



**DEPARTMENT OF
COMMUNITY AND
FAMILY SERVICES**

Annual Report 2014



**CELEBRATING
SUPPORT STAFF**

✧CONNECTING✧CONTRIBUTING✧CARING

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THE 2014 DCFS ANNUAL REPORT

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A MESSAGE FROM COMMISSIONER ALLERS



This is my last Annual Report greeting. As I review this summary of 2014, I must reminisce at the changes that have taken place with the help of the good work the employees and partners of DCFS have accomplished. When I started with the "old" DSS in 1974, it was not unusual to find persons living in dwellings with no heat, no running water, and rear stairs

that were dangerous to navigate at best. We often found children that were without clothes, without immunizations, and with no food in the house. There was no money for transportation, day care or training. There was no discourse or cooperation between agencies and services were limited to only the very lowest incomes.

I have seen the inauguration of agencies such as Hudson River Housing, the Child Advocacy Center and Grace Smith House as well as the formation of Child Protective Services, Adult Protective Services, the DCFS Housing Unit and the creation of the Welfare Reform Act, the Safe Families Act, and the NYS Health Exchange. All the changes were made for one goal – to provide better services for residents.

I am happy to say that almost all the issues I have mentioned in relation to housing have been eliminated and the community will not accept neglected children or battered adults. We have millions invested yearly in transportation, day care and training; we regularly service up to 200 percent of the poverty level and know many of our cross division and agency partners on a first name basis. While it is not my intention to say the job of providing services is finished, sometimes you have to stop and admire how far we have come.

I want to thank all of you for the help you have given to me, our agency and the citizens of Dutchess County. I wish you all the best in the future.

Please enjoy our 2014 report.

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



The employees of the Dutchess County Department of Community and Family Services (DCFS) work hard every day towards a shared goal of helping those in need. Without seeking recognition and with little fanfare, the employees at DCFS have dedicated themselves to lifting up the most vulnerable in our community. We are incredibly fortunate to

have so many dedicated, selfless employees who work day in and day out to make the lives of the people they touch a little better.

The work that DCFS employees do is not void of obstacles and challenges. Demand for assistance remains high. With ever increasing caseloads, the team at DCFS does a phenomenal job of acting as responsible stewards of our resources and effectively providing services to those in need. Because of their innovative and pragmatic approach, our resources go a long way in helping as many people as possible.

Whether it be providing SNAP or HEAP benefits to a struggling family, helping patients to navigate Medicaid, or assisting with Children's Services, these employees undoubtedly touch the lives of each and every person they interact with. The employees at DCFS are one example of the many unsung heroes of County Government, who work to make a positive impact in the lives of others without hesitation.

I appreciate the hard work and dedication of the staff at DCFS as well as Commissioner Bob Allers, who retired after more than 40 years of dedicated service to the residents of Dutchess County including 18 years as Commissioner. Without a doubt, Commissioner Allers has made a difference in countless lives over his four decades of service. We will miss him and wish him the best in his retirement. I am pleased to welcome Acting Commissioner Sabrina Marzouka in 2015, and look forward to our work together.

On behalf of a grateful community, thank you for all you do to make Dutchess County a better place to live, work and raise a family.

Marcus Molinaro
Dutchess County Executive

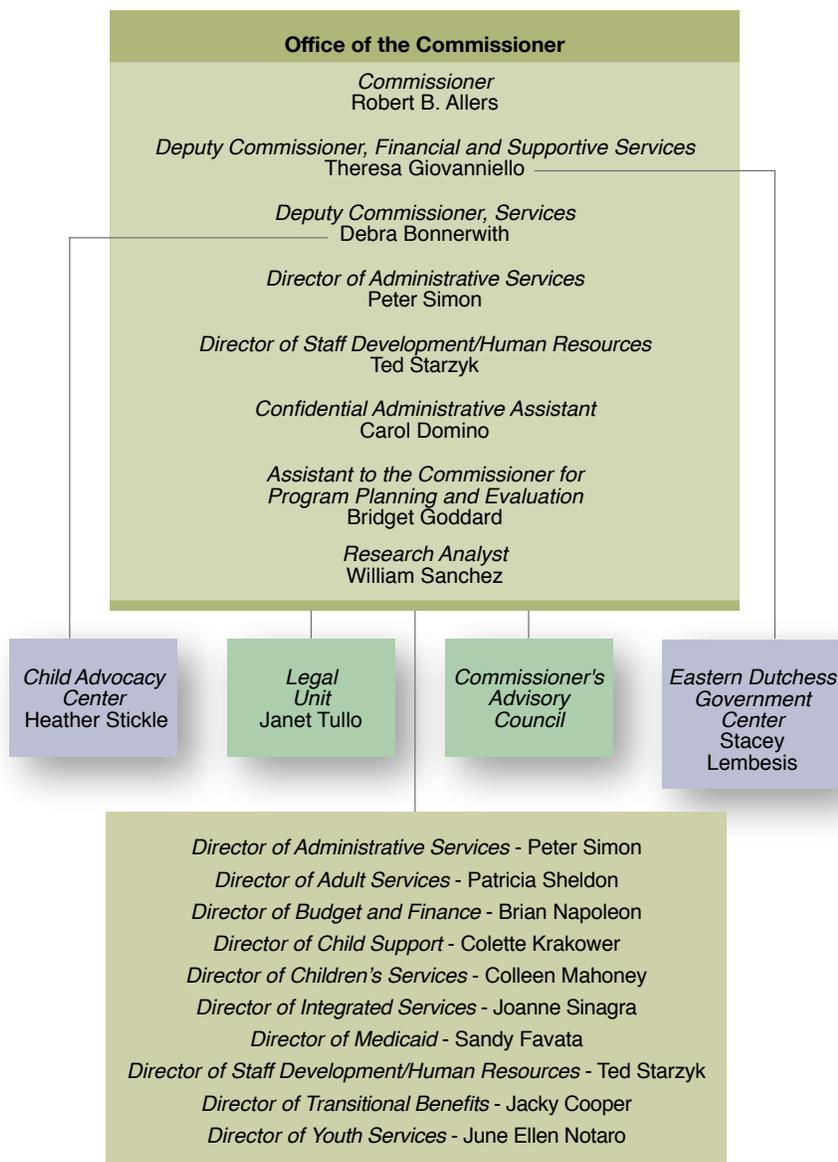
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DCFS GOALS AND OBJECTIVES

- 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
 - E. Maintain professional standards in all contacts
- II. Develop and make available to families and individuals, services that will strengthen the family unit, encourage stability in living arrangements, and provide for specialized care.
- III. Provide protective services to children and adults at risk.
- IV. Provide adequate information to the general public regarding our programs and services and maintain adequate knowledge of community.

ORGANIZATIONAL CHART



DCFS STATISTICS

ACTIVE CASES BY ZIP CODE

Amenia	259
Annandale	2
Bangall	0
Barrytown	7
Beacon	3,221
Billings	2
Castle Point	0
Chelsea	18
Clinton Corners	229
Dover Plains	864
Fishkill	1,220
Glenham	29
Holmes	176
Hopewell Junction	1,413
Hughsonville	7
Hyde Park	1,764
Lagrangeville	507
Milan	49
Millbrook	455
Millerton	374
New Hamburg	30
Pawling	536
Pine Plains	309
Pleasant Valley	1,009
Poughkeepsie	
City	12,427
Town	4,475
Poughquag	380
Red Hook	786
Rhinebeck	914
Rhinecliff	44
Salt Point	239
Staatsburg	613
Stanfordville	272
Stormville	228
Tivoli	211
Verbank	119
Wappingers Falls	3,467
Wassaic	197
Wingdale	533

TOP MEDICAID VENDORS IN THE COUNTY

Medicaid payments to local businesses in Dutchess County serve as an economic stimulus and multiplier. In 2014 payments were made to the following vendors providing Medicaid services.

Hudson Valley Health Plan	\$98,775,678
NYS Catholic Health Plan	\$44,715,392
Wellcare of NY	\$17,385,830
Abilities First	\$12,129,536
NYSARC Dutchess County	\$11,942,575
Wingate	\$11,010,114
Cardinal Hayes	\$10,254,953
New Horizons	\$10,204,266
Unlimited Care	\$9,541,835
Vassar Hospital	\$9,100,299
MidHudson Regional Hospital	\$8,862,657
Elant	\$8,187,296
Greystone	\$8,149,003
Taconic DDSO	\$7,721,256

TOP NON-MEDICAID VENDORS IN THE COUNTY

Children's Home of Poughkeepsie	\$5,430,885
Astor Services	\$2,548,275
Central Hudson	\$2,289,547
LaSalle School	\$2,039,166
Dutchess County Probation	\$1,896,933
Hudson River Lodging	\$1,490,581
Family Services	\$1,434,657
CASA	\$1,418,981
Berkshire Farm	\$1,217,393
St. Anne Institute	\$1,154,357

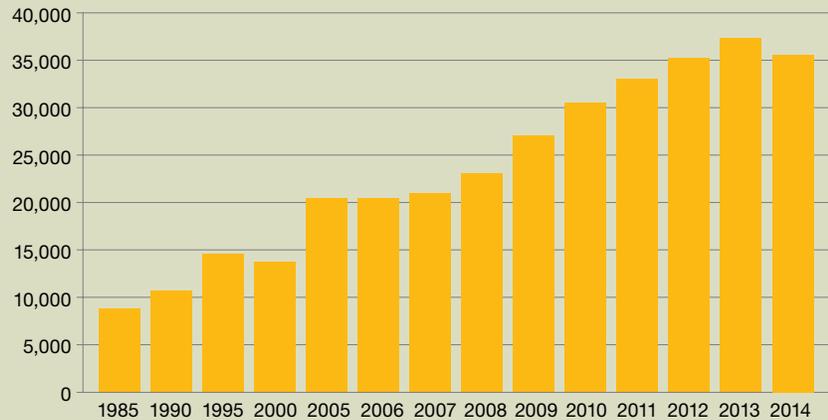
ACTIVE INDIVIDUALS

Ages	
0 – 4	6,543
5 – 12	10,376
13 – 16	4,449
17 – 18	2,094
19 – 22	3,029
23 – 30	6,225
31 – 40	6,638
41 – 50	6,650
51 – 55	3,673
56 – 60	3,023
61 – 64	1,907
Over 65	8,004

