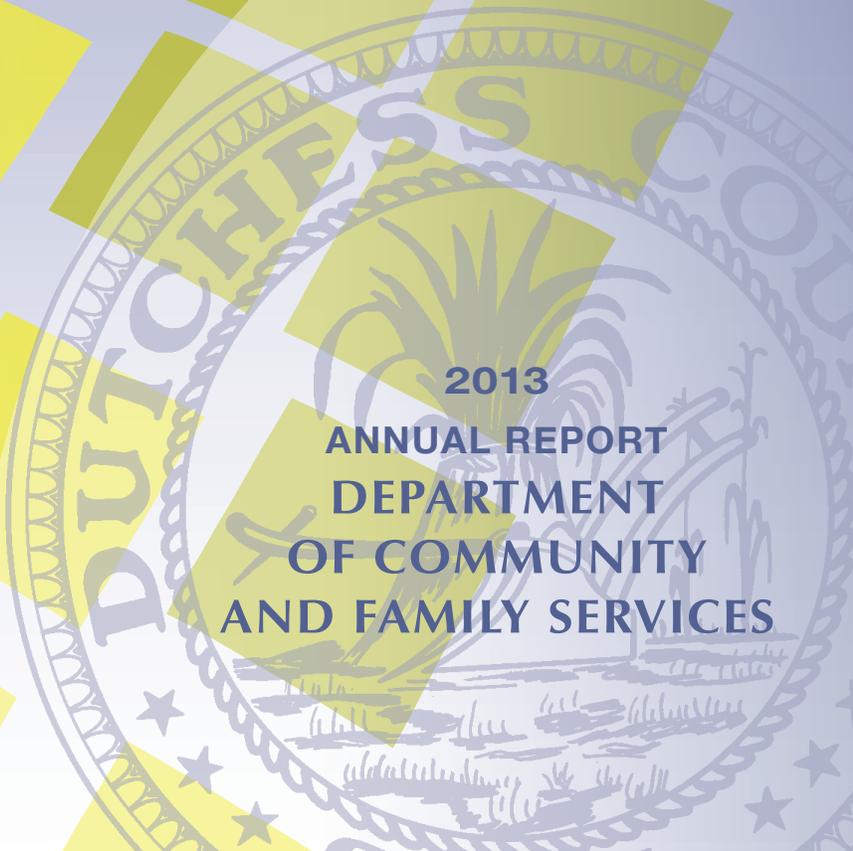


ENHANCING SERVICE THROUGH

INNOVATION



2013
ANNUAL REPORT
DEPARTMENT
OF COMMUNITY
AND FAMILY SERVICES

COMMISSIONER'S ADVISORY COUNCIL

*Advisory Council to the Commissioner of
Dutchess County Department of Community
and Family Services Members*

Judy DiMatteo

Planned Parenthood, Mid-Hudson Valley

William Flynn

Legal Services of the Hudson Valley

Amy Horn Oclatis

Adelphi University

Walter Joseph

The Children's Home of Poughkeepsie

Edward Koziol

Dutchess County Interfaith Council

Eileen Miccio

Dutchess County Office for the Aging

Edmond Murphy

Hudson River Housing, Inc.

Brian Riddell

Dutchess Outreach

Jeanne Wagner

Child Care Council of Dutchess County

Sharone Wellington-Deanda

Marist College

DUTCHESS COUNTY LEGISLATURE

Family/Human Services Committee

Donna Bolner, *Chairman*

Sue Serino, *Vice Chairman*

Marge Horton

Michael Kelsey

John Thomes

Steve White



THE 2013 DCFS ANNUAL REPORT

Edited By:

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Staff Development Director

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Confidential Administrative Assistant

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for Program Planning*

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Dutchess BOCES

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A MESSAGE FROM COMMISSIONER ALLERS

2013 was a transition year for the Department of Community and Family Services. At the end of 2012, a workforce incentive saw many administrators and managers retire, so 2013 meant new opportunities for many of our hard working staff.



This new staff led some of the innovations you will read about in our 2013 report. We started a "Paper Day" on Wednesdays. We had our first ever Child Protective Strategic Planning Day, an all agency retreat and implemented a new computer tracking system to help manage work flow.

Partnerships with our service agencies were strengthened and we continue to offer services such as the Wheels to Work program (Community Solutions to Transportation) that many other counties have discontinued.

We are proud of the fact that we have been able to not only keep our services to help persons transitioning to self-sufficiency but at the end of 2013, we planned a new Safety Net program, HEAP Plus, to assist with heating for a winter season that turned out tougher than we expected. (This was a partnership with United Way, Community Action and Office for the Aging that I am sure you will read about in the 2014 report.)

Enjoy our report and thanks to everyone who provides services to the citizens of Dutchess County.

Robert B. Allers
Commissioner

MISSION

*"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."*

A MESSAGE FROM COUNTY EXECUTIVE MOLINARO



Every day the employees of the Dutchess County Department of Community and Family Services (DCFS) work to make a positive difference in people’s lives – often for the most vulnerable of our community. They come to work ready to lend a helping hand, lifting people up during times of struggle and/or need.

It takes a special kind of person to dedicate yourself to serving others and we are blessed with an exceptional team who have dedicated their careers to helping making people’s lives better.

The challenges of helping others continue to grow. Caseload numbers remain on the rise, while resources are shrinking. We are fortunate that the innovative spirit of the DCFS team is strong and I continue to be impressed by their ability to think “outside of the box” in order to get the job done effectively and efficiently.

In 2013, the tradition of always striving to find better ways to serve our community continued with the introduction of “Paper Days”. Devoting one day to tackle the seemingly never-ending flow of state required paperwork has enabled DCFS employees to get our residents the benefits they need quickly, without delays resulting from paperwork backlogs. Overtime costs have been eliminated, a huge benefit to our taxpayers. Better serving our residents while reducing costs – a true win-win situation for everyone. And the rest of the state is taking notice, as once again, DCFS has been asked to share this “best practice” with other agencies across New York.

Thank you to Commissioner Bob Allers and the entire DCFS employee team for all you do every day to make Dutchess County a better place to live, work and raise a family. We are grateful.

Marcus Molinaro
Dutchess County Executive

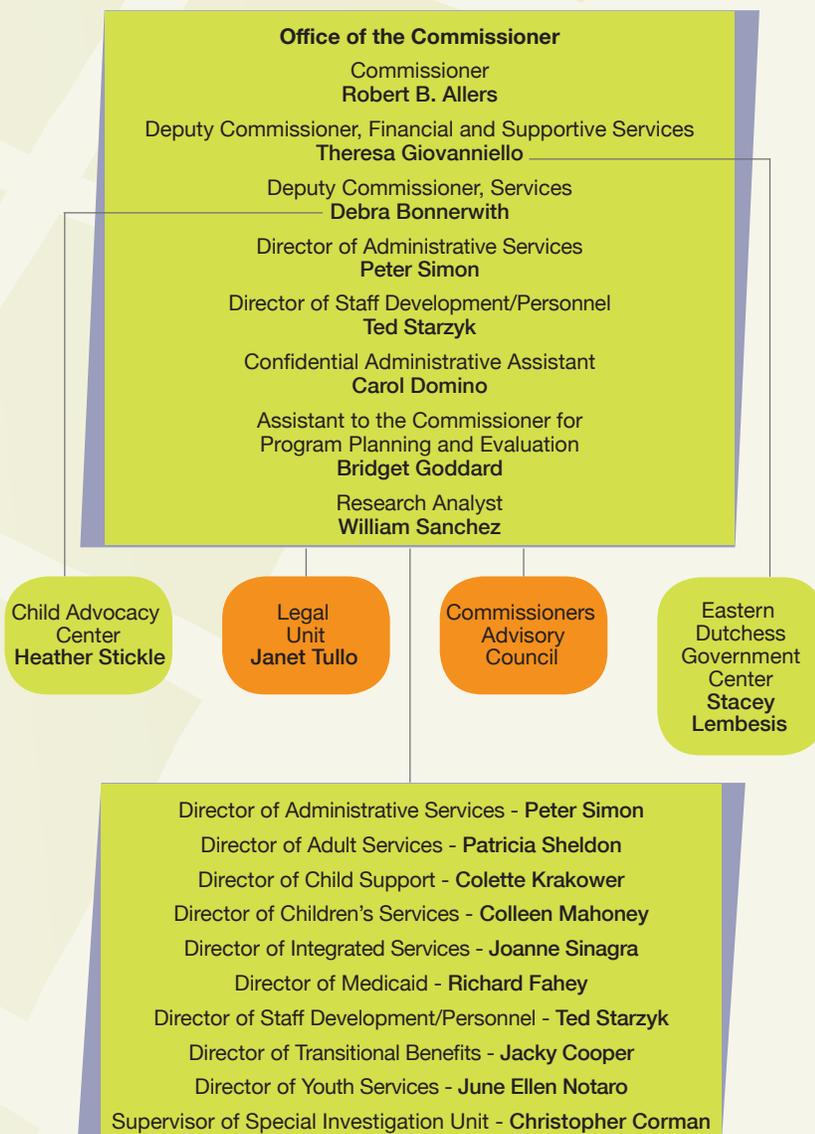
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DCFS GOALS AND OBJECTIVES

- 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
- 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.
- E. Maintain professional standards in all contacts

ORGANIZATIONAL CHART



DCFS STATISTICS

ACTIVE CASES BY ZIP CODE

Amenia	260
Annandale	1
Bangall	0
Barrytown	10
Beacon	3713
Billings	2
Castle Point	0
Chelsea	24
Clinton Corners	235
Dover Plains	921
Fishkill	1,288
Glenham	44
Holmes	187
Hopewell Junction	1,582
Hughsonville	19
Hyde Park	2,008
Lagrangeville	552
Milan	64
Millbrook	512
Millerton	361
New Hamburg	30
Pawling	550
Pine Plains	355
Pleasant Valley	1141
Poughkeepsie City	13,799
Poughkeepsie Town	4,957
Poughquag	407
Red Hook	885
Rhinebeck	1015
Rhinecliff	46
Salt Point	254
Staatsburg	622
Stanfordville	294
Stormville	257
Tivoli	211
Verbank	122
Wappingers Falls	4,079
Wassaic	219
Wingdale	614
Out of County	1,012

TOP MEDICAID VENDORS IN THE COUNTY

Medicaid payments to local businesses in Dutchess County serve as an economic stimulus and multiplier. In 2013 payments were made to the following vendors providing Medicaid services.

Hudson Valley Health Plan	\$49,558,923
MVP	\$42,504,725
NYS Catholic Health Plan	\$28,786,620
Taconic DDSO	\$19,634,605
Abilities First	\$13,951,666
Wellcare	\$11,900,135
Poughkeepsie Crossings	\$10,548,640
Wingate	\$9,815,373
Elant	\$9,691,425
NYSARC DC	\$9,546,535
Saint Francis	\$9,327,824
Cardinal Hayes Home	\$8,557,689
Greystone	\$8,531,760
River Valley	\$8,435,246

TOP NON-MEDICAID VENDORS IN THE COUNTY

Children's Home of Poughkeepsie	\$5,157,391
LaSalle	\$2,591,711
Astor Home	\$2,465,366
Central Hudson	\$2,293,185
Dutchess County Probation	\$1,610,837
CASA	\$1,576,701
Family Services	\$1,434,657
Hudson River Lodging	\$1,428,379
Grace Smith House	\$1,302,160
Berkshire Farm	\$1,192,653

ACTIVE INDIVIDUALS

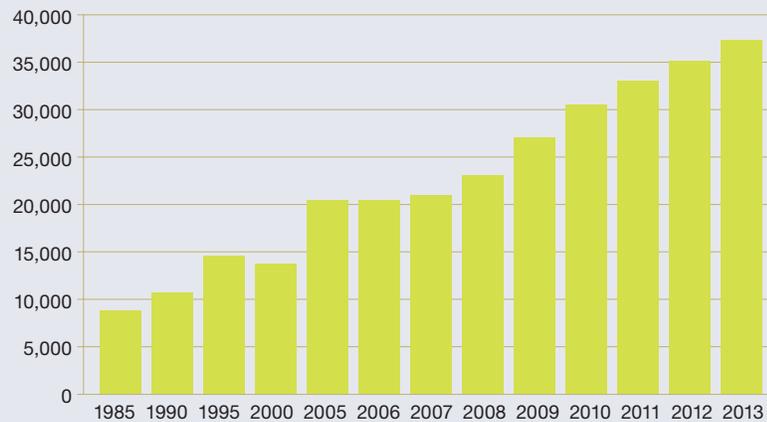
Ages

0 – 4	7,801
5 – 12	10,906
13 – 16	4,715
17 – 18	2,157
19 – 22	3,642
23 – 30	7,061
31 – 40	7,292
41 – 50	7,538
51 – 55	3,779
56 – 60	2,939
61 – 64	1,856
Over 65	7,820

As of December 31, 2013

DCFS CASELOAD SNAPSHOT AS OF DECEMBER 31, 2013*

*Unduplicated cases. Does not include HEAP, Services or Child Support cases

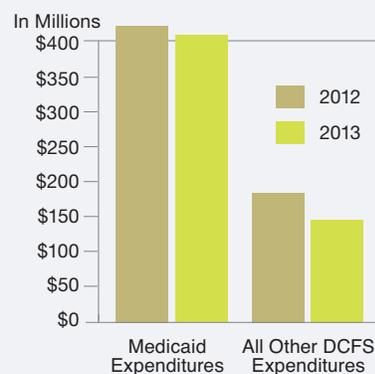


FACTS AT A GLANCE 2013

2013 MODIFIED BUDGET

	Appropriations	Revenues
Administration (salaries, fringe, materials, other)	\$33,931,016	\$17,544,512
Non-secure Detention	\$1,337,706	\$649,250
Day Care	\$6,499,278	\$6,323,845
Services for Recipients	\$5,988,133	\$1,919,949
Medicaid - Local payments	\$296,500	\$0
Medicaid - MMIS Payments	\$43,664,984	\$540,000
Family Assistance	\$10,272,588	\$12,692,625
Foster Care	\$31,881,950	\$19,515,618
Juvenile Delinquents/PINS	\$616,000	\$613,500
State Training Schools	\$2,400,000	\$0
Safety Net	\$7,300,000	\$2,748,000
HEAP	\$651,416	\$855,416
Emergency Aid to Adults	\$110,000	\$58,300
Supplemental Nutrition Assistance Program	\$248,493	\$247,993
Youth Administration	\$188,385	\$79,013
Youth Development/Delinquency Programs	\$103,888	\$103,888
Youth Services Unit	\$266,379	\$291,995
Youth Special Delinquency Programs	\$70,524	\$60,521
Youth Runaway and Homeless	\$101,314	\$78,252
Total	\$145,928,554	\$64,322,677

2013 PLANNED GROSS EXPENDITURES



ACTIVE CASES

Cases as of	12/31/12	12/31/13
SNAP	11,992	12,245
HEAP	2,582	2,333
Medicaid	14,155	15,446
Medicaid SSI	5,672	5,861
Family Health Plus	1,989	1,996
Family Assistance	717	646
Safety Net Assistance	647	587
Services	1,611	1,617

DCFS EMPLOYEES

Total	354
--------------	------------

EMPLOYEE GENEROSITY

Sandy Favata (*Medicaid*) and a **team of volunteers** coordinated contributions given by many DCFS employees in memory of Richard Fahey. A gift of \$750 was given to Dutchess County SPCA, where a permanent photo tile has been placed in the lobby of the new Adoption and Education Center. Also, a \$90 donation was sent to Sloan Kettering in honor of Richard.

Deborah Powell-Lapi (*Medicaid*), as president of the Village Ministry helped feed over 100 people each month at shelters in Poughkeepsie and Kingston.

Karen DeMarco (*EDGC*) volunteered with the Dover Jr/Sr High School Drama Club as public relations advisor.

Geetha Prabhakara (*SIU*) participated in American Cancer Society Breast Cancer walk. She collected \$680 in sponsorships.

Lisa Simpson (*APS*) spelled in the annual Literacy Connections Spelling Bee held at Marist College, which provides funds to support literacy in Dutchess County. Lisa also participated in the Mid-Hudson Love, INC Scrabble Tournament. Funds from this event are used for local residents to help cover emergency food and other urgent needs.



