

Inclusion - a Collaborative Venture!



DUTCHESS COUNTY
DEPARTMENT
OF COMMUNITY
AND FAMILY SERVICES

ANNUAL REPORT 2017

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."



2017 DCFS ANNUAL REPORT

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A MESSAGE FROM COMMISSIONER JAAR MARZOUKA



2017 was a year of inclusion at DCFS. Among other initiatives, the Department began a new partnership with Legal Services of the Hudson Valley to assist eligible clients with their initial disability applications; and launched a program that provides a Life Button 24 device to children and young adults with a high risk of wandering and going missing. Our new Deputy for Special Needs carried the charge of raising awareness to change the way individuals, businesses, organizations, and communities relate to our neighbors with special needs and help them be more inclusive.

But, what exactly is inclusion?

It is not a new program. It is not a new trend or a new label. It is not diversity or tolerance. Inclusion is a conviction that everyone belongs in our society and deserves to be treated with respect. It infers that everyone has equal access to resources and can contribute to their community.

Caring for each other is not a radical concept. So why is welcoming people labeled "disabled" seem so groundbreaking? When our County Executive challenged us to "Think Differently," I believed it was an invitation to embrace our humanity, to let go of our fears of the other - who does not look or act like us, and to welcome them in.

Our annual report describes our achievements in welcoming the most vulnerable individuals and families and meeting their needs while preserving their sense of belonging. We implemented a plan to address the effects of inclement winter weather and the impact of such weather on individuals experiencing homelessness. We supported the expansion of day and night shelters for single adults, and providing lodging to families that would not otherwise be eligible for Temporary Housing Assistance. We successfully negotiated the opening of the Boys & Girls Club in the City of Poughkeepsie, opening with a summer camp and a teen drop in center that offered positive social activities for over 150 youths.

Many in our community are marginalized; many need our assistance, and we stand ready to serve them. I am proud of the DCFS staff who diligently serve our community. Their commitment to inclusion and their devotion to our mission is the cornerstone of our County government. We believe that inclusive communities have the capacity to create the future. We want a better life for everyone. We want inclusion!

Sincerely,

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

A MESSAGE FROM COUNTY EXECUTIVE MOLINARO



The dedicated employees in the Dutchess County Department of Community and Family Services (DCFS) endeavor to assist neighbors in need, every day. They look for efficient and effective solutions to help support our County's most vulnerable families and individuals. These men and women strive to improve lives and make a difference in our community, and for that we are grateful.

Here in Dutchess County, we have challenged ourselves and our community to ThinkDIFFERENTLY – to focus on the inherent potential of every individual regardless of ability. The team at DCFS have been wonderful advocates for our ThinkDIFFERENTLY mission and as you read through this report, I am certain you will be as impressed as I for all the innovative collaborations and partnerships that are helping to make Dutchess County a model throughout New York State for our inclusion efforts.

DCFS employees serve residents in so many ways; whether it is child protection, HEAP, Medicaid, Temporary Assistance, foster care and adoption, preventive services, and so much more. The challenges often seem endless, yet DCFS employees continue to seek out new ways to serve our community. And their dedication doesn't stop with their on-the-job responsibilities... DCFS employees are renowned for their volunteer spirit – participating and coordinating fundraisers and collection drives to help brighten the lives of our neighbors. You truly inspire us!

The entire staff at DCFS works tirelessly on behalf of our residents, and with Commissioner Sabrina Marzouka leading the charge, providing programs and initiatives that give residents the tools and resources necessary for success.

Thank you to all our devoted DCFS staff for your contributions serving Dutchess County and its residents.

