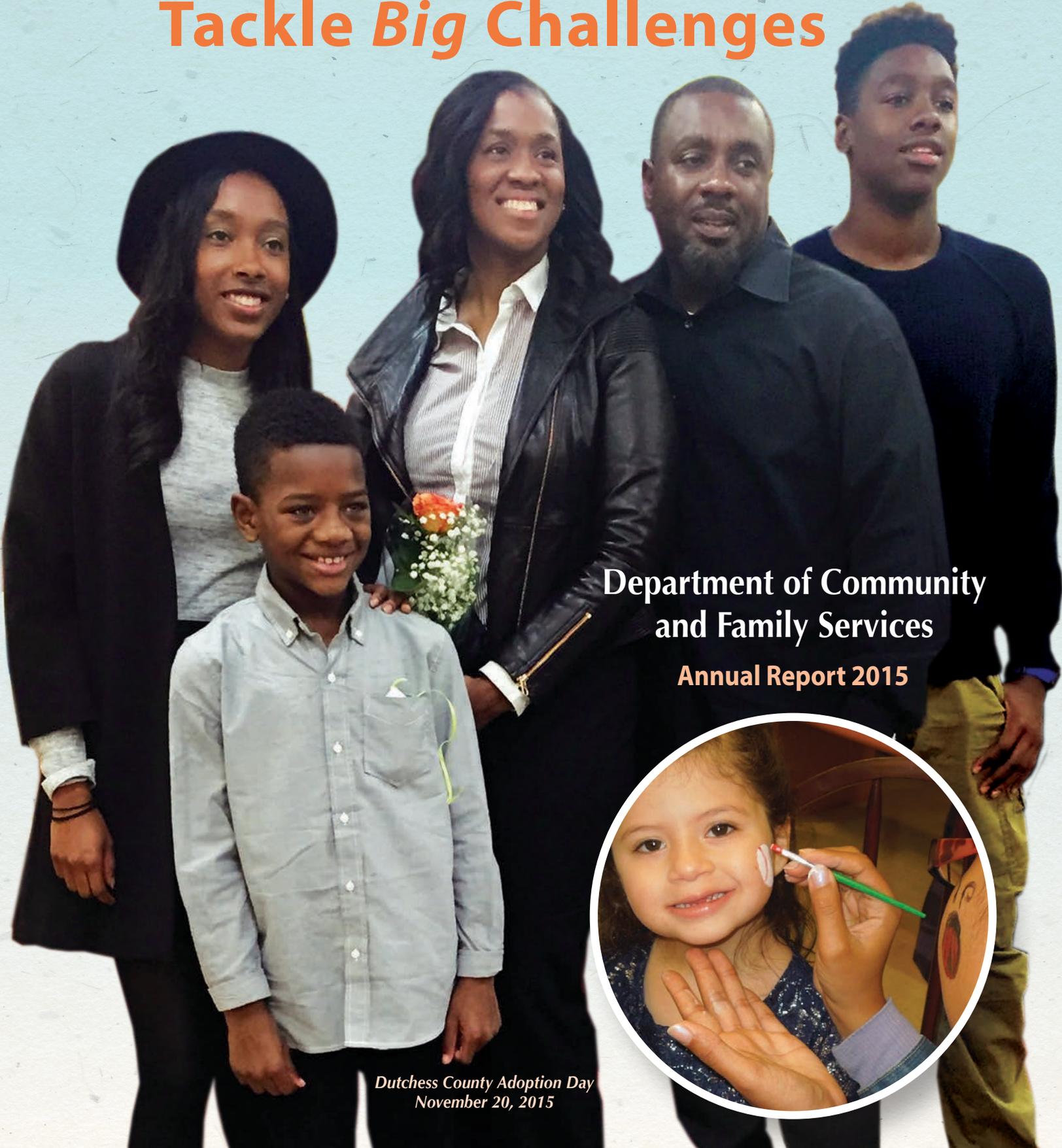


EXPLORE

Little Known Programs Tackle Big Challenges



Department of Community
and Family Services

Annual Report 2015



Dutchess County Adoption Day
November 20, 2015

MISSION

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



THE 2015 DCFS ANNUAL REPORT

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A MESSAGE FROM COMMISSIONER JAAR MARZOUKA

"You don't know what you don't know." I have often heard this said, but it took a whole different meaning when I joined the Department of Community & Family Services (DCFS). At the time, I certainly realized that I would have a lot to learn about the various programs and the day to day operation of the agency, but I felt confident about my basic knowledge of DCFS' mission and activities. It did not take long for me to discover the little known programs that tackle big challenges!

I spent my first couple of weeks shadowing the front line staff, starting with the reception area. The volume of traffic, averaging 450 individuals in our lobby every day, was certainly impressive. I enjoyed going out with case managers, meeting our foster families and seniors in need of assistance. Quickly, I discovered how precious our agency is – truly the last resort for many of our most vulnerable residents!

Did you know that our Adult Protective Services Program assist adults who struggle with everyday tasks with practical needs, such as food shopping, managing finances, applying for housing programs, obtaining legal or medical assistance? Did you know that, while we are not an adoption agency, many children are adopted each year through our agency? Do you know about the Care at Home Waiver program which enables children with physical or developmental disabilities to live at home?

Steering through a maze of regulations, the DCFS workers are also expected to verify eligibility and ensure program integrity. Our Special Investigative Unit conducts front end detections to identify and stop fraud. In addition, the Public Assistance Reporting Information System (PARIS) is used to check for recipients with duplicate benefits in two or more states. The challenge is to ensure assistance for those who are eligible, while blocking benefits from those who are fraudulently attempting to obtain it.

In this annual report, we are pleased to reveal the many services our agency provides, including those little known programs that I have come to appreciate so much. Our story is that of the undiscovered diamond; the unrecognized treasure, hiding in the midst of many rocks and challenges. I hope you enjoy reading these pages, and discovering *"what you didn't know that you didn't know"* about DCFS.

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

Commissioner



A MESSAGE FROM COUNTY EXECUTIVE MOLINARO

The overriding goal of the Dutchess County Department of Community and Family Services (DCFS) is to help our neighbors in need, and each day DCFS employees work diligently to do just that. Always with our community's most vulnerable residents in mind, employees at DCFS devote their time and energy to improve the lives of those in Dutchess County who need assistance. Whatever their role and wherever their work takes them, DCFS employees are a credit to Dutchess County – embodying selflessness and dedication, all with the aim of making life better for those with whom they come in contact.

The challenges faced by DCFS employees are undeniable; requests for services and programs continues to be great. Still, despite those obstacles and the growing number of caseloads, our DCFS team remains steadfast in its mission of responsibly managing our resources to most effectively serve those in need. Thanks to the practical and thoughtful allocation of resources, DCFS is able to assist as many residents as possible in the most efficient manner.

Our DCFS employees guide residents through Medicaid programs. The team at DCFS assists struggling families access federal HEAP benefits to help heat their homes. They stand up for children who have experienced loss and disruption in their young lives, working to find them the love and stability of a family who commits to give them a permanent home. Though the majority of their great work happens away from the spotlight, these DCFS employees are shining examples of what makes Dutchess County special.

Commissioner Sabrina Marzouka has made tremendous strides since taking the DCFS helm, advancing the great work the department had accomplished in previous decades while bringing in her own innovations – all to benefit our neighbors who need assistance. I have enjoyed working with her, and I look forward to future collaborations to make the department and our county even stronger.

I've enjoyed working with all our dedicated employees, community partners and countless residents helped by our efforts together.

Marcus Molinaro
Dutchess County Executive

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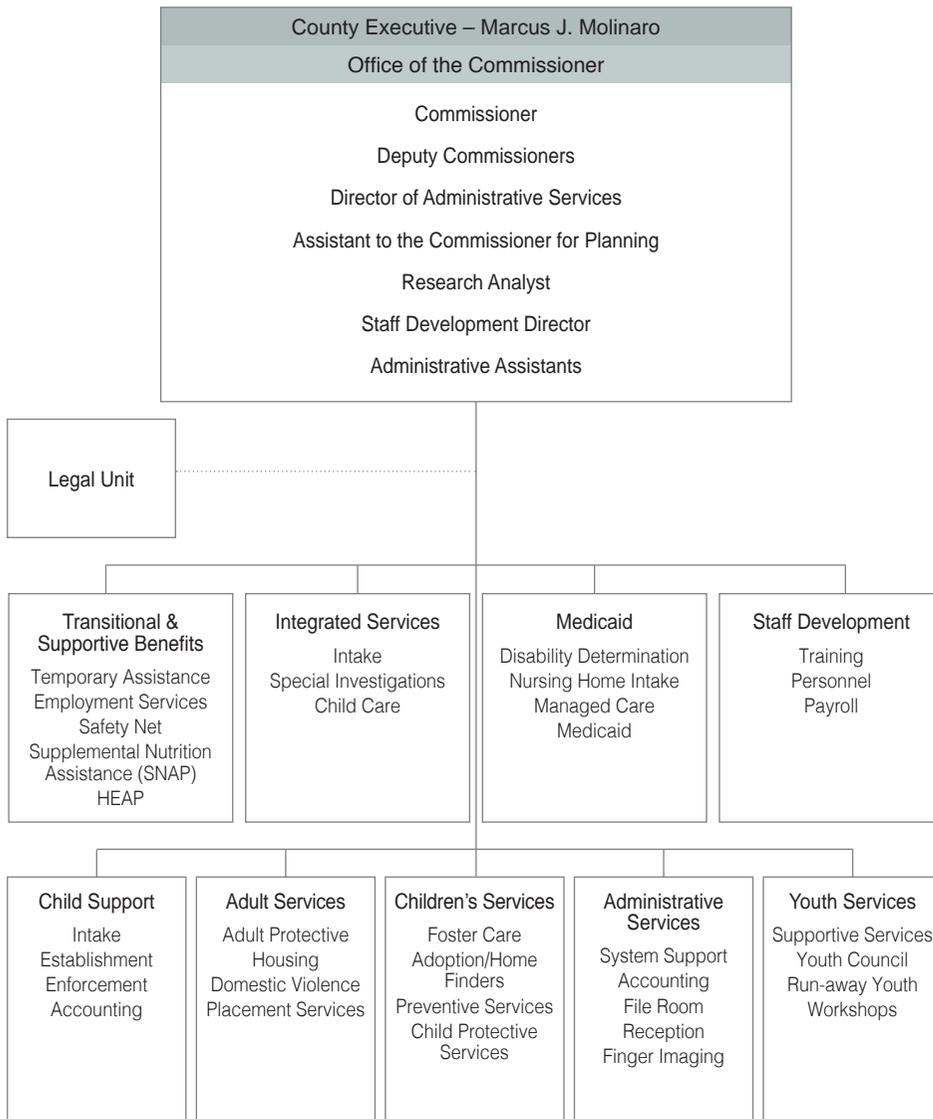
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DCFS GOALS AND OBJECTIVES

- 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.

DEPARTMENT OF COMMUNITY AND FAMILY SERVICES ORGANIZATIONAL CHART



DCFS STATISTICS

TOP MEDICAID PAYEES

Medicaid payments to local businesses in Dutchess County serve as an economic stimulus and multiplier. In 2015 payments were made to the following vendors providing Medicaid services.