The Accounting Unit held bake sales and raised \$1,200. The recipients of the donations included: guardians of two young children whose parents had recently passed away, the SPCA and Elizabeth Ann Karlson DCFS food pantry.

Kathleen Pulcastro (*CSEU*) and **many of her coworkers** raised \$1,700 and participated together in the March of Dimes Walk in memory of her baby Jamie Lynn.

The Special Investigations Unit raised over \$1,200 between a "Christmas in July" bake sale and a Harvest Luncheon. The money was used to "adopt" 5 families and provided warm clothes and gifts for children of struggling parents. SIU also arranged new

tires to be donated through a local garage for a mom so she could get to work.

The Managed Care Unit held a bake sale to help a local family in need.

Sharon Burt (*CSEU*) volunteered assistance with the Fathers' Day Parade (DCFS donates hot dogs for this event), made preparations for John Flowers' annual Easter Egg Hunt and wrapped gifts for nursing home visits at Christmas time. In other activities, she volunteered for Girl Scouts as the Trip Event Organizer and represents the Hyde Park Service Unit as a delegate to council meetings.

Jackie Tortora (*CIS*) and **Janice Arico** (*SIU*) headed up the Toys for Tots drive in DCFS. They collected approximately 100 toys from DCFS staff.

Kara Cerilli and **Susan McGuire** (*ADM*) organized the DCFS United Way campaign. Through their efforts DCFS raised \$6,118. The funds will be used to support programs for children, youth and families.

The Medicaid Division held a theme basket raffle and raised \$691 to purchase meals for Hillcrest House.

The Supplemental Nutrition Assistance Program (SNAP) Unit raised \$512 to 'adopt' a family.

Barbara Ingram (*CW*), **Gweneth Hobson** (*CW*) and **Andrea Watson** (*AFS*) with the aide of **Micah Signor** (*AFS*) coordinated the annual Salvation Army Angel Tag/Holiday Wishes collection. Clothing, toys and games were distributed to over 75 children and youth in our area.



Adult Services maintained an emergency food supply with funds from donations from DCFS employees. They also participated in the Salvation Army Christmas Tag Program, donating gifts to area children.



Children's Welfare, Accounting and Child Support staff created hat, glove and mitten trees for Grace Smith House and children in foster care.

The DCFS CROP (Communities Respond to Overcome Poverty) Walk Team raised \$1,155. CROP Walk funds help feed, educate and create employment opportunities for the poor world-wide. A portion of funds raised are awarded to Dutchess Outreach's Lunch Box, Beulah Baptist Soup Kitchen, and Community Action Partnership.

Coleen Tobin (*SNAP*) and her daughter, **Kristen Tobin** (*CSEU*) collected travel sized toiletries and created over 100 gift bags for those in need who attend the Lunch Box and Beth-El Church.

Staff Development coordinated the Christmas Wreath and the Anemone Sales for the Mental Health Association of America and Blue Jeans for Baby's Day at DCFS.

Wendy Baur (*AFS*) worked with the Homeless Support Program and received 300 blankets from Philadelphia Defense Supply Center. The blankets were distributed to local community agencies and county service providers.

DCFS sponsored the Annual Foster Care Picnic which was held at Bowdoin Park. Staff members from various departments helped out organizing games and serving food.

DCFS HIGHLIGHTS

Dutchess County Community and Family Services became the agency's official name on January 1, 2013. This new name better expresses the current, broader range of services and programs offered through DCFS.



“WHAT A DIFFERENCE A CAR MAKES”

The annual “What a Difference a Car Makes” event demonstrates an equation for improved lives. 10 cars x 10 hardworking individuals/families who need transportation = numerous new opportunities leading to better jobs and training. On April 5, 2013, Community Solutions for Transportation the Dutchess County Community and Family Services “Wheels for Work” program administered by Dutchess County BOCES completed their 13th year, in total donating over 750 cars. 2013 was an especially gratifying year; for the first time DCFS was able to fulfill a longtime



goal of Commissioner Allers, with the support of County Executive Molinaro, to donate five retired county cars to help

make a profound and lasting positive impact for members of our community.

COMPUTER WORKSHOPS FOR YOUTH

This year, DCFS took our youth training to a new level and partnered with two local agencies to bring locally designed and delivered workshops to our youth who are on Temporary Assistance or in placements. The Dutchess County Regional Chamber of Commerce and Board of Cooperative Educational Services (BOCES) each made proposals that were accepted and implemented the summer of 2013 at DCFS.

In July 2013, BOCES served ten youth over two days with the assistance of Bridgeway Federal Credit Union on the first day. The youth ranged in age from 17-19 years old and most had plans to pursue further education. The program presented the youth with real life scenarios involving budgeting concerns, interviews, cover letters and resumes. On the second day, the youth had the opportunity to “work” as concert promoters and assume all the responsibilities that would involve coordinating a major event at a concert hall including resume writing, promotion of the event, advertisement, obtaining sponsorship, vendors and making payroll.

Dutchess County Regional Chamber of Commerce

(DCRCOC) served 14 youth over two days in August 2013 ranging from 16-19 years of age. Throughout the course, the youth met with various professionals from such local businesses such as Integrated Enterprise Solutions, Inc., IBM, Dutchess Community College, Hudson Valley Federal Credit Union, and DCRCOC to learn about computer programs, social media, computer safety, budgeting and banking, and successful job searches complete with mock interviews. Mentors from DCRCOC continued to meet with these youth every 90 days for one year.



DCFS HIGHLIGHTS

SPECIAL NEEDS PICNIC

Several DCFS staff members including Commissioner Allers joined the fun to help out at the Special Needs Children's Picnic that was held for the first time on August 22, 2013. Office for the Aging and DCFS joined forces to host this event held at Freedom Park in LaGrange.

"DCFS MATTERS" NEWSLETTER TEAM



DIVISION OF YOUTH SERVICES MOVES TO DCFS

Effective January 1, 2013, the Division of Youth Services merged with the newly renamed Department of Community and Family Services (DCFS). The Division of Youth Services assumes the statutory obligations of the Youth Bureau as outlined in NYS Executive Law 19A led by a Director of Youth Services. The Division of Youth Services continues to provide opportunities for youth leadership as well as the planning, contract management, program monitoring and evaluation, integration and coordination of youth services in Dutchess County. The division

actively participates in the development of the Integrated County Plan with the Department of Community and Family Services and Office of Probation and Community Corrections partners, and with other relevant county departments and community agencies who are ICP Workgroup members. The Division of Youth Services will continue to provide technical assistance to municipalities, nonprofit agencies and other youth services providers. As a continuation of direct services, the Division of Youth Services continues to provide free

counseling services targeting pre-diversion and low risk PINS/JD youth funded through the local social services district. The counseling services are supervised by the Director of Youth Services and are provided by a Senior Youth Worker and two (2) Youth Workers. On May 6, 2013, Youth services moved from 27 High Street into their new offices at 60 Market Street. Amidst lots of unpacking and settling in, Youth Services maintained business as usual. If you need to reach us, feel free to contact June Ellen Notaro at 486-3662 or the Youth Workers at 486-3664.

NEW YORK PUBLIC WELFARE ASSOCIATION WINTER AND SUMMER 2013 CONFERENCES

DCFS took an active part in presenting the, **Local DSS: Where the Action Is**, theme of the Winter NYPWA Conference. Topics and members of presenting teams were:

- Planning for the Future: Succession Planning and Executive Coaching *and*;
- Deputy Commissioners' Leadership Network Meeting
Theresa Giovanniello, Deputy Commissioner of Financial and Supportive Services
- Understanding the Use of Psychiatric Medication for Children in Foster Care and Residential Treatment – Part 2
Debra Bonnerwith, Deputy Commissioner of Services
- Executive Budget Overview;
- Executive Budget in Depth *and*;
- Local DSS Fiscal Policy Roundtable
Peter Simon, Director of Administrative Services, facilitator



Local Districts Leading the Way was the theme of the Summer NYPWA Conference and DCFS was proud to lead several workshops. Topics and members of presenting teams were:

- Fostering Connections Demonstration, Navigator and County DSS Collaboration – Children's Services
Debra Bonnerwith, Deputy Commissioner of Services
- Help! Everything's Changing – Medicaid Transition
Theresa Giovanniello, Deputy Commissioner of Financial and Supportive Services
- Only Upbeat Dads Here! – Child Support
Colette Krakower, Director of Child Support Enforcement Unit (CSEA); **Martha Allers**, Former Director of CSEA *and*; **Theresa Giovanniello**, Deputy Commissioner of Financial and Supportive Services, moderator
- Increasing Efficiency and Morale with "Paper Day"
Robert Allers, Commissioner, moderator
Theresa Giovanniello, Deputy Commissioner of Financial and Supportive Services; **Patricia Sheldon**, Director of Adult Services; **Dora Navarro**, Supervising Office Assistant of Reception; *and*; **Sheree Gover**, Assistant Director of Transitional Benefits



ABOVE AND BEYOND THE CALL OF DUTY (ABCD) TEAM

The Above and Beyond the Call of Duty (ABCD) Committee which began in 2009 has continued to meet regularly to improve the work that we do and how we do it, as well as improve the workplace environment. In addition, the Committee members often participate in charitable fundraisers for those in need. In 2013, review of suggestion box ideas continued by the Committee and Administration. Some suggestions were posted in the DCFS quarterly newsletter. Among the ideas we were able to implement or address were: reminding each other about break time limits which we printed in the newsletter; phone system issues; repairs to the asphalt in the driveway; and supplying cleaning products for kitchen areas on each floor.



All Agency Retreat: Turning Up the Flame. The committee also reviewed and discussed the Medicaid Transition Survey results during the year. One of the ABCD meetings involved an Appreciative Inquiry Work Session with Cornell University trainer Rani Findlay. In October, the group helped raise \$1,155 for CROP Walk (Communities Responding to Overcome Poverty) through bake sales and raffles. This year during the CROP event, DCFS walkers helped pick up litter throughout Poughkeepsie while on the walk under the direction of Jeannine Guerra (Managed Care Unit). The year ended with the birth of another morale boosting idea, a needlecraft club, which we hope to get off the ground in 2014.

ABCD Committee members were

active supporters of Paper Day, and they helped to get the word out to co-workers regarding the benefits of Paper Day. The group also began an agency shirt/sweater project. Through this project, staff have begun to purchase shirts or sweaters to wear at work with the agency name and County seal. In April, the Committee began a very successful Book Club which meets monthly under the direction of Kim Flasz (Adult and Family Services Unit).

The group helped plan for the 2013



DCFS AGENCY RETREAT

DCFS employees were treated to a September afternoon of lunch, laughter, and learning! County Executive Marcus Molinaro and DCFS Commissioner Robert Allers began the program by thanking staff for their hard work and dedication. Motivational speaker Bob Blenn taught staff how to “turn up the flame” and enhance motivation and performance in their lives.

THE NEW DCFS BOOK CLUB

Since forming the book club in May 2013, members have been happily turning pages. Participants get together on their lunch break to share their thoughts after reading the latest book. The group meets about once a month to discuss each book.

Employees from all over the building have been involved including Adult Protective Services, Temporary Assistance, Housing, Medicaid, Accounting, Legal, Administration, Children’s Services, and Special Investigations Unit. New members frequently join.

The group utilizes the “Book Club in a Bag” program through the Mid-Hudson Library System; a tote bag with ten books and a list of discussion questions are provided from a list of over one hundred and fifty books!

Books are often made into movies and the Book Club enjoys watching their books come to life. In November 2013, several members got together to go see the movie “The Book Thief” and went out to lunch afterward to discuss and compare the book versus the movie; it was a wonderful experience.

“Our Book Club is more than just people reading the same book. By the experience of reading the same book at the same time, people from various departments, who previously didn’t even know each other’s name, have become ‘comrades’. The books we read are a wide range of stories, timelines and categories. This is personally, an expansive activity. I thank all the members.” -Suzanne Howell, Children’s Services



The Book Club has exciting plans for 2014, including screening movies and meeting with an author for a discussion!

LEADERSHIP DEVELOPMENT PROGRAM

After 12 months of hard work, the Leadership Development Program completed its 2013 course of study. Twelve participants received certificates for completing 8-24 hours of leadership development: Suzanne Howell (CWS), Kim Flasz (AFS), Kara Cerilli (ADMIN), Carol Domino (ADMIN), Christine Nastasi (TA/EMP), Theresa Giovannello (ADMIN), Colette Krakower (CSEU), Sandy Favata (MA), Wendy Baur (AFS), Sheree Gover (TA/EMP/SNAP), Donna Miles (AFS) and Christopher Corman (SIU). The Achievement Awards Celebration was held on Monday, December 9th and we were honored to have Congressman Gibson and County Executive Marcus Molinaro in attendance. Congressman Gibson delivered the keynote address on Leadership. He impressed and inspired all in attendance with his personal leadership perspective and experience both in Iraq and in his daily work as Congressman. Commissioner Allers also addressed the group and gave out to each graduate, the "2013 Allers Tool for Leadership". Six of the graduates also received certificates for giving presentations during the course of the year. Two attendees of the Leadership program received promotions in 2013.

Thirteen sessions including the Achievement Awards session were held in 2013. Session topics were:

- **Brainstorming for 2013**
- **Agencies Making a Difference Series: PEOPLE, Inc.** with Steve Miccio, Executive Director
- **Agencies Making a Difference Series: Northeast Community Center** with Jenny Hansell, Executive Director and staff



- **Understanding Motivation** by: Kara Cerilli (DCFS/Admin) and Suzanne Howell (DCFS/CWS)
- **Successful Aging** by: Joe Ryan, Office for Aging
- **Appreciative Inquiry** by: Rani Findlay, Cornell University (2 sessions held)
- **Stress Management** by: Kim Flasz (DCFS/AFS)
- **Making A Difference** by: Howard Lynne, Dutchess County Regional Chamber of Commerce Government Liaison
- **Cleaning Our Windows: A Positive, Proactive View of the Broken Windows Theory** by: Theresa Giovannello (DCFS/Admin) and Christopher Corman (DCFS/SIU)
- **Agencies Making a Difference Series: Communities Responding to Overcome Poverty (C.R.O.P.) Walk and Church world Service (CWS)** by: Kennon Moody, Dutchess County Interfaith Council CROP Walk Chairperson
- **All Agency Retreat Revisited** by: Carol Domino (Admin)
- **Leadership Development Achievement Awards with Congressman Chris Gibson**



"The longer people work for the same employer, the more insulated from outside influences they tend to become. Leadership Development showcases viewpoints from those outside my customary circle which is much appreciated. I need that to grow."
-CD

EMPLOYEE OF THE MONTH

This is the 25th 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 on the following month's award recipient. Each recipient receives a DCFS golf shirt and free parking behind the building for that month.