Marcus Molinaro
Dutchess County Executive

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DCFS GOALS AND OBJECTIVES

- I. Provide assistance to eligible individuals and families while assisting clients to achieve their full potential.
 - A. Conduct thorough eligibility investigations
 - B. Apply rules, regulations and local policies objectively, consistently and uniformly
 - C. Provide clients with all of the benefits to which they are entitled
 - D. Work cooperatively, as divisions, to meet the separate needs of clients while preserving the integrity of each individual
 - E. Maintain professional standards in all contacts

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



2017 DCFS ORGANIZATIONAL WHEEL

DCFS FACTS AT A GLANCE 2017

DCFS CASELOAD SNAPSHOT AS OF DECEMBER 31, 2017*

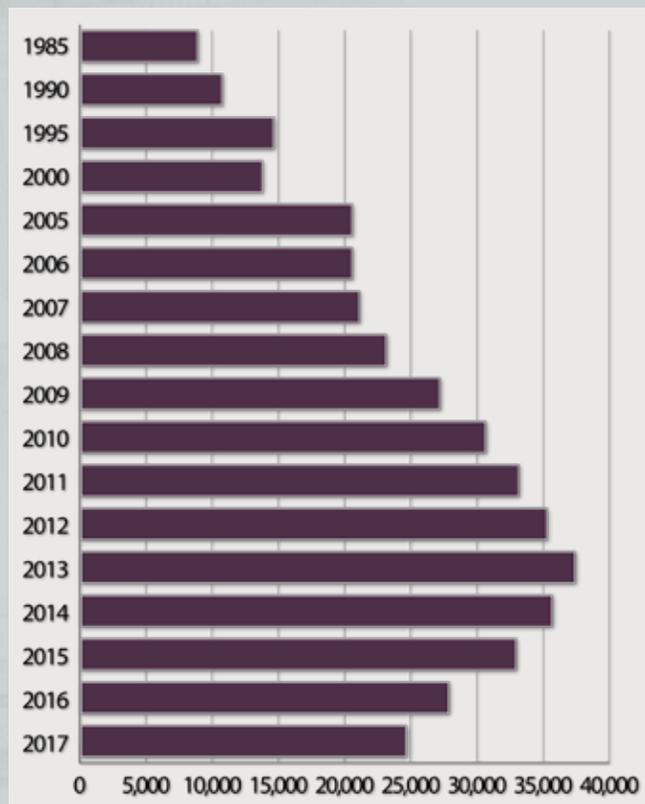
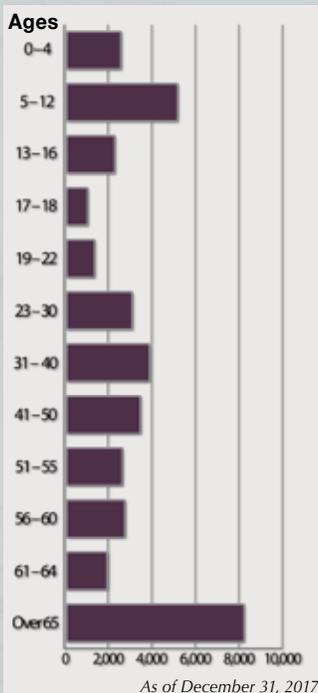
*Unduplicated cases. Does not include HEAP, Services, or Child Support cases

TOP MEDICAID VENDORS

Medicaid payments to local businesses in Dutchess County serve as an economic stimulus and multiplier. In 2017 payments were made to the following vendors providing Medicaid services.

MVP	\$112,424,586
NYS Catholic Health Plan	\$102,070,933
Wellcare of NY	\$18,351,591
WEST MED Center	\$13,950,753
Abilities First	\$13,869,277
NYSARC Dutchess County	\$13,247,284
Cardinal Hayes Home	\$11,827,437
Hamaspik Choice	\$11,535,551
Hudson River Healthcare	\$10,454,179
Anderson School	\$10,424,150
New Horizons	\$10,302,096
Wingate	\$9,332,871
Health Advantage Plan	\$8,639,657
Vassar	\$8,632,688

ACTIVE INDIVIDUALS



TOP NON-MEDICAID VENDORS IN THE COUNTY

Children's Home of Poughkeepsie	\$5,415,227
Astor Home	\$2,704,204
LaSalle School	\$2,518,836
Hudson River Lodging Plan G	\$1,764,873
Berkshire Farm	\$1,757,659
Dutchess County Probation	\$1,552,420
St. Annes	\$1,471,603
Central Hudson	\$1,190,672
Community Housing	\$1,138,531
Family Services	\$989,777