As of December 31, 2014

DCFS CASELOAD SNAPSHOT AS OF DECEMBER 31, 2014*

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



FACTS AT A GLANCE 2014

2014 MODIFIED BUDGET

	Appropriations	Revenues
Administration (salaries, fringe, materials, other)	\$33,696,870	\$18,557,258
Non-secure Detention	\$1,100,000	\$524,299
Day Care	\$6,033,826	\$6,404,393
Services for Recipients	\$6,182,984	\$1,307,112
Medicaid - Local Payments	\$292,500	\$540,000
Medicaid - MMIS Payments	\$43,035,530	\$0
Family Assistance	\$9,242,882	\$12,574,099
Foster Care	\$33,386,504	\$18,120,336
Juvenile Delinquents/PINS	\$253,280	\$621,500
State Training Schools	\$2,400,000	\$0
Safety Net	\$6,300,000	\$2,460,500
HEAP	\$710,158	\$929,158
Emergency Aid to Adults	\$110,000	\$58,000
Supplemental Nutrition Assistance Program	\$248,493	\$247,993
Youth Administration	\$207,425	\$76,256
Youth Development/Delinquency Programs	\$0	\$0
Youth Services Unit	\$273,312	\$266,134
Youth Development Program	\$193,114	\$0
Youth Special Delinquency Programs	\$25,003	\$0
Youth Runaway & Homeless	\$103,055	\$78,252
Totals	\$143,794,936	\$62,929,699

DCFS EMPLOYEES

Total	356
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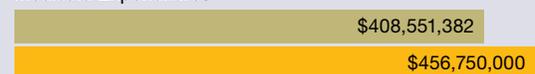
ACTIVE CASES

Cases as of	12/31/13	12/31/14
SNAP	12,445	12,243
HEAP	2,333	2,205
Medicaid*	15,770	16,206
Medicaid SSI	5,861	5,868
Family Health Plus	1,996	0
Family Assistance	646	638
Safety Net Assistance	587	604
Services	1,617	1,565

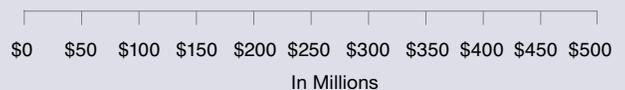
* Includes Presumptive Eligibility cases

2014 PLANNED GROSS EXPENDITURES

Medicaid Expenditures



All Other DCFS Expenditures



EMPLOYEE GENEROSITY

Janet Tullo's (Legal) concept for a charity appeal was met with enthusiasm as many staff members, including members of ABCD, helped make the **"Fill your Phone Box for House of Hope"** campaign a success. Phone boxes were repurposed to hold helpful donated items for domestic violence survivors. Forty-eight full boxes were given to women at **House of Hope**.



Jessica Collins (Adult Services) raised money through a bake sale and raffles to buy holiday gifts for children in hospitals.

Christine Nastasi (Medicaid) helped work on houses in the disaster stricken areas of Staten Island and also helped paint a local playground.

Robert Tortorella (File Room) helped prepare and serve meals every month for the less fortunate residents at Lakeview Arms.

Chris Corman (SIU), Fran Sarigianis (Accounting) and **Sandy Favata (Medicaid)** organized a **Relay for Life** team with participating co-workers to raise money for the **American Cancer Society** in memory of Richard Fahey.

Children's Services raised money with a bake sale to benefit the **Foster Care Picnic**. The annual Foster Care Picnic was held at Bowdoin Park and several staff members from various divisions helped with organizing games and preparing food.

Adult Services staff helps clients and their families in many ways above and beyond the norm with such things as dishes, blankets and clothes. They also maintained an emergency food supply with funds from donations from DCFS employees and participated in the **Salvation Army Angel Tag Program**.

Frank Farinacci (ADM Support), Anne McNerney (AFS) and **Micah Signor (AFS)** sang with the DPW Christmas Carolers to raise money for an adopt a family program.

Janice Arico (SIU) and **Jackie Tortora (CIS)** headed up the **Toys for Tots** drive in DCFS.

Tammy Chenevert (File Room), along with the help of coworkers, family and friends, raised over \$500 for the **American Heart Association**.

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

Wendy Baur (AFS) worked with the **Homeless Support Program** and to receive blankets which were distributed to local community agencies and county service providers.

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

Sharon Burt (CSEU) volunteered assistance with the **Fathers' Day Parade** (DCFS donates hot dogs for this event), as well as other annual John Flowers' events and is a Girl Scout volunteer.

Tyler Carroll (File Room) directed a youth missionary camp that served non-profit agencies in the Hudson Valley.

The **Special Investigations Unit** raised money from a **"Christmas in July"** bake sale and a **Harvest Luncheon** for their adopt a family fund.

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

Geetha Prabhakara (SIU) participated in **American Cancer Society Breast Cancer** walk.



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.

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



The **File Room staff** held a fundraiser called **"Get the Supplies You Can't Get at the Supply Room"** and raised \$370 for the **Elizabeth Ann Karlson DCFS Food Pantry**.



The **Supplemental Nutrition Assistance Program (SNAP) Unit** raised \$517 to adopt a family.

Lisa Simpson (AFS) participated in the annual **Literacy Connections Spelling Bee** to support adult and children's literacy programs and also in the **Mid-Hudson Love, INC Scrabble Tournament**, which helps meet urgent needs.

The **DCFS CROP (Communities Responding to Overcome Poverty) Walk Team** raised \$1,925. 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**.

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**.

The **Accounting Unit** held bake sales to raise money for the **DCFS Elizabeth Ann Karlson Food Pantry, Adopt a Family, and the Salvation Army Angel Tag** program.

The **Managed Care Unit** held a bake sale to help local families in need and to assist the **Boy Scouts of America**.

Kara Cerilli and **Susan McGuire (ADM)** organized the **DCFS United Way** campaign. Through their efforts and the generosity of DCFS employees, \$4,132 was raised.

DCFS HIGHLIGHTS AND ACTIVITIES

HEADLINER AWARD

Robert Allers was awarded the Dutchess County Regional Chamber of Commerce Annual Headliner Award on April 16, 2014 for the category "Out of the Box Innovator." During his years of service as Commissioner, Robert Allers consistently worked to find innovative solutions and facilitate improvements at the Department of Community and Family Services. One example was the implementation of Paper Day so staff could have time protected from interruption to process application and recertification efficiently while other workers handled emergency cases. Another outside-the-box initiative was the repurposing of used County cars so that more Temporary Assistance families could receive a used car, eliminating a transportation barrier to better jobs. Over the years the "What a Difference a Car Makes" event has reached over 750 families.



Playroom Rules
Everyone is welcome
★ Be kind to one another
Laugh, Play, Dance, Sing
Say Please & Thank You
★ Share Share Share
★ Make Friends ★ ★ ★
★ Clean up After Yourself!
★ HAVE FUN! ★



CHILD ADVOCACY CENTER MOVE

One of our DCFS Child Protective Services units is co-located with law enforcement and supportive service providers at the Dutchess County Child Advocacy Center (CAC). In 2014, the CAC, with its parent agency the Child Abuse Preventive Center, moved to a new home on Van Wagner Road in Poughkeepsie. This new location provides a safe and friendly atmosphere designed to reduce child trauma during investigations. During the year the CAC served 404 Dutchess County families.

DCFS BOOK CLUB

The DCFS Book Club began in 2013 and had another exciting and successful year in 2014. The club read and discussed 15 books including *Case Histories* by Kate Atkinson, *Wonder* by R.J. Palacio, and *Lucia, Lucia* by Adriana Trigiani. Members joined Poughkeepsie Public Library District's BIG READ by reading *Fahrenheit 451* by Ray Bradbury.



In March, the Book Club held a discussion with Greg Olear, author of *Totally Killer*. Mr. Olear joined the group in the Commissioner's Conference Room for lunch while discussing his book. Mr. Olear shared that meeting with the DCFS Book Club was his first time doing so in America; he had met with a book club in France previously. Mr. Olear spoke about the process of writing the book, his perspective on the discussion questions, and the motives of the characters. It was a wonderful experience; both the club and Mr. Olear were grateful.

Members get together during their lunch break at work to discuss the latest book. Books are borrowed from the library at no cost to the group through the 'Book Club in a Bag' program. The Book Club has expanded with new members joining. Members include employees from Adult Protective Services, Administration, Medicaid, Children's Services, Accounting, Temporary Assistance, and Legal. New members are always welcome to join!

DCFS HIGHLIGHTS AND ACTIVITIES

YOUTH COMPUTER AND FINANCIAL TRAINING

In 2014 **Dutchess BOCES Adult Learning Institute** held two training sessions for a dozen of our youth instructed by William Serino and Michael Batira. One session was held here at **DCFS**, and the other at BOCES on Main Street. The objectives of the sessions were for the youth to build skills and earn tools which would enable them to pursue advanced studies, create a resume and conduct relevant job searches. The training included financial literacy, a career orientation workshop and computer training. **Bridgeway Federal Credit Union** partnered with **Dutchess BOCES** for the financial literacy module. This module utilized volunteers from **DCFS** and **BOCES** to teach the youth about budgeting. The computer related training included conducting internet research, and developing a business

or personal plan using word processing software. Also included in the session was how to create and revise a budget using spreadsheet software like MS Excel. The sessions culminated in the students learning how to market their brand by using presentation and word processing software such as MS PowerPoint. The instruction was hands-on and highly interactive and the enthusiasm of the students made it a rewarding experience for all. One student stated, "I loved the program and I was really shocked at all the stuff I didn't know in Excel and the other



Microsoft Office programs like Word." At the end of the training sessions, each student earned a laptop and printer. We wish them all much success in their future endeavors and are grateful to our DCFS volunteers as well as our community partners, **BOCES** and **Bridgeway Federal Credit Union** for their efforts and support of our youth training.



"START PUTTING INTO PEOPLE WHAT YOU WANT BACK," is key to reducing workplace stress and improving customer relations according to Sidney Hurlbert who was well received by staff when he spoke at the agency seminar held at DCFS on September 22, 2014. The "What to Say and How to Say It" message was very informative while being humorous at the same time.



Marie Biasotti led an enthusiastic group that met weekly during lunchtime to knit and crochet. They shared their needlework skills, learned new ones, created beautiful handcrafted items and generally had a good time!

NEW YORK PUBLIC WELFARE ASSOCIATION WINTER AND SUMMER 2014 CONFERENCES

The Art of Managing What Comes Next in Social Services was the theme of the Winter NYPWA Conference. DCFS contributed to the following presentations.

- ✦ **We Can Work It Out** and;
- ✦ **Deputy Commissioner's Leadership Network**
Theresa Giovanniello, Deputy Commissioner of Financial & Supportive Services, presenter/facilitator
- ✦ **Executive Budget In-depth/Fiscal Roundtable** and;
- ✦ **Local DSS Fiscal Policy Dialogue**
Peter Simon, Director of Administrative Services, facilitator

DCFS took an active part in the, **Keeping Pace with Social Services**, theme of the Summer NYPWA Conference. Topics and members of presenting teams were:

- ✦ **The Trifecta of Employee Success: Morale, Motivation & Mettle**
Theresa Giovanniello, Deputy Commissioner of Financial & Supportive Services, presenter
- ✦ **Getting Better All the Time; Medicaid departments being redesigned**
Robert Allers, Commissioner, presenter/facilitator



- ✦ **Child Support Coordinators' Roundtable II**
Colette Krakower, Director of Child Support Enforcement, moderator
- ✦ **Local DSS Fiscal Policy Dialogue**
Peter Simon, Director of Administrative Services, facilitator

ABOVE AND BEYOND THE CALL OF DUTY (ABCD) TEAM

Now in its 6th year, the ABCD Team is more active than ever. The group continues to follow the Appreciative Inquiry Model which keeps members' efforts focused on positivity and building on our strengths. They continuously assess what is done well at DCFS and are committed to do more of it, often in new and creative ways. Members rotate facilitating the meetings on a voluntary basis.