JANUARY



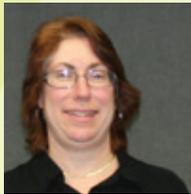
Arti Jani
Accounting

FEBRUARY



Susan Prince
Child Support

MARCH



Kathy Molina
Child Welfare

APRIL



Jereme Duvernoy
Intake

MAY



Jackie Tortora
Computer Information Services

JUNE



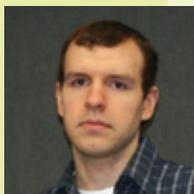
Arlene Schwerman
Child Support

JULY



Loida Morales
Administrative Support

AUGUST



George Edwards
Central File

SEPTEMBER



Tammy Dancy
Intake

OCTOBER



Gwen Hobson
Child Welfare

NOVEMBER



Frank Farinacci
Administrative Support

DECEMBER



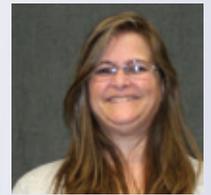
Carol Sardo
Child Welfare



YEARS OF SERVICE

25 YEARS

Patrizia Weeks
Antoinette McKenzie
Frances Sarigianis
Tammy Chenevert
Janet Cottingham
Ann Novicki
Melissa Robinson
Debra Bonnerwith



Melissa Robinson
25 Years

20 YEARS

Diana Smith
Linda Linenbroker
Nancy Corman
Deborah Robinton
Geetha Prabhakara



Nancy Corman
20 Years

15 YEARS

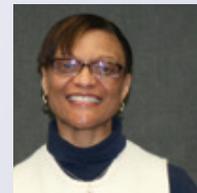
Mary Ellen Decicco
Gail Bertsche
Kimberly Olson
Aziz Fahmy
Sheree Gover
Lisa Collins
Patricia Janos



Aziz Fahmy
15 Years

10 YEARS

Jamie Dodd
Lisa Mazzacone
Sharon Burt
Josia Orende
Carol Sardo
Heather Stickle
Brenda Lee Urbanski
Linda Tuttle
Maria Luisa Coleman
Deborah Fox
Gweneth Hobson
Christine Nastasi
Catherine Schouten
Daisy Knight
Amanda Campbell
Tracy Connelly
Carol Jean Frye
Anne Gummersbach
Andrea Swart
Ashley Bardani
Diane Phillips
Tina Bocchino
Jennifer Bixby
Nancy Hauser
Peter Helion
Theresa Krulish
Deborah Wagner
Lorraine Aiello
Wanita Bocchino
Deborah Powell-Lapi
Lydia Beers



Deborah Powell-Lapi
10 Years



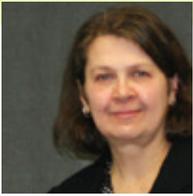
Lara Cifone
5 Years

5 YEARS

Amanda Schallenkamp
Jessica Cady
Eileen Bolan
Colleen De Almeida
Maureen Masullo
Vata Peters
Heather Vosburgh
Jessica Collins
Nicole Darden
Suzanne Howell
Kimberly Leonard
Rebecca Andersen
Patrice Lambert-Phillips
Kimberly Flasz
Lara Cifone
Edward Sheehan
Douglas Katt
Carmella Knauss
Ricki Pelzner
John Mort
Charles Shirk

2013 COMMISSIONER'S OFFICE

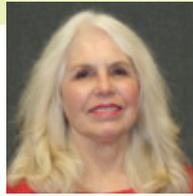
The Commissioner's office consists of the Commissioner, Deputy Commissioner for Services, Deputy Commissioner for Financial and Supportive Services, Director of Administrative Services, Staff Development Director, Confidential Administrative Assistant, Assistant to the Commissioner for Program Planning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



Debra Bonnerwith
Deputy Commissioner



Theresa Giovannello
Deputy Commissioner



Bridget Goddard
Assistant to the Commissioner
for Program Planning



Carol Domino
Confidential Administrative
Assistant

CONTRACTS, POLICY AND PLANNING

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

- Developing all Department of Community and Family Services plans.
- Preparing funding applications for special programs.
- Overseeing the contracts.
- Preparing and/or responding to requests for proposals.
- Overseeing the Office of the Medicaid Inspector General's Medicaid Compliance Audit Demonstration Project in Dutchess County.

CONTRACTS, POLICY AND PLANNING

	Contract Activity 2013
Adult Foster Care Services	2
Auditing	1
Day Care	2
Detention/Foster Care Institutions	36
Domestic Violence Services	6
Employment Services	8
Supplemental Nutrition Education/HEAP	5
Genetic Testing	1
Homeless Prevention	3
Interpreter Services	1
Legal Services	1
Medical Exams/Services	5
Memoranda of Agreement	90
Other Inter-Agency Service Agreements	8
Preventive Services	12
Resource Parents	117
Service Agreements	10
Totals	308

Value of Contracts \$36,000,000+

FAIR HEARINGS

Fair hearings can be requested on a denial, discontinuance or reduction of benefits or services, on matters of state policy, employability status, and method of payment of benefits or a failure of DCFS to act on an application or request. Hearings are held at DCFS and are presided over by a New York State Office of Temporary and Disability Assistance (OTDA) Administrative Law Judge. At the hearing, DCFS 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 approximately one month after they are requested and decisions are rendered within six weeks after the hearing.



William Sanchez
Fair Hearing Specialist

The Fair Hearing Specialist:

- Represents DCFS in administrative reviews requested by applicants or recipients.
- Serves as liaison for Medicaid and SNAP audits for New York State.
- Completes child care subsidy audit for New York State.
- Serves as liaison to Hudson River Lodge for after-hours emergency placement.

FAIR HEARING ACTIVITY 2013

Fair Hearings Scheduled	1,065
Appellant Defaults	354
Appellant Withdrawals	231
Agency Decisions Upheld	260
Agency Decisions Reversed	82
Percentage of Fair Hearings in Favor of the Agency	92%
Postponed or Adjourned	6
Other Agencies	86
Correct when Made	41
Other	3
Agency Withdrawals	5

ACCOMPLISHMENTS AND YEARLY STATISTICS

- Authorized, coordinated and supervised the distribution of \$587,214,554 in goods and services.
- Managed 254 budgeted staff positions.
- Developed plan for use of \$8,695,437 in Flexible Funding for Families awarded by New York State OTDA.
- Prepared contracts totaling over \$30,000,000 for services, excluding the value of resource parent contracts and Medicaid-funded contracts.
- Participated in 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 Division of Youth Services to develop a set of data indicators across systems. The resulting document is available at <http://www.dutchessny.gov/CountyGov/Departments/Health/14178.htm>.
- Participated on the panel of the Poverty Forum, held on October 10, 2013 sponsored by the Interfaith Council.
- Presented at NYPWA Summer and Winter Conferences.



- Sponsored Dutchess County Regional Chamber of Commerce of Commerce Breakfast on October 16, 2013. The event topic addressed Medicaid transition from county to state.
- Participated in Dutchess BOCES Parent Information Night on Long Term Supports, providing information on guardianship with parents.

Served on the following committees:

- 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.
- Criminal Justice Council Executive Committee and its Prevention and Sanctions Victims and Women in the Criminal Justice System sub-committees.
- Chair of NYPWA Deputy Commissioners' Leadership Network Steering Committee.
- Dutchess County Domestic Violence Steering Committee.
- Council of Family and Child Caring Agencies workgroup.
- United Way Community Impact Committee.
- Dutchess County Regional Chamber of Commerce Women's Leadership Network, Mentoring Committee and Events Committee.
- Medicaid Administrative Workgroup with OHIP (Medicaid takeover with Department of Health).



*Administrative
Division Support
Staff*

The Director of Staff Development is responsible for ensuring that the Department of Community and Family Services' workforce receives the training that is necessary to provide objective, competent and professional services to our customers. This includes conducting needs assessments and planning for the delivery, scheduling and attendance of staff training programs that meet local, state and federal mandates. In Dutchess County, the Staff Development Unit also encompasses the human resources and payroll functions.



Ted Starzyk
Director of Staff Development
and Personnel

Empowerment
Through
Knowledge



Staff Development at DCFS combines regional trainings, computer based training, and webinars to disseminate necessary information for our staff. The use of Training Space and ILinc as a supplement to Common Core and various institutes helps us maintain a well trained workforce, reducing the need for travel.

Through a partnership with the Social Work Education Consortium, DCFS and the Dutchess County Department of Human Resources, the Bachelor of Social Work Scholarship Program offers an internship to a BSW student in his/her senior year of college. At the conclusion of the internship at DCFS, the student is given a two-year paid temporary position at DCFS with the opportunity to take the civil service exam and secure a permanent position.

The Dutchess County Department of Community and Family Services has had a contract with Dutchess Community College for the purpose of workforce professionalization since September 1989. Mary Beth Dohrenwend and Phyllis Black-Ruffel, administer this program.

The Staff Development and Personnel Unit provide on-going personal and career development for DCFS staff members. In addition to the educational programs with Dutchess Community College, we also have contracts with Adelphi University and Empire College. The goal of these programs is 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, training, salaries and turnover.
- Coordinates the publication of the Department of Community and Family Services Annual Report.
- Conducts orientation for all new staff and schedules unit overviews.
- Maintains agency audio visual equipment.
- Conducts training evaluations.
- Maintains the Human Services Learning Center (HSLC) data base, which registers staff for state training and maintains employee training history.
- Completes the annual state salary survey and caseworker turnover survey.
- Monitors CPS worker compliance with state training mandates.
- Coordinates the Dutchess Community College Project.
- Coordinates the Empire State College Program.
- Coordinates the Adelphi University Program for Children Services staff members who took courses toward completion of their MSW degree.
- Reviews disciplinary cases to ensure compliance with the Progressive Disciplinary Policy.

The Personnel and Payroll Unit:

- Maintains the department's active and inactive personnel files and handles all personnel-related matters.



ACCOMPLISHMENTS AND YEARLY STATISTICS



- Handles all job interviews for non-management positions and makes the hiring decisions.
- Monitors all probationary periods and coordinates the distribution of performance appraisals. This also includes the updating of Civil Service Job Specifications, as well as title specific tasks and standards for each job in the department.
- Acts as management representative at employee grievances, disciplinary proceedings and other related actions.
- Maintains all department payroll records, using the LOGOS program and provides employees with information on benefits, leaves of absence, Family Medical Leave Act (FMLA), payroll issues and applications for retirement.
- Provides management and division directors with reports on benefit time usage, overtime, compensatory time, seniority, salary and other requested information.
- Acts as liaison with the Dutchess County Department of Human Resources, Dutchess County Finance Department, Office of Risk Management and the Dutchess County Attorney's office.
- Conducts agency exit interviews.
- Serves as the DCFS liaison on the Dutchess County Workplace Violence Committee

- Coordinated 9,265 hours of staff training.
- Our two 2012 BSW scholarship recipients started in paid case manager positions. We have one BSW scholarship recipient in 2013, who will start the process toward a permanent CPS position.
- Dutchess Community College Project, ten employees took courses working toward a two-year degree or certificate.
- Empire College Program, six DCFS employees worked towards a bachelor's degree.
- Coordinated the necessary local setup for the provision of state sponsored

webinars to be viewed by Dutchess County DCFS staff.

- Participated on the Foster Care Review Board.
- Arranged speaker for agency retreat held in October of 2013 as a member of the retreat committee. This was the first agency retreat in seven years.
- Director served as chairperson of 2013 Employee Appreciation Day committee.
- Conducted agency wide surveys relating to staffing issues for the first time through Staff Development Association of New York State (SDANYS).

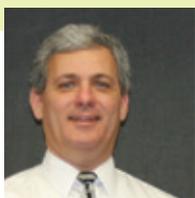
PERSONNEL ACTIONS COMPLETED

New Employment Interviews Conducted	54
New Employees Hired	51
Disciplinary Action Coordinated (Section 75 and Stipulations)	1
Promotions and Reassignments Processed	39
Leaves of Absence Processed	25
Separations from Dutchess County Service	38



Staff Development/
Personnel Unit

The Director of Administrative Services helps develop and present the annual budget and is responsible for the supervision and coordination of the fiscal and operating functions. The following units are overseen by the Director: Accounting, Central File, Reception, Purchasing, Welfare Management System and Computer Information Services. The Director of Administrative Services serves as the agency's Freedom of Information Law (FOIL) Officer. During 2013, the Director of Administrative Services served as the President of the New York State Fiscal Administrator's Association.



Peter Simon
Director of Administrative
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 DCFS 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 Case 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 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.



- Files all cases for the Temporary Assistance and Child Support Divisions.
- Processes all voter registration forms and manages the mailroom.
- Images files as part of the NYS Imaging Project.
- Maintains the supply area.

COMPUTER INFORMATION SERVICES

- Creates the technological environment that enables employees to quickly access vital information using the most efficient and cost effective system hardware and software.
- Manages PC and network helpdesk.
- Administers COGNOS ad hoc reporting.
- Completes employee office and job reassignments.
- Provides data access security.
- Maintains client eligibility quality control.
- Manages digital imaging.
- Provides I.T. employee training
- Maintains Welfare Management System (WMS)
- Develops and maintains Wi-Fi accessibility.



- Serves as an active partner in the regional data-sharing network with the Dutchess County Office of Computer Information Systems (OCIS), the Office of Temporary Disability Assistance (OTDA), the Office of Children and Family Services (OCFS) and Information Technology Services (ITS) in Albany, NY.

ADMINISTRATIVE SUPPORT

- Purchases supplies and equipment, orders state and local forms.
- Maintains the petty cash account and pays all administrative bills.
- Coordinates the purchase and maintenance of a fleet of 46 cars and vans with the Dutchess County Auto Center.
- Serves as the liaison with Dutchess County Public Works Department for repairs, maintenance and cleaning of the building.
- Makes all contract payments for the department.
- Answers and forwards all calls which come through on the DCFS main phone line.

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.



ACCOMPLISHMENTS AND YEARLY STATISTICS

ADMINISTRATIVE SUPPORT

- Assigned remote case audit access for 105 cases.
- Imaged 4,556 records, assigned access and imaged 38 sensitive cases.
- Processed 322 Price Chopper bills, totaling \$23,509 and 305 Kmart bills, totaling \$23,544 for clients' needs.
- Made \$7,912,176 in payments (DCFS) to contract vendors and \$166,863 vendor payments to contract vendors (Youth Bureau).
- Provided coverage for SNAP, Children's Services, Temporary Assistance, Child Support Enforcement Unit, Eastern Dutchess Government Center, and payroll services.
- Processed 348 requests for training.
- Made all payments and provided financial oversight for 81 contract vendors.
- Answered over 80,000 calls which did not go through the automated phone system.

ACCOUNTING

- Maintained accounts for 145 representative payee (T53) clients and made payments totaling \$1,448,886.23 on their behalf.
- Maintained approximately 95 percent of our reports as PDF files instead of printing and filing paper reports.
- Implemented the paperless processing of LOGOS daily reports exchanged with

Finance and Comptroller's Office.

CENTRAL FILE

- Over the last year, the File Room has evolved to include the Mail Room moving into the unit and the addition of the Supply Room.
- My Full View has been completed and now encompasses the File Room with its own location to obtain case number requests. The case numbers and demographics of each person on the case are managed on a master file data base. Through the use of My Full View, workers are given the information requested in a timely manner, so they can process their cases.
- The Supply Room with its inventory and newly created data base has made a huge difference in the ordering and dispersing of supplies to the entire DCFS staff. The inventory data base is updated with who ordered what item and the quantity. This data aids us in placing orders for supplies and thus saving the agency money.
- The supply room manages ordering forms via the State and the Dutchess County Print Shop.
- The Mail Room is an integral part of the agency as well. We process and distribute mail for the entire agency.
- The File Room staff played an important role in the packing and moving of the Youth Bureau in preparation of that department becoming part of the



DCFS agency. Once moved, case records were boxed. Each individual record was recorded into our Retention Master File data base; the boxes were numbered, logged into the Record Management system and sent to retention for storage.

- File Room processing summary for 2013:
 - Assigned 6220 new case numbers
 - Managed United Postal and interoffice mail for 355 employees
 - Processed 80,000 pieces of incoming US Mail (not including interoffice)
 - Prepared and imaged paperwork for the following units: Medicaid, SSI/MA, Temporary Assistance, SNAP and HEAP
 - Moved records to and from retention
 - ▶ 836 cases of records sent to retention – Each box recorded in the Record Management system
 - ▶ 581 records retrieved from retention, then given to requesting worker
 - ▶ 12,500 purged case records from the File Room with each file recorded in our retention master file

Accounting Staff



- Recorded all incoming Voter Registration forms.
- Provide coverage and training for other departments within the agency.
- Translated from Spanish, 1,300 hours for agency interviews, visitations, paperwork, field visits, telephone calls and emails.
- Filed loose filing for CSEU, Daycare, CPS, APS and Children’s Services.
- Processed logged and distributed 79 print shop orders to the appropriate staff.
- Ordered 351,400 forms from OTDA
- Filled 3,158 supply room orders
- Distributed 581,695 forms from supply room stock
- Delivered 21,231 daily-use supply items

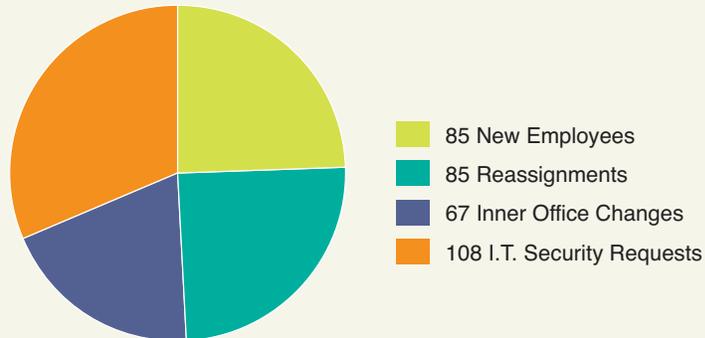
COMPUTER INFORMATION SERVICES (CIS)

Helpdesk and Benefit Eligibility Quality Control

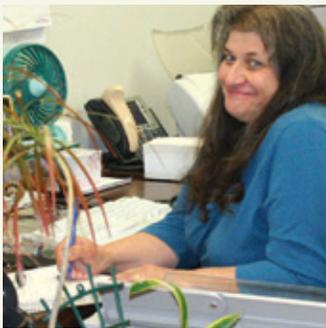
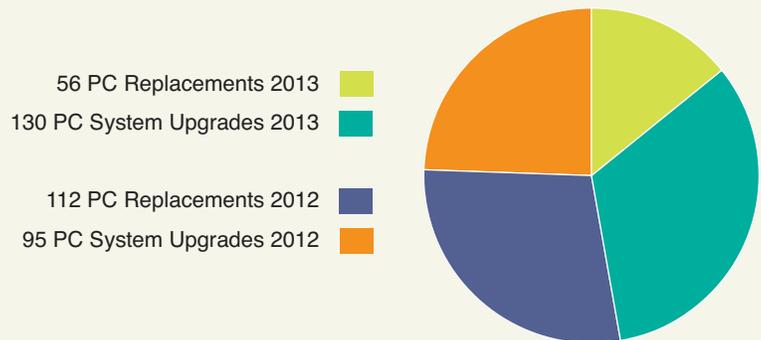
- Resolved 3,735 helpdesk calls from DCFS workers. These calls range from system catastrophes to password resets.