Hudson Health Plan	\$116,485,380
NYS Catholic Health Plan	\$63,266,341
Wellcare of NY	\$20,537,968
MidHudson Regional Hospital	\$19,421,556
Abilities First	\$14,117,975
NYSARC Dutchess County	\$12,697,463
New Horizons	\$11,402,018
Taconic DDSO	\$10,262,926
Cardinal Hayes	\$9,447,161
Unlimited Care	\$8,844,913
Anderson School	\$8,389,851
Greystone	\$8,217,806
Vassar Hospital	\$8,088,315
River Valley Care Center	\$7,352,062

TOP NON-MEDICAID VENDORS IN THE COUNTY

Children's Home of Poughkeepsie	\$5,485,170
Astor Services	\$2,773,689
LaSalle School	\$2,170,664
Central Hudson	\$2,100,345
CASA	\$1,805,816
Dutchess County Probation	\$1,664,466
Hudson River Lodging	\$1,456,035
Berkshire Farm	\$1,369,797
Vanderheyden Hall	\$1,224,247
Grace Smith House	\$1,052,139

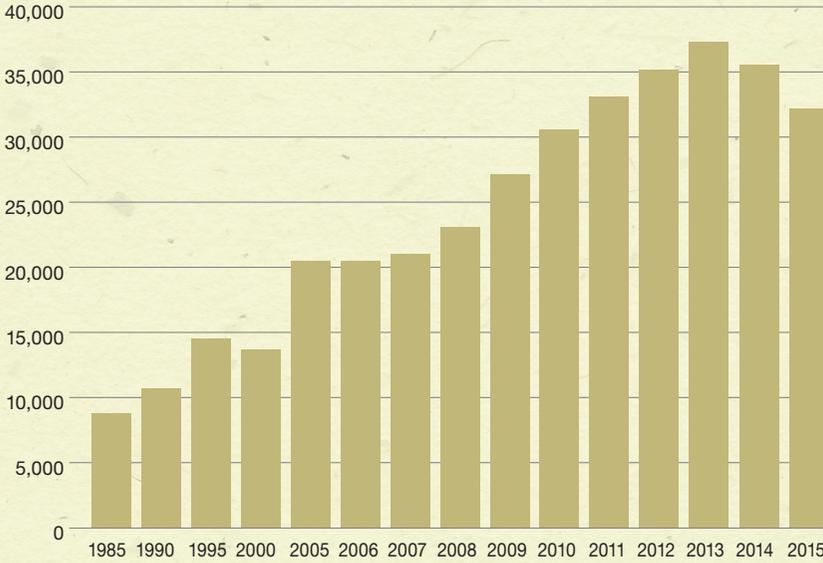
ACTIVE INDIVIDUALS

Ages	Count
0 – 4	5,427
5 – 12	9,412
13 – 16	4,141
17 – 18	1,966
19 – 22	2,591
23 – 30	5,106
31 – 40	6,033
41 – 50	5,749
51 – 55	3,486
56 – 60	2,968
61 – 64	2,025
Over 65	8,151

As of December 31, 2015

DCFS CASELOAD SNAPSHOT AS OF DECEMBER 31, 2015*

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



Foster Care Picnic Volunteers



FACTS AT A GLANCE 2015

2015 MODIFIED BUDGET

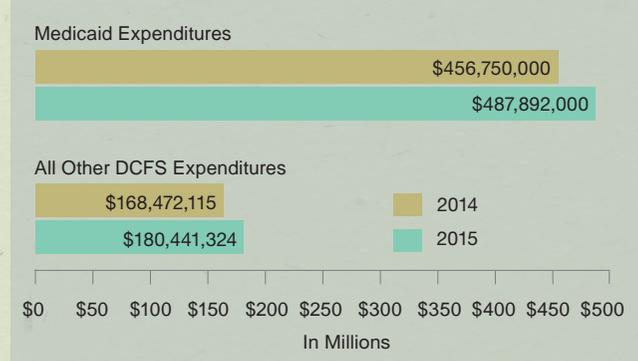
	Appropriations	Revenues
Administration (salaries, fringe, materials, other)	\$35,291,180	\$23,347,086
Non-secure Detention	\$1,194,439	\$595,350
Child Care	\$6,918,313	\$7,004,359
Services for Recipients	\$5,938,129	\$1,244,145
Medicaid - Local Payments	\$282,881	\$1,301,579
Medicaid - MMIS Payments	\$41,956,044	\$0
Family Assistance	\$8,951,399	\$9,728,559
Foster Care	\$35,233,044	\$18,863,319
Juvenile Delinquents/PINS	\$61,800	\$505,500
State Training Schools	\$1,400,000	\$0
Safety Net	\$5,600,000	\$2,402,500
HEAP	\$706,748	\$944,248
Emergency Aid to Adults	\$100,000	\$58,500
Supplemental Nutrition Assistance Program	\$0	\$0
Youth Administration	\$215,293	\$85,050
Youth Development/Delinquency Programs	\$0	\$0
Youth Services Unit	\$283,774	\$230,098
Youth Development Program	\$218,117	\$208,114
Youth Special Delinquency Programs	\$0	\$0
Youth Runaway & Homeless	\$127,093	\$83,177
Totals	\$144,478,254	\$66,601,584

ACTIVE CASES

Cases as of	12/31/14	12/31/15
SNAP	12,243	12,142
HEAP	2,205	2,166
Medicaid*	16,206	13,890
Medicaid SSI	5,868	5,878
Family Assistance	638	569
Safety Net Assistance	604	586
Services	1,565	1,646

* Includes Presumptive Eligibility cases

2015 PLANNED GROSS EXPENDITURES



EMPLOYEE GENEROSITY

The **Accounting Unit** held several bake sales/ luncheons which included henna designs to raise \$1,000 for **Adopt-A-Family** and other causes.



Adult Services raised over \$800 for needed items for those they serve.

Andrea Watson (AFS), Barbara Ingram (CW), and Denise Griffin (AFS) coordinated the annual **Salvation Army 'Angel Tags' Collection** and received gifts for 85 children.

Charles Shirk (ACCT) participated in a disc-golf charity tournament raising \$1,000 for **Autism Awareness**.

Cherilyn Herriman's (MA) dance studio collected 50 items for the **Operation Santa Drive** for our troops overseas.

Christine Meluch (ADM) collected 117 toys which were donated by staff for the **Salvation Army Toy Drive**.

Christine Nastasi (MA) helped work on houses which were destroyed by Hurricane Sandy, and hosted free monthly community dinners with her church.

Craft Vendors at the DCFS Arts & Crafts Fair raised \$118 for the **Elizabeth Ann Karlson Food Pantry**.



DCFS honored our expert painter, **Bruce Scofield**, in appreciation for his hard work.

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

Deputy Commissioner, **Theresa Giovannello (ADM)**, and the **CROP (Communities Responding to Overcome Poverty) Walk Team** at DCFS raised \$1,230 to help fight hunger.

Deputy Commissioner, **Theresa Giovannello (ADM)**, **Stephanie Redl (DC Youth Council-Niece of June Ellen Notaro)**, **Kara Cerilli (ADM)**, **Tom Tait (AFS)**, **William Quintiliani (MA)**, and **Micah Signor (AFS)** utilized their talents including face painting, food service, and public relations at the **Our Children with Special Needs Picnic**.

Dutchess County Youth Council collected personal hygiene products for **Hudson River Housing's Project River Haven Youth Shelter**. The Youth Council also made holiday cards for the troops.

The **File Room** held their "**Supplies You Cannot Get in the Supply Room**" sale and raised \$380 for the **Elizabeth Ann Karlson Food Pantry**.

Department of Public Works staff as well as **Frank Farinacci (ADM)** sang carols to County staff and raised \$1,665 for families in need.

Geetha Prabhakara (SIU) participated in the **American Cancer Society's Breast Cancer Walk**.

Jeannine Guerra (MA), spearheaded a team of DCFS staff to raise \$400 for a family with an infant who has Multiple Sclerosis.

Kara Cerilli and Caroline VanTassell (ADM) organized the **DCFS United Way** campaign. **Suzanne Howell (CW)** and **Fran Sarigianis (ACCT)** also volunteered to collect online receipts/pledge forms. \$4,067 was raised.

Karen DeMarco (EDGC) volunteered with the **Dover Jr/Sr High School Theatre Company**, and the **Dutchess County SPCA**.

Kim Flasz (MA) and **Lisa Simpson (AFS)** participated in the **Walk to Defeat ALS**.

Lisa Simpson (AFS) raised money and walked in the **Cystic Fibrosis Walk**. Lisa Simpson also participated in two fun local fundraisers: **Literacy Connections Community Spelling Bee** and the **Mid-Hudson Love, INC Scrabble Blitz Tournament**.

The **Medicaid Unit** raised \$556 for a victim of a house fire.

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

The **SNAP Unit** raised \$731 for **Adopt-A-Family**.

Susan Barrack-Lambert (CSEU) collected hats, gloves, mittens, and scarves for the **Grace Smith House**.

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



Karla Friedle (ADM) and **Jennifer Bixby (AFS)** held a **DCFS SOUP-ER Bowl** collection, and staff donated 226 cans of soup for our **Elizabeth Ann Karlson Food Pantry**. Karla also cooked at the **Webster House Shelter** and volunteered with **Backpacks, Supplies and More**, a schools supply event for local children.

Children's Services staff volunteered and raised money for: **Multiple Sclerosis (Diane Malone participated in the MS Walk)**; another successful **Foster Care Picnic** at Bowdoin Park (*Check out the photo of the DCFS volunteers on a fire truck on page 5.*) **Regina Coeli's Religious Education Classes Toy Drive**, and supported **Hudson River Housing's River Haven Shelter**.

Sharon Burt (CSEU) volunteered with the **Fathers' Day Parade (DCFS donates hot dogs for this event)** and is a **Girl Scout** volunteer.

The **Special Investigations Unit** contributed \$500 to the **Semper Fi Parents of the Hudson Valley** for the **Shipmate Program** which sends goods to deployed military in all branches.

Staff Development coordinated the Christmas Wreath and the Anemone Sales for the **Mental Health Association of America**.

Vicki Jaehnert (FINTA) raised \$300 for the **Dutchess County SPCA**.

William Sanchez (ADM), **Robin West (AFS)**, **Nancy and Chris Corman (AFS/ADM)**, **Lisa Simpson (AFS)**, and **Geetha Prabhakara (SIU)** raised \$728 for the **March of Dimes/March for Babies Walk**.



DCFS HIGHLIGHTS AND ACTIVITIES

DCFS continued to deliver vital public benefits to more than 1 in 10 Dutchess County residents in 2015. As the year closed in December 2015, DCFS was serving a total of 42,145 unduplicated individuals across all programs.



In 2015 DCFS experienced a transition of leadership. Robert Allers retired as Commissioner in March; he is greatly appreciated for over 40 years of dedicated service and valuable guidance at DCFS. Sabrina Jaar Marzouka, J.D. M.P.H. was welcomed as the new Commissioner in April. She brings a can-do attitude and fresh perspective to DCFS, and will undoubtedly continue to forge a bright path committed to excellent services for Dutchess County residents while building on the firm foundation she received.

On November 9th **DCFS opened a new satellite office in the City of Beacon.** This office, located at 223 Main Street, serves Home Energy Assistance Program (HEAP) clients and may expand the services it processes in the future. Walk-in clients were welcomed by a dedicated staff of three between 9 am to 2 pm Monday through Friday. County Executive Marcus Molinaro and Commissioner Sabrina Jaar Marzouka were joined by DCFS staff and leaders from the City of Beacon for Opening ceremonies on November 10, 2015.



DCFS launched its **Navigating the DCFS System Workshop** series designed to help our community partners discover the world in which DCFS staff must operate, and begin a dialogue to improve access to services and streamline processes for our clients. The first workshop offered in October was attended by 32 participants representing 19 agencies.

In October, **DCFS held its Annual Agency Conference day with George Martin** as our guest speaker. Mr. Martin is a larger than life inspirational speaker internationally known as a star defensive end for the New York Giants from 1975 to 1988. As we came to learn, it is his talent, strength and determination that have made him a leader both on the field and off.

Mr. Martin championed NFL colleagues as their union president, advocated for retired players with chronic injuries and created a nonprofit to help young people reach responsible adulthood through athletics and mentoring.

He founded the nonprofit "A Journey for 9/11" and walked across America, dedicating his 9 month journey to the rescue and recovery workers in need due to the aftermath of 9/11. He raised millions of dollars for their medical care. He shared his experiences and his extraordinary journey reminding us all of the importance of family, values, striving to succeed and most especially of our obligation to serve and care for others.



George Martin
Event Photos by
Kara Cerilli (ADM)

DCFS HIGHLIGHTS AND ACTIVITIES



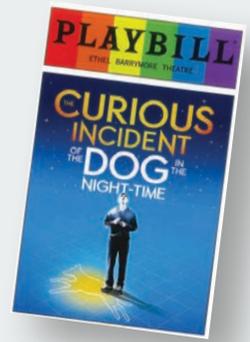
November is National Adoption Month. To celebrate, DCFS partnered with DC Family Court, Mental Health America (CASA) and many attorneys to host an Adoption Day on November 20, 2015. The festivities included a Family Court reception with food, face painting, balloons and gifts for children and families. Fourteen foster children achieved permanence that day due to the love and dedication of their adoptive families.

DCFS BOOK CLUB

This year the DCFS Book Club went to Broadway! After reading *The Curious Incident of the Dog in the Night-time* by Mark Haddon, the Book Club went to see it performed on Broadway in June. The Play won five Tony awards. In December, the Book Club attended a local performance of John Steinbeck's *Of Mice and Men* at County Players in Wappingers Falls.