As in past years, the Suggestion Box ideas were all reviewed and addressed with Administration. The team worked on the need for resource phone lists used to make referrals for individuals in need. A protocol for emailing SNAP workers was put in place helping other workers when a phone call is received on a related case. Three efforts centered on improvements in the work space. Cleaning supplies were requested and put in place for all kitchen areas in the building. One member started a bulletin board in the Medicaid Unit which is a model for information sharing and beautifying the work environment. Thirdly, based upon recent need of our staff as new moms in the building, a quiet, private space was secured for nursing mothers. This was publicized in our DCFS Matters newsletter.

This year, another lunch time learning opportunity was created. The new sessions involve needle arts including crochet, knitting and sewing. The needlework group met informally on most Wednesdays from 12-1 in the small classroom on the fourth floor. In addition, a Summer Fitness Challenge was initiated. It ran from June 1 through August 31, 2014, and encouraged staff to spend 90 minutes per week or more being physically active. The group met monthly during the summer to discuss their progress. Feeling more healthy and losing weight were reported as some of the personal benefits achieved. Thirty-two participants logged their activity on individual DCFS Fitness Challenge Logs and were entered to win health and fitness related prizes at a celebration of the program completion.



CROP Walk Team

The Book Club continued throughout the year with new members joining. Fifteen books were read and discussed.

Charitable works in 2014 included the CROP Walk and a collection of 48 boxes of various personal care items and baby supplies including soap, shampoo, diapers, baby bottles and pacifiers for the House of Hope domestic violence shelter. \$1,925 was raised for the CROP Hunger Walk.

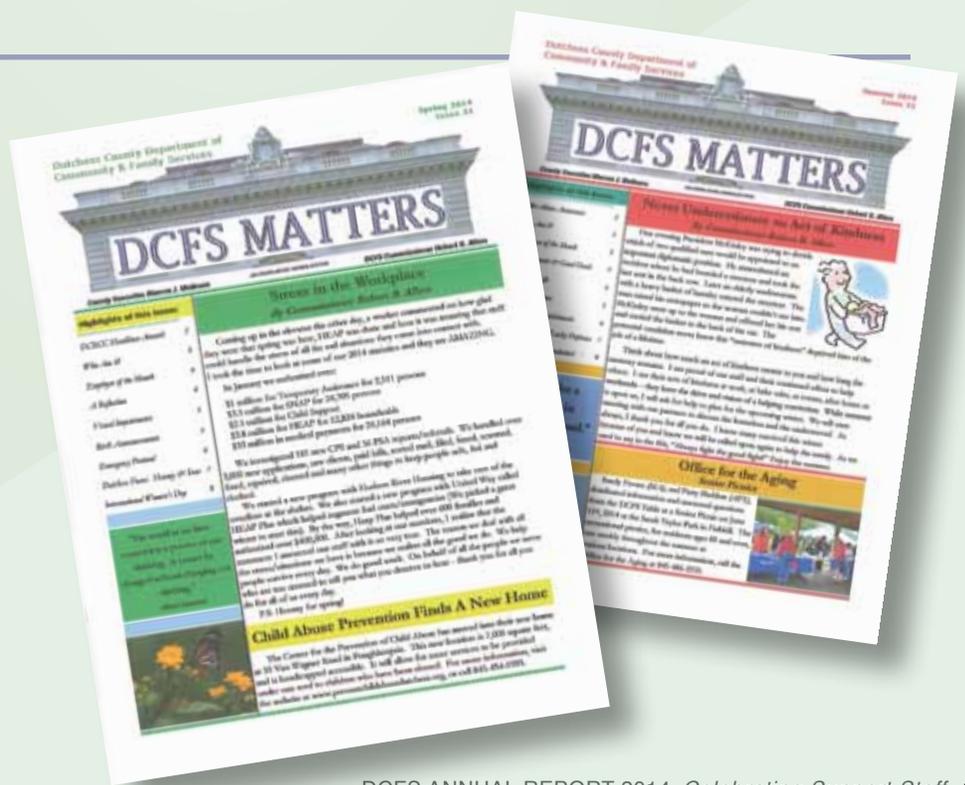
This year, ABCD welcomed new 3 members. A total of 12 members problem-solved, planned, organized and met on the various initiatives throughout the year.

The ABCD Team is proud to announce that two members, Kimberly Flasz and Christina Trembellos were promoted in 2014.

DCFS MATTERS

For the ninth consecutive year DCFS staff has been able to enjoy an agency newsletter which covers items of interest within DCFS and Dutchess County at large. The newsletter is available digitally on the DCFS intranet homepage. Kudos to all who worked on "DCFS Matters" in 2014!

- ✦ Editors: Theresa Giovannello, Kara Cerilli, Carol Domino and Ted Starzyk
- ✦ Contributing Writers: Commissioner Allers, Theresa Giovannello, Kara Cerilli, Ricki Pelzner, Kim Flasz, Lance Bixby and Nicole Straley
- ✦ Graphic Design/layout: Kara Cerilli and June Weldon



LEADERSHIP DEVELOPMENT PROGRAM

“The best way to predict your future is to create it.” – Peter Drucker

Since November 2010, the Leadership Development Program has offered 51 development sessions to our employees. A total of 59 employees and guests attended one or more of the 2014 sessions. This year, we held 14 sessions culminating with the Achievement Awards Ceremony which was held on November 5th. We were honored to have Charlie North, President and CEO of the Dutchess County Regional Chamber of Commerce as our keynote speaker at the event. Charlie North's address was personal and rousing, motivating all in attendance. Commissioner Allers also spoke at the event and once again gave each award recipient another coveted “Allers’ Tool for Leadership.” Certificates were awarded to individuals who achieved one of 4 levels in the program ranging from 8 to 32 credit hours. Recipients included Commissioner **Robert Allers (ADM)**, **Lance Bixby (DC)**, **Debra Bonnerwith (ADM)**, **Kara Cerilli (ADM)**, **Maria Coleman (CSEU)**, **Christopher Corman (SIU)**, **Carol Domino (ADM)**, **Kimberly Flasz (CPS)**, **Theresa Giovannello (ADM)**, **Suzanne Howell (CW)**, **Colette Krakower-Scotti (ADM)**, **Lissette Mason (TA)**, **William Sanchez (ADM)**, **Peter Simon (ADM)**, **Barbara Swanson (DC)** and **Linda Tuttle (AFS)**. In addition, a record high of 10 employees received a certificate of recognition for providing a presentation to the group during the 2014 program year. Guest speakers included, **Dennis Donahue** of the NYS Commission for the Blind, **Susan Groman** MSW of Living

Well Program, **Donna Johnson** of DJ Consulting Services, and **Skip Weisman** of Weisman Success Resources.

Session topics for 2014 were:

- ✦ Commission For the Blind
- ✦ Living Well Program for Domestic Violence Survivors
- ✦ Brainstorming for 2014
- ✦ Wheel of Life: Setting Healthy Goals
- ✦ Leadership Communication and Self-Deception (2 sessions)
- ✦ Comparison of Theories: Maslow and Tony Robbins
- ✦ Achieving Lifestyle and Professional Goals
- ✦ Mental Health First Aid (2 sessions)
- ✦ Internet and Workplace Professionalism
- ✦ Keeping Your Own Mental Health “Healthy”
- ✦ Leadership Lessons of Coach Vince Lombardi
- ✦ Leadership Development Achievement Awards with Charlie North



“As the years are clicking by, our Leadership group has developed into an enthusiastic and open group of ‘information seekers’. The variety of topics, the difference in presentation methodologies, and the shared experiences continue to motivate our members to keep coming back each month.”

– Suzanne Howell



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



Heather Vosburgh
Child Protective

FEBRUARY



Josie Johnson
Central File

MARCH



Colleen Ward
Medicaid

APRIL



Jeannine Guerra
Managed Care

MAY



Courtney Martin
SNAP

JUNE



Darcy Levi
Child Support

JULY



Joyce Scheibling
Special Investigations

AUGUST



Bill Robinson
Child Support

SEPTEMBER



Donna Wood
SNAP

OCTOBER



Jessica Nelson
Accounting

NOVEMBER



Ann Piccone
Legal

DECEMBER



Monica Balassone
Child Protective

YEARS OF SERVICE

40 YEARS

Robert Allers

35 YEARS

Fran Sarigianis

30 YEARS

Ann Woolsey

25 YEARS

Amber Collins

Constance Swain

Beverly Thomas

Lynn Martin

Lorett Wheeler

Blythe Cashdollar

Colleen Mahoney

Lance Bixby

20 YEARS

Monique Brennan

Jessie Normil

Ann Roberts

Gregory Charter

Stephanie Moshier

Ellen Gander

15 YEARS

Michele Arrucci

David Garcia

Donna Wood

Markose Paulose

10 YEARS

Nicole Singleton

Kara Cerilli

Mary Velazquez

Courtney Martin

Andrew Pietroluongo

William Quintiliani

Nydia Hernandez

Jacqueline Ingram

Jacqueline Tortora

Terri-Ann Sweet

Janet McLain

5 YEARS

Vivian Alexopoulos

Joyce Scheibling

Carol Domino

Marion Venier

Cynthia Cashman

Jereme DuVernoy

Deborah Piotti

Angelic Campbell

Wendy Diamond

Mary Ellen Messina

Christina Trembellos

Linda Green

Paula Marcojohn Calli



Fran Sarigianis
35 Years



Lynn Martin
25 Years



Donna Wood
15 Years



Joseph Lansang
5 Years



Ada James
Joseph Lansang
Susan Barrack
Natalie Jimenez
Tammy Dancy



Robert Allers
40 Years



Ann Woolsey
30 Years



Ann Roberts
20 Years



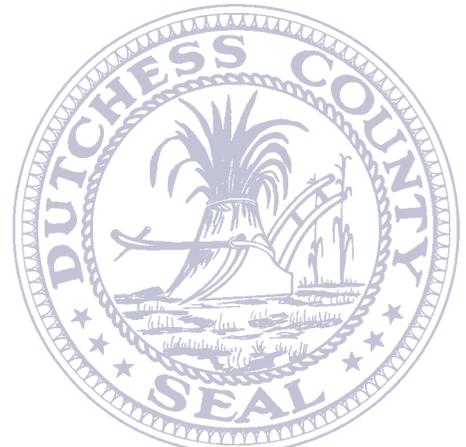
Mary Velazquez
10 Years



Christine Meluch
Virginia Scianna
Tay West
Arti Jani
Shauna Fitzgerald



Employee of the Month Selection Committee



2014 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/Research Analyst. 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 2014
Adult Foster Care Services	2
Auditing	1
Day Care	2
Detention/Foster Care Institutions	39
Domestic Violence Services	4
Employment/Training Services	8
Food Stamps Nutrition Education/HEAP	5
Genetic Testing	1
Homeless Prevention	3
Interpreter Services	1
Legal Services	1
Medical Exams/Services	4
Memoranda of Agreement	91
Other Inter-Agency Service Agreements	7
Preventive Services	10
Resource Parents	127
Service Agreements	9
Totals	315

Value of Contracts \$41,000,000+

Management
Team



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



William Sanchez
Fair Hearing Specialist

ACCOMPLISHMENTS AND YEARLY STATISTICS

- ✦ Managed 356 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.
- ✦ Trained DCFS staff members in Mental Health First Aid. This is the help offered to a person developing a mental health problem or experiencing a mental health crisis until appropriate treatment and services are received or until the crisis is resolved.

one month after they are requested and decisions are rendered within six weeks after the hearing.