- Consolidated 502 duplicate Client Identification Numbers (CIN). We monitor and eliminate CIN duplications. This eliminates duplicate benefit distributions.

2013 EMPLOYEE CHANGE REQUESTS



2013 COMPUTER MODERNIZATIONS



File Room Staff

Completed in 2013

- Participated in the bid and replacement of 27 Ricoh copy centers under the Dutchess County 3 year contract.
- Implemented the Communication Access Real-time Translation (CART) service for the hearing impaired.
- Implemented the My Full View Intranet application that tracks all lobby and back office client activities.
- Implemented Planet Press Production version 7. This facilitates WMS host printing across the agency.
- Implemented COGNOS version 10 ad hoc reporting software. Report management is now centrally located in Albany, NY.
- CIS Represented New York State as the sole piloting county for the Automated Claiming System (ACS). The DCFS accounting department uses this program to pay DCFS facility expenses.

Projects Underway

- Assisting with the relocation of the Child Advocacy Center (CAC), from Hooker Avenue, Poughkeepsie to Van Wagner Road, Poughkeepsie.
- Upgrading Windows XP to Windows 7 Operating System throughout the agency.
- Executing IPAD pilot program for OCFS workers in an effort to bridge the digital imaging and e-communication gap for case worker field work.

RECEPTION

- Very involved with the startup and training of workers in the new client check-in program; My Full View.
- Our procedure has changed on Wednesdays since the implementation of Paper Day. We have been working very closely with the Adult Protective Unit.
- For the first time, we had a HEAP screener located at the counter in reception. This helped the clients tremendously by alleviating wait times and speeding up the process especially in emergencies. It also helped the workers by screening out unnecessary applications.
- Also a first: a clerical supervisor attended NYPWA conference and sat on a panel for Paper Day



Reception Staff

TRANSACTIONS

	2012	2013
October	10,601	9,374
November	10,060	8,535
December	9,117	9,483
Totals	29,778	27,392



Computer Information Services Staff

Adult Services offers Protective Services for Adults (PSA) to our vulnerable population 18 years or older with mental and/or physical impairments that prevent them from meeting essential needs as well as those in need of protection and who have no one to assist them responsibly. This service is available to all adults regardless of income and resources.



Patricia Sheldon
Director of Adult Services

PROTECTIVE SERVICES FOR ADULTS

Case Managers investigate and assess safety and risk to adults residing in the community and assist adults in obtaining services and benefits with the goal of strengthening their ability to live in the community for as long as possible with the least restrictive services. Adults have the right to make their own decisions. Services are voluntary except in cases of extreme need, and the adult lacks capacity to make reasonable decisions in their own behalf. In these cases, PSA is required to intervene to protect the individual.

Adult Protective Services

- Provides short term or on-going case management services for individuals and arranges for services with other community service providers. PSA Case Managers offer a wide array of assistance to individuals that include aid in obtaining: benefits, housing, medical or mental health services, home health care, financial management services and legal interventions.
- Provides Representative Payee Services to individuals receiving Social Security,

Railroad or Veteran Benefits. Case Managers develop budgets with their clients, pay essential bills, and maintain financial records.

- Reports crimes against those individuals being assessed or in receipt of PSA Services to the police and/or District Attorney Office and assists individuals in filing for Orders of Protection through both the Family and Criminal Court systems.
- Partners with Central Hudson and NYSEG in investigating community resources and safety supports for vulnerable persons in jeopardy of termination of gas or electric services.
- Petitions and serves as Guardian under MHL Article 81 or SCPA Article 17-A. This is considered as a last resort and only when all alternatives are not sufficient or reliable to meet the needs of the alleged incapacitated adult.

Housing Services

- Provides Domestic Violence Liaison Services to individuals and families with immediate domestic violence need, or in need of a waiver for Temporary Assistance eligibility determination. Our Domestic Violence Liaisons (DVL) conduct screenings for domestic violence issues, provide information about resources, in-

cluding arrangement for shelter if needed, and assess whether the applicants are able to safely comply with department rules. The DVLs network with domestic violence service providers regularly. Funding is provided for both non-residential and residential domestic violence services under Title XX. Information and referral for these services are available through the Adult Services Division.

- Conducts inspections for the Foster Family Home program, a licensed community congregate care program with medical oversight.
- Provides Housing Services to individuals and families that are homeless or are in need of assistance in locating housing. This service is available to individuals eligible for Temporary Assistance and/or Medicaid.
- Participates with the Dutchess County Housing Consortium in an effort to address the housing issues in Dutchess County. We are also represented in the newly formed Housing Consortium Assessment Planning Committee which seeks to develop a countywide assessment system for homeless persons.
- Administers the Family Type Home Program, a community based congregate care level 1 program that provides 24 hour supervised care in a home environment to adults in need of minimal assistance with their adult daily living needs.

Adult Services Staff



ACCOMPLISHMENTS AND YEARLY STATISTICS

- DCFS designated Wednesday as Paper Day for divisions responsible for processing benefit applications. The Adult Services Division took on the role of screening and assisting all individuals and families who come to DCFS on Wednesdays with an immediate need. This contribution of Adult Services staff, allowed other agency workers to concentrate on paperwork and process benefit determinations in a timely manner without the use of overtime.
- The Mediation Center of Dutchess received funding in 2013 from the Dutchess County Agency Partnership Grant. The approved scope of services focused on educating and increasing awareness of Elder Abuse, in collaboration with The Coalition on Elder Abuse and Hudson Valley Legal Services. Our Division monitors and provides oversight of this contract. A liaison from our division is a member of the Coalition on Elder Abuse. Our liaison presented an overview on Elder Abuse and participated in a multi-disciplinary panel discussion at the annual World Elder Abuse Day Conference in June 2013. Adult Services staff also attended

a six part series on Elder Abuse Training sponsored by the Coalition on Elder Abuse.

- Staff members continued to educate other agencies about the scope of Protective Services for Adults (PSA) and how to access services. Presentations were given to the Veterans Administration Castle Point Social Workers, Dutchess Community College, Taconic Resources for Independence and the Case Management Network Team.
- The following community service providers presented overviews of their programs to PSA staff: Dutchess County Department of Mental Hygiene Diversion Team, Dutchess County Veteran Affairs, and Fidelis Care (Managed Care Programs).
- The Adult Services Director served as a member of the Sex Offender Management Group, chaired by Marjorie Smith, Bureau Chief of District Attorney's Office. Additionally, the division collaborated with the New York Division of Parole and Dutchess County Probation on housing sex offenders.
- An Adult Services liaison participated in The Dutchess County Council of Aging



*Dear Ms. Thomas and staff at APS,
We are so grateful for your kind words during this very difficult time. It's so comforting to know that such wonderful people like you exist . . .*

Though you never got to know my mama, it warms my heart, that you thought of her and us, I know she would have loved and enjoyed your company.

Thank you so much!

LS and GS

Serving the Elderly (CASE), a network forum to share information and resources to better serve the aged citizens of our county.

- An Adult Services liaison attended the Dutchess County Coalition for the Homeless monthly meetings, reviewing Hudson River Housing's homeless shelter program.
- Representatives from the Adult Services Division attended annual Office for Aging (OFA) County Senior Picnics. Staff members provided information on benefits and service programs.

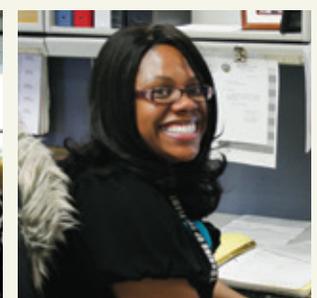
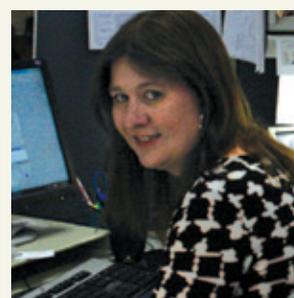
TEMPORARY SHELTER EXPENDITURES

Year	Amount	Stay in Weeks
1999	\$559,950	4.5
2000	\$672,796	4.7
2001	\$752,159	6.2
2002	\$1,697,789	8.2
2003	\$2,381,235	10.4
2004	\$2,914,832	11.0
2005	\$2,881,353	10.0
2006	\$2,960,735	12.0
2007	\$3,095,641	21.0
2008	\$3,106,524	15.0
2009	\$3,401,705	15.6
2010	\$3,666,914	12.0
2011	\$2,924,690	12.4
2012	\$2,511,476	15.4
2013	\$2,168,106	N/A

*Stay in weeks figure not available in 2013

ADULT SERVICES

	2012	2013
Adult Services Cases Active during Year	328	264
Adult Services Cases Open at End of Year	261	261
Domestic Violence Screenings	244	279
New Assessments	171	191
Reassessments	73	88
Temporary Shelter Expenditures	\$2,511,470	\$2,168,106
Adult Protective Services Referrals	519	614
Guardianship Cases	41	34
Representative Payee Cases	127	88
Housing Cases	279	251
Licensed Family Type Homes in Dutchess County	12	15



The Children's Services Division investigates allegations of abuse and/or neglect of children and provides follow-up services to families when needed. Case managers are available seven days a week, 24-hours per day to investigate reports received through the State Central Register (SCR) for Child Abuse and Maltreatment. The number to call to reach the SCR is (800) 342-3720.



Colleen Mahoney
Director of Children's Services

Children's Services works on collaborative projects with a number of public and private agencies in the community including the Dutchess County Family Court, District Attorney's office, Department of Probation, Youth Bureau, The Center for Child Abuse Prevention, Astor, Abbott House, Grace Smith House Domestic Violence Shelter, Mid-Hudson Children's Museum, and the Hudson River Housing Riverhaven Shelter. Staff members within the division participate in a number of work groups in the community which address the needs of Dutchess County children and families including the Enhanced Coordinated Children's Services Initiative (ECCSI), Children's Provider's Committee, the Child Advocacy Center's Multi-Disciplinary Team, Family Court Advisory Committee, Children's Services Council, and the Child Care Council. Children's Services continues to work in

collaboration with Dutchess County Family Court on the OCA/OCFS Permanency Project. Dutchess County Department of Community and Family Services is also a stakeholder on the Statewide Interdisciplinary Court Improvement Project Collaboration Group.

CHILD PROTECTIVE SERVICES (CPS)

- 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 Multidisciplinary Team, which conducts investigations with law enforcement, allegations of serious physical abuse of children. This team operates out of the Child Advocacy Center (CAC) in the Center for the Prevention of Child Abuse offices in Poughkeepsie.

PREVENTIVE SERVICES

Preventive Services is designed to prevent the need for children to come into foster care due to neglect and abuse

and continues to fill fundamental needs. These services are provided by Children's Services caseworkers, and are also contracted for, with community agencies.

- Provides counseling and in-home services and connects families with community agencies which 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, child care and other needs.
- Provides transportation assistance, childcare 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.
- Partners with the Mid-Hudson Children's Museum to work with families involved in Foster Care or Preventive Services. DCFS has access to the Children's Museum for supervised and unsupervised visitation between parents and their children.

CPS CONTRACTED SERVICES

Agency	Service
Center for the Prevention of Child Abuse	Partially funds the operation of the Center, manages the Parent Empowerment Program, community education and referral services
Family Services, Inc.	Treats sexual abuse perpetrators
Astor Services for Children and Families	Provides therapists to treat sexually abused children and juveniles who have caused sexual harm.
Grace Smith House	Provides two domestic violence liaisons located in Children's Services who receive referrals from child protective, foster care and preventive caseworkers, attend case conferences and provide direct services, training and consultation regarding domestic violence issues.

Dear Mr. Garcia,

[Clea French] displayed the optimum in professional conduct. My immediate impression was one of a calm, composed, quiet, humble, very respectful person. The operative word was humble.

Miss French's job I can't imagine what it really consist of. It must be at best demanding, both physically and emotionally, dealing with obstreperous situations all the time with victimized children.

"A hundred years from now . . . the world may be different because I was important in the life of a child." That's Clea French. She's one of those people. She cares about the welfare of children. It reflects in her manner. Someone should say thank you, Miss French. . .

If Clea is a reflection of the people that work at Dutchess CPS, then be proud, very proud. You make a difference.

I Remain Respectfully,

JR

FOSTER CARE

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 when children require higher levels of care. Therapeutic Foster Home Programs with Abbott House and Astor Services for Children and Families enable us to keep emotionally disturbed and conduct disordered children from placement in institutions.

- Directly supervises children in foster family homes and provides case management to children placed in child care 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. If neither is possible, then the child is prepared for independent living or discharged to another appropriate resource.
- Supervises placements made by other states and counties.
- Contracts with the Children's Home of Poughkeepsie to provide an 18 bed emergency foster care placement cottage which includes diagnostic evaluations when children need them.
- Participates in the Bridges to Health

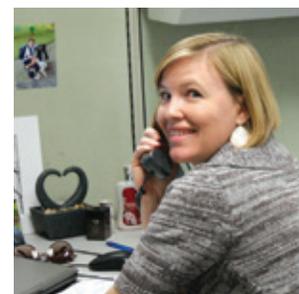
(B2H) program which provides needed services to children up until age 21. DCFS works in collaboration with Astor Services for Children and Families, Abbott House, and Children's Village for implementation of services. There are three categories in which children can be eligible: severely emotionally disabled, developmentally disabled, and medically fragile.

ADOPTION/HOME FINDING

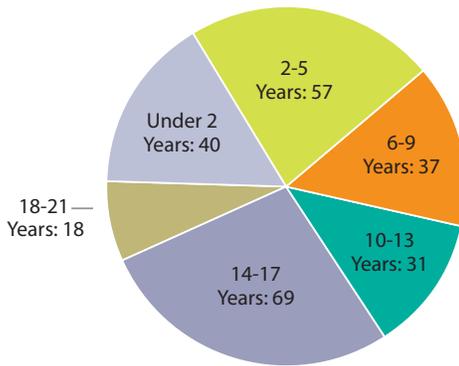
Children available for adoption may be surrendered by their parents for adoption or may be freed for adoption through a Family Court decision to terminate parental rights due to failure of the parents to provide a safe return home for their child in foster care. Many children available for adoption have been in foster care and are eligible for a monetary adoption subsidy. Often our foster parents become adoptive parents. Others provide temporary care until children are discharged to more permanent living situations. Some children are placed with relatives as foster parents.