ACTIVE CASES

Cases as of	12/31/16	12/31/17
SNAP	11,149	10,680
HEAP	1,847	1,738
Medicaid	10,032	7,377
Medicaid SSI	5,740	5,638
Family Assistance	507	476
Safety Net Assistance	518	558
Services (Adult/Children)	1,739	1,763

2017 MODIFIED BUDGET

	Appropriations	Revenues
Administration (salaries, fringe, materials, other)	\$36,754,065	\$22,728,325
Non-secure Detention	\$1,374,780	\$702,000
Day Care	\$6,333,353	\$6,772,920
Services for Recipients	\$6,098,493	\$2,509,567
Medicaid - Local payments	\$116,750	\$100,000
Medicaid - MMIS Payments	\$41,654,262	\$400,000
Special Needs Adults/Family	\$268,003	\$0
Family Assistance	\$7,420,454	\$7,410,063
Foster Care	\$38,130,654	\$26,006,889
Juvenile Delinquents/PINS	\$0	\$1,000
State Training Schools	\$1,650,000	\$0
Safety Net	\$5,379,297	\$2,017,250
HEAP	\$743,144	\$747,844
Emergency Aid to Adults	\$70,000	\$42,500
Supplemental Nutrition Assistance Program	\$0	\$0
Youth Administration	\$161,564	\$98,538
Youth Development/Delinquency Programs	\$0	\$0
Youth Services Unit	\$233,845	\$184,515
Youth Development Program	\$223,742	\$223,742
Youth Special Delinquency Programs	\$0	\$0
Youth Runaway & Homeless	\$139,103	\$104,327
Totals	\$146,751,509	\$70,049,480

2017 COMMISSIONER'S OFFICE

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



Theresa Giovannello
Deputy Commissioner



Debra Bonnerwith
Deputy Commissioner



Toni Marie Ciarfella
Deputy Commissioner



Sharon Avila
Confidential Administrative Assistant



Carol Domino
Confidential Administrative Assistant

FAIR HEARINGS AND QUALITY ASSURANCE

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



William Sanchez
Special Assistant to Commissioner

- Represents DCFS in administrative reviews requested by applicants/recipients or their representatives
- Serves as liaison for Medicaid, SNAP and Temporary Assistance audits for New York State Office of Temporary & Disability Assistance
- Reviews and completes compliance complaint reports to OTDA
- Completes Child Care subsidy audits for New York State Office of Children and Family Services
- Compiles statistical data to address professional development trainings and to ensure quality assurance of agency performance standards
- Participates in departmental monitoring process including visits to contracting agencies
- Tracks program outcome reports and assists program directors in formulating contractors' annual outcome reports

FAIR HEARING ACTIVITY 2017

Fair Hearings Requested	987
Fair Hearings Held	959
Appellant Defaults	365
Appellant Withdrawals	213
Agency Decisions Upheld	191
Agency Decisions Reversed	59
Percentage of Fair Hearings in Favor of the Agency	93%
Postponed/Pending	72
Other Agencies	118
Correct When Made	29
Agency Withdrawals	18

CONTRACTS, POLICY AND PLANNING

Assistant to the Commissioner for Program Planning and Evaluation



Bridget Goddard
Assistant to the Commissioner for Program Planning and Evaluation

- Develops all Department of Community and Family Services plans
- Prepares funding applications for special programs
- Oversees the contracts
- Prepares and/or responds to requests for proposals
- Oversees the Office of the Medicaid Inspector General's Medicaid Compliance Audit Demonstration Project in Dutchess County