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 2014

Fair Hearings Scheduled	1,156
Appellant Defaults	393
Appellant Withdrawals	231
Agency Decisions Upheld	248
Agency Decisions Reversed	89
Percentage of Fair Hearings in Favor of the Agency	93%
Postponed or Adjourned	9
Other Agencies	156
Correct when Made	35
Other	6
Agency Withdrawals	7



- ✦ Selected for participation in the Vera Institute of Justice/Office of Children and Family Services reentry project, to improve outcomes for youth returning home from juvenile justice placement.
- ✦ 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](http://www.dutchessny.gov/CountyGov/Departments/Health/14178.htm).

- ✦ Presented at NYPWA Summer and Winter Conferences.
- ✦ Hosted Dutchess County Regional Chamber of Commerce of Commerce Breakfast April 16, 2014. The keynote speaker was County Executive Marcus Molinaro.
- ✦ Participated in Dutchess BOCES Parent Information Night on Long Term Supports, providing information on guardianship with parents.
- ✦ Edited 2014 DCFS Annual Report.

Served on the following committees:

- ✦ Statewide System Reform Program (SSRP).
- ✦ 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 longterm care.
- ✦ Criminal Justice Council Executive Committee and its Prevention and Sanctions Victims and Women in the Criminal Justice System subcommittees.
- ✦ 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 International Women's Day Committee.
- ✦ Medicaid Administrative Workgroup with OHIP (Medicaid takeover with Department of Health).
- ✦ Workforce Investment Board (WIB) Consortium.

Administrative Division Support Staff





2014 STAFF DEVELOPMENT/HUMAN RESOURCES DIVISION

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 Division also encompasses the human resources and payroll functions.

Ted Starzyk, Director of Staff Development / Human Resources



Staff Development at DCFS combines regional trainings, computer based training, and webinars to disseminate necessary information for our staff. The use of the Human Services Learning Center (HSLC) 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 Staff Development and Human Resources Unit provides on-going personal and career development

for DCFS staff members. In addition to the BSW program, we also have contracts with Adelphi University and SUNY Empire College which includes Dutchess Community College. The goal of these programs is workforce professionalism and promotional advancement within the civil service system.

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



Staff Development/Human Resources Unit

(HSLC) database, 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 Empire State College Employee Education Program.
- ✦ Coordinates the Adelphi University Program for Children's Services staff members who take courses toward completion of their MSW degree.
- ✦ Reviews disciplinary cases to ensure compliance with the Progressive Disciplinary Policy.
- ✦ Serves as the DCFS liaison on the Dutchess County Workplace Violence Committee.

The Personnel and Payroll Unit:

- ✦ Maintains the department's active and inactive personnel files and handles all personnel-related matters.
- ✦ Handles all job interviews for non-management positions.
- ✦ 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.



ACCOMPLISHMENTS AND YEARLY STATISTICS

- ✦ Coordinated 7,285 hours of staff training.
- ✦ Through the Dutchess County Employee Education Program 5 staff members took 32 credit hours at Dutchess Community College and 11 staff members took 64 credit hours at SUNY Empire.
- ✦ 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.



PERSONNEL ACTIONS COMPLETED

New Employment Interviews Conducted	55
New Employees Hired	26
Promotions and Reassignments Processed	32
Leaves of Absence Processed	19
Separations from Dutchess County Service	29



2014 ADMINISTRATIVE SERVICES

The Director of Administrative Services helps develop and present the annual budget and is responsible for the supervision and coordination of the fiscal and operating functions. The following units are overseen by the Director: Accounting, Central File, Reception, Purchasing, Welfare Management System and Computer Information Services. The Director of Administrative Services serves as the agency's Freedom of Information Law (FOIL) Officer. During 2014, the Director of Administrative Services ended his second term 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 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.



Brian Napoleon
Director of Budget
and Finance

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 agency-wide supply area.



COMPUTER INFORMATION SERVICES

- ✦ Creates and maintains the technical environment that provides quick access to vital information using the most efficient and cost effective system hardware and software.
- ✦ Manages PC and network helpdesk.
- ✦ Administers COGNOS adhoc Reporting.

ACCOMPLISHMENTS AND YEARLY STATISTICS

Administrative Support

- ✦ Processed 235 requests for auditors to review cases remotely.
- ✦ Received and processed 50,238 calls at the switchboard (those callers that did not use the main menu options and chose the "operator.")
- ✦ Processed \$22,735 to Price Chopper and \$27,245 to Kmart in vouchers for clients' needs.
- ✦ Processed 65 contracts totaling \$7,955,871 for DCFS and 23 contracts for Youth Services totaling \$215,013.
- ✦ Provided coverage for SNAP, Children's Services, Temporary Assistance, Child Support Enforcement Unit, Eastern Dutchess Government Center, and Reception.
- ✦ Processed 290 requests for training (travel orders).
- ✦ Provided coverage for Spanish speaking interpreting.

Accounting

- ✦ Maintained accounts for 143 representative payee (T53) clients and made payments totaling \$1,169,731.82 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 faxing for individuals with a high fax rate.

Central File

- ✦ Assigned 5,182 new case numbers.
- ✦ Managed United Postal and interoffice mail for 365 employees.
- ✦ Processed 184,107 pieces of incoming US Mail processed (not including interoffice).
- ✦ Paid \$105,205 for postage.
- ✦ Prepared and imaged paperwork for the following units: Medicaid, SSI/MA, Temporary Assistance, SNAP, HEAP, and Eastern Dutchess Government Center.
- ✦ Purged 4,767 individual case records from the file room for disposition.
- ✦ Moved records to and from retention.
 - ◇ 719 boxes of records sent to retention – Each box recorded in the Record Management system.
 - ◇ There were 1,750 clients with multiple items, (various media) each item documented then the information entered into a specially created database exclusively for this program.
 - ◇ 595 records retrieved from retention for requesting worker.
 - ◇ New procedures created and maintained for obtaining particular case records from retention.
- ✦ Recorded all incoming Voter Registration forms.



- ✦ Provides leadership 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, N.Y.
- ✦ Completes employee office and job reassignments.
- ✦ Provides data access security.
- ✦ Maintains client eligibility quality control.
- ✦ Maintains Welfare Management System (WMS).
- ✦ Manages Benefit Issuance Control Subsystem (BICS).

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 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.



- ✦ Provided 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 62 Print Shop orders.
- ✦ Ordered 355,950 forms from OTDA.
- ✦ Filled 3,352 Supply Room orders.
- ✦ Distributed 591,363 forms from Supply Room stock.
- ✦ Distributed 19,228 daily-use supply items.

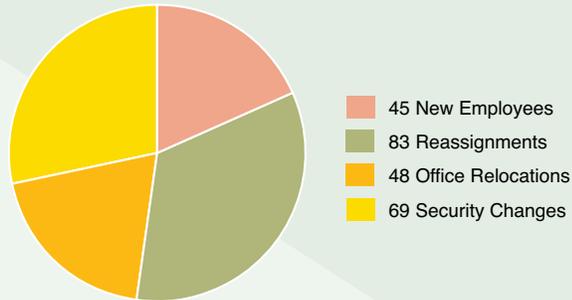


Accounting Staff

COMPUTER INFORMATION SERVICES (CIS)

- ✦ Resolved 3,651 helpdesk calls from DCFS workers. These calls range from system catastrophes to password resets.
- ✦ Consolidated 479 duplicate Client Identification Numbers(CIN). This eliminates duplicate benefit distributions.
- ✦ Completed 213 upgrades to Windows 7.
- ✦ Installed 60 new computers.

2014 EMPLOYEE CHANGE REQUESTS



RECEPTION

- ✦ Very involved with the implementation 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 all the departments to make sure the client's needs are met as best they can be on that day.
- ✦ For a second year, 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.

- ✦ Various agencies, including Central Hudson and Cornell have outreaches set up in reception to assist the clients.
- ✦ Worked closely with the Deputy Sheriff stationed here to improve the safety and security of not only reception, but of the entire building.



Central File Staff



Reception Staff

MY FULL VIEW RECEPTION TRANSACTIONS*

	2013	2014
October	9,374	8,538
November	8,535	7,357
December	9,483	8,781
Totals	27,392	24,676

* Number of transactions refers to interactions tracked on My Full View and does not reflect the total number of visitors served in Reception.



Computer Information Services Staff



2014 ADULT SERVICES

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

- ✦ Conducts inspections for the Foster Family Home program, a licensed community congregate care program with medical oversight.

ACCOMPLISHMENTS AND YEARLY STATISTICS

In 2013 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 continued in 2014 and allowed other agency workers to concentrate on paperwork and process benefit determinations in a timely manner without the use of overtime.

- ✦ Adult Services Liaisons provided oversight of the Dutchess County Agency Partnership

Grant awarded to the Mediation Center of Dutchess in 2014 for the purpose of funding the Coalition on Elder Abuse. 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. A liaison from our division also serves as a member of the Coalition on Elder Abuse. Our liaison participated in a multi-disciplinary panel discussion at the annual World Elder Abuse Day Conference in June 2014.

- ✦ In 2014, The District Attorney's Office

sponsored and invited a team of area organizations, which included Adult Services and The Coalition on Elder Abuse, to develop a brochure on Elder Abuse for public distribution. The brochure provides resources for elders seeking assistance or information 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 Mid-Hudson Legal Services, Crime Victims Assistance Program, Vassar Brothers Hospital, Department of Mental Hygiene and Dutchess County Office for Aging Senior Seminar and Taconic Resources for Independence. The following community service providers presented

Adult Services Staff



- ✦ Provides Housing Services to individuals and families that are homeless or are in need of assistance in locating housing. These services are 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.
- ✦ Administers the Family Type Home Program, a community based Congregate Care Level I program that provides 24 hour supervised care in a home environment to adults in need of minimal assistance with their adult daily living needs.
- ✦ 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, including 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.



overviews of their programs to PSA staff: Elant Foster Family Home Program and Hudson River Housing Supportive Services for Veterans Families Program.