PREVENTIVE CONTRACTED SERVICES

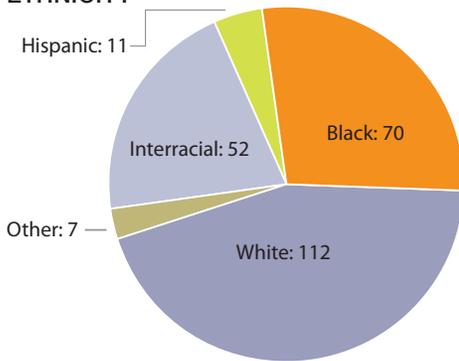
Agency	Service
Astor Services – Astor High Risk Services Program	In collaboration with Mental Hygiene five crisis intervention waiver slots are available to Dutchess County children. This program offers intensive home based services to children with psychiatric problems to prevent the need for psychiatric hospitalization and residential care.
Abbott House and Astor Services	Home-based case management for families at risk of placing their children in foster care.
Office of Probation and Community Corrections	Provides services to meet the needs of youth designated to be Persons In Need of Supervision (PINS) and/or juvenile delinquents, both prior to court and after the court issues orders. Services are designed to avoid the need for detention or out-of-home placement.
Astor for Enhanced Coordinated Children's Services Initiative (ECCSI)	Creates a tiered inter-agency project designed to provide a comprehensive system of care to coordinate services to children with emotional or behavioral concerns that put them at risk of out-of-home placement.
Youth Bureau	Provides youth counseling services for youth who experience school related problems or other issues which create or increase the risk for out-of home placements.
Hudson River Housing, Riverhaven Shelter	Provides respite services for youth involved with the Departments of Probation or Community and Family Services.



CHILDREN IN FOSTER CARE BY AGE*



CHILDREN IN FOSTER CARE BY ETHNICITY*



* From CCRS Monthly Summary Characteristics Report for December 31, 2013

- Recruits potential foster care parents; foster home-finding case managers attend many community functions to advocate foster parenting.
- Conducts home studies.
- Certifies and trains foster and adoptive 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.

DETENTION/JUVENILE JUSTICE SERVICES

The Family Court remands boys and girls ages 7 to 18 to 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, monitors non-secure detention centers and ensures that children’s medical and mental health needs are met.
- Contracts with Berkshire Farm and Samaritan Shelter for non-secure detention beds.
- Supervises and coordinates services for the Secure Detention program.
- A Children’s Services Case Manager is part of the Youth Treatment Court which provides intensive oversight to Dutchess County youth who have become involved with Family Court due to substance abuse issues.

- There are 73 Certified Foster Homes and 33 Relative Foster Homes available for Dutchess County children.
- Thirteen new foster parents and 21 new relative foster parents received training including: Compass, Model Approach to Partnerships in Parenting (MAPP), Caring for Your Own, and Deciding Together.
- Staff members completed 13 adoptions in 2013.
- Eight private adoption home studies were completed.
- Thirty-nine children participate in the Bridges to Health (B2H) program.
- DCFS arranged two Independent Living Trainings that were attended by some foster children. One session was Computer Training and Game of Life–Money Management. Another was a session of Healthy Relationships with Planned Parenthood.
- Detention Services were coordinated on a 24 hour basis. In 2013, 18 youth required Secure Detention and 86 youth required non-secure detention.
- The Youth Treatment Court graduated 4 youth in 2013.
- Our annual foster parent picnic was held in August and was a success, with a variety of activities and foods offered.

Staff Training

- DCFS continued implementing Family Meetings in Child Welfare to assist in obtaining family input into safety and service planning and also to facilitate building of relationships between birth parents and foster parents.



Child Welfare Staff

YEARLY STATISTICS

- There was a continued emphasis on staff and foster parent development and training, with numerous training opportunities being offered by DCFS. A sampling of the sessions provided includes in-house training for case managers, training regarding community services available, cross training on domestic violence, car seat training and computer training.
- Children's Services staff members are participating in a higher education program leading to a Master's in Social Work Degree at Adelphi University. Three staff members were enrolled in this program in 2013; overall, thirteen staff members have graduated from the program.
- In 2013, through collaboration with NYS OCFS and the Social Work Consortium, the Internship program was expanded and the Children Services division trained and supervised four senior class college interns from three local colleges; two from Marist, one from Vassar, and one from Dominican College. Two of the interns worked with foster care to

address the over-representation of minority children in placement. Two of the interns worked with Child Protective Services learning to make Child Protective assessments and provide supportive services to help keep Dutchess County children safe. The Child Protective internships are part of a special program that leads to employment in Child Protective Services for the interns upon their graduation. These internships have been rewarding and are a benefit to the students, staff, and clients. Two CPS interns graduated in May of 2013 and are presently employed full time in CPS. A new CPS intern started in September of 2013.



Preventive Services Staff

CHILDREN IN CARE - TYPES OF PLACEMENT

	2012	2013
Foster Homes	102	119
Institutions	79	68
Group Homes	9	6
Group Residence	0	1
Agency Operated Boarding Homes	10	8
Adoptive Homes	11	16
Approved Relative Foster Homes	23	31
Other	5	3
Total	239	252

CPS CASE SUMMARY

	2012	2013
Reports of Abuse and Neglect made to State Central Register	2,976	2,893
Abuse Petitions	18	26
Neglect Petitions	545	553
Termination of Parental Rights	83	67
Surrender Petitions Filed in Family Court	35	46
Foster Care Review – Permanency Hearings	267	282
CAC Investigations	*429	*487
Substantiated	*86	*115
Unfounded	*343	*369
Pending	*0	*3

* Statistics from the CAC database, and Data Warehouse effective December 31, 2013

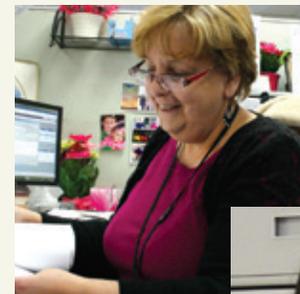
ADOPTION ACTIVITY

	2012	2013
Children Discharged to Adoption	23	13
Children in Care with the goal of Adoption at year end	42	55

* From CCRS Monthly Summary Characteristics Report for December 31, 2013

JUVENILE PLACEMENTS WITH SOCIAL SERVICES

	2012	2013
Persons in Need of Supervision (PINS)	8	16
Juvenile Delinquents (JD)	13	15



Child Protective Services Staff

The Division of Youth Services provides opportunities for youth leadership as well as the planning, contract management, program monitoring and evaluation of NYS Office of Children and Family Services funding in Dutchess County.



June Ellen Notaro,
Director of Youth Services

Division of Youth Services' mission is to assure every youth a fair and equal opportunity to attain his/her full potential by providing and encouraging services which strengthen family life and by supporting families in their essential function of nurturing the youth's overall development. Similarly, the Division of Youth Services will encourage and assist communities to carry out their responsibilities to provide the important physical and social conditions necessary for the well-being and development of our youth in a fiscally responsible manner.

The Division of Youth Services is responsible for comprehensive planning

for youth ages 0 up to 21 years old. The Division administers NYS Office of Children and Family Services (OCFS) grant funding to promote positive youth development, increase youth developmental assets and decrease juvenile delinquency. The Division is also responsible for advocacy by providing youth empowerment opportunities in the community, increasing public awareness of youth issues, and enhancing community resources for children and youth through inter-agency collaborations. The Division of Youth Services supports legislation that fosters this mission.

We also provide free, confidential short term counseling for youth residing in Dutchess County ages 4 up to 21 years. Youth dealing with personal, family, or school difficulties who

YOUTH AND ADULTS SERVED IN 2013

	Youth Served
OCFS Funded Grants	20,084
YSU (131 counseling and 84 workshops)	215
Youth Council	31
Youth Forum	72
Total Youth Served	20,402

	Adults Served
YSU (workshops)	284
Youth Forum	14
Total Adults Served	298

need help to solve their problems are often referred by schools, family, law enforcement and others.

ACCOMPLISHMENTS AND YEARLY STATISTICS

- Youth Services became a division within the new Department of Community and Family Services and moved into 60 Market St., Poughkeepsie.
- The Youth Board awarded NYS OCFS funding to 31 programs for a total of \$329,302.
- The 2012-2013 Youth Council had 29 members representing eight high schools, both public and private and one home schooled youth.
- Youth Council members completed six community service projects, attended one youth conference, and hosted six guest lecturers on various topics.
- One youth member of the Youth Board participated in the Workforce Investment Board (WIB) Summer Youth Employment proposals committee. He attended meetings, read the grant proposals and made funding recommendations.
- Youth Services Unit is covering the entire county with three staff. 131 TANF eligible youth were seen for counseling in



Youth Council

2013. 91.9% of the closed cases were successful by reason for closure and 87.9% of the closed cases completed at least half of their goals.

- In partnership with DC BOCES, Youth Services held the 5th annual Youth Forum in November on the topic of helping teens cope with stress. 72 high school youth and 14 school chaperones attended.
- The Youth Board awarded two second year students with Dutchess Community College scholarships at the 2013 Convocation Ceremony.
- Youth Board membership recruitment resulted in new members to fill some of the vacancies.



Youth Services Staff

ENHANCING SERVICE THROUGH

INNOVATION

Let's face it; government agencies are not synonymous with innovation. However, Dutchess County Department of Community and Family Services has proven it can meet challenges head-on with innovative approaches that enhance service for clients and better the organization at large. Three unique solutions were implemented at DCFS in 2013. Paper Day was introduced, a creative response to shrinking resources and increasing caseloads. Strategic Planning for CPS started the ball rolling toward stemming burnout and jump starting inspired service and morale. My Full View, a new tracking system, improved communication and flow throughout the whole DCFS building. Innovation always starts with an unflinching examination of a problem, then proceeds to a workable solution. Read on to understand the process involving these three cases in point from 2013.

PAPER DAY, A CREATIVE AND SUCCESSFUL WORK PRACTICE

In January 2013, The Department of Community and Family Services launched a new initiative, code named "Paper Day", an assigned weekday for staff to process benefit determinations without the responsibility of interviews or telephone contacts. The history leading to the development of Paper Day began in 2012; the Department of Community and Family Services faced significant operating budget reductions for 2013 and the loss of 20 staff positions as the result of the 2012 County Workforce Adjustment Incentive. Commissioner Robert Allers developed the Paper Day initiative which incorporates the goals of processing an increased number of benefit determinations with a reduction in overtime costs, reducing telephone and office emergencies, and maintaining quality services in all program areas of the Department.

By studying performance and workflow, the Commissioner investigated a pattern of high output which occurred during assigned overtime hours, particularly on Saturdays. He perceived that oftentimes on Saturdays more than double the average amount of work was completed. By obtaining input from direct line staff, he learned that working overtime was more effective for staff for two main reasons:

1. There were no interruptions, telephone calls or emergencies and staff could plan and execute their work efficiently.
2. The staff was able to greatly reduce their pending or overdue work through overtime on Saturdays and so experienced less stress and more productivity during the work week as well.



The plan needed to include procedures to ensure that DCFS would continue to serve residents who had emergencies and urgent needs on Paper Day.

Commissioner Allers proposed that Directors and Assistant Directors take emergency telephone calls. Adult Services was delegated to screen individuals that come into the office with emergencies and provide necessary services as needed. The Commissioner gained the support of the County Executive's Office and partnered with community based organizations such as Community Action and Catholic Charities.

The next step was the task of implementing a plan that would change the way business is conducted at DCFS. Change does not come easy in a regulated public service organization. With one month remaining in 2012 and provisional approval from the County's Executive's Office, the Commissioner asked his Administrative Staff to "work out" the details and prepare to commence Paper Day the first Wednesday of January 2013. He stepped aside and allowed his team to get to work.

A Paper Day committee was formed in December 2012 that included representatives from Administration, Directors, Assistant Directors, and Clerical and Reception Supervisors. Adult Services staff met and delegated senior case managers to provide coverage for office emergencies. The committee met weekly and developed procedures to process telephone and office emergencies. Tracking tools to document how many people were assisted on Wednesdays, the nature of the emergency need and the outcome were developed. Public

ENHANCING SERVICE THROUGH INNOVATION

constituents and agencies were notified of proposed changes to our operating procedures to assure the public that DCFS would not be closed on Wednesdays and would still accept all applications submitted.

Paper Day was launched on January 9, 2013. The temperature was below freezing and the telephones were ringing off the hook. The committee held an emergency meeting at 10 a.m., reworked some procedures and we moved forward.

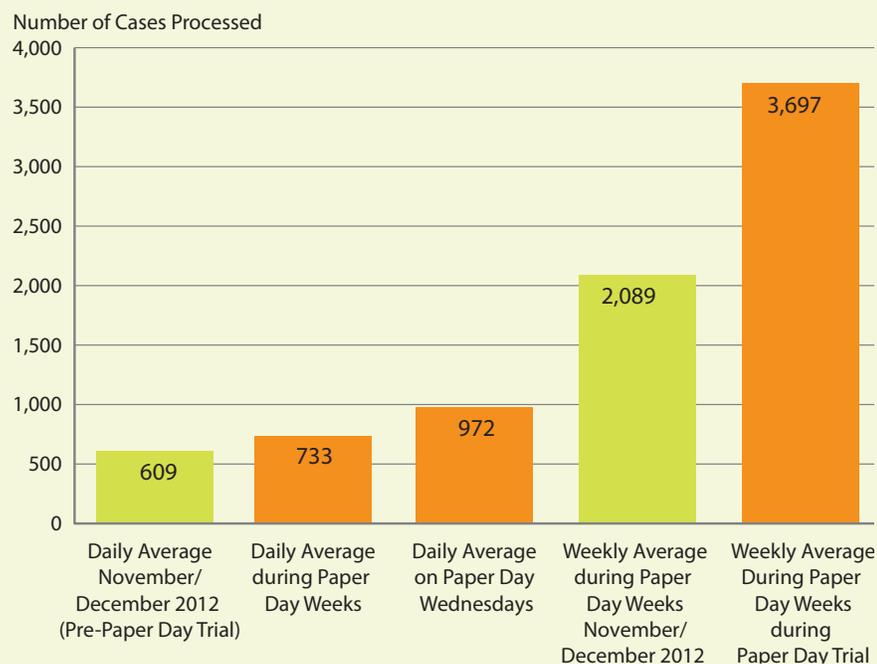
Adjustments to the flow of Paper Day were constant and geared to meet the needs of clients and staff.

When problems were presented, the committee strategized collectively to find a solution. There were no barriers to open discussion and innovative ideas. The committee was dedicated to making this initiative successful.

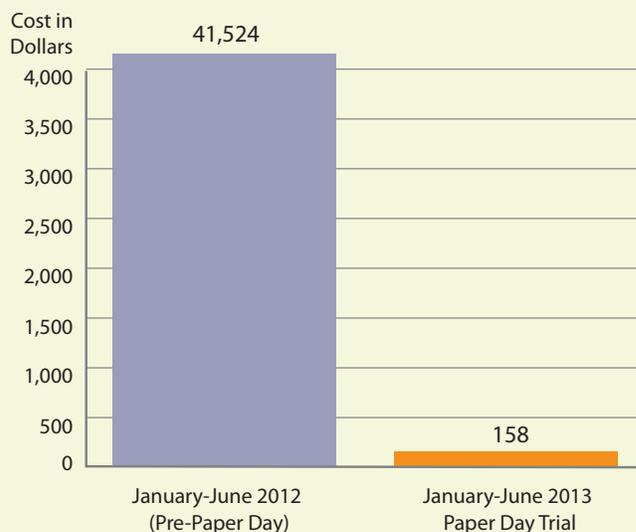
The Commissioner submitted frequent updates to the County Executive and to the DCFS Team, detailing the numbers of increased processed cases, decreased overdue cases as well as the drop of overtime costs. We also received reports when work output was less than anticipated. This aided strategizing for better outcomes. A six month Paper Day trial was very successfully completed (see graphs of trial statistics).

PAPER DAY EFFICIENCY COMPARISON

Pre-Paper Day (Nov - Dec 2012) compared to Paper Day Trial (Jan - June 2013)



OVERTIME COSTS FOR PAPER DAY DIVISIONS



Since this implementation, Dutchess County was invited to present on Paper Day at the 2013 New York Public Welfare Association (NYPWA) Summer Conference as a best practice. Commissioner Allers facilitated the Paper Day presentation to NYS local districts; he acknowledged his employees' efforts as the source of the success of the program. The panel members (see Highlights section p. 8.) demonstrated how the common goal to improve services to our applicants without an increase in cost was achieved through changing our work practices and collaborative teamwork. Our tracking tools and reports collected since the onset of the initiative provided concrete evidence that Paper Day outcomes were positive. Attendees of this session expressed interest in learning more about the success of the program.