CONTRACT ACTIVITY 2017

Adult Foster Care Services	3
Auditing	1
Credit Reporting	3
Child Care	2
Detention/Foster Care Institutions	40
Domestic Violence Services	5
Employment/Training Services	7
SNAP Nutrition Education/HEAP	6
Genetic Testing	1
Homeless Prevention	4
Interpreter Services	1
Legal Services	2
Medical Exams/Services	4
Memoranda of Agreement	94
Other Inter-Agency Service Agreements	9
Preventive Services	21
Resource Parents	133
Service Agreements	16
Totals	352

Value of Contracts \$43,000,000+

ACCOMPLISHMENTS AND YEARLY STATISTICS

- Two **Navigating the DCFS System workshops** were held in 2017, covering two programs: Homeless Prevention, and Child Protective Services, reaching a total of 109 professionals representing 30 agencies.
- New in 2017 was the adoption of Part 304 to Title 18 of the NYCRR, **Protection of Vulnerable Homeless Persons** requiring social service districts to implement a plan to address the effects of inclement winter weather and the impact of such weather on individuals experiencing homelessness. **Dutchess County implemented a “Code Blue” plan** that partnered DCFS, law enforcement and mental health providers to identify and offer housing to homeless persons when the temperature was at or below 32 degrees.

The monthly average of our unduplicated clients for the overnight shelter in 2017 was 121. In addition, we served 90 adults in our shelter units/motels with an average length of stay of 13 weeks.

DCFS supported the expansion of day and night shelters for single adults, and provided lodging to families that would not otherwise be eligible for Temporary Housing Assistance.

- Developed plan for use of \$8,695,437 in Flexible Funding for Families awarded by New York State OTDA
- Prepared Contracts totaling over \$35,000,000 for services, excluding the value of resource parent contracts and Medicaid funded contracts
- Continued to enhance staff knowledge of community agencies with Community Resource Presentations: Community Action Partnership, Catholic Charities, Project M.O.R.E., Personalized Recovery Oriented Services (PROS), Family Partnership, Salvation Army, Office for People With Developmental Difficulties (OPWDD), Social Security Administration, and PEOPLE Inc.
- Offered on-site flu clinic for employees
- Developed Visitor’s Guide, Services Guide and Youth Services brochures
- Organized DCFS presentations at NYPWA Summer and Winter Conferences
- Participated in County Government on the Road meetings
- Handled 130 OnBase citizen complaints and inquiries
- Continued to expand the use of iPads for field workers in SIU, APS, and Foster Care units



- Collaborated with the Dutchess County Taskforce for Human Trafficking, NYS OCFS and other community partners to host a one-day **Human Trafficking Seminar**



- Completed 43 Fiscal Day Care Audits (DCFS is in full compliance) for NYS Office of Children & Family Services (OCFS)
- Hosted the first Think Jobs Round Table at Franklin D. Roosevelt – Wallace Center which brought together, area businesses, educators and the vocational training community to build partnerships through collaboration that will support efforts to prepare people of all abilities for and to join the job market
- Collaborated with Dutchess Community College and other area service providers to welcome the first cohort of students to the Think Ahead non-matriculated job readiness training certificate program for individual with special needs

ACCOMPLISHMENTS AND YEARLY STATISTICS CONTINUED

- Organized Collaboration of Services and Care Across the Life Span for People with Special Needs which was held at the Henry A. Wallace Center and included training on guardianship and a series of four interactive panel presentations that provided training services and planning across the life course
- Hosted “ThinkDifferently” First Responder Autism Sensitive training for area firefighters and local enforcement officers. Training is planned again for April 20, 2018.



SERVED ON THE FOLLOWING COMMITTEES

- Statewide System Improvement Program (SSIP)
- 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
- Workforce Development Board
- DC Family Court Improvement Project: Stakeholder, Executive, Adoption, and SSRP Committees
- Recovery and Resiliency Consortium
- Dutchess County Human Trafficking Taskforce
- Human Rights Commission’s 100 Cups of Coffee Steering Committee
- Anderson Center for Autism Task Force on Aging
- Mount Saint Mary’s Center on Aging and Policy – ProActive Caring Project’s Steering Committee
- D.C. Legislature’s Universal Transportation Accessibility Task Force



DCFS HIGHLIGHTS

YOUTH FINANCIAL LITERACY & COMPUTER TRAINING PROGRAM — 2017 marked the 10th year of DCFS summer computer programs for youth. Twenty local young people between the ages of 17 and 19 completed the Youth Financial Literacy & Computer Training Program this year. Two separate training classes were held with one in July and one in August. Each session ran for two days.