- ✦ 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. Addi-

tionally, 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 Serving the Elderly (CASE) and the Long Term Care Council. Both groups provide a network platform 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 (Webster House Shelter for Single Persons) and Hudson River Housing

Gannett House (Homeless Families) monthly meetings.

- ✦ Representatives from the Adult Services Division attended annual Office for Aging (OFA) County Senior Picnics and co-sponsored the Picnic for Special Needs Children. Staff members provided information on benefits and service programs.

TEMPORARY SHELTER EXPENDITURES

Year	Amount	Stay in Weeks
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
2014	\$2,212,208	N/A

*Stay in weeks figure not available in 2013 and 2014

ADULT SERVICES

	2013	2014
Adult Services Cases Active during Year	264	239
Adult Services Cases Open at End of Year	261	261
Domestic Violence Screenings	279	160
New Assessments	191	130
Reassessments	88	30
Temporary Shelter Expenditures	\$2,168,106	\$2,212,208
Adult Protective Services Referrals	614	608
Guardianship Cases	34	29
Representative Payee Cases	88	86
Housing Cases	251	194
Licensed Family Type Homes in Dutchess County	15	13



2014 CHILDREN'S SERVICES

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, Center for Child Abuse Prevention, Astor Services, 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 Child Abuse Prevention Center 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.

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.



Child Welfare Staff

- ✦ 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.



Child Protective Services staff with stuffed animals used to comfort children who come to the Child Advocacy Center.

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.

CPS CONTRACTED SERVICES

Agency	Service
Child Abuse Prevention Center	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.

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.

- ✦ 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.

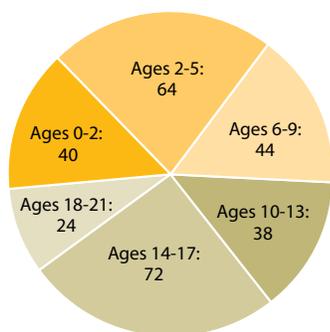
- ✦ Maintains foster home records and completes annual recertification process for all active foster parents.
- ✦ Supervises adoptive placements until the adoption is final and counsels children and adoptive parents.
- ✦ Completes private adoption home studies.

DETENTION/JUVENILE JUSTICE SERVICES

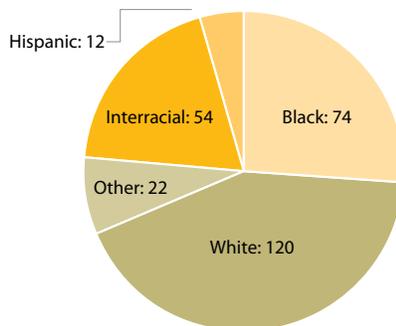
The Family Court remands boys and girls ages 7 to 18 to detention settings to await hearings in Family Court or foster care placement on petitions of Juvenile Delinquency (JD) or Persons in Need of Supervision (PINS). Often the children are placed on emergency basis directly from court.

- ✦ 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.

CHILDREN IN FOSTER CARE BY AGE*



CHILDREN IN FOSTER CARE BY ETHNICITY*



* From CCRS Monthly Summary Characteristics Report for December 31, 2014

ACCOMPLISHMENTS AND YEARLY STATISTICS

- ✦ Presently, there are 76 active foster/adoptive homes and 31 relative foster homes certified and opened.
- ✦ Fourteen 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 27 adoptions.
- ✦ Thirteen private adoption home studies were completed.
- ✦ Thirty-two children participated in the Bridges to Health (B2H) program.
- ✦ DCFS arranged two Independent Living Trainings that were attended by some foster children. One session was Healthy Relationships Presented by Planned Parenthood, and another was Mad Money which helped youth understand money management.
- ✦ Detention Services were coordinated on a 24 hour basis; 22 youth required secure detention and 82 youth required non-secure detention.

- ✦ The Youth Treatment Court graduated one youth.
- ✦ 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. We received training from OCFS to hold Family Team Meetings which focus on bringing the immediate family, extended family and

Preventive Services Staff



significant people in the family's life together to discuss what safety/risk factors have been identified by DCFS and how the family may be able to come up with a plan to address these in lieu of placing the children in foster care.

Parent 2 Parent Meetings continued to be held, which focus on developing and maintaining positive relationships between birth parents and foster parents.

- ✦ 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, Mental Health First Aid Training, car seat training and computer training. Some examples of training offered to foster parents are: Compass, MAPP, Caring for Your Own, and Deciding Together.
- ✦ Children's Services staff members are participating in a higher education program leading to a Master's in Social Work Degree at Adelphi University. Four staff members were enrolled in this program in 2014; overall, thirteen staff members have graduated from the program.
- ✦ DCFS continued our collaboration with NYS OCFS and the Social Work Consortium in offering a CPS Internship. This Internship is offered to a Senior BSW student who wants



CPS CASE SUMMARY	2013	2014
Reports of Abuse and Neglect made to State Central Register	2,893	2,855
Abuse Petitions	26	28
Neglect Petitions	553	645
Termination of Parental Rights	67	81
Surrender Petitions Filed in Family Court	46	53
Foster Care Review – Permanency Hearings	282	304
CAC Investigations	*487	*404
Substantiated	*115	*144
Unfounded	*369	*256
Pending	*3	*4

* Statistics from the CAC database, and Data Warehouse effective December 31, 2014

to pursue a career in CPS. At the completion of the one year internship, the student agrees to work as a CPS Investigator for a minimum of two years. This Internship has been rewarding and is a benefit to the student, staff and clients. As of 2014, four CPS workers graduated from this program and a new CPS Intern started in September of 2014.

CHILDREN IN CARE - TYPES OF PLACEMENT	2013	2014
Foster Homes	119	123
Institutions	68	82
Group Homes	6	5
Group Residence	1	1
Agency Operated Boarding Homes	8	9
Adoptive Homes	16	18
Approved Relative Foster Homes	31	27
Other	3	17
Total	252	282

ADOPTION ACTIVITY	2013	2014
Children Discharged to Adoption	13	27
Children in Care with the goal of Adoption at year end	55	33

* From CCRS Monthly Summary Characteristics Report for December 31, 2014

JUVENILE PLACEMENTS WITH SOCIAL SERVICES	2013	2014
Persons in Need of Supervision (PINS)	16	10
Juvenile Delinquents (JD)	15	16



Child Protective Services Staff



2014 YOUTH SERVICES

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. The Counseling Unit (known as YSU), provides free, confidential short term counseling for youth residing 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 need help to solve their problems are often referred by schools, family, law enforcement and others.

ACCOMPLISHMENTS AND YEARLY STATISTICS

- ✦ The County Executive restructured the Youth Board into the Dutchess County Youth Board & Coordinating Council (YBCC) with its mission to strengthen community and family interaction with our young people in an effort to prevent crime, improve quality of life, and empower young people to lead productive lives and achieve greater success for themselves and their families. The YBCC's goals are to address recreation needs, teen violence, gang activity, child abuse and exploitation – as well as our growing drug addiction problem. They examine community risk factors, study best practices from other communities, and develop strategies to better address the challenges confronting young people today. There are 22 members (5 youth and 17 adults) representing nonprofits, education, government, community sectors, and youth.
- ✦ One youth member of the Youth Board and Coordinating Council participated in the Workforce Investment Board (WIB) Summer Youth Employment proposals committee. He attended meetings, read the grant proposals and made funding recommendations.
- ✦ The Youth Board awarded NYS Office of Children and Family Services funding to 28 programs for a total of \$350,625. These programs collectively provided services to 15,645 youth residents in Dutchess County.
- ✦ The Youth Board awarded one second year student with a Dutchess Community College scholarship at the 2014 Convocation Ceremony to assist in paying tuition costs so the student could continue with her college education.
- ✦ The 2013-2014 Dutchess County Youth Council had 30 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. The teen members gained leadership skills in public speaking, decision making, consensus building, group facilitation, and teamwork.
- ✦ Youth Services Unit provided free counseling services to youth and their families throughout the entire county. 169 youth were seen for counseling in 2014. 81% of the closed cases were successful by reason for closure and 81.5% of the closed cases completed at least half of their goals.
- ✦ In partnership with DC BOCES, Youth Services held the 6th annual Youth Forum in November on Navigating the Digital Age. 67 high school youth and 17 school chaperones attended. Teens are exposed to cyber bullying, sexting, sleep deprivation, cell phone addiction, cyber safety issues, long-term effects of internet postings, and more. These issues have potential to negatively impact teens in their daily lives and their future. Presenters for the Youth Forum addressed these issues and offered best practices for safe and savvy use of technology.
- ✦ Along with College Planning 101, Cornell Cooperative Extension, and Taconic Resources

YOUTH AND ADULTS SERVED IN 2014

	Youth Served
OCFS Funded Grants	15,645
YSU (169 counseling and 8 workshops)	177
Youth Council	30
Youth Forum	67
Total Youth Served	15,919

	Adults Served
YSU (workshops)	202
Youth Forum	17
Total Adults Served	219

	Youth/Parents Served at College 101 Seminars
Total Served	104



Hi June Ellen,

I just wanted touch base and say thanks again for all the work that you do. . . I wanted you to know how much I value all of the wonderful experiences and discussions that you exposed me to.

MS

for Independence, we hosted three college planning seminars for high school students and their parents/caregivers. The seminars focused on creating a path to college and developing a time line for high school years that will get students ready to apply for colleges; how to pay for college without going broke, where students and parents learned the differences between the FAFSA and CSS Profile financial aid forms, how they affect the cost of college, what financial aid really means to a family and how need is determined; and preparing for college for students with learning disabilities who may need special services and making sure the college is the right fit. These seminars were attended by 104 youth and adults.

✦ Youth Services oversees the Vera Institute for Justice Juvenile Reentry Project/Grant to review the issues surrounding juvenile reentry issues with stakeholders and reduce the number of youth recidivating.

“At times my job can be very challenging and I truly enjoy that challenge especially when all parties involved are satisfied with the outcome.”

– Darla Steinhauer, *Accounting*

CELEBRATING SUPPORT STAFF!

✦ **CONNECTING**

✦ **CONTRIBUTING**

✦ **CARING**

– Written by Carol Domino

Connecting, Contributing and Caring are the common threads I found among support staff while researching to write this article. The above statement from Darla Steinhauer embodies these three themes: she connects to all parties involved, contributes her effort and cares about the end result. An active core of staff working in highly diverse roles propels work forward at the Department of Community and Family Services (DCFS), benefiting the most vulnerable residents of Dutchess County.