Faced with a challenging budget and staff reductions, DCFS chose to innovate to improve service. Since the beginning of Paper Day, overdue cases decreased for some units to zero and overtime costs decreased by \$62,265. Telephone calls and complaints to the agency have been drastically reduced. Paper Day provided an opportunity for DCFS staff to merge our collective expertise and execute a groundbreaking initiative. Thanks to all the staff involved with developing and implementing the initiative, and most importantly, the staff who worked hard on Wednesdays to process cases and handle emergencies. Paper Day continues as a creative and successful work practice.

CHILD PROTECTIVE SERVICES STRATEGIC PLANNING INITIATIVE

Conducting investigations of child abuse and maltreatment and arranging services when families need them is nationally recognized as high stress, high liability work that carries a high rate of secondary trauma and burnout. Occupational conditions such as these can drain a workforce of its vitality and ability to serve families most effectively. In 2013, under the leadership of our commissioner and through collaboration with the New York State Office of Children and Family Services, we began a strategic planning initiative to provide support to our staff members who do this important work. Our kick off was a planning day held on June 27, 2013 for CPS supervisors, agency managers on up through the commissioner and two of our NYS OCFS Regional Office oversight personnel. The Dutchess County Parks Department provided a meeting hall; OCFS provided an internationally known facilitator, and our commissioner provided lunch for all present.

As part of our process, supervisors collected ideas and input from case managers to bring to the planning day.



Our cooperative planning session included brainstorming, critical thinking and refinement of ideas into a specific work plan that we enacted throughout the remainder of the year. Together, we formed a stakeholder's group and four subcommittees, each chaired by a CPS supervisor, and created additional plans for rollout of the initiative. Below is a summary of some of the activities of this initiative.

Our physical work environment subcommittee, chaired by CPS supervisor Tracy Connelly, led to cleaning, painting and reorganizing the division's workspace. A major part of this initiative was the rollout of a desk repair plan. With assistance and input from many sources, we were able to brighten up and functionalize the workspace for our employees.

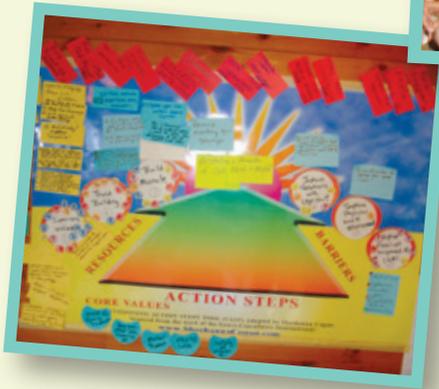
Our case assignment/on call subcommittee, chaired by CPS supervisor Monica Balassone, adopted a suggestion made by a CPS investigator about assigning reports by region. We implemented this plan and to date it is working effectively. Assigning reports by region allows workers to make more efficient use of their time. This

group also made improvements to the way CPS supervisors assign reports and track data.

The trust and morale building subcommittee, chaired by CPS supervisor Diane Malone, addressed the way we implement requests for home visits by the on call workers. They also implemented a monthly acknowledgement of our staff efforts, which has come to be known as "bagel day", which is funded by the supervisors.

The subcommittee formed to enhance the collaboration between the division and legal unit, chaired by CPS supervisor Heather Stickle and assistant director Ann Woolsey is still underway.

At the end of 2013, our county's Children's Services Division was selected to become a member of the OCFS pilot to create a new model for Child Welfare supervision called KEYS (Keys to Excellence in Your Supervision). We rolled our county project into this larger system and look forward to further innovation, energizing staff and service in the next year.



INNOVATION

ONE SMALL STEP IN TECHNOLOGY; ONE GIANT LEAP IN SERVICE

With the rollout of My Full View in September of 2013, the Dutchess County Department of Community and Family Services finally had a client tracking system we could depend on and use throughout our agency to ensure clients' needs are being met. The new software provides an innovative means to effectively coordinate the movement of our guests throughout the building. Clients and visitors are not only sent to all areas and workers necessary, but also all of their individual stops are accurately documented to confirm completion. This is especially helpful for clients who may need multiple services from us.

Since every one of our guests comes through reception, this is where My Full View starts to make a difference. The software keeps records of previous visits, so the receptionist simply has to enter the reason for the current visit and whom the guest is here to see. The caseworkers are monitoring My Full View as well so that reception no longer has to make calls to the unit letting the workers know someone is here for them; with My Full View, there is never a busy signal! Another benefit the clients realize is fewer return trips to reception to check-in again between appointments.

The software allows for the smooth transition between divisions and thus less downtime for clients and workers alike.



Supervisors can monitor who is waiting and for what reason. They know when someone was originally checked-in and which workers they have seen. My Full View allows staff to identify challenging issues prior to becoming major problems and the result is better customer service through the centralizing of client information and the ability to disseminate that information in a meaningful way.



The program has the ability to print out passes for all visitors as well. Now, when persons come into the building for reasons such as conferences, meetings or service calls, badges are printed with the name of the visitor, his/her company and the person they are to see along with the date and time. This bolsters the security of the building as everyone who comes in has a pass and a permanent record is kept of the visit.

This project's story began well before September's "opening day". The entire year was used in understanding and documenting our workflow, so that all steps could be included in My Full View. It was an intense process which included interviews of end users from all divisions, approvals from division heads and administration, and training for all staff. On-site support was provided by the vendor, PSI International, for all of the months prior and several weeks after deployment.

In essence, our new tracking software provides our staff with a full view of their client and guest visits to our agency.

This giant leap our caring and dedicated staff has made in their commitment to utilize this software tool shows that customer service is priority one here at DCFS.

The process of implementing Paper Day, Strategic Planning for CPS and My Full View involved unique solutions for unique problems. However, all three initiatives illustrate the value of achieving a common goal through creatively working together – enhancing service through innovation.

The Legal Unit provides legal advice to the various divisions and represents DCFS in Family Court cases and in related matters in other court and legal forums.



Janet Tullo, Bureau Chief

This Unit:

- Handles cases involving adult protection, child abuse and/or neglect, foster care and severance of parental rights.
- Prosecutes support collection cases.



LEGAL DISPOSITIONS

	2012	2013
Child Abuse Petitions	18	26
Child Neglect Petitions	545	553
Termination of Parental Rights	83	67
IVD Paternity	252	299
IVD Support	4,930	4,165
IVD Interstate Support (UIFSA)	149	133
Permanency Hearings	267	282

LEGAL STATISTICS

	2013
Child Protective Reports	2,893
Support Cases	11,373
Private Support Referrals	163
Fair Hearings	68
Collection and Resource Cases	68
Adult Protective Cases	22

ACCOMPLISHMENTS AND YEARLY STATISTICS

Dutchess County Family Court has been a pioneer in many innovative court programs. We already have the following visionary programs involving the Legal Unit of DCFS:

- Intensive Review Court for Substance Abusers
- Permanency Hearing Part with Court Attorney Referee
- Domestic Violence Part, for Article 10 Abuse and Neglect cases
- Regularly scheduled pre-trial conferences and discovery.
- Dutchess County Child Advocacy Center

As part of our involvement as a model court, the Legal Unit of Dutchess County Department of Community and Family Services is active in the Dutchess County Court Improvement



Project for Abused and Neglected Children. We have been members of the Stakeholder group and the Subcommittee for Systemic Issues.

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

- Thursday morning CPS review of cases with attorney/s
- Friday morning court case conferences with attorney/s
- Bi-weekly foster care case review with Foster Care Unit and Legal Unit

- Bi-weekly Child Advocacy Center meetings
- In-house training including Moot Court for workers
- Child Advocacy Center with concomitant interaction amongst the DA Office, police, CPS, County Attorney's Office, Mental Health, Probation, Victim Services and Medical Services

Legal Staff





Colette Krakower
Director of Child Support
Enforcement Unit

Child Support legislation allows the following administrative actions: 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. Legislation also provides automatic cost of living increases in child support orders to keep pace with inflation which also aids families in staying off public assistance.

The unit provides the following services upon request to custodial parents,

noncustodial parents, and minors under twenty-one:

- 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 or 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 support combined with spousal support.
- Modification petitions for change in circumstances, and cost of living

adjustment of court orders, which are payable through the Support Collection Unit.

- Medical benefits executions to require enrollment of dependents in third party health insurance.
- Support collection and monitoring of payments. Once support orders are established, the collection and disbursement of monies associated with that order, become the responsibility of the New York State Central Collection Agency.
- Enforcement of court orders.
- Income executions when a noncustodial parent is employed. New York State's Expedited New Hire Reporting program 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.
- Suspensions or denials of New York State driver's or professional licenses.
- Execution of financial investigations.
- Initiation of violation proceedings in Family Court, which may result in a jail term of up to six months for willful non-payment of child support.
- Establishment of liens against property and motor vehicles.
- Arrangements of professional legal services through contracted attorneys who charge \$80 per hour. TANF, Medicaid and Safety Net minor recipients are not charged fees for legal representation.
- Referrals to the New York State Department of Taxation and Finance's program for collection and seizure of assets, which targets individuals with child support payments over four months in arrears.

Dear Ms. Waddington:

I would like to commend Kristen Tobin for her sincerity, assistance and patience with my recent need to work with your department to collect past due child support from my ex-husband. She is an asset to your department and all the families that are fortunate to be part of her caseload.

Sincerely,
BF

Ms. Coleman,

Mrs. Urbanski has been my CSE Representative. I couldn't have asked for a better person to work for the protection and support of my children. She is a shining example of a person who is passionate and knowledgeable about her job, and is always willing to go the extra mile.

Sincere regards,
HBP

Miss Coleman,

I am writing to you to offer an acknowledgement of the fabulous job that Ms. Velasquez does each and every day. [My son] has finally received the restitution he deserved, but not without Ms. Velasquez's commitment and dedication of helping people when they suffer from the wrongs of others. She was my bright light when all I could see was darkness and for that I am thankful!

Respectfully,
MS



Child Support
Accounting

ACCOMPLISHMENTS AND YEARLY STATISTICS

- Dutchess County Child Support Enforcement Unit (CSEU) collected \$30,876,366 in child support in 2013. Of this amount, \$30,250,390 was for the benefit of families who were not in Temporary Assistance.
- CSEU processed 6,781 Family Court Petitions in 2013.
- Among counties of similar size, Dutchess County is ranked second for “cases with health insurance ordered”.
- We continued a contract with a genetic testing company that collects the DNA samples on site at Family Court. In 2013, 89 customers were tested there.
- CSEU continues to collaborate with the Fathers’ Rights Association of New York State. A quarterly informational session is conducted with the local group and CSEU refers noncustodial

parents there for help. The Fathers’ Rights Association educates and redirects the noncustodial 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 eleventh official and only documented Fathers’ Day Parade in New York State.
- Two CSEU workers are participating on the ASSETS Key User Group Committee in Albany at the state level.
- Child Support presented at the 2013 NYPWA Summer Conference on “Only Upbeat Dads Here”.

CHILD SUPPORT ACTIVITY

	2012	2013
Child Support Cases Open	11,264	11,373
Children Open in Support Cases	11,717	11,541
Children Open Born Out of Wedlock	6,503	6,438
Children Open with Paternity Established	5,972	5,861
Percentage of Children Open with Paternity Resolved	95.4%	94.9%
Children Needing Paternity Determination	539	584
Cases with Collections during Year	5,626	5568
Interstate Cases with Collections during Year	301	286
Cases Open Where Medical Support is Ordered	7,701	7,363
Cases with Arrears Due during Year	6,966	6,909

* From NYS OCSE DCFS-157 Report (12/13), Statistical Trends Report (12/13) and Child Support Monthly Report 12/13

HUDSON VALLEY FATHER’S DAY PARADE

The Eleventh Annual Hudson Valley Father’s Day Parade was held in Poughkeepsie on June 15, 2013. Two CSEU staff members participate on John Flower’s organizing committee to help make the parade a joyful event for everyone involved. Dutchess County Executive Marcus Molinaro was this year’s Grand Marshal.

The Father’s Day Parade is the only parade in New York State that recognizes the impact that fathers as well as mothers have on the development of their children. The Dutchess County Department of Community and Family Services is one of the local sponsors and each year DCFS supplies free hot dogs to many who attend.

The parade is a family affair. Although the parade was originally started to recognize the importance that fathers play in the lives of their children, over the years it has developed into a day not just for fathers, but includes mothers, grandparents, aunts and uncles who are involved in their children’s lives. It’s a community celebration of family!

CHILD SUPPORT COLLECTIONS

Year	Amount Collected
2004	\$26,537,960
2005	\$27,636,371
2006	\$28,816,452
2007	\$29,764,573
2008	\$31,420,299
2009	\$31,162,212
2010	\$31,679,196
2011	\$31,714,755
2012	\$31,366,315
2013	\$30,876,366

Child Support Enforcement/Clerical



2013 TRANSITIONAL BENEFITS DIVISION

(TEMPORARY ASSISTANCE UNDERCARE, EMPLOYMENT, SNAP AND HEAP)



Jacky Cooper
Director of Transitional Benefits Division

Transitional Benefits Division encompasses Temporary Assistance Undercare, Employment, Supplemental Nutrition Assistance Program (SNAP) Undercare, and the Home Energy Assistance Program (HEAP). 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 a critical area due to the current rising cost of fuel, food and employment related expenses.

TEMPORARY ASSISTANCE

The Temporary Assistance and Employment Units are responsible for employable individuals, persons with barriers and child-only cases. Together the units work to promote self-sufficiency, personal responsibility and a work-first mentality. We expect adult applicants and recipients to make employment their first priority and to make finding a job their primary goal, regardless of any barriers that must be overcome. This division handles three major programs: Family Assistance, Safety Net Assistance, and Employment and Training.

Family Assistance

Family Assistance provides for families that include a minor child living with a caretaker relative and to pregnant women. Adults and minor heads of households receiving assistance are subject to a lifetime limit of 60 months, after which the individuals remains FA eligible if they meet certain medical exemptions, otherwise the household is categorized under Safety Net. The Family Assistance program fosters recipient self-sufficiency. Recipients undergo an assessment of their employability skills, training needs,

FAMILY ASSISTANCE CASES AS OF DECEMBER 31, 2013

2000	826
2005	701
2007	583
2008	629
2009	740
2010	781
2011	755
2012	717
2013	647

and unless exempted, must participate in assigned work activities. Employed recipients are now able to have 48 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 county governments. 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. 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, sometimes leaving the recipient with a small personal needs allowance. SNA is provided as cash unless the household falls into one of the four categories, which must receive non-cash.

SAFETY NET CATEGORIES

- 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.
- Households with an adult who has reached the 24-month lifetime limit on cash assistance.
- 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. After the 24th month, assistance must be provided as non-cash SNA, unless the adult head of household is exempt due to disability or HIV positive status.

Diversion payments are used to meet those individual's needs with rent, security, transportation, car insurance, tools, clothing and licensing fees in order for the individual to obtain or retain employment. Diversion payments decrease the need for ongoing Family Assistance or Safety Net Assistance. Those individuals or families, who are no longer eligible for Temporary Assistance due to employment or increased child support payments, receive transitional Medicaid, SNAP and/or child care benefits.

SAFETY NET CASES AS OF DECEMBER 31, 2013*

2000	322
2005	567
2007	588
2008	585
2009	760
2010	822
2011	702
2012	647
2013	587

EMPLOYMENT

All employable applicants and recipients of Temporary Assistance are required, by New York State regulation, to complete job searches each week, unless they have submitted medical documentation that states otherwise. The Employment Unit holds three sessions for employable applicants and recipients of Temporary Assistance enrolled in a weekly job search.

The employment worker sees each person individually and reviews his/her job search handbook to verify the required number of hours has been met without duplication of employers, and to discuss any issues that may have surfaced in the past week.

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.

- Develops employment plans and makes recommendations and referrals to various DCFS or community operated employment and training programs.