Approximately once a month members of the Book Club 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.

In 2015, the Book Club enjoyed reading and discussing 12 books.



WHAT A DIFFERENCE A CAR MAKES

October 6, 2015 marked the completion of 15 years of success for our Community Solutions for Transportation program. This program funded by DCFS, is administered through Dutchess BOCES. For this Fall's CST event, five previously owned vehicles were purchased through the program and one used vehicle was donated by Lester Runza owner of Lester's Auto and Towing. The vehicles were awarded to six local families. The cars are given to individuals who meet certain eligibility requirements including having a family income which is less than 200% of the Federal Poverty Level, having at least one dependent and require the vehicle to commute to their current place of employment. Through the program, participants may obtain a driver's license, as well as learn budgeting and car maintenance. The cars help families obtain and retain employment and many have been able to work more hours (beyond those permitted by bus routes), and move on to take higher paying jobs. Some also have been able to continue their education as an avenue to better employment opportunities.

In the past 15 years, 2,985 families were assisted through the program with registration, car insurance deposits, driver's education, car maintenance training and/or a vehicle since 2001. In that time, 810 cars were awarded to eligible families. Families have reported that they were able to remain off Temporary Assistance, enhance their quality of life through improved opportunities for employment, access higher



"The car made a crucial difference in my life. I am able to work more... to provide more for my children."

education, have a more efficient means to access medical care and treatment, as well as access to enrichment programs through the school system for their children. The estimated savings to local taxpayers for each family of four aided in avoiding Temporary Assistance is \$1,547 per month. Program participant, Cory Smith, who received a car this June said, "The car made a crucial difference in my life. I am able to work more and later hours. I am also able to work weekends to be able to provide more for my children. Dutchess BOCES also taught me job readiness and interviewing skills, which led to me gaining another employment opportunity."

ABOVE AND BEYOND THE CALL OF DUTY (ABCD) TEAM

The ABCD Team continues to make improvements in our agency. Early in the year, a Heart Healthy Luncheon was held which promoted healthy diets and raised funds for the DCFS Fitness Challenge. The Fitness Challenge was initiated in the summer of 2014. Participants in the challenge recorded their activities ranging from walking to kayaking and cycling. All participants who met the minimum monthly participation requirements were entered into raffles in which they were able to win gift cards for a sporting goods or health food store. Additional items included flowers and a coffee shop gift card. A break time basketball activity was also introduced by the team and was met with enthusiasm by several staff members.

Another achievement for the year was the offering of a free Smoking Cessation lecture as well as the opportunity for smokers to register for NY Smoke Free Program. Areas in the back of our building were designated as “smoking”

and “smoke-free”.

The ABCD Team helped promote a healthier work environment by bringing awareness to co-workers of multiple chemical sensitivities and advising of the importance of limiting sprays and scents in the workplace which can cause allergic reactions for some.

The team provided several items for the Employee Lounge like salt & pepper shakers and napkin holders for each table.

Members of the book club and the knitting/crochet club continue to enjoy meeting during lunch hours. These two ongoing clubs are offshoots of ABCD.

Lastly, and most inspiring, the ABCD Team



participated in the Adopt-A-Vet Program which was initiated by Legislator Flesland. ABCD members held a luncheon to raise funds which enabled them to purchase gift bags loaded with necessities for 29 Vets, 5 female and 24 male.

SUPPORTING THE SUCCESS OF FOSTER CARE YOUTH

Supporting foster care youth participation in educational and employment training helps them to develop the skills necessary to lead independent and productive lives. DCFS develops and participates in opportunities to help foster youth succeed.

Employment Skills Training

Beginning in 2010, DCFS has worked with Dutchess ARC to provide vocational assessment, employment development and job coaching each summer for Dutchess County foster youth who experience developmental and/or mental health challenges.

In 2015, seven foster youth aged 15 to 18 years successfully completed a six week summer employment program. The youth were placed at five different Dutchess County jobsites that matched their interests, including the Salvation Army Summer Camp Program and Price Chopper Supermarket. They received ongoing assistance and mentoring that contributed to their success at work. The employment skills learned will contribute to success in their lives beyond foster care placement.

Educational and Training Vouchers

Beginning in 2011, DCFS has participated in the Educational and Training Voucher program. This program leverages federal funding to provide college and vocational training opportunities for foster care youth who have graduated from high school.

In 2015, four foster and former foster care youth received funding that helped them meet the costs associated with post-secondary education. One of these youth graduated in 2015. Meeting educational goals prepares young people for independence after foster care.

In 2015, the DCFS Newsletter hit its 10 year mark. The newsletter began as DSS Matters in the fall of 2006. In that issue, then Commissioner, Robert Allers wrote about change and reflected on early days at DSS. In 2015, he reflected on changes that occurred over his 40 years of employment here at DCFS and bid us farewell as he left for his well-deserved retirement. We welcomed our new Commissioner, Sabrina Marzouka in the spring.

The DCFS newsletter featured a new column on safety tips in the workplace. Articles for the year included: Smoking Cessation; DCRIOC Mentoring Program; Employee Awards including Scholarships; Summer Youth Budgeting and Computer Training Program; World Elder Abuse Awareness Day Conference; What a Difference a Car Makes; Agency Retreat with George Martin. In addition, the newsletter covered the following events: Light It Up Blue for Autism; Go Red for Heart Health; March of Dimes Walk; Dutchess County Annual Picnic for Children with Special Needs; DCFS Annual Adoptive & Foster Care Picnic; CROP Walk.



Thank you
to the contributing writers and editors for 2015:
Kara Cerilli, Carol Domino, Theresa Giovannello,
Ricki Pelzner, Jill Michele Talsky-Sawick and June Weldon

YOUTH BUDGETING & COMPUTER TRAINING PROGRAM

Now in its ninth year, the Youth Budgeting and Computer Training Program has come a long way from its early years. At its inception, the program was run by a contracted agency out of California which hired teachers from various States to fly into our area and instruct the youth over a weekend. Since that time, the training program has continued to evolve. In 2013, DCFS took the program to another level. We began partnering with two local agencies to take advantage of local expertise and build bridges for our youth in our own community. The Dutchess County Regional Chamber of Commerce, Dutchess BOCES and Bridgeway Federal Credit Union designed programs which taught our youth budgeting and computer skills. The benefits to engaging these local partners are many. The most significant benefits are for our youth. By interfacing with these agencies, the youth learn about resources they may access in their own neighborhood to guide them along their paths to education, employment, and success.

This year, a total of 22 TANF and foster children attended and completed the program. They learned how to care for a computer and printer, safely navigate the internet and social media, use Google Docs,



create spreadsheets for budgeting, design PowerPoint slides, prepare a resume, and search for colleges and employment. All instruction was hands-on with each student working on their own laptop which was provided through the program. The session culminated in a celebration which included a visit and inspiring talk by our County Executive, Marcus Molinaro as well as certificates of completion. Also participating in the event was DCFS Commissioner, Sabrina Marzouka, Dutchess BOCES Executive Director Liz Hayter, Dutchess BOCES Staff Specialist Michael Batira, DCRCO Vice President and CFO Audra Gerty, and DCRCO



Vice President of Workforce Development Louise McLoughlin. Special thanks to these individuals and to all the trainers and volunteers for working with our youth and helping us build a foundation for the future!

LEADERSHIP DEVELOPMENT PROGRAM

“Teachers open the door, but you must enter yourself.” Zen Proverb – Zen Proverb

Since November 2010, the Leadership Development Program has offered 59 development sessions to our employees. In 2015, a total of 74 DCFS employees attended one or more of the eight sessions. Commissioner Marzouka addressed the attendees at the Leadership Development Achievement Awards event, welcoming Retired Commissioner Robert Allers as the Keynote Speaker. Mr. Allers spoke about the importance of teams and our responsibility in choosing the right team and the right team members. He shared his early vision for DCFS, then DSS, to “not be the same place anymore”. He reflected on projects we worked on as a team within the agency such as increased services for relatives as caregivers, student incentive programs, Wednesday Paper day efficiency program, iPad pilot project, and a new client and visitor information system. Certificates were awarded to individuals who achieved one of 5 levels in the program ranging from 8 to 40 credit hours and to those who gave a presentation during the year. Recipients included Kara Cerilli (ADM), Maria Coleman (CSEU), Theresa Giovanniello (ADM), Suzanne Howell (CW), Christine Nastasi (MA) and Linda Tuttle (AFS). Guest speakers for the year included,

Linda Eddy and Liz Spira of Community Action; Jill Farber of Legal Services of the Hudson Valley; Sue Groman of Fordham University, Beck Institute, Living well Program; Sara Nowlin, Independent Consultant; and Sharon Rosen, The Heart of Self-Care.

Session topics for 2015 were:

- Leadership Brainstorming
- Living Well Program for Domestic Violence Survivors and Coming Home Program for Those Transitioning from Incarceration
- Legal Services of the Hudson Valley
- Keys to a Successful Speech
- Mindfulness and Stress Release for Radical Self-Care
- Tips from Toastmasters
- DC Community Action Overview
- Spiritual Leadership
- Mindfulness in the Workplace
- Leadership Development Achievement Awards with Bob Allers

“The Leadership Program makes me have a more thoughtful approach to how we do our work at DCFS. It changes my frame of reference, so I have a different perspective on situations and problems that arise.”

– Lance Bixby,
Supervisor of Child Care Subsidy Unit



EMPLOYEE OF THE MONTH

The Employee Recognition Committee chooses the Employee of the Month from those nominated by their peers. The Committee, made up of members from various units, meets to examine 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



Eileen Mahoney
Computer Information
Services

FEBRUARY



Theresa Krulish
Special Investigations

MARCH



Wendy Diamond
Intake

APRIL



Stephanie Brosnan
Accounting

MAY



Tay West
Reception

JUNE



Terri-Ann Sweet
Medicaid

JULY



Maureen Whittaker
Medicaid

AUGUST



Darla Steinhauer
Accounting

SEPTEMBER



Robin Mallory
Accounting

OCTOBER



Laurie Miller
Child Protective
Services

NOVEMBER



Karla Friedle
Administration

DECEMBER



Andrea Watson
Adult Services

YEARS OF SERVICE

45 YEARS
Bridget Goddard



Bridget Goddard
45 Years

35 YEARS
Janice Arico



Dora Navarro
25 Years

30 YEARS
Patricia Malinski



Patricia Malinski
30 Years

25 YEARS
Janet Tullo
Dianne Mitchell
Christopher Corman
Olivia Revillon
James Olshan
Stacey Lembesis
Dora Navarro
Pamela Sherman
Jamie Jackson
Eileen Mahoney
Marie Elena Biasotti

20 YEARS
Kim Blauvelt
Padma Soma
Barbara Swanson
Rosemary Evans
Mark Cashman
Roberta DeCarlo
Josephine Ruscitti



Vicki Jaehnert
15 Years

15 YEARS
Vicki Jaehnert
Lucille Coxen
Kathleen Digiorgio
Barbara VanNorstrand
Mark Vandetta
Loida Morales
Monica Balassone
Jeannine Guerra
Christine Kimble
Linda Chesley
Michele Olmo



Marsha Morris
5 Years

10 YEARS
Jennifer Larry
Elizabeth Platel
Jill Harlow
Marie-Jose Crumpton
Maninder Hira
Stephanie Brosnan
Heather Wilkerson
Theresa Giovanniello
Luisa Blanche
Nicole Tansosch
Elizabeth Abongo
Jessica Nelson
Clea French
Thomas Tait

5 YEARS
Judy Spanhake
Jennifer Bassaragh
Darla Steinhauer
Margaret Holzberger
Marsha Morris
Maureen Whittaker
Colleen Ward
Donna Miles
Jade McKeown-Brown



Kim Blauvelt
20 Years



Thomas Tait
10 Years



COMMISSIONER'S OFFICE

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



Theresa Giovannello
Deputy Commissioner

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.