Every organization has a public face as well as systems that function internally. The visible side of DCFS has a large number of trained, diligent staff working directly with clients: in Reception, in their offices, in the field and even in county vehicles – for example, helping to transport foster children to appointments. DCFS staff also represents the agency at public meetings and community events. Those are the faces of DCFS. Lesser known by the public, but equally essential, are the unseen teams of faithful workers I am highlighting in this article.

YOU MIGHT DESCRIBE SUPPORT STAFFERS AS TRANSFORMERS!

- ✦ *Rough drafts* ➔ well designed reports/letters
- ✦ *Incoming invoices* ➔ verified and paid bills
- ✦ *Coded worksheets* ➔ benefit data
- ✦ *Technological challenges* ➔ well-functioning systems
- ✦ *Telephone calls* ➔ concise email messages
- ✦ *Bins of mail* ➔ sorted and delivered bundles
- ✦ *Paper files* ➔ accessible imaged documents
- ✦ *Materials needed* ➔ supplies on hand
- ✦ *Building needs* ➔ conducive work environments

And so much more . . .



✦ CONNECTING

The public may never see Barbara McPartlan in the SNAP/HEAP unit but many know her warm voice on the telephone. Clerical workers like Barbara interface between DCFS case workers and the public. Quickly transferring calls and messages to proper workers is obviously an important example of connecting; however there are many types of connections to be made for all work to flow efficiently. Adult Services, Children's Services, Intake/Child Care/Temporary Assistance, Eastern Dutchess, SNAP/HEAP, Child Support, Medicaid, Special Investigations, Legal Services and Administration all have hardworking clerical units that perform a myriad of tasks – all accomplished between answering their division's many telephone calls.

Critical communication to and from the court system is facilitated by the clerical staff in the Child Support Enforcement, Legal and Special Investigation Units. Scheduling court appearances and preparing court documents are vital to the protection and support of many Dutchess County children. Support workers in Special Investigations regularly file court documents to enforce program integrity.

Many times the accounting staff is the connection between a case worker and a client actually receiving benefits, either by activating a benefit card or by having a service bill paid. Connections with thousands of vendors including medical providers, landlords, utility companies, daycare



Cynthia Cashman, CSEU Accounting

Likes “getting a case up and running.”

- ✦ Opens court ordered client accounts
- ✦ Administers child support accounts
- ✦ Verifies payments/collections

providers, emergency shelters, nursing homes and numerous contracted services are maintained by the Accounting Unit and Administrative Support. No child support collections can be disbursed to recipients until CSEU Accounting sets up and processes the payments. You could say the accounting units collectively function as a nucleus linking all the DCFS divisions, vendors and clients through financial transactions.

DCFS offers many client programs, some of which are in collaboration with other community agencies. Joanne Ruscitti from Temporary Assistance/Employment helps coordinate the Work Employment Program (WEP) in which she connects sponsors (places of employment) and WEP clients. Similarly Kara Cerilli, from Administration, manages the Summer Youth Computer Programs, connecting teenage students and training programs. Another example is Karla Friedle, who divides her time between Youth Services and Administrative Support. She links DCFS, outside agencies and the public, especially when helping organize a youth conference or consortium. These roles offer our clients and Dutchess County youth, life knowledge and experience they need to compete in today's workforce for a hopeful future.

The Medicaid clerical team must make effective connections between caseworkers, clients, medical providers, the New York State Department of Health, and the NYS Enrollment Center. The Managed Care Unit is uniquely utilized in safeguarding medical benefits for consumers enrolled in managed care, which entails working closely with other DCFS divisions.



Heather Wilkerson, SNAP/HEAP

“High demand of HEAP is biggest challenge.”

- ✦ Maintains HEAP/SNAP log
- ✦ Answers telephones
- ✦ Registers applications into data system

✦ CONTRIBUTING

Some units are completely comprised of behind the scenes teams contributing to the function of the entire agency every day, for example: Central File, Staff Development, Administrative Support, Computer Information Systems and Accounting. One obvious position that supports everyone in the DCFS building, at 60 Market Street in Poughkeepsie, is Frank Farinacci's role as maintenance mechanic. Inside, outside, from the basement to the roof – those work orders never stop!

Stephanie Brosnan from Accounting likes, *“being able to assist other employees to attain the best outcome for our clients.”* Support staff takes pride in their contributions to ensure colleagues have what they need and the agency runs smoothly. This sentiment was frequently conveyed in the surveys I collected and interviews I conducted. As Colleen Ward from Medicaid expresses it, *“If there is some work to be done, I like to do it.”* Knowing they play a part of some larger process beyond the specifics of their jobs and even beyond the function of DCFS, is a powerful motivator and can be very gratifying. Barbara Vena from Child Support ties into this experience as she *“feels like she is contributing . . . to the big picture of having non-custodial parents being held accountable to their children’s financial needs.”* It is easy to see how even indirect roles at DCFS can positively contribute to strengthen families for future generations.



Lynn Brink, *Managed Care*

“I love solving [an insurance] mystery.”

- ✦ Troubleshoots Managed Care/Medicaid cases
- ✦ Acts as liaison between doctor offices/insurance providers
- ✦ Opens presumptive cases for pregnant women



Nancy Hauser, *Central File*

“I couldn’t manage without my coworkers; we’re a team.”

- ✦ Manages office supply orders/inventory
- ✦ Trains new 90-day temporary workers
- ✦ Categorizes and images case documents

“I look forward to the challenges that each day brings” comments Donna Miles from Adult Services. Another aspect of contributing by support staff is a willingness to take on the challenging components of their roles and the satisfaction that comes from utilizing and growing skills. Melissa Traver from the Child Support division states, *“The more I know, the more I can do to free up caseworkers’ time to better serve their clients.”*

A catchword I enjoyed hearing about was “troubleshooting” - then fixing the problem! Of course, the Computer Information Systems staff, which supports the entire agency with technology needs, is particularly appreciated for analyzing and resolving varied computer difficulties. Additionally, I now understand that Managed Care and Accounting do their share of detective work also, resulting in services properly reinstated and payments correctly applied with no duplication. Program integrity is maintained by many employees throughout the agency including support staff. For instance, some workers carefully match up invoices, services rendered and contract specifications; this can be very complex, with many variables.



Stephanie Moshier, *Children's Services*

"It's not easy for clients to ask for help."

- ✦ Gives orientation to new employees/interns
- ✦ Manages field worker equipment (vehicles, cameras, cell phones)
- ✦ Oversees telephone and office space

✦ CARING

The many examples relayed to me of support teams going the extra mile did not surprise me. Even though they are often "traveling at the speed of light" trying to complete the high volume of work coming through their divisions, their caring attitude is evident. Along with several clerical workers, Kelly Feurer from Intake/Temporary Assistance commented ***"truly showing concern goes a long way"*** when on the telephone with anxious clients. Behind the scenes staff, as well as their more public colleagues, do their best to be helpful and convey they care; like many DCFS staff they need to combine efficiency with respect and concern.

For example, on any given day the Child Welfare support team may open cases, process payments for foster parents and daycare providers, complete important correspondence or search the office for a missing baby bottle belonging to one of the foster children. This simple list belies the heartfelt connection and responsibility they feel toward the children under the custody of the DCFS commissioner. Support workers also enjoy seeing how the fruits of their labor advance people's lives, even though opportunities to view the end results may be rare. As Colleen De Almeida from Child Support expressed to me, knowing ***"that the whole family benefited"*** made a difference to her.

Connecting, Contributing and Caring.

I too, appreciate having a supporting role at the Dutchess County Department of Community and Family Services. Even while writing this Annual Report article (which is challenging me!) I have enjoyed connecting with teams of dedicated workers and hopefully I am contributing something of value as I celebrate our diverse and skilled support staff. I can easily relate to the feelings of satisfaction enjoyed with a job well done, a little extra time spent with a frazzled but grateful client, troubleshooting problems ("Did anyone say telephone system?") and making my contribution to the work done by the administrative team and DCFS as a whole. While this article is totally insufficient to describe all the transforming actions of my fellow support staffers, I hope it conveys that there are vital workers behind the scenes doing their part and facilitating the work of others at DCFS helping to effectively feed and strengthen families, provide shelter and protection, and offer a leg up to many in Dutchess County.

*PLEASE NOTE: Highlighted in this article is a **sampling** of a few worker's responsibilities, selected on the basis of **variety**. They are a very limited representation of the wide range of duties performed by DCFS behind the scenes support staff and are not intended to be a comprehensive list for the worker or the unit coworkers. Please refer to the annual summaries for a more complete understanding of division functions and accomplishments. I want to express my sincere appreciation to all who provided insights for the writing of this article – I only wish I could have included more of the distinct contributions made by each support unit in the space allowed.*

SAMPLING OF 2014 BEHIND THE SCENES TASKS COMPLETED

	Calls answered by main receptionist	50,238
	Calls to HEAP/SNAP unit during October 2013 (2014 statistic not available)	6,056
	Maintenance work orders	2,400
	Mail Processed	184,107
	Court filings prepared by Legal support staff	1,937
	Trainings Scheduled	7,685
	CIS Help Desk Requests	3,651
	Checks written in Accounting (Number based on sample month.)	22,500
	Funds Recovered by SIU	\$1,513,356
	EDGC Appointments Scheduled	504
	Total Unemployment and DMV inquiries	8,785
	Applications Entered Into Data System	27,105
	County car mileage updates to coordinate maintenance	528



2014 LEGAL UNIT

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

Legal Unit at DCFS handles cases involving adult protection, child abuse and/or neglect, foster care and severance of parental rights. It also prosecutes support collection cases.

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.

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 Subcommittees for Adoption and DMR 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 future and past 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



ACCOMPLISHMENTS AND YEARLY STATISTICS

LEGAL DISPOSITIONS	2013	2014
Child Abuse Petitions	26	28
Child Neglect Petitions	553	645
Termination of Parental Rights	67	81
IVD Paternity	299	271
IVD Support	4,165	4,390
IVD Interstate Support (UIFSA)	133	132
Permanency Hearings	282	304

LEGAL STATISTICS	2014
Child Protective Reports	2,855
Support Cases	11,154
Private Support Referrals	144
Fair Hearings	74
Collection and Resource Cases	88
Adult Protective Cases/Consults	22



2014 CHILD SUPPORT DIVISION

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

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.

ACCOMPLISHMENTS AND YEARLY STATISTICS

Dutchess County Child Support Enforcement Unit (CSEU) collected \$30,415,090 in child support in 2014. Of this amount, \$29,792,635 was for the benefit of families who did not have an active Temporary Assistance case.

- ✦ CSEU processed 7,167 Family Court Petitions in 2014.
- ✦ Among counties of similar size, Dutchess County is ranked among the top five 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 2014, 64 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 non-custodial 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.

- ✦ Two CSEU workers participated on the ASSETS Key User Group Committee in Albany at the state level.
- ✦ Child Support director moderated sessions at the 145th NYPWA summer and winter conferences.
- ✦ Two CSEU staff members participated on the Hudson Valley Father's Day Parade committee, a community celebration of family. The Dutchess County Department of Community and Family Services is one of the local sponsors.