DCFS partnered with Dutchess BOCES, TEG Federal Credit Union, and the Dutchess County Workforce Investment Board, to coordinate financial and computer training for local youth. The training teaches them about budgeting and computer programs as well as computer safety. TEG Federal Credit Union taught students financial literacy, and Dutchess BOCES taught them about budgeting, employment, and computer skills, as well as the appropriate use and the dangers of the Internet and social media. All participants came from families who receive public assistance or foster care services through DCFS. Participants must achieve satisfactory attendance and satisfactory grades in school to qualify for the program.

The program is funded through the Temporary Assistance for Needy Families program and the Foster Care Block Grant.

At the successful completion of two full days in the program, each participant earned a laptop computer, laptop backpack, and printer to help them pursue their goals of attending college and pursuing a career. As of this year, the DCFS summer computer training program has served more than 225 youth. This program has been recognized as a best practice for youth job preparation.



DCFS HIGHLIGHTS

DCFS continued to deliver vital public benefits to more than 1 in 10 Dutchess County residents in 2017, serving over 30,000 unduplicated individuals across all programs.

In partnership with the Probation Department, DCFS staff implemented the Strengthening Families Program (SFP), an evidence-based family skills training program found to significantly improve parenting skills and family relationships, reduce problem behaviors, delinquency and alcohol and drug abuse in children and to improve social competencies and school performance. Seven families were



enrolled in the program, and five families successfully graduated.

We continued our partnership with the City of Poughkeepsie School District. A youth worker was co-located once a week at the Poughkeepsie Middle School to address the needs of at risk city youth and ensure comprehensive and coordinated services to identified youth.



The Department successfully negotiated the opening of the Boys & Girls Club in Poughkeepsie, opening with a summer camp and a teen drop in center providing positive social activities for 158 youths in the City of Poughkeepsie. In addition, in September 2017, the Boys & Girls Club offered an after-school program reaching 50 children.



The Department successfully negotiated the opening of the Boys & Girls Club in Poughkeepsie, opening with a summer camp and a

DCFS began a new initiative with Legal Services of the Hudson Valley to assist eligible clients with their initial disability applications. Forty-seven (47) DCFS clients were referred and 38 began their SSI / SSD applications through this new partnership.



In September 2017, the Department launched a program that provided children and young adults with a high risk of going missing or wandering with a Life Button 24 device. This program began with a 4-month pilot and will continue and expand to include other vulnerable populations in 2018.

DCFS continued its engagement in several Family Court initiatives to improve the system for children and families. One initiative is Better For Families (BFF) to develop system improvements to meet the unique challenges of families struggling with substance abuse issues. Through the BFF initiative, 73 children's services staff received motivational interviewing training.

The Beacon Office expanded its services this year, processing both SNAP and HEAP applications and accepting drop off documents to forward to the Poughkeepsie Office. The office processed 328 HEAP-only cases in 2017, and 1,111 SNAP households residing in the Beacon & Wappingers Falls area had their cases re-assigned to this office in 2017.

In 2017, twenty-four Dutchess County families who were struggling to obtain and/or maintain employment were given some relief from that challenge in the form of dependable, safe transportation. The Community Solutions for Transportation program, funded by DCFS and administered through DC BOCES, awarded 24 families with a pre-owned vehicle to assist them with transportation to work. Eighty-six families were assisted through the transportation program. Besides the families who received donated vehicles, participants were assisted with obtaining learner's permits; passing their NYS road test; completing budgeting class; setting up savings accounts; and participating in car maintenance class.