Debra Bonnerwith
Deputy Commissioner

CONTRACTS, POLICY AND PLANNING

	Contract Activity 2015
Adult Foster Care Services	2
Auditing	1
Credit Reporting	3
Child Care	2
Detention/Foster Care Institutions	37
Domestic Violence Services	4
Employment/Training Services	8
Food Stamps Nutrition Education/HEAP	7
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	13
Resource Parents	135
Service Agreements	8
Totals	328

Value of Contracts \$38,000,000+



Bridget Goddard
Assistant to the Commissioner for Program Planning



Sharon Avila
Confidential Administrative Assistant



Carol Domino
Confidential Administrative Assistant



FAIR HEARINGS

Fair hearings are requested by the applicant or recipient or a representative when benefits or services have been discontinued, reduced or denied based upon state policy, rules and regulations. The applicant or recipient can request a fair hearing to address their employability status, method of payment of benefits or for a failure of DCFS to act on an application for benefits. Hearings are held at DCFS and are presided over by a New York State Office of Temporary and Disability Assistance (OTDA) Administrative Law Judge (ALJ). At the hearing, DCFS must justify their actions taken and why they adjusted the client benefits. Clients can have representation at the hearing and they can also present evidence or bring witnesses to support their



William Sanchez
Fair Hearing Representative / Specialist

ACCOMPLISHMENTS AND YEARLY STATISTICS

- ◆ Managed 356 budgeted full time staff positions.
- ◆ Developed plan for use of \$8,695,437 in Flexible Funding for Families awarded by New York State OTDA.



Administrative Division Support Staff

case. Hearings are usually held approximately one month after they are requested and fair hearing decisions are rendered roughly within six weeks after the hearing.

The Fair Hearing Representative / Specialist:

- ◆ Represents DCFS in administrative reviews requested by applicants / recipients or representatives.
- ◆ Serves as liaison for Medicaid, SNAP and Temporary Assistance audits for New York State.
- ◆ Reviews and completes compliance complaint reports by OTDA.
- ◆ Completes child care subsidy audits for New York State.
- ◆ Compiles statistical data to address professional development trainings and to ensure quality assurance of agency performance standards.

FAIR HEARING ACTIVITY 2015

Fair Hearings Held	1,010
Appellant Defaults	381
Appellant Withdrawals	198
Agency Decisions Upheld	204
Agency Decisions Reversed	63
Percentage of Decisions in Favor of the Agency	93%
Postponed or Adjourned	33
Other Agencies	196
Correct when Made	31
Other	11
Agency Withdrawals	7



- ◆ Prepared contracts totaling over \$35,000,000 for services, excluding the value of resource parent contracts and Medicaid-funded contracts.
- ◆ Organized a safety committee comprised of administration and staff to work together on employee safety issues.
- ◆ 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.
- ◆ Participated 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.
- ◆ Continued Integrated County Planning effort. Worked with the County Executive's office, the Departments of Health and Mental Hygiene, Office of Probation and Community Corrections and the Division of Youth Services to create and monitor the DC Integrated County Plan.

- ◆ Completed 48 Fiscal Child Care Audits (increased from 33 in 2014). All transactions and funding calculations were properly claimed and processed without any discrepancies.
- ◆ Organized DCFS presentations at NYPWA Summer and Winter Conferences.
- ◆ Sponsored the Community Solutions for Transportation program administered by DC BOCES. Twenty-five cars were given away in 2015.
- ◆ Continued iPad rollout in Child Protective Services. Began using iPads in Adult Services and Special Investigations Unit. iPads increase field worker efficiency and improve client services.

Served on the following committees

- ◆ Statewide System Reform Program (SSRP)
- ◆ Criminal Justice Council Executive Committee and its Women in the Criminal Justice System subcommittee
- ◆ Chair of NYPWA Deputy Commissioners' Leadership Network Steering Committee

- ◆ Dutchess County Domestic Violence Steering Committee
- ◆ Council of Family and Child Caring Agencies Region V Workgroup
- ◆ United Way Community Impact Committee
- ◆ Dutchess County Regional Chamber of Commerce Women's Leadership Network
- ◆ Career Achievement Program Committee and International Women's Day Committee
- ◆ Medicaid Administrative Workgroup with OHIP (Medicaid transition with Department of Health)
- ◆ Workforce Investment Board (WIB)
- ◆ DC Elder Abuse Task Force Multidisciplinary Team Committee
- ◆ DC Family Court Improvement Project: Stakeholder, Executive and Adoption Committees
- ◆ Recovery and Resiliency Consortium



Ted Starzyk
Director of Staff Development/
Human Resources

STAFF DEVELOPMENT/ HUMAN

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.

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 Core Foundations 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.
- ◆ Conducts orientation for all new staff and schedules unit overviews.
- ◆ Conducts training evaluations.
- ◆ Maintains the Human Services Learning Center (HSLC) database, which registers



Staff Development/Human
Resources Unit

RESOURCES DIVISION

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.



The Personnel and Payroll Unit:

- ◆ Maintains the department's active and inactive personnel files and handles all personnel-related matters.
- ◆ Coordinates 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 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 more than 7,500 hours of staff training.
- ◆ Through the Dutchess County Employee Education Program, 8 staff members took 30 credit hours at Dutchess Community College and 11 staff members took 47 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	79
New Employees Hired	41
Promotions and Reassignments Processed	30
Leaves of Absence Processed	21
Separations from Dutchess County Service	41





Peter Simon
Director of Administrative Services

The Director of Administrative Services helps develop and present the annual budget and is responsible for the supervision and coordination of the fiscal and operating functions of the Department. 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.

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
- ◆ 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 ad hoc reporting
- ◆ 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.



Accounting Staff



- ◆ 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

ACCOMPLISHMENTS AND YEARLY STATISTICS

Administrative Support

- ◆ Processed 90 requests for auditors to review cases remotely
- ◆ Received and processed 57,686 calls at the switchboard (those callers that did not use the main menu options and chose the "operator")
- ◆ Processed \$53,417 in vouchers for clients' needs
- ◆ Processed 67 contracts totaling \$7,074,319 for DCFS and 22 contracts for Youth Services totaling \$227,984.74
- ◆ Processed 505 requests for training (travel orders)
- ◆ Provided coverage for Spanish speaking interpreting and reception

Accounting

- ◆ Researched over 1,300 pieces of returned mail and located a new address in over 1,100 of those instances

Central File

- ◆ Assigned 4,275 new case numbers
- ◆ Managed United Postal and interoffice mail for 357 employees
- ◆ Processed 182,050 pieces of incoming US Mail (not including interoffice)
- ◆ Prepared and imaged paperwork for the following units: Medicaid, SSI/MA, Temporary Assistance, SNAP, HEAP, Eastern Dutchess Government Center and Beacon
- ◆ Purged 5,475 individual case records from the file room for disposition
- ◆ Sent 684 boxes of records to retention with each box recorded in the Record Management system.
- ◆ Retrieved 383 records from retention, delivered to the requesting worker
- ◆ Recorded 4,979 incoming voter registration forms. (Voter registration forms are included in benefit application packages.)
- ◆ Completed 1,300 hours of Spanish translation

ACCOUNTING PROCESSED AND CLAIMED

Related Services	Transactions	Exceeding
Title IV-D Assistance	2,500+	\$213,000
Family Assistance	18,100+	\$6,114,000
Adult Care and Emergency Assistance	100+	\$47,000
Safety Net Assistance	18,600+	\$5,797,000
Medical Assistance	1,900+	\$180,000
Title XX Services for Recipients	900+	\$680,000
Non-Title XX Services for Recipients	13,600+	\$10,940,000
Foster Care and Adoption Assistance	12,000+	\$15,835,000
Child Care Assistance	11,300+	\$5,148,000
Independent Living Program	500+	\$61,000
Home Energy Assistance Program (HEAP)	5,700+	\$248,000

Central File Staff



ACCOMPLISHMENTS AND YEARLY STATISTICS CONTINUED

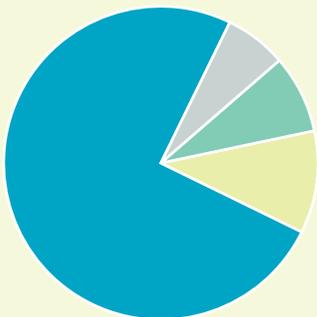
for agency interviews, visitations, paperwork, field visits, telephone calls and emails

- ◆ Processed 87 Print Shop orders. This includes 156 individual types of forms, business cards and specialty orders
- ◆ Filled 3,518 supply orders.
- ◆ Maintains 740 items for the Supply Room inventory
- ◆ Manages case records and loose filing for Child Support
- ◆ Moved 17,000 CSEU files into 60 new cabinets and a secured location
- ◆ Saved the County money by:
 - ◇ setting quantity limits on supplies
 - ◇ double-siding print jobs
 - ◇ making scratch pads out of obsolete forms to eliminate buying them

COMPUTER INFORMATION SERVICES (CIS)

- ◆ Rewired and straightened up the network in Accounting and CSEU during the Cubical/Office Restructuring
- ◆ Expanded iPad program to SIU, Legal, APS, Foster Care
- ◆ Set up a work station for employment searches
- ◆ Upgraded network infrastructure from aging Nortel devices to modern Cisco switches
- ◆ Set up remote site for HEAP workers in Beacon
- ◆ Assisted facilitating the computer training program for TANF youth
- ◆ Processed 276 employee change form requests
- ◆ Implemented a label printing system in reception
- ◆ Consolidated 262 Duplicate CINS
- ◆ Configured and installed 30 new computer systems
- ◆ Handled 2,277 help desk calls

2015 EMPLOYEE CHANGE REQUESTS



- 64 New Employees
- 55 Reassignments
- 67 Office Relocations
- 90 Miscellaneous

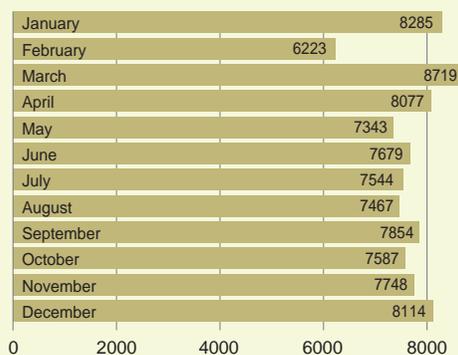
RECEPTION

- ◆ Our County Executive, Marcus Molinaro, spent time in reception, behind the counter, to see firsthand, the magnitude of situations and people that visit our office.
- ◆ Reception was as busy as ever. The number of front desk activities that reception takes care of each day is staggering. These activities can be anything from checking in a client who has questions for their workers, accepting documents, accepting applications, checking in appointments (i.e. child visits, recertification for different units, fair hearings, etc.) These numbers do not represent the visitors to the buildings that check in for meetings, trainings, etc. The numbers only represent client activities. As an example of activities, in the first 5 business days of January 2015, reception handled 2,397 transactions. Of those transactions, 673 were application/recertification applications received; (TA: 133, MA: 161, SNAP: 263, Heap: 98 and Child Care: 18).
- ◆ A HEAP screener was located at the counter in reception, alleviating wait times for clients and speeding up the process, especially in emergencies as well as screening out unnecessary applications. For the first four weeks of the HEAP season, she screened 453 guests.
- ◆ Assisted with many emergency calls, such as ambulance and fire drills.



Reception Staff

RECEPTION TRANSACTIONS BY MONTH*





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 (PSA)

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 when 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
- ◆ Provides Housing Services to individuals and families that are homeless or are in need of assistance in locating housing. These services are available

ACCOMPLISHMENTS AND YEARLY STATISTICS

Dutchess County Department of Community and Family Services along with Dutchess County Department of Behavioral and Community Health (BCH) and Legal Services of the Hudson Valley (LSHV) worked together to provide coordinated responses and resources to individuals and families receiving Temporary Assistance rental support with identified residential lead safety issues. Adult Services and Temporary Assistance staff strengthened relationships with their colleagues in BCH and the Dutchess County Jail Release Program by initiating quarterly meetings to streamline accessing benefits and services for persons

scheduled for release from jail.

A replacement for a failed motel statistic program was developed by Dutchess County Office of Central and Information Services. As of January 2015, we were able to input data and resume producing reports. In 2015 the average length of stay in weeks for persons in emergency housing locations was 9.1 weeks. This figure is down from the last report of 2012 when the average length of stay was 15.4 weeks. Since 2012, there has been an overall decrease of Housing Intakes of 47% from 279 in 2012 to 149 in 2015.

Adult Services Liaisons provided oversight of

the Dutchess County Agency Partnership Grant awarded to the Mediation Center of Dutchess in 2015 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.

Staff members continued to educate other agencies about the scope of Protective Services for Adults (PSA) and how to access services. We met with East Fishkill EMT Providers, Vassar Brothers Hospital, MidHudson Regional Hospital and the Social Security Administration. Staff hosted in-house presentations with the Dutchess



Adult Services Staff



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.