Child Support Enforcement Staff

- ✦ 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



TM . . . appreciated Brenda Urbanski's help and kindness towards him regarding an issue with his employer sending in payments. He said that a lot of people complain but most will not call to say when a person is doing a fine job as Brenda is.

*Mr. Robinson,
I really appreciate your help [in tracking my out-of-state child support case]. You have been wonderful!
ED*



*[Mrs. Urbanski] was wonderful at getting me up to date. She walked me through everything . . . and I am very pleased with all the work she has been doing.
MW*

program for collection and seizure of assets, which targets individuals with child support payments over four months in arrears.

*Ms. Velazquez,
You're a breath of fresh air, a very special person. Thanks for your help and understanding in my case.
SM*

CHILD SUPPORT COLLECTIONS

Year	Amount Collected
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
2014	\$30,415,090

CHILD SUPPORT ACTIVITY

	2013	2014
Child Support Cases Open	11,373	11,154
Children Open in Support Cases	11,541	11,228
Children Open Born Out of Wedlock	6,438	6,341
Children Open with Paternity Established	5,861	5,847
Percentage of Children Open with Paternity Resolved	94.9%	95.5%
Children Needing Paternity Determination	584	522
Cases with Collections during Year	5568	5,460
Interstate Cases with Collections during Year	286	263
Cases Open Where Medical Support is Ordered	7,363	7,444
Cases with Arrears Due during Year	6,909	6,709

** From NYS OCSE DCFS-157 Report (12/14), Statistical Trends Report (12/14) and Child Support Monthly Report 12/14*



*Child Support
Accounting/Clerical
Staff*



2014 TRANSITIONAL BENEFITS DIVISION

(TEMPORARY ASSISTANCE UNDERCARE, EMPLOYMENT, SNAP AND HEAP)

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.

Jacky Cooper, Director of Transitional Benefits Division

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, 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.

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.

FAMILY ASSISTANCE CASES

AS OF DECEMBER 31, 2014

2000	826
2005	701
2007	558
2008	629
2009	740
2010	781
2011	755
2012	717
2013	647
2014	638

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 noncash SNA, unless the adult head of household is exempt due to disability or HIV positive status.

SAFETY NET CASES

AS OF DECEMBER 31, 2014

2000	322
2005	567
2007	588
2008	585
2009	760
2010	822
2011	702
2012	647
2013	587
2014	604



Employment/Temporary Assistance Undercare Staff

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.

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.

The Employment 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.
- ✦ 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 postsecondary 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,

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 includes a mentor who works with individuals who are sanctioned or about to be sanctioned for failing to comply with employment activities. The employment worker refers those TANF individuals to this program who are facing an employment sanction or who are on a current employment sanction. This mentor also works with TANF individuals who have reached or exceeded the 60-month TANF time limit. The employment worker meets with the individual who is not in compliance with RPI mentor; together they try and avoid the sanction or get the individual in compliance to conclude the sanction.

iTrain Employment Mentoring Program 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.

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

Summer Youth Employment Program (SYEP) offers employment opportunities in the summer to eligible youth from low income households, foster care, juvenile justice and runaway and homeless youth. 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.

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.

SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP)

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

SNAP CASES

AS OF DECEMBER 31, 2014

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
2014	12,892

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 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 Family Assistance unit 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.

Fuel Depot

The United States Department of Health and Human Services' Low-Income Home Energy Assistance Program's (HEAP) Block Grant provides funding for an Emergency Fuel Program. These HEAP funds for emergency fuel are limited to two depot visits for 10 gallons per visit. Households accessing the emergency fuel depot are required to apply for HEAP benefits. Dutchess County Community Action Agency is our contractor that administers the Emergency Fuel Program. The emergency fuel depots are located throughout Dutchess County and operate after 4:00PM Monday – Friday.

HEAP/SNAP/Clerical Undercare Staff



ACCOMPLISHMENTS AND YEARLY STATISTICS

TEMPORARY ASSISTANT FACTS FOR 2014

The number of individuals in receipt of assistance who are deemed not employable and were mandated into treatment in 2014 was 114. Homelessness is an ever increasing reason 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 in 2014 was 104. The number of families who were in receipt of Safety Net non-cash in 2014 was

TEMPORARY ASSISTANCE CASE ACTIVITY

	2013	2014
Applications Registered	9,059	8,480
Cases Opened/ Reactivated/ Reopened/ Open-Closed	3,373	2,729
Withdrawn	117	137
Denied	6,491	6,188
Cases Closed	2,191	1,952
Recertifications	1,566	1,424
Changes to Active/ Closed Cases	10,481	8,726
Totals – Case Activity	24,219	21,156

*From WMS WST002

BENEFITS PROCESSED

Temporary Assistance	\$13,176,053
Day Care Assistance	\$5,755,615
Grants of Assistance for Guide Dogs	\$1,680

42. Although this figure is moving in the right direction, it still indicates the difficulties of transitioning to self-sufficiency.

EMPLOYMENT FACTS FOR 2014

- ✦ The Employment caseload consists of approximately 160 employable individuals receiving Temporary Assistance.
- ✦ There were 436 TA recipients exempt from employment due to medical issues, domestic violence and being under-aged.
- ✦ DCFS hired five TANF recipients for three-month temporary positions in our file room.

Dutchess County Regional Chamber of Commerce

- ✦ Purchased \$662,675 in employment related and mentoring services for clients from the Dutchess County Regional Chamber of Commerce.
- ✦ The iTrain Employment Mentoring Program makes available funds to local businesses who hire TANF eligible individuals, depending on the length of their contract. Individuals have been placed in the following types of employment: CNA, customer service representa-

tive, pharmacy care technicians, and patient care technicians. Out of the 29 TANF eligible individuals who were referred 15 participated in the iTrain Program; 10 of these individuals became employed.

- ✦ Mentoring/Work Now Program – This is such an essential program to the Employment Unit. The mentors work closely with the employment workers. They are instrumental in assisting TANF eligible individuals in job searches, soft skills, resumes, obtaining and retaining jobs. We had 29 TANF recipients participate in this program; 15 became employed.
- ✦ Responsible Parent Initiative (RPI) – This year we had 30 individuals work with the RPI mentor. Sixteen individuals became employed and nine had their employment sanctions lifted.
- ✦ YES, a non-traditional program model provided tools for self-sufficiency with academic and vocational training. Twenty-seven youths enrolled in this program; 26 participants went up one grade level and one graduated.
- ✦ Dutchess County Regional Chamber of Commerce was awarded funding for the

DUTCHESS COUNTY BOCES

Activity	Number of Individuals
Employment related services purchased from BOCES and Community Action Partnership	\$637,278
Assessments/TABE testing	225
Enrolled in HSE classes	106
Enrolled in other training programs	64
Completed Intensive Case Management	13
TA recipients successfully completed Work Skills Training	50
✦ Became employed	21



ACCOMPLISHMENTS AND YEARLY STATISTICS *CONTINUED*

Summer Youth Employment Program contract for a second year. There were 18 participants in their program. They were employed an average of 22.5 hours per week from July 1st through August 31st.

Individuals were placed at a variety of employers such as a summer camp, a library, fitness center, local hotel, and the Fairview Fire District.

SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM

- ✦ SNAP benefits valued at \$39,205,481 were provided in 2014.

HEAP PLUS

- ✦ \$750,000 was allotted to implement the HEAP Plus program. This was an additional supplemental benefit, to the regular and emergency HEAP benefits, for the purpose of assisting the residents of Dutchess County with their heating bills, domestic-energy re-

lated bills, and/or Heating Equipment Repair & Replacement costs.

- ✦ HEAP Plus was administered from January 2, 2014 – March 31, 2014.
- ✦ Heating Equipment Repair & Replacement (HERR) started on January 2, 2014 and closed on May 21, 2014.
- ✦ 721 households received HEAP Plus benefits for their fuel and/or domestic energy related costs for a total amount of \$421,980.
- ✦ Benefits ranged from \$160 for domestic energy related costs to \$600 for heating fuel.
- ✦ 12 households received Heating Equipment Repair & Replacement benefits for a total amount of \$65,239.

Fuel Depot

During the 2013/14 HEAP season, 9,300 gallons of emergency heating fuel was dispensed by the fuel depots to 593 households. Out of the 593 households, 343 households accessed the fuel depot twice.



*Dear Ms. Wonderly,
I just wanted to thank you for all your help,
my problem with SNAP was resolved very
quick. It's nice to speak to someone who
cares and takes the time.
CR*

SNAP BENEFITS ELECTRONICALLY PROCESSED THROUGH MYBENEFITS.NY.GOV

(website available to apply online)

Transactions processed	9,198
Recertification cases	2,633
Recertification closings	2,098
Closings	1,089
Reactivations	1,084
Changes	2,185
Actions on closed cases	107

HOME ENERGY ASSISTANCE PROGRAM (HEAP)

Regular HEAP season began November 18, 2014. Emergency HEAP component opened on January 2, 2014.

HEAP Benefits Processed for 2014 season	\$3,815,720
Emergency HEAP	\$1,108,120
20 Furnace Repairs/Replacements (as of September 2014)	\$78,512
9 Furnace Repair/Replacement Estimates (as of September 2014)	\$5,001
9 Heap Cooling Component	\$7,109

SNAP ASSISTANCE CASE ACTIVITY*	2013	2014
Applications Registered	9,213	9,300
Cases Opened/Reactivated/Open Closed	11,333	10,934
Withdrawn	571	629
Denied	3,008	3,508
Cases Closed	10,472	11,083
Recertifications	10,427	9,695
Changes to Active/Closed Cases	47,756	34,257
Totals – All Case Activity	83,567	70,106

* From WMS WST002

HEAP ASSISTANCE CASE ACTIVITY*	2013	2014
Applications Registered	1,289	1,751
Cases Opened/Reactivated/Open-Closed	772	756
Withdrawn	150	223
Denied	287	600
Cases Closed	1,021	893
Changes to Active/Closed Cases	6,938	4,317
Totals – All Case Activity	9,168	6,798

* From WMS WST002



2014 MEDICAID DIVISION

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.

Sandy Favata, Director of Medicaid Division

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, Cervical, Colorectal and Prostate 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 three plans to choose from in Dutchess County. They are MVP, Fidelis, Hudson Health Plan and Wellcare.

Medicaid Staff



ACCOMPLISHMENTS AND YEARLY STATISTICS

- ✦ Processed 101 disability reviews. This was a decrease from the prior year as we had no audit request.
- ✦ Net Medicaid costs to Dutchess County decreased in 2014. In individual areas of expenditures, there were significant percentage increases in payments for physician services, prepaid care, case management, referred ambulatory nursing home based, and drugs and supplies.
- ✦ Processed 696 Pre-Natal Care and Assistance Program (PCAP) applications.
- ✦ Received 639 nursing home applications. This does not include cases converting from Community Medicaid to nursing home care. Total number of nursing home cases in 2014 was 988.
- ✦ 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 assisted New York Health Options in processing 559 recertification cases that they were unable to process. This is an increase from 460 in 2013. We have also assisted in

processing the New York Health Options backlog of cases.