All Agency Training



Meet and Greet for new county department heads

ABOVE & BEYOND THE CALL OF DUTY (ABCD) TEAM

Since it began in February of 2009, the ABCD Committee has taken on numerous projects and added positive energy to the agency. Typically a small group, ABCD can accomplish much. In 2017, the committee took on the challenge which occupied most of their time. They began working on a survey "Through Their Eyes" which will be rolled out to customers of DCFS after the renovations are completed. We look forward to the feedback and information we will begin to collect in 2018.



The ABCD Committee again spearheaded fundraising for Communities Responding to Overcome Poverty (CROP), which is a worldwide effort to address hunger and other needs due to poverty. Through bake sales in the summer and fall of 2017, the committee raised \$800 to support the local Dutchess County Interfaith Council CROP Walk. A portion of the funds raised is earmarked for local agencies such as Dutchess Outreach, Beulah Baptist Soup Kitchen and Community Action. The Suggestion Box continues to be an ongoing project which the committee began. Suggestions are regularly collected from boxes placed throughout the agency and submitted to the Commissioner and Management Team for consideration.

LEADERSHIP

The DCFS Leadership Development Program held nine sessions during 2017 and held its Achievement Awards event in February 2018. The year began with a brainstorming session to select topics for the year. Presentations by DCFS staff persons were: The Platinum Rule by Suzanne Howell (CW); What Happy People Know by Kara Cerilli (ADM); The Wheel of Life – Setting Long & Short-Term Goals by Wendy Baur (APS); How to be a Supportive Leader by Christine Nastasi (MA) & Kim Flasz (APS). Presentations by guest speakers



included: Career Achievement Program by Nick Shannon of the Dutchess County Regional Chamber of Commerce; Does that Inbox Ever Get Empty? By Mary Kay Vrba; From Concept to Conquest – Using SMART Goals by Kate Rabe; Unshattered with Kelly Lyndgaard. At the Leadership Development Achievement Awards Event, we were honored to have Legislator Barbara Jeter-Jackson as our Keynote Speaker. Seven staff persons received certificates for completing a level: Monique Brennan (I), Lisette Mason (II), Christine Nastasi (III), Wendy Baur (IV), Kim Flasz (IV), Kara Cerilli (VI) & Suzanne Howell (VI). We are proud of our staff persons achievements and grateful to all our guest speakers.

BOOK CLUB



The DCFS Book Club read 14 books in 2017, met with an author for a discussion, and got together



to see one of the books come to life on screen. After reading *The Drowning Tree* by Carol Goodman, the author was kind enough to join the Book Club for lunch to discuss the book and her work as an author.



Wonder by R.J. Palacio was re-read and several members of the group got together to see the movie. The Book Club gets together approximately once a month during lunch break to discuss current books. Members include employees from Adult Protective Services, Administration, Medicaid, Children's Services, Accounting, Temporary Assistance, and Legal.

KNITTING & CROCHET CLUB



The Knitting and Crocheting Club flourished in 2017. Its members meet on Wednesdays during lunch break to work on their needlework craft projects. Skills range from beginner to advanced. It's not all about production, though. They relax, they chat, they help and appreciate each other and all together have a lovely time, stitch by stitch.

MINDFULNESS MONDAYS



Mindfulness Mondays sessions were again led by Sheetal Bhusan (Child Support Unit). After a few minutes of guided meditation, participants engage in mindful and meditative activity involving coloring, while listening to soothing sounds or music. Staff find themselves returning to their desks feeling refreshed and more productive.

EMPLOYEE APPRECIATION 2017

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



EMPLOYEE GENEROSITY



The **Accounting Unit** held a Pork, Rice, and Beans Luncheon/Bake Sale and raised

\$1,654 for a five-year-old girl who was in the hospital for an extended time for AML Leukemia treatments. The **Accounting Unit** also held a bake sale/luncheon, and raised \$1,000 for the Corey Ingram Scholarship Fund.