ACCOMPLISHMENTS AND YEARLY STATISTICS CONTINUED

County Sheriff Department, the Department of Behavioral and Community Health Mobile Team, and Mid-Hudson Legal Services. We also participated in the First Annual Accessibility Awareness Fair at Dutchess Community College and represented PSA at the Golden Gathering and Roundtable discussion on Elder Abuse, events sponsored by Senator Sue Serino.

- ◆ The Adult Services Director served as a member of the Sex Offender Management Group, chaired by Kristine Whelan, Bureau Chief of District Attorney's Office. Additionally, the Division collaborated with the New York Division of Parole and Dutchess County Probation on housing sex offenders.
- ◆ An Adult Services liaison participated in the Dutchess County Council of Aging Serving the Elderly (CASE) and the Long Term Care Council. Both groups provide a network platform to share information and resources

and develop plans to better serve the aged citizens of our county.

- ◆ An Adult Services liaison attended the monthly Dutchess County Mental Health and Chemical Dependency Provider Meetings.
- ◆ 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. We also attended The Dutchess County Housing Consortium quarterly meetings.
- ◆ Representatives from the Adult Services Division attended 13 annual Office for Aging (OFA) County Senior Picnics and the DC Picnic for Our Children with Special Needs. Staff members provided information on benefits and service programs.
- ◆ A Senior Case Manager participated in a panel presentation on the use of technology

devices for conducting Agency business at the 2015 Winter NYPWA Conference. The presentation received such positive feedback that the staff member was invited to present at the annual NY State Coordinator Conference in June 2015.

- ◆ Three Adult Services staff members participate in the Leadership Development Program and one staff member received a Presentation Certificate at the annual DCFS Leadership Development Achievement Award Ceremony.

ADULT SERVICES	2014	2015
Adult Services Cases Active during Year	239	295
Adult Services Cases Open at End of Year	261	286
Domestic Violence Screenings	160	210
New Assessments	130	158
Reassessments	30	52
Temporary Shelter Expenditures	\$2,212,208	\$1,540,523
Adult Protective Services Referrals	608	602
Guardianship Cases	29	34
Representative Payee Cases	86	97
Housing Cases	194	149
Licensed Family Type Homes in Dutchess County	13	15

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
2015	\$1,540,523	9.1

*Stay in weeks figure not available in 2013 and 2014



Colleen Mahoney
Director of
Children's Services

CHILDREN'S SERVICES

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

Children's Services staff members collaborate on many community projects and workgroups to address the needs of Dutchess County children and families. These include but are not limited to Youth Treatment Court and the County and Statewide Family Court Improvement Project with Dutchess County's Family Court, Enhanced Coordinated Children's Services Initiative (ECCSI), Children's Provider's Committee and Children and Youth Committee with Dutchess County's Department of Behavioral and Community Health, the Child Advocacy Center's Multi-Disciplinary Team and the Criminal Justice Council's Juvenile Justice Subcommittee.

CHILD PROTECTIVE SERVICES (CPS)

- ◆ Investigates reports of alleged child abuse or maltreatment received through the State Central Register (SCR) 24 hours per day seven days per week
- ◆ Offers/arranges services when needed for families through the department's own programs and community service providers to ensure child safety and reduce the risk of future abuse or maltreatment
- ◆ Files neglect and abuse petitions when needed to seek from Family Court orders of protection, court-ordered services for families and/or authority to place children in foster care

- ◆ Participates in the Dutchess County Multi-disciplinary Investigative Team at the Child Advocacy Center, to conduct investigations with law enforcement regarding allegations of sexual abuse and serious physical abuse of children

PREVENTIVE SERVICES

- ◆ Accepts referrals from Child Protective Services and the general community
- ◆ Provides casework counseling and in-home services to prevent the need for foster care
- ◆ Refers families to community service providers when necessary to address issues which contribute to child abuse or maltreatment and/or create a risk of foster care placement
- ◆ Provides transportation assistance and home-making services
- ◆ Provides/monitors services which have been ordered through Dutchess County Family Court

FOSTER CARE SERVICES

- ◆ Supervises children in foster family homes and Article 10 placements of children with relatives
- ◆ Provides case management to children placed in therapeutic foster home, group home or institutional settings to address their emotional, developmental or medical needs
- ◆ Ensures that foster children receive the medical, developmental, educational and mental

health services they require

- ◆ Works with birth parents of children to arrange services and resolve issues that brought their children into foster care so that children may safely return home
- ◆ Develops child and family service plans, permanency reports, files court petitions and regularly appears in Family Court
- ◆ Ensures safe, nurturing temporary care for each child, with the goal of return to family if possible, adoption if the family cannot be reunited, or preparation for independent living or discharge to another appropriate resource as is appropriate for each child
- ◆ Participates in the Bridges to Health (B2H) program which provides needed services up until age 21 to children who have severe emotional, developmental or medical disabilities

ADOPTION/FOSTER HOME FINDING

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

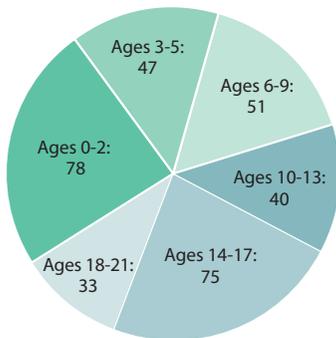


Child
Welfare Staff

living situations. When possible, children can be placed with relatives as foster parents. Anyone interested in becoming a foster or adoptive parent may obtain more information about this by calling our agency at 845.486.3220.

- ◆ Recruits, trains, certifies and monitors foster/ adoptive families on a continuous basis
- ◆ Determines appropriate foster/adoptive home placements for children when these are needed
- ◆ Conducts foster parent, public and private adoption home studies
- ◆ Maintains foster home records and completes annual recertification process for foster parents
- ◆ Works with pre-adoptive parents to obtain adoption subsidies available for children in their care
- ◆ Supervises pre-adoptive placements including case management and planning until adoptions are finalized

CHILDREN IN FOSTER CARE BY AGE*



* From CCRS Monthly Summary Characteristics Report for December 31, 2015

Our Community Service contracts include:

Agency	Service
Astor Services for Children and Families	Crisis intervention waiver slots to provide intensive home based services to children with psychiatric problems; Home-based preventive services for families at risk of placing their children in foster care; Forensic Evaluations and the Enhanced Coordinated Children's Services Initiative (ECCSI), a tiered inter-agency project to coordinate services to children with emotional or behavioral concerns that put them at risk of out-of-home placement
Berkshire Farm Center	Non-secure detention services
Child Abuse Prevention Center	Child Advocacy Center, Special Needs and Parent Empowerment Parenting Programs, community education and Safe Harbor child trafficking services
Children's Home of Poughkeepsie	18 emergency foster care placement beds which include diagnostic evaluations when needed
Family Services, Inc.	Sexual abuse offender and non-offender programs
Grace Smith House	Two domestic violence liaisons provide direct client services, training and consultation regarding domestic violence issues
Hudson River Housing, Riverhaven Shelter	Respite services for youth
JFC Consulting	Medical consultation on child abuse cases
Mid-Hudson Regional Hospital	Drug screening
Office of Probation and Community Corrections	Various preventive services to meet the needs of youth designated to be Persons In Need of Supervision (PINS) and/ or Juvenile Delinquents (JDs), to avoid the need for detention or out-of-home placement
Westchester Institute For Human Development	Child sexual abuse medical examinations

Child Protective Services staff at Child Advocacy Center



DETENTION/JUVENILE JUSTICE SERVICES

- ◆ Supervises non-secure and secure detention placements when Family Court remands youth to detention
- ◆ Works with/monitors Berkshire Farms, the contracted non-secure detention provider
- ◆ Provides after hours detention coordination

- ◆ to ensure that detention is available at all times
- ◆ Locates and coordinates placement in facilities when juvenile justice system foster care placement is needed to address each youth's individual needs
- ◆ Provides case management and after care services to juvenile justice foster care youth



Preventive Services Staff



ACCOMPLISHMENTS AND YEARLY STATISTICS

- ◆ Presently, there are 78 active foster/adoptive homes and 49 relative foster homes certified and opened.
- ◆ Nineteen new foster parents and 32 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 46 adoptions.
- ◆ Seven private adoption home studies were completed.

- ◆ Thirty-seven 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

CPS CASE SUMMARY	2014	2015
Reports of Abuse and Neglect made to State Central Register	2,855	2,787
Abuse Petitions	28	39
Neglect Petitions	645	825
Termination of Parental Rights	81	126
Surrender Petitions Filed in Family Court	53	42
Foster Care Review – Permanency Hearings	304	348
Investigations from Child Advocacy Center (CAC)	404	284
Substantiated	144	85
Unfounded	256	199
Pending	4	0

CHILDREN IN CARE TYPES OF PLACEMENT	2014	2015
Foster Homes	123	78
Institutions	82	104
Group Homes	5	12
Group Residence	1	2
Agency Operated Boarding Homes	9	7
Adoptive Homes	18	10
Approved Relative Foster Homes	27	55
Other	17	56
Total	282	324

ADOPTION ACTIVITY	2014	2015
Children Discharged to Adoption	27	46
Children in Care with the goal of Adoption at year end	33	25

JUVENILE PLACEMENTS WITH SOCIAL SERVICES	2014	2015
Persons in Need of Supervision (PINS)	10	16
Juvenile Delinquents (JD)	16	10

Statistics from Dutchess County and NYS databases and logs, 2015

ACCOMPLISHMENTS AND YEARLY STATISTICS CONTINUED

Relationships Presented by Planned Parenthood, and another was Impact of Bullying on Youth.

- ◆ Thirty-four youth required secure detention and 82 youth required non-secure detention.
- ◆ The Youth Treatment Court graduated two youth.
- ◆ Our annual foster parent picnic was held in August and was a success, with a variety of activities and foods offered.
- ◆ Parent 2 Parent Meetings continued to be held, which focus on developing and maintaining positive relationships between birth parents and foster parents.
- ◆ DCFS worked with NYS OCFS to continue to train staff and implement Family Team Meetings which bring family members and significant people in the family's life together to create plans that address child safety and risk factors in order to prevent foster care or return children home from foster care.
- ◆ There was a continued emphasis on staff development and training, with numerous

training opportunities being offered by DCFS. A sampling of the sessions provided includes in-house training regarding community services available, cross training on domestic violence, Mental Health First Aid Training, car seat training and computer training.

- ◆ Children's Services staff members are participating in a higher education program leading to a Master of Social Work Degree at Adelphi University. Four staff members were enrolled in this program in 2015. Overall, thirteen staff members have graduated from the program.
- ◆ DCFS continued our collaboration with the Social Work Consortium to offer a CPS internship to a senior Bachelor of Social Work student who wants to pursue a career in CPS. At the completion of the internship, the student agrees to work as a CPS Investigator for a minimum of two years. This internship is a benefit to the student, staff and clients. As of 2015, four CPS workers graduated from this program and a new CPS intern started in September of 2015.



Child Protective Services Staff





Janet Tullo
Bureau Chief

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.



LEGAL UNIT

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

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 Executive Committee 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.



ACCOMPLISHMENTS AND YEARLY STATISTICS

LEGAL DISPOSITIONS	2014	2015
Child Abuse Petitions	28	39
Child Neglect Petitions	645	825
Termination of Parental Rights	81	126
IVD Paternity	271	227
IVD Support	4,390	4,080
IVD Interstate Support (UIFSA)	132	95
Permanency Hearings	304	348

LEGAL STATISTICS	2015
Child Protective Reports	2,787
Support Cases	10,575
Private Support Referrals	123
Fair Hearings	74
Collection and Resource Cases	117
Adult Protective Cases/Consults	27

Legal Staff



Read about how five little-known programs at Dutchess County Department of Community and Family Services are confronting tough contemporary social concerns. These programs, each in its own way, benefit a variety of Dutchess County residents.



Do you know about DCFS Adoption Services?

DCFS is not an adoption agency, yet many children are adopted each year through our agency.

What's the challenge?

Children need permanency. The challenge is to give foster children, who have experienced loss and disruption in their young lives, the stability and love of a family who commits to giving them a permanent home.

Who does it help?

For various reasons, some foster children cannot be reunified with their birth parents. These are the children DCFS can help be adopted, so they are given the opportunity to grow in a safe and loving family environment.

How does it work?

A Dutchess County Family Court judge makes a determination that a foster child is legally freed for adoption. DCFS locates an eligible family who desires to adopt the child and assists the family in filing and processing an adoption petition. The child is placed in the home, and DCFS works with the family to ensure the child's comfort and well-being. The family court judge then finalizes the legal adoption.

What's the impact?