- ✦ 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 972 cases.
- ✦ The Medicaid Unit processed 299 fair hearings and was successfully upheld in 94% of all fair hearings held in Dutchess County in 2014 (99 out of 124).
- ✦ The Family Health Plus program ended December 31, 2014.

Dear Mr. Black,

I currently have prescription coverage and the copays are now affordable . . . I really appreciate that you took the time to assist me with getting me into the correct programs, suited to my situation.

DB

Dear Mr. Black,

I always appreciated all you do . . . I couldn't ask for a kinder and competent worker.

RB

Dear Mr. Allers,

I am a diabetic and was unable to get my medication . . . however, because of the dedication of Ms. Sweet and Ms. Janos, I will have my medication . . . the empathy and compassion of these ladies was so clearly evident.

Sincerely,
CJ



MEDICAL ASSISTANCE CASE ACTIVITY*

	2013	2014
Applications Registered	11,023	7,574
Cases Opened/Reactivated/Open-Closed	10,375	7,275
Withdrawn	567	317
Denied	3,504	3,480
Cases Closed	8,466	8,843
Recertifications	11,244	13,284
Changes to Active/Closed Cases	68,596	79,699
Totals – All Case Activity	102,752	113,438

* From WMS WST002

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
2014	\$457,109,963

2014 MEDICAID BENEFITS PAID FOR DUTCHESS COUNTY RESIDENTS

Per second	\$14.55
Per minute	\$872.97
Per hour	\$52,378.00
Per day	\$1,257,073.98
Per year	
Gross	\$458,832,004.00
Net	\$42,662,576.00

(Net = cost to Dutchess County)



To Whom it May Concern:
 I want to thank Mrs. Janos . . . She stepped in and did everything she said she would do, to fix [another agency's] mistake. I am extremely grateful to her and the Dutchess County Medicaid Office.
 Thank you.
 JM

Dear Terri-Ann [Sweet],
 Thank you so much for the miracle you worked for M last week. I am so grateful and it will help him a great deal.
 With deep appreciation,
 JL

Ms. Favata,
 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



MEDICAID CASES

AS OF DECEMBER 31, 2014

2000	5,392
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	15,770
2014	16,206

MA/SSI CASES

AS OF DECEMBER 31, 2014

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
2014	5,868

MEDICAL EXPENDITURES BY PROVIDER*

Provider Type	2013	2014	% Change
Hospital Inpatient Services	\$27,622,520	\$29,237,225	5.8%
Hospital Outpatient Services	\$6,664,119	\$5,618,800	-15.7%
Skilled Nursing Facilities	\$81,398,968	\$81,107,997	-0.4%
Intermediate Care Facilities	\$15,732,523	\$15,928,554	1.2%
Clinics	\$18,149,431	\$18,811,263	3.6%
Referred Ambulatory Nursing Home Based	\$10,533	\$15,201	44.3%
Hospice	\$590,245	\$544,979	-7.7%
Physicians Services	\$3,062,545	\$3,677,084	20.1%
Dental Services	\$790,395	\$715,671	-9.5%
Other Practitioners Services	\$4,688,926	\$4,522,067	-3.6%
Child Care Institutional Medical Per Diem	\$2,152,467	\$2,260,947	5.0%
Personal Care Services	\$12,364,850	\$10,823,457	-12.5%
Home Health Services	\$2,408,744	\$2,179,856	-9.5%
Assisted Living Services	\$3,024,388	\$3,351,065	10.8%
Long Term Home Health Care Waived Services	\$4,591,455	\$4,695,279	2.3%
Home and Community Based Waived Services	\$71,417,792	\$73,622,191	3.1%
Rehabilitation and Therapy	\$402,317	\$246,157	-38.8%
Office of Mental Hygiene Restorative Rehabilitation	\$8,622,957	\$8,283,901	-3.9%
Drugs and Supplies	\$5,350,163	\$6,581,080	23.0%
Eye Appliances and Durable Medical Equipment	\$545,440	\$478,457	-12.3%
Prepaid Care	\$133,168,996	\$164,628,903	23.6%
Case Management	\$7,361,028	\$8,817,829	19.8%
Health Insurance Premiums	\$0	\$270,057	100.0%
Medical Transportation	\$8,591,064	\$9,216,774	7.3%
Lab and X-Ray Services	\$566,156	\$649,288	14.7%
Other	\$121,039	\$153,537	26.8%
Total	\$419,399,061	\$456,437,619	8.8%

* from NYSDOH MARS MR-0-01



2014 INTEGRATED SERVICES DIVISION

(INTAKE UNITS OF FAMILY/SAFETY NET ASSISTANCE, MEDICAD, 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 Intergrated 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 refers case for

separate determinations for Medicaid, for those not eligible for cash assistance.

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

MEDICAID INTAKE

- ✦ Since the institution of the Affordable Care Act in January of 2014, the intake process for Medicaid has greatly changed. All Medicaid Intake workers have been certified through the state to assist our clients in applying for medical assistance through the NY State of Health Marketplace. They have been trained to act as navigators for the exchange for both Medicaid recipients as well as for clients who are not income eligible for Medicaid but must purchase their insurance through the exchange. The application process is done in the worker's office on their computer, and when needed over the phone to the exchange. The most positive result of this change is that clients may know that same

day that they are eligible for medical coverage that may be active the next day.

- ✦ 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

ACCOMPLISHMENTS AND YEARLY STATISTICS



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.

MEDICAID INTAKE

CASE ACTIVITY*	2013	2014
Applications Registered	**11,023	**7,574
Cases Opened	9,509	6,420
Cases Open-Closed** (includes one-time payments)	112	181
Withdrawn	567	317
Denied	3,504	3,480

* From WMS WST002,

** Not included in Cases Opened



Medicaid/SNAP Intake Unit and Daycare Unit

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



Eastern Dutchess Government Center Staff

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.
- ✦ 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 individual program workers. 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.

Ms. Cady,
I would like to thank you! Thank you for being you, you are not just a worker for DCDFS, you are a person that respects yourself 1st, the job and the case . . . my hat is off to you!!!
DP

SNAP INTAKE CASE ACTIVITY*	2013	2014
Applications Registered	**9,213	**9,300
Cases Opened	6,510	6,046
Cases Open-Closed** (includes one-time payments)	408	53
Withdrawn	571	629
Denied	3,008	3,508

* From WMS WST002,
** Not included in Cases Opened

TEMPORARY ASSISTANCE INTAKE CASE ACTIVITY*	2013	2014
Applications Registered	**9,059	**8,480
Cases Opened	1,583	1,522
Cases Open-Closed** (includes one-time payments)	1,312	768
Withdrawn	117	137
Denied	6,491	6,188

* From WMS WST002,
** Not included in Cases Opened

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	2013	2014
Families	850	845
Children	1,517	1,323



Temporary Assistance Intake and Clerical Unit



SPECIAL INVESTIGATIONS UNIT

- ✦ Utilizes Front-End Detection which is a federally mandated process. It 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.
- ✦ 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.

FUNDS RECOVERED BY TYPE	2013	2014
Affidavits and Article 13	\$15,419	\$9,200
Proceeds and Mortgages	\$59,351	\$59,658
Claims Against Estates	\$306,206	\$421,102
Lawsuit Settlements	\$1,045,120	\$532,910
SSI Repay and Volunteer	\$599,167	\$287,765
Medicaid Reimbursement	\$58,492	\$59,735
Personal Accounts and Others	\$100,560	\$102,489
Income Executions	\$15,550	\$13,692
Small Claims	\$24,552	\$26,814
Totals	\$2,224,417	\$1,513,356

CASES CLOSED DUE TO FRAUD	
2005	100
2006	141
2007	93
2008	104
2009	74
2010	367
2011	293
2012	395
2013	480
2014	479

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	\$2,332,764
Medicaid	\$3,238,212
SNAP	\$981,876
Child Care	\$316,404

SPECIAL INVESTIGATIONS UNIT ACTIVITY

	2013	2014
Completed Investigations	556	532
Confessions of Judgment	90	68
Number of Repayment Agreements Signed	90	68
Value of Repayment Agreements Signed	\$236,462	\$161,571
SNAP Disqualifications	18	30
Value of SNAP Disqualifications	\$21,266	\$39,653
Temporary Assistance Disqualifications	9	4
Value of Temporary Assistance Disqualifications	\$23,611	\$5,317

COLLECTION ACTIVITY

	2013	2014
Lottery Intercepts	\$18,279	\$25,739
Fees (Parking, Guardian, Adoption, Home Study, Phone, Postage, Confessions of Judgment, Copies and Subpoenas)	\$18,627	\$22,562
Cash Collections (TANF, SN, MA, Services, FS and SN-SSI Repayments)	\$6,259,158	\$5,867,643
Confession of Judgment (COJ) Satisfaction	\$61,664	\$114,771
Total	\$6,357,728	\$ 5,890,205



COST AVOIDANCE FOR PROGRAM INTEGRITY INITIATIVES

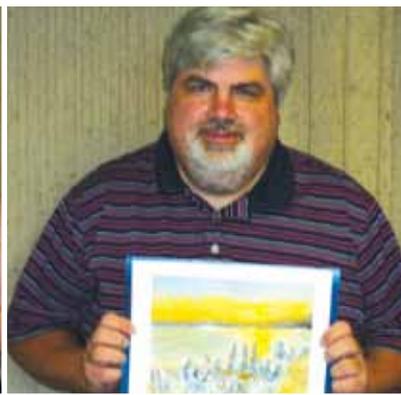
Initiatives	Description	Number of Application Denials, Case Closings or Grant Reductions	Estimated Cost Avoidance
Front End Detection System (FEDS)	Detecting fraud at application	689	\$6,869,256
Intentional Program Violations (IPV)	Disqualification sanctions for those found guilty	36	\$62,673

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
2014	133



**THE 33RD
ANNUAL EMPLOYEE
APPRECIATION DAY!**



Celebrate summer with a picnic! The 33rd Annual Employee Appreciation Day, hosted by the Administrative Team, was aimed at bringing a relaxing picnic break to DCFS staff on the afternoon of June 30th. Hot dogs, chips, watermelon, Swanson's Ice Cream treats and iced tea were served to thank staff for their continued hard work during the year. Employees had fun testing their skills at the "horseshoe pit" and their luck at the grab-bag corner. Milestone career certificates were given out and a highlights video of previous Employee Appreciation Days was shown. The Health Department provided blood pressure screenings and visitors from the County Executive's office were welcomed to join the fun.



Department of Community and Family Services

60 Market Street
Poughkeepsie, New York 12601
845.486.3000



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](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