EMPLOYMENT PROGRAMS

- Work Experience, a program for clients that evaluates their skills and interests and assigns them to appropriate not-for-profit employers. The Employment Unit has contracts with 17 not-for-profit agencies.
- Supervised Job Search, a state-mandated program for employable Safety Net and TANF applicants and recipients.
- 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 SNAP benefits, employment requirements and transitional benefits twice daily for applicants of Temporary Assistance.
- Collaborates with the Professional Culinary Academy (PCA), a post-secondary school licensed by NYS Department of Education. This is a 600 hour commercial cooking program. During the first 400 hours the students learn skill development, food preparation, catering, food sanitation, and quality cooking. The last 200 hours are on-the-job training in a variety of areas in the commercial food service industry. Graduates of PCA are ready to perform many of the entry level roles in the food service industry such as sous chef, garde manager, pantry person, short order and line cook. PCA offers lifetime job placement for all graduates.

CONTRACTED SERVICES WITH DUTCHESS COUNTY REGIONAL CHAMBER OF COMMERCE

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

Responsible Parent Program, which includes a mentor who works with individuals who are sanctioned or about to be sanctioned for failing to comply with employment activities.

Step-up Employment Mentoring Program, which provides TANF eligible individuals with employment and life skills workshops, technical training, career counseling, comprehensive job seeking, job placement, and job retention services. Participants receive mentoring until the end of their twelfth month in the program. Other services offered are: helping with childcare issues, resolving transportation problems, assisting in developing a household budget, and learning how to access community resources. Individuals in this program are placed in employment a minimum of 33.6 hours per week and the average wage has been \$10.70 per hour.

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

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

Summer Youth Employment Program (SYEP) offers employment opportunities in the summer to eligible youth from low income households, foster care, juvenile justice and runaway and homeless youth. The providers of this program may include activities which would prepare them as they go on with their education and move into employment.

CONTRACTED SERVICES WITH DUTCHESS COUNTY BOCES

- Dutchess BOCES provides vocational, educational training for those who have no marketable skills.
- Diagnostic vocational evaluation.
- Academic training for individuals requiring English as a Second Language and/or remediation and further development of reading, writing, computational and related communication skills.
- Job readiness training to enhance job-related skills or increase clients' employability by building good work habits such as: arriving on time, being mindful of work schedule, displaying business-like attitude, dressing and grooming appropriately.
- Supervised work experience placements.
- Pre-employment curriculum workshop for hard-to-serve clients, designed to help them become aware, understand, accept, and ultimately change unproductive behaviors.
- Intensive Case Management Services to provide individualized plans to clients who are sanctioned and/or have significant barriers to employment. The Case Manager acts as an advocate for the client, providing an important one-on-one service for hard to serve individuals.
- Work Skills Training is a 50 hour pre-employment program to help:
 - ▶ Set and achieve employment goals.
 - ▶ Overcome barriers to successful employment.
 - ▶ Improve written and verbal communication skills.
 - ▶ Improve presentation and interview skills.
 - ▶ Create and/or update résumé.
 - ▶ Retain and advance employment.

Supplemental Nutrition Assistance Program

The program's purpose is to help low income households purchase food needed for good nutrition and health. Clients who are eligible for SNAP, 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 for a household to eat. The SNAP Unit works in conjunction with Cornell Cooperative Extension of Dutchess County and contracts with them to run a nutrition education program, known as Eat Smart New York (ESNY). Project activities are conducted for the benefit of the SNAP eligible population and address food security, food safety and dietary quality.

- MyBenefits electronic SNAP application process is an electronic method collaborating with community partners Catholic Charities and Dutchess Community Action Partnership, Inc., which allows persons to electronically apply for SNAP benefits. The MyBenefits website allows a person to apply for SNAP benefits 24 hours a day, seven days a week, from home. A follow-up interview is then conducted.
- New York State SSI Nutrition Improvement Project (NYSNIP) 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.

SNAP CASES AS OF DECEMBER 31, 2013

2000	3,233
2005	5,688
2006	6,170
2007	5,037
2008	7,305
2009	9,405
2010	8,463
2011	10,926
2012	12,802
2013	13,087

- SNAP Benefits for Group Home Program (FSGHP) simplifies the budgeting for group home residents.
- Transitional SNAP Benefit Alternative (TBA) is the focus of the move from welfare to work; SNAP has become increasingly important to clients as they leave Temporary Assistance (TA). TBA allows qualified TA recipients to continue to receive SNAP benefits which remain unchanged for an established period when the TA case closes. The cases are opened by the TA Undercare/Family Assistance Unit through the Separate Determination process and maintained by the SNAP Unit.

Home Energy Assistance Program (HEAP)

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.

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

To DSS,

We want to thank you for your assistance in this past year and the New Year. You helped us feed our family and keep us warm with oil and healthy by providing medical benefits. I know there are many workers involved in these cases, I pray you all know our sincere thanks and we wish you the best this holiday season and through the year. God bless you all.

Blessings,

K and F and family

HEAP/SNAP Undercare Unit



ACCOMPLISHMENTS AND YEARLY STATISTICS

Temporary Assistant Facts for 2013

The number of SN individuals in receipt of assistance who are deemed not employable and were mandated into treatment in 2013 was 122. Some of these SN individuals are SSI recipients who are in receipt of a Safety Net supplement to cover the cost of temporary housing. Homelessness is an ever increasing reason

TEMPORARY ASSISTANCE CASE ACTIVITY

	2012	2013
Applications Registered	9,370	9,059
Cases Opened/ Reactivated/ Reopened/Open-Closed	3,178	3,373
Withdrawn	149	117
Denied	6,434	6,491
Cases Closed	2,117	2,191
Recertifications	1,758	1,566
Changes to Active/ Closed Cases	9,850	10,481
Totals – Case Activity	23,486	24,219

*From WMS WST002

BENEFITS PROCESSED

Temporary Assistance	\$13,966,690
Day Care Assistance	\$6,569,212
Grants of Assistance for Guide Dogs	\$1,680

for individuals to be receiving Family Assistance or Safety Net Assistance as there is not enough affordable housing available.

- The number of individuals who have reached their 60-month time limit and have transitioned to Safety Net cash or non-cash has increased. However, the overall number of families who are in receipt of Safety Net non-cash decreased from 108 in 2012 to 99 in 2013. Although this figure is moving in the right direction, it still indicates the difficulties of transitioning to self-sufficiency.

Employment Facts for 2013

- The Employment caseload consists of approximately 255 employable individuals receiving Temporary Assistance.

DUTCHESS COUNTY BOCES

Employment related services purchased from BOCES and Community Action Partnership	\$608,387
Activity	Number of Individuals
Assessments/TABE testing	277
Enrolled in GED classes	153
Enrolled in other training programs	177
Completed a training program	62
Participated in Intensive Case Management	23
• Actively seeking jobs	8
• Became employed	2
• Deemed medically exempt	2
Started Work Skills Training	54
• Became employed	40

- There were 403 TA recipients exempt from employment due to medical issues, domestic violence and being under-aged.
- DCFS hired four TANF recipients for three-month temporary positions in our file room.

Dutchess County Regional Chamber of Commerce

- Purchased \$642,675 in employment related and mentoring services for clients from the Dutchess County Regional Chamber of Commerce.
- YES, a non-traditional program model provided tools for self-sufficiency with academic and vocational training. Thirty-nine youths enrolled in this program; one graduated from high school and three received a GED.



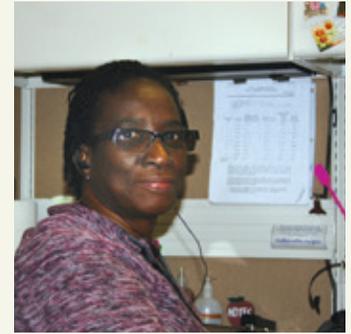
Employment/Temporary Assistance Undercare Units



ACCOMPLISHMENTS AND YEARLY STATISTICS *CONTINUED*

- Four individuals in the Step Up received cars through the Community Solutions Transportation (CST) program in order for them to obtain and maintain their employment. One participant received driving lessons through CST.
- Dutchess County Regional Chamber of Commerce applied for the Summer

Youth Employment Program contract for the first time and was awarded the funding. There were 11 participants in their program. They were employed an average of 25 hours per week for 10 weeks. Individuals were placed at a variety of employers such as a summer camp, an engineering firm, a garage, and the Hyde Park Town Hall.



SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM

Electronically Processed through MyBenefits.ny.gov

Transactions processed (increase of 2,783 from 2012)	8,452
Benefits provided	\$42,267,968
Recertification cases	3,059
Recertification closings	790
Closings	408
Reactivations	927
Changes	3,244
Actions on closed cases	20

SNAP ASSISTANCE CASE ACTIVITY*

	2012	2013
Applications Registered	8,502	9,213
Cases Opened/Reactivated/Open Closed	10,168	11,333
Withdrawn	366	571
Denied	2,987	3,008
Cases Closed	9,134	10,472
Recertifications	9,469	10,427
Changes to Active/Closed Cases	23,559	47,756
Totals – All Case Activity	55,683	83,567

* From WMS WST002

HOME ENERGY ASSISTANCE PROGRAM (HEAP)

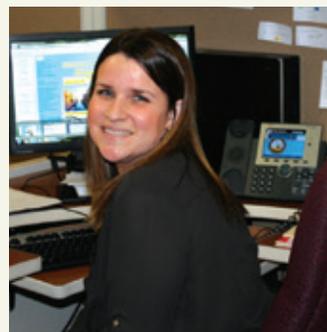
Regular HEAP season began November 18, 2013. Emergency HEAP component opened on January 2, 2013.

HEAP Benefits Processed for 2013 season	\$3,448,290
Emergency HEAP	\$905,274
Furnace Repairs/Replacements (as of September 2013)	\$82,457
Furnace Repair/Replacement Estimates (as of September 2013)	\$8,376
HEAP Cooling component	\$7,325

HEAP ASSISTANCE CASE ACTIVITY*

	2012	2013
Applications Registered	1,174	1,289
Cases Opened/Reactivated/Open-Closed	802	772
Withdrawn	49	150
Denied	345	287
Cases Closed	1,148	1,021
Changes to Active/Closed Cases	2,491	6,938
Totals – All Case Activity	4,835	9,168

* From WMS WST002



The Medicaid program provides services to the medically indigent through membership in managed care plans. It is funded through federal, state and county appropriations with a local cost of approximately 10 cents for each dollar spent. To qualify for the Medicaid program, applicants must meet prescribed income and resource requirements.



Richard Fahey
Director of Medicaid Division

**FAMILY HEALTH PLUS CASES
AS OF DECEMBER 31, 2013***

2002	761
2003	1,244
2004	1,488
2005	1,563
2006	1,528
2007	1,527
2008	1,463
2009	1,518
2010	1,916
2011	2,113
2012	1,986
2013	1,996

* some numbers have been corrected to reflect the beginning of the year

Dear Ms. Favata,
Dear Administration,

I just would like to let you know that my Medicaid worker, Ms. Powell-Lapi, has really helped me a lot, responds to my questions, and is always courteous.

I am really grateful for a worker like her.

Sincerely,
GS

Dear Mark (Cashman),

The journey has ended. My Aunt M passed away May 10. It was far too soon. Everything was finally becoming a routine, and a way of life. I miss her! And thanks to you, I could love her unconditionally with all the stresses and weight taken off my shoulders with her care. Thank you from the bottom of my heart for everything!

G

Dear Ms. Janos,

Thank you so much for your kind attention to my problem. I will be forever grateful for your assistance in correcting this for me.

Again – you are definitely the most helpful, kind, Medicaid person that I have dealt with!

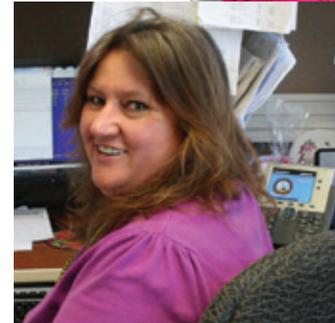
Sincerely,
BH

Medicaid is generally provided through managed care (HMO) membership affording the recipient access to many more providers than formerly available under Fee-for-Service Medicaid. It also emphasizes preventive care and a primary care physician/coordinator.

Eligibility rules are based on the Federal Poverty Level (FPL). Adults without children are eligible if their gross income is below 100 percent of the FPL. Adults with minor children in the household are eligible at 150 percent of the FPL, children ages 1-19 at 133 percent, infants and pregnant women at 200 percent of the FPL. Children are guaranteed 12 months of coverage once eligibility is determined, despite changes in income. Pregnant women eligible for Medicaid will have coverage through 60 days postpartum.

Some specialized Medicaid programs are:

- The Breast and Cervical Cancer Program providing full coverage to individuals who have been screened by the Health Women's Partnership and whose income is under 250 percent of the FPL.
- The Family Planning Benefit Program is available to males and females of child bearing age with income under 200 percent of the FPL. This program is now administered by New York State.
- Medicaid Buy-in for Working People provides coverage for disabled working persons (disabled as determined by the Social Security Administration) between the ages of 16 and 64 with resources under \$20,000 for a household of one and under \$30,000 for a two-person household and income below 250 percent of the FPL.
- Prenatal Care Assistance Program (PCAP) is for pregnant women whose income is under 200 percent of the FPL. Presumptive Eligibility (PE) can be applied for at a participating prenatal care provider and guarantees 60 days



of coverage based on attestations of income and other eligibility items. PE is converted to PCAP when all eligibility issues are verified. Any child born of a Medicaid covered pregnancy is guaranteed coverage for its first 12 months, regardless of change in income.

- The Medicaid Savings Program helps disabled persons and seniors pay their Medicare premium. There are three different levels with the highest income limitation being 135 percent of the FPL.

MEDICAID MANAGED CARE

- Allows 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 Program.
- Acts as a liaison with the Medicaid provider community, as well as a managed care advocate for clients.
- Currently maintains the Pre-Natal Care Assistance Program (PCAP) cases for Dutchess County.
- Educates the community and local health care providers about managed care criteria.
- Focuses on preventive health care.
- Provides four plans to choose from in Dutchess County. They are MVP, Fidelis, Hudson Health Plan and Wellcare.

ACCOMPLISHMENTS AND YEARLY STATISTICS

- Processed 102 disability reviews. This was a decrease from the prior year as we had no audit request.
- Net Medicaid costs to Dutchess County decreased in 2013. In individual areas of expenditures, there were significant percentage increases in payments for home healthcare services, OMH Restorative Rehabilitation and managed care plan premiums.
- Processed 685 Pre-Natal Care and Assistance Program (PCAP) applications.
- Received 604 nursing home applications. This does not include cases converting from Community Medicaid to nursing home care.
- In 2011, New York Health Options assumed a portion of workers yearly recertification. The Medicaid Division is responsible for processing MA and SSI related cases and has assisted New York Health Options in processing 460 recertification cases that they were unable to process. We have also assisted in processing the New York Health Options backlog of cases.

Dear Ms. Sweet,

You really went out of your way and helped my son with getting services at a time in his life that is crucial. I am so very grateful.

With respect and much appreciation,

S

- In 2012, Express Lane eligibility was enacted which allows children easy access to transitions from Child Health Plus to Medicaid, to date the Medicaid Division processed 622 cases.