In 2015, 46 children were adopted through foster care.

Q: Who can become an adoptive parent?

A: Any adult certified through the eligibility and training process can become an adoptive parent.

Adoptive parents come from many diverse backgrounds. The only prerequisite is the desire to provide a safe, stable and loving home for a child.

Q: How do I find out more?

A: DCFS holds monthly orientation sessions to share information about how to become an adoptive and/or foster parent. To learn more, call us at 845.486.3220 to reserve your spot at the next session!

You may also be interested in knowing more about the **foster care program** of Dutchess County. See page 21 for a chart showing the number of foster care children by age.

EXPLORE
Little Known Programs
Tackle Big Challenges

Do you know about Protective Services for Adults?

PSA is mostly known for combatting elder abuse; but more than that, it helps vulnerable adults get the help they need to be able to remain living in their communities.

What's the challenge?

Some adults struggle to accomplish everyday tasks which enable them to live independently as long as possible, and they have no responsible person to help them. It is sometimes challenging for adults to admit they need help and cannot be totally self-sufficient.

Who does it help?

PSA assists adults living in the community who need help with essential needs. Some may have a physical and/or mental impairment. Some may be senior citizens living alone or with others who may be taking advantage of them.

How does it work?

PSA helps with practical needs, such as food shopping, arranging housekeeping services, obtaining benefits such as Social Security or Public Assistance, managing finances, applying for housing programs, obtaining legal or medical assistance, getting counseling and more. PSA workers also work to protect adults from neglect or abuse by others. Services are provided without regard to income.

What's the impact?

As of December 2015, PSA was helping more than 240 individuals with many different service needs.

Q: Do people with a PSA worker give up the right to make their own decisions?

A: No, adults have the right to be self-directing.

The primary goal of the program is to maximize an individual's independence, freedom and decision-making while promoting the safety of the individual in the least restrictive manner.

Q: If I am worried about a neighbor, do I have to know for sure or have proof about my concerns in order to make a PSA referral?

A: No,

you only have to suspect there are problems for a referral to be taken and an assessment made regarding your concerns. Although it is helpful if you leave contact information, a referral may be made anonymously. To make a referral or get additional information, call 845.486.3300. Please note, a referral may not result in service as an adult is free to refuse PSA assistance.





Do you know about the **Public Assistance Reporting Information System (PARIS)**? It's a data-matching system used to check for recipients with duplicate benefits in two or more states.

What's the challenge?

The challenge is to ensure assistance for those who are eligible, while blocking benefits from those who are fraudulently attempting to "double dip".

Who does it help?

The taxpayers always benefit when fraud is systematically and consistently exposed and stopped, as with this effective program. Continual diligence used in checking every possible match between states also acts as a deterrent to public assistance fraud, ensuring program integrity.

How does it work?

Federal reports are examined on a continual basis for PARIS matches in all Medicaid, Temporary Assistance and SNAP cases. If a match is found, a subsequent investigation is pursued which involves careful examination of the case type, eligibility period and benefits received in another state; it may also require home visits to verify Dutchess County residence, additional computer checks, inspecting school attendance records and scrutinizing locations where benefits are being accessed. Action is immediately taken to close duplicate cases and, when necessary, recover any overpayments.

What's the impact?

In 2015, 40 applications were denied due to PARIS matches, a cost saving of \$152,160. Taxpayer dollars are saved in Dutchess County and across the United States.

Q: If I suspect Public Assistance fraud, how do I report it?

A: Call or write your local department of social services.

For Dutchess County please contact: Special Investigations Unit, DCFS, 60 Market Street, Poughkeepsie, NY 12601, 845.486.3390.

You may also be interested in the tremendously cost-effective **Front End Detection System (FEDS)** which stops fraud before it starts - in 2015 Dutchess County avoided \$4,815,204 in costs through utilizing FEDS! See page 36 for details.

Do you know about the **Low Income Child Care Subsidy program**? It's designed to help low-income families with their child care needs.

What's the challenge?

Paying for child care can be a tremendous barrier to overcoming poverty for low-income parents. Without affordable child care, working parents can find it challenging to maintain employment and transition off other benefit programs, such as Temporary Assistance.



Who does it help?

This program helps keep children safe while simultaneously giving their working parents an opportunity to be dependable employees. Parents are given access to reliable and appropriate child care, enabling them to work and support their families. Quality, regulated child care can also be educationally enriching for children, helping to level the academic playing field for children of low income families.

How does it work?

For eligible families, DCFS pays approved child care providers up to a regional market rate for services while the parent works. The parent is responsible for a family share, which is based on a percentage of their income.

What's the impact?

In 2015, 1,258 children were served by the program, enabling 840 families to seek and maintain employment opportunities.

Q: How do I apply for these benefits?

A: Call 845.486.3190

to request an application through the mail. You can also apply in person and meet with a child care unit worker at DCFS, 60 Market St, Poughkeepsie, NY 12601.

Q: Can I use a friend or a relative as a child care provider?

A: Yes.

An application is submitted to the Child Care Council of Dutchess, 70 Overocker Road, Poughkeepsie, 845.473.4141, which has a separate approval process for prospective child care providers. The Council is also a valuable resource to find appropriate child care.

You may also be interested in **Babies Step Forward**, part of a federal initiative to provide child care continuity emphasizing early childhood development for infants and toddlers on page 36.

Do you know about the **Medicaid Buy-In program**? It's for working people with disabilities.

What's the challenge?

Many people with a disability worry they would lose their much-needed Medicaid health benefits if they begin working.

Who does it help?

Disabled adult NYS residents who have a federal or NYS disability determination.

How does it work?

Eligible adults are able to keep their Medicaid benefits if their net income does not exceed 250% of the federal poverty level, which is a much higher income allowance than Medicaid normally permits. They can work full or part-time. Program requirements include non-exempt resources limits (under \$20,000 for one-person households, under \$30,000 for two-person households).



What's the impact?

This program helps empower people to be independent and know they are contributing to their community. There were approximately 430 Dutchess County residents participating in this program in 2015.

You may also be interested in the **Care at Home Waiver** program which enables children with physical or developmental disabilities to live at home. For more information see page 39.

Q: Can I enroll in this program if I currently have Medicaid with a spend down?

A: Yes,

if you meet the criteria; it will eliminate the monthly spend down payment.

Q: What happens if I have been participating in Medicaid Buy-In but cannot work due to health problems or job loss?

A: You can request a grace period up to 6 months.

Documentation from your physician, employer or proof of seeking new employment may be required.



June Ellen Notaro
Director of
Youth Services

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.

The Division provides opportunities for youth leadership as well as planning, contract management, program monitoring and evaluation for NYS Office of Children and Family Services (NYS OCFS) funding in Dutchess County. The Division administers this funding to support the community in providing services that promote positive youth development, increase youth developmental assets and decrease juvenile delinquency. The Division also provides 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 and presentations.

The Youth Services Unit (YSU) provides free, confidential short term support services for youth residing in Dutchess County ages 4 to 21 years. Youth dealing with personal, family, or school difficulties who need help to solve their problems are referred by schools, family, law enforcement and others.

Thank you June Ellen. You have always been a great support for us at Hands on the Hudson Valley (HOHV).

*– Hands on the Hudson
Executive Director*



Youth Services Staff

YOUTH AND ADULTS SERVED IN 2015

	Youth Served
OCFS Funded Grants	18,212
YSU (178 support services & 175 workshops)	353
Youth Council	20
Total Youth Served	18,637
	Adults Served
YSU (workshops)	427
Youth Forum	16
Total Adults Served	443

An additional 64 youth and adults were served in the College 101 Seminars.



ACCOMPLISHMENTS AND YEARLY STATISTICS

- ◆ The Youth Board and Coordinating Council awarded NYS Office of Children and Family Services 2015 funding to 22 programs for a total of \$374,663. These programs collectively provided services to 18,212 youth residents in Dutchess County.
- ◆ Two second year students at DCC were awarded 2015 YBCC Scholarships which assist in paying tuition costs at the college. The students were cited for overcoming their personal challenges, maintaining good grades and for being active volunteers in their community.
- ◆ The 2014-2015 Dutchess County Youth Council had 20 members representing eleven high schools, including public, private and alternative high schools. Youth Council members completed six community service projects, attended one youth conference, and hosted seven guest lecturers on various topics. The teen members gained leadership skills in public speaking, decision making, consensus building, group facilitation, and teamwork.
- ◆ 178 Dutchess County youth were given supportive services in 2015.
- ◆ 427 adults and 175 youth participated in 18 presentations/workshops offered.



Dutchess County Youth Council

- ◆ In partnership with DC BOCES, Youth Services held the 7th annual Youth Forum called "Get Financially Fit" in November. 68 people (including 52 high school youth) attended the full day program centered on helping youth become more financially informed. At the forum, Cornell Cooperative Extension presented Financial Literacy for Youth which teaches youth how to explore spending priorities, needs vs. wants and learn good budgeting practices. An investigator from the NY State Police gave an overview of Internet fraud, identity theft, scams and hoaxes, showing youths what to watch for and how to respond if they become a victim. This year's Youth Forum received high scores from the attendees.
- ◆ In partnership with College Planning 101 and Cornell Cooperative Extension, we hosted two college planning seminars for high school students and their parents/caregivers. 64 youth and adults attended the seminars which focused on creating a path to college and developing a timeline for high school years that will get students ready to apply for college. Students and parents learned the differences between the FAFSA and CSS Profile financial aid, how to use college financial aid resources and one session concentrated on help for students with learning disabilities who may need special services for college.



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
Social Welfare Manager II
Over 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.

ACCOMPLISHMENTS AND YEARLY STATISTICS

- ◆ Collected \$30,110,004 in child support. Of this amount, \$29,469,935 benefited families that did not have an active Temporary Assistance case.
- ◆ Processed 6,553 Family Court petitions.
- ◆ Ranked in the top five among counties of similar size, for "cases with health insurance ordered."
- ◆ Contracted with a genetic testing company that collects the DNA samples on site at Family Court. In 2015, 294 customers were tested there.
- ◆ Collaborated with the Fathers' Rights Association of New York State. CSEU refers noncustodial parents there for help. The Fathers' Rights Association educates and redirects the noncustodial parents' frustrations for the betterment of their relationships with their children.
- ◆ Provided several presentations to outside agencies to further educate the public on child support rules and procedures.
- ◆ Participated on the ASSETS Key User Group Committee in Albany at the state level.
- ◆ Director moderated sessions at the NYPWA summer and winter conferences.
- ◆ Two staff members contributed to a community celebration of family by participating on the Hudson Valley Father's Day Parade committee. The Dutchess County Department of Community and Family Services is one of the local sponsors.

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
2015	\$30,110,004



Child Support
Enforcement
Staff



- ◆ Income executions when a noncustodial parent is employed. New York State's Expedited New Hire Reporting program locates current employers of child support debtors, keeping income executions in place and enabling new executions to begin.
- ◆ Collection of arrears from federal and state tax refunds, OTB and lottery winnings, and bank accounts.
- ◆ Suspensions or denials of New York State driver's or professional licenses.
- ◆ Execution of financial investigations.
- ◆ Initiation of violation proceedings in Family Court, which may result in a jail term of up to six months for willful non-payment of child support.
- ◆ Establishment of liens against property and motor vehicles.
- ◆ Arrangements of professional legal services through contracted attorneys who charge \$80 per hour. TANF, Medicaid and Safety Net minor recipients are not charged fees for legal representation.

- ◆ Referrals to the New York State Department of Taxation and Finance's program for collection and seizure of assets, which targets individuals with child support payments over four months in arrears.

Dear Ms. Coleman:

I'd like to take this time to express my deepest appreciation for the professionalism and service I received from your employee, Ms. M. Velazquez...When she said she was going to do something, she did it without delay. – Sincerely, LT

Ms. Olson:

It was a pleasure working with you. Thank you very much for your diligence. – Yours truly, SO

CHILD SUPPORT ACTIVITY	2014	2015
Child Support Cases Open	11,154	10,575
Children Open in Support Cases	11,228	10,550
Children Open Born Out of Wedlock	6,341	5,927
Children Open with Paternity Established	5,847	5,574
Percentage of Children Open with Paternity Resolved	95.5%	96.6%
Children Needing Paternity Determination	522	365
Cases with Collections during Year	5,460	5,370
Interstate Cases with Collections during Year	263	266
Cases Open Where Medical Support is Ordered	7,444	7,234
Cases with Arrears Due during Year	6,709	6,610

CSEU:

I would like to . . . inform you of what an exceptional employee you have in Ms. A. Campbell. [She] knows her job description, implements it well and follows through...and she does so with a smile in [her] voice. – Sincerely, DG

CSEU:

Thank you for all your help all the time. You are appreciated! – PM

Ms. Urbanski:

I truly am appreciative of your help and efforts with my ongoing case. – Sincerely, JM

** From NYS OCSE DCFS-157 Report 12/15, Statistical Trends Report 12/15 and Child Support Monthly Report 12/15*



Child Support Accounting/Clerical Staff



Joanne Sinagra
Social Welfare Manager II
Over Intergrated Services Division

INTEGRATED SERVICES DIVISION

(INTAKE UNITS OF FAMILY/SAFETY NET ASSISTANCE, MEDICAID, AND SNAP; CHILD CARE PROGRAMS; AND SPECIAL INVESTIGATIONS 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).