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

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

Anna Brady (CSEU) and **Vivian Alexopoulos** (CW) raised \$230 for the Children's Home of Poughkeepsie. Anna and Vivian's home was decorated extensively for the holidays

and Santa (Tracy Connelly's son Sawyer) stopped by to distribute candy canes and toys, and pose for photos with visitors. Hot chocolate and cookies were also served.



Children's Services organized another successful **Foster Care Picnic** at Bowdoin Park. Several staff members from various divisions volunteered at the picnic.

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

Under the leadership of **Chris and Nancy Corman** (ADM/AFS), Team DCFS raised \$861 for the **March of Dimes**.

Chris Corman (SIU) and **Marie-Elena Biasotti** (SIU) and went above and beyond, on their way home from work, to ensure that a toddler was safe, warm, and content by pulling over on Route 9G during rush-hour traffic when they saw a child running near the road. The act was noticed by a legislator who contacted the Commissioner to say, "Thank You."

Christine Meluch (ADM) collected 100 toys which were donated by staff for the **Salvation Army Toy Drive**.

Craft Vendors at the DCFS Arts & Crafts Fair raised \$229 for the **DCFS Elizabeth Ann Karlson & Jennifer Bixby Food Pantry**.

Deputy Commissioner, Theresa Giovannello, and the **CROP (Communities Responding to Overcome**

Poverty) Walk Team at DCFS raised \$800 to help fight hunger.

Deputy Commissioner for Special Needs, Dr. Toni-Marie Ciarfella, organized the very successful *At the Carnival* themed Dutchess County Picnic for Our Children with Special Needs. The event at Freedom Park in LaGrange included therapy donkeys, autism service dogs, storytellers, race cars, live music, and more! **Sandy Favata** (ADM), **Jessica Mathews** (MA), **William Quintiliani** (MA), and **Miles Shadman** (TA) assisted with face painting, coloring, and providing DCFS informational material to the public.

Karla Friedle (ADM) and **Administration's 'Souper' Bowl Committee** held a DCFS SOUP-ER Bowl collection, and staff donated 163 cans of soup for the **DCFS Elizabeth Ann Karlson & Jennifer Bixby Food Pantry**.

Lisa Simpson (AFS) and a teammate participated in the **Literacy Connections Community Spelling Bee Fundraiser** raising \$250 from sponsor Larry Hughes (of the Poughkeepsie Journal), for literacy programs in our area. In addition, Ms. Simpson and a teammate participated in the **Mid-Hudson Love, INC Scrabble Blitz Tournament**, contributing \$60 which goes towards outreach to residents in need.

Margaret Holzberger (CSEU) coordinated the **National Alliance on Mental Illness - Stomp Out Stigma** Luncheon and Bake Sale which included hero sandwiches, quiche, and Linzer Tarts, and \$750 was raised.

The **Medicaid Unit** held a luncheon/bake sale and raised \$278 for "Adopt a Family".

The **Special Investigations Unit** had two luncheons and raised \$900 for "Adopt a Family".

Staff Development coordinated the **DCFS United Way** campaign and \$2,675 was raised. **Staff Development** also coordinated the Holiday Wreath and the Anemone Sales for **Mental Health America of Dutchess County**.

The **Supplemental Nutrition Assistance Program (SNAP) Unit** held a food drive for the **DCFS Elizabeth Ann Karlson & Jennifer Bixby Food Pantry** and collected 275 items.

Tammy Chenevert (FILE) and her mother, MaryAnn, with the help of co-workers, family, friends, and the Archery club raised \$1,010 for the **Walk to End Alzheimer's**. **Robin Mallory** (ACCT) and her team including **Pat Weeks** (ACCT), **Jessica Williams** (ACCT) and **Jade Sprauer** (MA) also participated in this walk and raised \$761.



The **Temporary Assistance Eligibility and Transitional & Supportive Units** joined together to coordinate the "Hot Dogs for A Cause" luncheon and raised \$623 to assist three local families.

2017 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, examines nominations and votes on the monthly award recipient.