MEDICAID MMIS (MEDICAL MANAGEMENT INFORMATION SYSTEM) – GROSS SHARES

2000	\$185,583,965
2002	\$218,615,590
2004	\$261,103,773
2006	\$287,642,369
2007	\$292,837,747
2008	\$311,078,884
2009	\$345,330,115
2010	\$366,836,331
2011	\$383,206,274
2012	\$386,632,150
2013	\$429,748,115

MEDICAL ASSISTANCE CASE ACTIVITY*

	2012	2013
Applications Registered	10,027	11,023
Cases Opened/Reactivated/Open-Closed	9,681	10,375
Withdrawn	493	567
Denied	2,678	3,504
Cases Closed	8,029	8,466
Recertifications	10,911	11,244
Changes to Active/Closed Cases	76,585	68,596
Totals – All Case Activity	108,377	102,752

* From WMS WST002



2013 MEDICAID BENEFITS PAID FOR DUTCHESS COUNTY RESIDENTS

Per second	\$13.14
Per minute	\$824.00
Per hour	\$49,475.00
Per day	\$1,187,403.00
Per year	
Gross	\$433,402,358.00
Net	\$42,886,184.00

(Net = cost to Dutchess County)

Medicaid Staff



**MEDICAID CASES
AS OF DECEMBER 31, 2013***

2000	5,253
2005	7,904
2006	7,701
2007	7,728
2008	9,048
2009	10,778
2010	11,881
2011	13,055
2012	14,155
2013	14,770

* some numbers have been corrected to reflect the beginning of the year

**MA/SSI CASES
AS OF DECEMBER 31, 2013***

2000	4,470
2005	5,045
2006	5,102
2007	5,091
2008	4,707
2009	4,835
2010	5,223
2011	5,401
2012	5,672
2013	5,861

* some numbers have been corrected to reflect the beginning of the year

*Danielle (Abdullah),
Please accept my sincere thanks for your diligent work on JE's case. I know you're all overwhelmed with work. I is fully reliant on DCFS assistance. So, your help has a profound impact on his life.
Thanks!
M*

*Dear Ms. Janos,
Thank you for all of your help with my sister B. You are truly an angel. You always took my calls and replied to my emails. I felt totally ignored and overwhelmed until you became involved. I am so grateful for your kindness and professionalism. Words can't express my gratitude.
B fought the ovarian cancer for greater than 2 long years. She did everything she was advised to do, as she wanted to live so badly. When she died at Calvary Hospital, she was still alert and aware of everything. We were all with her when she passed. She died telling my son, B, "I love you."
You are a wonderful person. Thank you for truly being there for us. May God bless you.
Merry Christmas and Healthy, Happy New Year.
With sincere gratitude and love,
CMG*



MEDICAL EXPENDITURES BY PROVIDER*

Provider Type	2012	2013	% Change
Hospital Inpatient Services	\$30,561,554	\$27,622,520	-9.6
Hospital Outpatient Services	\$6,577,117	\$6,664,119	1.3
Skilled Nursing Facilities	\$80,959,529	\$81,398,968	.5
Intermediate Care Facility Services	\$14,359,653	\$15,732,523	9.6
Clinics	\$18,018,492	\$18,149,431	.7
Hospice	\$773,549	\$590,245	-23.7
Physicians Services	\$2,807,056	\$3,062,545	9.1
Dental Services	\$1,176,522	\$790,395	-32.8
Other Practitioners Services	\$4,282,560	\$4,688,926	9.5
Child Care Institutional Medical Per Diem	\$2,288,006	\$2,152,467	-5.9
Personal Care Services	\$12,627,343	\$12,364,850	-2.1
Home Health Services	\$1,659,076	\$2,408,744	45.2
Assisted Living Services	\$3,291,429	\$3,024,388	-8.1
Long Term Home Health Care Waived Services	\$3,327,476	\$4,591,455	38.0
Home and Community Based Waived Services	\$73,339,893	\$71,417,792	-2.6
Rehabilitation and Therapy	\$605,246	\$402,317	-33.5
Office of Mental Hygiene Restorative Rehabilitation	\$5,928,885	\$8,622,957	45.4
Drugs and Supplies	\$6,271,781	\$5,350,163	-14.7
Eye Appliances and Durable Medical Equipment	\$681,227	\$545,440	-19.9
Prepaid Care	\$115,462,506	\$133,168,996	15.3
Case Management	\$6,366,824	\$7,361,028	15.6
Referred Ambulatory Nursing Home Based	\$13,748	\$10,533	-23.4
Medical Transportation	\$8,410,676	\$8,591,064	2.1
Lab and X-Ray Services	\$578,290	\$566,156	-2.1
Other	\$206,221	\$121,039	-41.3
Total	\$400,574,659	\$419,399,061	4.7

* from NYSDOH MARS MR-0-01

2013 INTEGRATED SERVICES DIVISION
 (INTAKE UNITS OF FAMILY/SAFETY NET ASSISTANCE, MEDICAID, AND SNAP; CHILD CARE PROGRAMS; AND SPECIAL INVESTIGATION UNIT)

The Integrated Services Division handles four major programs: Family/Safety Net Assistance Intake, Medicaid Intake, Supplemental Nutrition Assistance Program (SNAP) Intake, and Child Care. Together they work to promote self-sufficiency, personal responsibility and “work first” (the expectation that adult applicants and recipients will view work as their primary goal, regardless of how many barriers the individual or family may have to overcome).



Joanne Sinagra
 Director of Integrated Services Division

TEMPORARY ASSISTANCE INTAKE (FAMILY AND SAFETY NET)

- Determines eligibility for a variety of programs. It 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 and Certified Alcohol and Substance Abuse Counselor.
- 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 which include: recurring assistance, one-time payments, emergency payment to prevent eviction or utility shut-off and supportive service payments such as car insurance, car repairs, clothing allowance, or fees for licenses or similar items.
- Opens SNAP cases and does separate determinations for Medicaid, for those not eligible for cash assistance.

Dear Stacy [Lembesis],

Words cannot describe how truly grateful I am for what you did for JH. It meant the world to me (and to J) that she is now able to pursue her dream of being able to continue to run in college since she now has medical insurance and on time!! We owe that all to you and it will never be forgotten.

You have no idea the excitement and joy you gave us when you told me that J was approved!! I only wish there were more caring people in the world like you to help those in much need. It was a pleasure to have you on our side and I hope all good things come back to you in buzzillions.

Gratefully yours,
 GJ

- Makes referrals for child care and for other programs available in the community as appropriate.

MEDICAID INTAKE

- Determines eligibility for various programs. These programs include Medicaid, the Medicare Savings Program, Family Planning Benefits Program, Child Health Plus, Family Health Plus (discontinued during 2013), Family Health Plus Premium Assistance Program, Short Term Home Health Care Programs and Short Term Nursing Home Care.
- Refers individuals to the Child Support Unit to assist in establishing paternity, support or health insurance coverage.
- Screens all applicants for disabilities.

SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM INTAKE

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

CHILD CARE SUBSIDY PROGRAM

The Child Care Program is designed to help low-income families meet their child care needs. Low Income Child Care is granted to anyone who applies and provides all requested documentation and

has a gross income below 125 percent of the Federal Poverty Level. Transitional child care cases are calculated based on 200 percent of the Federal Poverty Level. There is a parent fee that must be paid based on the parent’s income. The minimum fee is \$1 per week.

- Processes applications for child care subsidies for low-income working parents and transitional child care services for those individuals whose Temporary Assistance cases are closing. It 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.
- Contracts with the Child Care Council of Dutchess, Inc. to provide recruitment, registration and inspection of child care providers and assists clients in locating child care providers for their children.
- Meets with the Child Care Council to review the DCFS 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.
- Utilizes the child care time and attendance tracking system.

Eastern Dutchess Government Center Staff



ACCOMPLISHMENTS AND YEARLY STATISTICS

- Monitors the number of children cared for by each provider, as this is limited for exempt providers.

EASTERN DUTCHESS GOVERNMENT CENTER

The Eastern Dutchess Government Center is located at 131 County House Road, Millbrook, NY. Dutchess County Department of Community and Family Services is located on the 3rd floor of this building. This office is unique in several ways. It accepts all financial program applications (Temporarily Assistance, SNAP, Medicaid and HEAP) and one single worker handles the entire case versus having different workers between programs. The eligibility worker is responsible for determining eligibility and then maintains the case for ongoing services. This may include employment intake related appointments, recertification, and utility emergencies. Due to the size of this office and staffing, the EDGC office operates on an appointment only schedule which ensures all applicants and recipients are served in a timely manner. This location is not equipped to take care of housing emergencies. If an individual or family find themselves needing this type of service, they are referred to the main office in Poughkeepsie.

INTAKE UNIT

The following statistics reflect the work completed in the Intake Unit. They are also included in an overall view in the Medicaid, SNAP and Temporary Assistance Case Activity Tables. Medicaid Nursing Home applications are registered in the Medicaid Division and are not included in the Medicaid Intake figures.

EASTERN DUTCHESS GOVERNMENT CENTER

The case activity completed at Eastern Dutchess Government Center is included in other Financial and Supportive Services Division statistics in this report.

DAYCARE UNIT

Served	2012	2013
Families	513	850
Children	893	1,517



MEDICAID INTAKE CASE ACTIVITY*

	2012	2013
Applications Registered	10,027	10,375
Cases Opened	8,540	9,509
Cases Open-Closed** (includes one-time payments)	417	112
Withdrawn	493	567
Denied	2,678	3504

* From WMS WST002,

** Not included in Cases Opened

SNAP INTAKE CASE ACTIVITY*

	2012	2013
Applications Registered	8,502	11,023
Cases Opened	6,152	6,510
Cases Open-Closed** (includes one-time payments)	69	408
Withdrawn	366	571
Denied	2,987	3,008

* From WMS WST002,

** Not included in Cases Opened

TEMPORARY ASSISTANCE INTAKE CASE ACTIVITY*

	2012	2013
Applications Registered	9,370	9,059
Cases Opened	1,610	1,583
Cases Open-Closed** (includes one-time payments)	1,155	1,312
Withdrawn	149	117
Denied	6,434	6,491

* From WMS WST002,

** Not included in Cases Opened

Dear Commissioner,

I had the pleasure of speaking with Joanne Sinagra on several occasions regarding HEAP.

With each conversation Joanne was so patient and kind. She is such an asset to the Department.

Sincerely,

PH

Intake 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 Child Care for an intensive review during the eligibility determination process before a case is opened and benefits are provided.



Christopher Corman
Supervisor of Special Investigation Unit

SPECIAL INVESTIGATIONS 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 re-payment of assistance.
- Arranges and pays for indigent burials.
- Determines and recovers overpayments from assistance recipients.
- Makes collateral contacts, performs computer reporting system checks and makes field visits to assist workers in determining eligibility.
- Investigates possible fraud on all cases referred by staff, NYS and reports received from the public regarding recipients who may not have been entitled to receive benefits. The investigation may include making field visits, obtaining collateral verification, reviewing computerized records, and conducting interviews to determine if fraud was committed.
- Refers appropriate cases to the District Attorney for prosecution or disqualification.
- Examines any instance of fraud identified through the Automated Finger Imaging System (AFIS), which utilizes the latest technology to establish positive identification on adults seeking assistance. The system captures demographic data, client photos and electronic finger images. It is the largest and most sophisticated of any social services finger imaging system in the nation and continues to serve as a model for other states.
- Reviews the results of computer file matches done by New York State including:
 - ▶ Public Assistance Reporting Information matches, which indicates a case may be active in two different states/districts.
 - ▶ Monthly matches with the Department of Correctional Services and the Division of Criminal Justice to identify incarcerated individuals who are in receipt of assistance.



CASES CLOSED DUE TO FRAUD

2005	100
2006	141
2007	93
2008	104
2009	74
2010	367
2011	293
2012	395
2013	480

FUNDS RECOVERED BY TYPE

	2012	2013
Affidavits and Article 13	\$10,025	\$15,419
Proceeds and Mortgages	\$8,901	\$59,351
Claims Against Estates	\$123,303	\$306,206
Lawsuit Settlements	\$348,496	\$1,045,120
SSI Repay and Volunteer	\$671,686	\$599,167
Medicaid Reimbursement	\$275,096	\$58,492
Personal Accounts and Others	\$115,069	\$100,560
Income Executions	\$24,929	\$15,550
Small Claims	\$6,195	\$24,552
Totals	\$1,583,700	\$2,224,417

ACCOMPLISHMENTS AND YEARLY STATISTICS

FRONT-END DETECTION (FEDS)

Completed FEDS Interviews	1,879
Cases Denied/ Withdrawn	1,384
Cases Opened	454

COST AVOIDANCE

Temporary Assistance	\$4,618,920
Medicaid	\$7,269,588
SNAP	\$1,996,356
Child Care	\$333,000



SPECIAL INVESTIGATIONS UNIT ACTIVITY

	2012	2013
Completed Investigations	502	556
Confessions of Judgment	60	90
Number of Repayment Agreements Signed	60	90
Value of Repayment Agreements Signed	\$123,019	\$236,462
SNAP Disqualifications	12	18
Value of SNAP Disqualifications	\$17,423	\$21,266
Temporary Assistance Disqualifications	5	9
Value of Temporary Assistance Disqualifications	\$2,134	\$23,611

COLLECTION ACTIVITY

	2012	2013
Lottery Intercepts	\$18,475	\$18,279
Fees (Parking, Guardian, Adoption, Home Study, Phone, Postage, Confessions of Judgment, Copies and Subpoenas)	\$15,191	\$18,627
Cash Collections (TANF, SN, MA, Services, FS and SN-SSI Repayments)	\$6,181,801	\$6,259,158
Confession of Judgment (COJ) Satisfaction	\$74,708	\$61,664
Total	\$6,290,175	\$6,357,728

COST AVOIDANCE FOR PROGRAM INTEGRITY INITIATIVES

Initiatives	Description	Number of Application Denials, Case Closings or Grant Reductions	Estimated Cost Avoidance
Front End Detection System (FEDS)	Detecting fraud at application	1,384	\$14,217,864
Intentional Program Violations (IPV)	Disqualification sanctions for those found guilty	27	\$44,877

Special Investigation Staff



NUMBER OF BURIALS

2004	109
2005	110
2006	106
2007	103
2008	120
2009	121
2010	127
2011	162
2012	139
2013	141



EMPLOYEE APPRECIATION DAY 2013: APPLE FESTIVAL WAS THE THEME OF THE 32ND DCFS EMPLOYEE



STAFF MEMBERS TO HOMEMADE APPLE CRISP, ICE CREAM, FRESH DOUGHNUTS, CHEESE AND CRACKERS AND



MILESTONE ANNIVERSARIES IN THEIR CAREERS AT DCFS. SOME STAFF MEMBERS ENTERED FANTASTICALLY



PICKED AN APPLE FOR A CHANCE AT WINNING PRIZES. THE DUTCHESS COUNTY DEPARTMENT OF HEALTH WAS



APPRECIATION DAY HELD ON OCTOBER 28TH. ADMINISTRATIVE STAFF HOSTED THIS EVENT AND TREATED



APPLE CIDER. CERTIFICATES OF APPRECIATION WERE GIVEN OUT TO STAFF MEMBERS WHO HAD REACHED



DECORATED PUMPKINS IN A CONTEST JUDGED BY THE HR DEPARTMENT. APPLE FEST PARTYGOERS EACH



ON HAND TO DO BLOOD PRESSURE SCREENING IN KEEPING WITH THE HEALTHY "AN APPLE A DAY" THEME.

YOUR INTERNET WEBSITE ADDRESS CONNECTIONS

Child Care Council of Dutchess

<http://www.childcaredutchess.org>

Dutchess County

<http://www.dutchessny.gov>

Dutchess County Department of Community and Family Services

<http://www.co.dutchess.ny.us/countygov/departments/socialservices/ssindex.htm>

Dutchess Community Action Partnership

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

Dutchess Outreach, Inc.

<http://dutchessoutreach.org>

Grace Smith House

<http://gracesmithhouse.org>

New York State

<http://www.ny.gov>

New York State Adoption Service

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

New York State Office of Children and Family Services

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

New York State Office of Temporary and Disability Assistance

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

New York State Kids' Well-Being Indicator Clearinghouse

<http://www.nyskwic.org>

DCFS LOCATIONS

Dutchess County Department of Community and Family Services

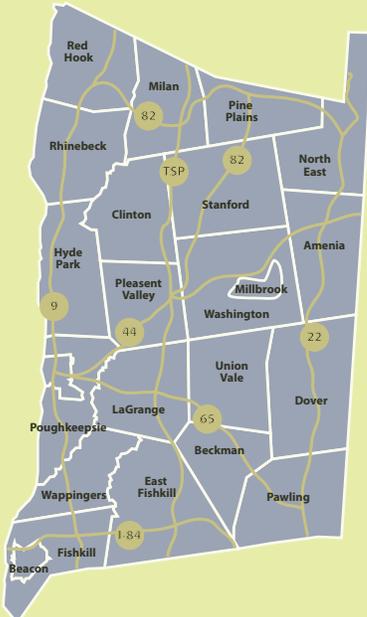
60 Market Street
Poughkeepsie, New York 12601

Child Advocacy Center

35 Van Wagner Road
Poughkeepsie, New York 12603

Eastern Dutchess Government Center

131 County House Road
Milbrook, New York 12545



Department of Community and Family Services

60 Market Street, Poughkeepsie, New York 12601

845.486.3000