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
- ◆ Makes referrals to doctors for employability determination when 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,



ACCOMPLISHMENTS AND YEARLY STATISTICS

Commissioner Marzouka, I want you to know that DC called me to let me know how much he appreciated the quick response from Joanne Sinagra. He said she is amazing and he appreciates how nice she was. – CR

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/SNAP Intake Unit
and Child Care Unit



and when needed over the phone to the exchange. The most positive result of this change is that clients may know the 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

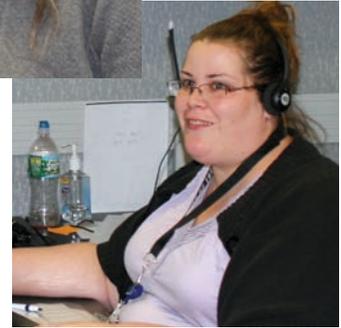
- ◆ Determines eligibility and provides SNAP benefits for individuals and families, households containing a mix of Temporary Assistance (TA) and non-Temporary Assistance recipients, the elderly, the disabled and Certified Group Home and Alcohol/Drug Facility residents. Pure TA households receive SNAP 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 not above 200

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

- ◆ Processes applications for child care subsidies for low-income working parents and transitional child care services for those individuals whose Temporary Assistance cases are closing
- ◆ Contracts with the Child Care Council of Dutchess, Inc. to provide recruitment, registration and inspection of child care providers and assists clients in locating child care providers for their children
- ◆ Meets with the Child Care Council to review the DCFS process and to answer any questions that providers may have in order to assist all providers in the billing process
- ◆ Works with the Child Care Council to provide information and supplies to providers
- ◆ Utilizes the child care time and attendance tracking system



EASTERN DUTCHESS GOVERNMENT CENTER

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,

MEDICAID INTAKE CASE ACTIVITY*

	2014	2015
Applications Registered (Minus Nursing Homes)	**7,574	4,352
Cases Opened	6,420	4,925
Cases Open-Closed** (includes one-time payments)	181	26
Withdrawn	317	197
Denied	3,480	2,009

SNAP INTAKE CASE ACTIVITY*

	2014	2015
Applications Registered	**9,300	8,698
Cases Opened	6,046	5,217
Cases Open-Closed** (includes one-time payments)	53	31
Withdrawn	629	662
Denied	3,508	3,548

TEMPORARY ASSISTANCE INTAKE CASE ACTIVITY*

	2014	2015
Applications Registered	**8,480	7,219
Cases Opened	1,522	1,207
Cases Open-Closed** (includes one-time payments)	768	473
Withdrawn	137	96
Denied	6,188	5,361

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



Temporary Assistance Intake and Clerical Unit

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.



Eastern Dutchess
Government Center Staff

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 Imag-

ACCOMPLISHMENTS AND YEARLY STATISTICS CONTINUED

BABIES STEP FORWARD

We are proud to be part of Babies Step Forward; the goal of this program is to offer infants and toddlers from low income families, high quality early learning. Babies Step Forward serves 16 children in Dutchess County. DCFS has obtained a regulatory waiver for participating children to allow continuity of enriched child care enrollment during this critical pre-school period, even if the family's income fluctuates above the eligibility standard for child care subsidy. Our local partners are Westchester Community Opportunity Program, Astor, and the Child Care Council of Dutchess and Putnam Counties. The program is part of a broader federal grant initiative for access to comprehensive services to encourage healthy early childhood development.

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.

CHILD CARE UNIT

Served	2014	2015
Families	845	840
Children	1,323	1,258

FRONT-END DETECTION (FEDS)

Completed FEDS Interviews	1,369
Cases Denied/Withdrawn	486
Cases Opened	294

COST AVOIDANCE

Temporary Assistance	\$1,593,894
Medicaid	\$2,212,134
SNAP	\$674,160
Child Care	\$335,016

Special
Investigations Staff



ing 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 indicate 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



Ms. Platel,
Thank you so much for all you do. You have made my life so much easier during hard times ... – RL & family

Ms. Mann,
Thank you. You make life a little easier. These words can't half express the deep appreciation felt for your special thoughtfulness. – JW

Dear Mrs. Demarco,
I want to pay a compliment to your receptionist, who has been exceptionally accommodating and courteous. – DR

Dear Commissioner,
I feel Ms. Piotti is to be commended for her attitude and help in making this process much easier to understand towards getting my mother the extra care that she needs.
– Sincerely, JN

Ms. Donovan,
On behalf of Supportive Services for Veteran Families,... We had a very difficult case that required professionalism, compassion and expedience, all of which Ms. Goldhammer demonstrated in abundance.
– ER, Case Manager, HRH

FUNDS RECOVERED BY TYPE	2014	2015
Affidavits and Article 13	\$9,200	\$14,899
Proceeds and Mortgages	\$59,658	\$401,484
Claims Against Estates	\$421,102	\$389,466
Lawsuit Settlements	\$532,910	\$887,097
SSI Repay and Volunteer	\$287,765	\$261,514
Medicaid Reimbursement	\$59,735	\$43,466
Personal Accounts and Others	\$102,489	\$80,577
Income Executions	\$13,692	\$17,288
Small Claims	\$26,814	\$9,077
Totals	\$1,513,356	\$2,104,868

CASES CLOSED DUE TO FRAUD	
2006	141
2007	93
2008	104
2009	74
2010	367
2011	293
2012	395
2013	480
2014	479
2015	524

NUMBER OF BURIALS

2006	106
2007	103
2008	120
2009	121
2010	127
2011	162
2012	139
2013	141
2014	133
2015	145

SPECIAL INVESTIGATIONS UNIT ACTIVITY	2014	2015
Completed Investigations	532	742
Confessions of Judgment	68	82
Number of Repayment Agreements Signed	68	82
Value of Repayment Agreements Signed	\$161,571	\$255,780
SNAP Disqualifications	30	23
Value of SNAP Disqualifications	\$39,653	\$28,786
Temporary Assistance Disqualifications	4	3
Value of Temporary Assistance Disqualifications	\$5,317	\$6,748

COLLECTION ACTIVITY

	2014	2015
Lottery Intercepts	\$25,739	\$20,517
Fees (Parking, Guardian, Adoption, Home Study, Phone, Postage, Confessions of Judgment, Copies and Subpoenas)	\$22,562	\$22,065
Cash Collections (TANF, SN, MA, Services, SNAP, SN-SSI and CSE Repayments)	\$5,867,643	\$9,412,132

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	486	\$4,815,204
Intentional Program Violations (IPV)	Disqualification sanctions for those found guilty	26	\$35,534





Sandy Favata
Social Welfare Manager II
Over Medicaid Division

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.



Medicaid Staff

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 223 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. A person's home and vehicle are not counted as a resource. Income guidelines include a gross income that may be as high as \$59,892 for an individual and \$80,676 for a couple.
- ◆ 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.
- ◆ The Care at Home Waiver serves children under age 18 and provides medical and related services to families who want to care for their physically disabled child at home. Services available under this program include: bereavement services, case management,

expressive therapies, family palliative care education, home & vehicle modification, massage therapy, pain & symptom management & respite.

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 and Wellcare.

ACCOMPLISHMENTS AND YEARLY STATISTICS

- ◆ Processed 104 disability reviews.
- ◆ Net Medicaid costs to Dutchess County decreased in 2015. There were significant percentage increases in payments for health insurance premiums and hospital out-patient services.
- ◆ Processed 295 Pre-Natal Care and Assistance Program (PCAP) applications.
- ◆ Received 712 nursing home applications. This does not include cases converting from Community Medicaid to nursing home care. Total number of nursing home cases as of December 2015 was 913.
- ◆ 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 704 recertification cases that they were unable to process. This is an increase from 460 in 2013 and 559 in 2014. 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 1,096 cases.
- ◆ The Medicaid Unit processed 128 fair hearings and was successfully upheld in 94% of all fair hearings held in Dutchess County in 2015 (95 out of 128).
- ◆ The Family Health Plus program ended December 31, 2014.

MEDICAL ASSISTANCE CASE ACTIVITY*	2014	2015
Applications Registered	7,574	5,083
Cases Opened/Reactivated/Open-Closed	7,275	5,618
Withdrawn	317	197
Denied	3,480	2,009
Cases Closed	8,843	7,552
Recertifications	13,284	11,949
Changes to Active/Closed Cases	79,699	58,864
Totals – All Case Activity	113,438	86,189

* 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
2015	\$508,395,860

2015 MEDICAID BENEFITS PAID FOR DUTCHESS COUNTY RESIDENTS

Per second	\$16.12
Per minute	\$967.27
Per hour	\$58,036.06
Per day	\$1,392,865.37
Per year	
Gross	\$508,395,860.00
Net*	\$40,917,312.00

* Net = cost to Dutchess County

MEDICAL EXPENDITURES BY PROVIDER*

Provider Type	2014	2015	% Change
Hospital Inpatient Services	\$29,237,225	\$33,137,437	13.3%
Hospital Outpatient Services	\$5,618,800	\$7,818,760	39.2%
Skilled Nursing Facilities	\$81,107,997	\$79,843,672	-1.6%
Intermediate Care Facilities	\$15,928,554	\$15,953,860	0.2%
Clinics	\$18,811,263	\$18,731,158	-0.4%
Referred Ambulatory Nursing Home Based	\$15,201	\$13,674	-10.0%
Hospice	\$544,979	\$410,599	-24.7%
Physicians Services	\$3,677,084	\$2,938,629	-20.1%
Dental Services	\$715,671	\$569,539	-20.4%
Other Practitioners Services	\$4,522,067	\$4,319,222	-4.5%
Child Care Institutional Medical Per Diem	\$2,260,947	\$2,408,324	6.5%
Personal Care Services	\$10,823,457	\$6,894,038	-36.3%
Home Health Services	\$2,179,856	\$1,296,932	-40.5%
Assisted Living Services	\$3,351,065	\$3,901,432	16.4%
Long Term Home Health Care Waived Services	\$4,695,279	\$5,746,074	22.4%
Home and Community Based Waived Services	\$73,622,191	\$78,901,271	7.2%
Rehabilitation and Therapy	\$246,157	\$29,752	-87.9%
Office of Mental Hygiene Restorative Rehabilitation	\$8,283,901	\$8,464,304	2.2%
Drugs and Supplies	\$6,581,080	\$7,849,556	19.3%
Eye Appliances and Durable Medical Equipment	\$478,457	\$520,195	8.7%
Prepaid Care	\$164,628,903	\$208,158,902	26.4%
Case Management	\$8,817,829	\$8,797,785	-0.2%
Health Insurance Premiums	\$270,057	\$460,025	70.3%
Medical Transportation	\$9,216,774	\$10,429,714	13.2%
Lab and X-Ray Services	\$649,288	\$694,537	7.0%
Other	\$153,537	\$106,467	-30.7%
Total	\$456,437,619	\$508,395,858	11.4%

* from NYSDOH MARS MR-0-01

MA/SSI CASES

AS OF DECEMBER 31, 2015

2000	4,470	2000	5,392
2005	5,045	2005	7,904
2006	5,102	2006	7,701
2007	5,091	2007	7,728
2008	4,707	2008	9,048
2009	4,835	2009	10,778
2010	5,223	2010	11,881
2011	5,401	2011	13,055
2012	5,672	2012	14,155
2013	5,861	2013	15,770
2014	5,868	2014	16,206
2015	5,878	2015	14,269

MEDICAID CASES

AS OF DECEMBER 31, 2015



Ms. Whittaker,

Thank you for tracking down the problem with my mom's Medicaid. . . My mom is still working hard to stay out of the nursing home. A lot of grit for a 102 year old. – Thank you. GB

Dear Ms. Abdullah,

I wanted to thank you for your help and concern. How much I appreciate your compassion and doing whatever you could for me. – All the best, DD

Dear Ms. Janos,

Thank you very much for assisting me with the transition regarding the Medicare Savings Program. Social Services is lucky to have you as an employee. – C

Ms. Guerra,

Your kindness and ability to empathize (with my client) were critical. It was a pleasure to collaborate with you. – MT CPS Supervisor

Dear Ms. Herriman:

I just want to thank you for all that you have done to see that I got my spend-down and our insurance taken care of. – EC

Dear Ms. Fry,

I just wanted to express my appreciation of your help over the years in providing support for my family. – Thank you. JC

[Ms. Favata]

Thank you so much for your most informative presentation to the Parkinson's Disease Support Group. It was a tall order to cover the basics of Medicaid in 20 minutes, but you certainly delivered. – NR, Committee Chair



Jacky Cooper
Social Welfare Manager II
Over Transitional and
Supportive Benefits Division

TRANSITIONAL AND SUPPORTIVE BENEFITS DIVISION

(TEMPORARY ASSISTANCE, EMPLOYMENT, SNAP AND HEAP)

Transitional and Supportive Benefits Division encompasses Temporary Assistance, Employment, Supplemental Nutrition Assistance Program (SNAP), and the Home Energy Assistance Program (HEAP). The overall purpose of these programs is to assist low income households as they meet their goals in becoming self-sufficient. This is a critical area due to the current cost of housing, food, and employment related expenses.

TEMPORARY ASSISTANCE

The Temporary Assistance/Employment unit is responsible for employable individuals, persons with barriers and child-only cases. Together the unit works 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 remain 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

FAMILY ASSISTANCE CASES

AS OF DECEMBER 31, 2015

2000	826
2005	701
2007	558
2008	629
2009	740
2010	781
2011	755
2012	717
2013	647
2014	638
2015	569

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



Employment/Temporary Assistance Staff



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.

EMPLOYMENT COMPONENT

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. Two to three job search sessions are held per week for employable applicants and TA recipients.

Each person is seen individually and to review his/her job search log to verify the required num-

ber of hours has been met without duplication of employers, and to discuss any issues that may have surfaced in the past week.

Temporary Assistance/Employment staff

- ◆ Assists able-bodied clients to attain self-sufficiency and helps those who are temporarily or permanently incapacitated to obtain necessary treatment and rehabilitation services.
- ◆ Conducts an employment assessment with the individual reviewing their abilities, experiences, trainings, employment history, education, health review, military history, legal issues, and any barriers to employment the individual may have.
- ◆ 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.
- ◆ Conducts an orientation with applicants and recipients of Temporary Assistance. This orientation conveys program details, eligibility requirements and transitional benefits (for those qualified) such as Medicaid, SNAP and child care 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, 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.

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.
- ◆ Families that have reached the five-year (60 months) limit on Family Assistance.
- ◆ Cash SNA recipients (single individuals or childless couples) 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, 2015

2000	322
2005	567
2007	588
2008	585
2009	760
2010	822
2011	702
2012	647
2013	587
2014	604
2015	592

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 Initiative includes a mentor who works with individuals who are sanctioned or about to be sanctioned for failing to comply with employment activities and individuals in family cases that have reached their 60 month time limit. These individuals are referred to the RPI program by the TA worker. The TA 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 continue their education and move into employment.

try. 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.

Employment Programs

- ◆ Work Experience, a program for clients that evaluates their skills and interests and assigns them to appropriate not-for-profit employers. There are 11 active WEP sites.
- ◆ Supervised Job Search, a state mandated program for employable Safety Net and TANF applicants and recipients.



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 house-

hold to eat. The SNAP Unit works in conjunction with Cornell Cooperative Extension of Dutchess County and contracts with them to run a nutrition education program, known as Eat Smart New York (ESNY). Project activities are conducted for the benefit of the SNAP eligible population and address food security, food safety and dietary quality.

- ◆ www.MyBenefits.ny.gov allows for convenient



online SNAP application process. A follow-up interview is conducted. This website also facilitates DCFS collaboration with community partners Catholic Charities and Dutchess Community Action Partnership with electronic SNAP application.

- ◆ 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 public assistance to work; SNAP has become increasingly

CONTRACTED SERVICES WITH DUTCHESS COUNTY BOCES

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

ACCOMPLISHMENTS AND YEARLY STATISTICS



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.

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.

TEMPORARY ASSISTANCE FACTS

The monthly average number of individuals in receipt of assistance who are deemed not employable and were mandated into substance abuse treatment in 2015 increased from 114 to 137. 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 average number of family cases who have reached their 60-month time limit and have transitioned to Safety Net cash or non-cash in 2015 was 74. The average number of family cases who were in receipt of Safety Net non-cash in 2015 was 43. Although this figure is moving in the right direction, it still indicates the difficulties of transitioning to self-sufficiency.

TEMPORARY ASSISTANCE CASE ACTIVITY*

	2014	2015
Applications Registered	8,480	7,219
Cases Opened/ Reactivated/Reopened/ Open-Closed	2,729	2,093
Withdrawn	137	96
Denied	6,188	5,361
Cases Closed	1,952	1,701
Recertifications	1,424	1,351
Changes to Active/ Closed Cases	8,726	7,252
Totals – Case Activity	21,156	17,854

*From WMS WST002

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 FACTS

- ◆ The Employment caseload consists of approximately 101 recipients ages 18 to 59 years old who were non-exempt from being engaged in employment and/or employment-related activities out of an average of 509 individuals 18 years or older receiving Temporary Assistance.
- ◆ There was an increase in the average number of recipients exempt from employment from 436 to 565 for a variety of reasons including but not limited to:
 - ◇ Exempt due to physical and/or psychological reason – 333
 - ◇ 16-18 years old – 133
 - ◇ 60 years and older – 28
- ◆ There is an average of 420 “child only” cases where the adult is a non-parent caregiver, the parent is in receipt of Supplemental Security Income, or parent is an ineligible alien.
- ◆ DCFS hired 4 TANF recipients for 90 day temporary positions in our file room. All 4 remained off of TANF assistance in 2015.

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 representative, pharmacy care technicians, and patient care technicians. Out of the 10 TANF eligible individuals who were referred 9 participated in the iTrain Program; all 9 of these individuals became employed for an average of 32 hours per week and an average wage of \$11.50 per hour.
- ◆ 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

DUTCHESS COUNTY BOCES

Activity	Number of Individuals
Assessments/TABE testing	235
Enrolled in HSE classes	127
Enrolled in other training programs	63
Completed Intensive Case Management	3
◆ Became employed	2
TA recipients successfully completed Work Skills Training	23
◆ Became employed	11

in assisting TANF eligible individuals in job searches, soft skills, resumes, obtaining and retaining jobs. There were 32 TANF recipients participate in this program; 24 became employed.

- ◆ Responsible Parent Initiative (RPI) – This year 44 individuals worked with the RPI mentor; 10 individuals became employed and 10 had their employment sanctions lifted.
- ◆ YES, a non-traditional program model provided tools for self-sufficiency with academic and vocational training. 65 youths enrolled in this program; 5 participants graduated and 5 went on to college.
- ◆ Dutchess County Regional Chamber of Commerce was awarded funding for the Summer Youth Employment Program contract. There were 21 participants in the program. They were employed for an approximately 7

weeks at an average of \$8.75 per hour. There were 18 employers who participated in 2015 that included retail, government, health care, fitness center, school district, and a recreation center.

- ◆ Dutchess County Regional Chamber of Commerce provided Assessment/TABE testing and HSE classes.
 - ◆ Assessments/TABE testing – 11
 - ◆ Enrolled in HSE – 15
 - ◆ Graduated HSE – 1

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.

SNAP CASE ACTIVITY*

	2014	2015
Applications Registered	9,300	8,698
Cases Opened/ Reactivated/Open Closed	10,934	9,788
Withdrawn	629	662
Denied	3,508	3,548
Cases Closed	11,083	10,469
Recertifications	9,695	9,560
Changes to Active/ Closed Cases	34,257	25,281
Totals – All Case Activity	70,106	59,308

* From WMS WST002

HOME ENERGY ASSISTANCE PROGRAM (HEAP)

Regular HEAP season began November 10, 2014. Emergency HEAP component opened on January 2, 2015.

HEAP Benefits Processed for 2014/2015 season	\$3,654,125
Emergency HEAP	\$1,122,775
22 Furnace Repairs/ Replacements and Estimates	\$68,779
26 Heap Cooling Component	\$18,351

HEAP CASE ACTIVITY*

	2014	2015
Applications Registered	1,751	1,351
Cases Opened/ Reactivated/Open-Closed	756	842
Withdrawn	223	247
Denied	600	549
Cases Closed	893	881
Changes to Active/ Closed Cases	4,317	1,865
Totals – All Case Activity	6,798	4,384

* From WMS WST002

Dear Ms. Cooper,

I wish to thank the entire [SNAP] staff for their efficiency, knowledge, KINDNESS with me. I fell on hard times and God Bless you all. – FP

Dear Carol,

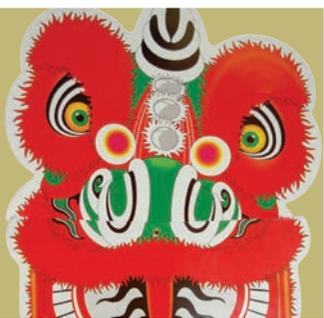
Thank you for calling me today. Yes, I did in fact receive my SNAP benefits, thanks to the hard work of Mr. Tissiera. – MF

Ms. Blanco,

I wanted to thank you so much as the added SNAP & HEAP is very, very much appreciated with all the added costs & travel to Dr's. It is a really helpful blessing. – DD



HEAP/SNAP/
Clerical Staff



EMPLOYEE APPRECIATION DAY 2015

Outfitted in red symbolizing good luck, the Administrative Team treated the DCFS staff to a Chinese New Year celebration for the 34th Annual Employee Appreciation Day on February 20, 2015. The main conference room was transformed into a Chinese festival complete with a paper dragon! As staff entered through the "golden doors", Commissioner Allers, at his last Employee Appreciation Day before retiring, along with the Deputy Commissioners greeted everyone and gave out milestone certificates. The buffet included pot stickers, egg rolls, mandarin oranges, fruit cups, fortune cookies,

jade punch, tea, and what??? Okay - the RICE KRISPY TREATS were not exactly traditional Chinese fare, but tasty never the less. Staff tried their hand at the "wheel of fortune" and the lucky gold coin/red envelope games. On view were entries for the handmade decorative fan contest. A message of appreciation was conveyed to the hardworking DCFS staff. The support and assistance from the Department of Behavior and Community Health and Human Resources was also valued. *Very special thanks go to the China Rose in Rhinecliff for donating, chopsticks, fortune cookies and condiments for the entire DCFS staff to enjoy!*



CHINESE NEW YEAR!





To become a Dutchess County
Foster/Adoptive Parent
call 845.486.3220

DEPARTMENT OF COMMUNITY
AND FAMILY SERVICES LOCATIONS



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



Beacon Center

223 Main Street, First Floor
Beacon, NY 12508
845.838.4800

Child Advocacy Center

35 Van Wagner Road
Poughkeepsie, New York 12603
845.486.5112

**Eastern Dutchess
Government Center**

131 County House Road
Milbrook, New York 12545
845.677.5532

SPECIAL CONNECTIONS

Dutchess County

www.dutchessny.gov

**Dutchess County Department of
Community and Family Services**

[www.co.dutchess.ny.us/CountyGov/
Departments/SocialServices/SSIndex.htm](http://www.co.dutchess.ny.us/CountyGov/Departments/SocialServices/SSIndex.htm)
845.486.3000

Dutchess One Stop Career Center

Dutchess County Workforce Investment Board
www.dutchessonestop.org
845.473.9000

My Benefits

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

New York State

www.ny.gov

**New York State Office of Children
and Family Services**

www.ocfs.state.ny.us
518.473.7793

**New York State Office of Temporary
and Disability Assistance**

www.otda.state.ny.us
518.473.1090

HOTLINE NUMBERS

**To report alleged Child Abuse
or Neglect**

- Main Hotline 800-342-3720
- Mandated Reporter Hotline 800.635.1522

**To report Institutional Abuse
or Neglect**

- New York State Justice Center
855.373.2122

**To make a referral to Protective
Services for Adults**

- Dutchess County Adult Services
845.486.3300