JANUARY



Vernice McClinton
Adult Services

FEBRUARY



Gregory Charter
Child Welfare

MARCH



Danielle Goldhammer
Intake

APRIL



Victoria Rivera
Child Welfare

MAY



Ann Marie Darling-Rhynders
Central File

JUNE



Evelyn Polanco
Reception

JULY



Margaret Holzberger
Child Support

AUGUST



Chrystal South
Children's Services

SEPTEMBER



Michele Medeiros
Intake/TA

OCTOBER



Danielle Abdullah
Medicaid

NOVEMBER



Fran Sarigianis
Accounting

DECEMBER



Deborah Piotti
Medicaid

YEARS OF SERVICE

40 YEARS

Lizabeth Piraino



Lizabeth Piraino
40 Years

30 YEARS

Jacky Cooper
Shari Francis
Diane Malone



Shari Francis
30 Years

25 YEARS

Thomas Delpizzo
Patricia Donovan
Margaret Rovere



Margaret Rovere
25 Years

20 YEARS

Karen Dirago
Alan Lewis
Evelyn Polanco



Alan Lewis
20 Years

15 YEARS

Beverly Powers
Kristin DeAngelo
Cheryl Hudson
Linda Orlando
Peter Simon
Matthew Singleton



Cheryl Hudson
15 Years

10 YEARS

Marsha Thomas
Sheetal Bushan
Cheryl DeGroat
Mary DeMichiel
Catherine Hastings
Josie Johnson
Christian Jones
Monique Lawrence
Darci Levy
Sandra Lowe
Vernice McClinton
Anne McNerney
Jamie Miller
Kathryn Molina
William Robinson



Jamie Miller
10 Years

5 YEARS

Chrystal South
Caroline VanTassel
Danielle Abdullah
Nada Appiah
Leah Bochar
Nichole Dahowski
Tyasha Ewing
Danielle Goldhammer
Carolene Johnson
Latesha Johnson
Robert Tortorella
Barbara Vena



Tyasha Ewing
5 Years

Inclusion - a Collaborative Venture!

Finding ways to honor the rights of all people to fully participate in their community is how we achieve inclusion.

When we no longer see people as ‘us’ or ‘them’, but we see all of us, individuals of all abilities as one community. In 2017, we continued to expand Dutchess County’s “ThinkDIFFERENTLY” initiative, collaborating with community partners, businesses, and individuals of all abilities to advance inclusion in Dutchess County.

WE TRAIN to promote safety

We teamed up with the Departments of Emergency Response (DER) and Behavioral and Community Health (DBCH) to begin work on an Access & Functional Needs Registry to support people in times of emergency and promote individual preparedness. In April 2017, we collaborated with the DER team to host First Responder Autism Sensitive training for area firefighters and local enforcement officers.

“ThinkDIFFERENTLY” inspired a **new sub-committee for vulnerable populations** as part of the larger Dutchess County Recovery & Resiliency Committee. We are partnering with NYS Office for People with Developmental Disabilities (OPWDD), Salvation Army, DBCH’s Division of Veterans Services, DCFS and DER. This subcommittee awarded a small grant to Dr. Patricia Weldon from the College of Saint Rose to join us in developing a Preparedness Survey and Assessment tool using the C-MIST framework for agencies that serve vulnerable populations. When completed, the Assessment Tool will be provided to agencies to support their preparedness efforts.

A group of community nurses who support individuals with Intellectual and Developmental Disabilities (IDD) advocated to form a **Special Needs Health Care Committee (SNHCC)**. The DBCH Nursing Division, Mental Hygiene Legal Services (MHLS), OPWDD and community health care providers from Health-Quest and MidHudson Regional Hospital (MHRH) are

working with these residential nurses to evaluate systems of care and educate the health care delivery system in Dutchess County. In May 2017, we offered training on Medical Orders for Life Sustaining Treatment (MOLST) for over 40 community partners and caregivers.

In May 2017, a **Special Needs Subcommittee**, which includes Probation, Public Defender’s Office, District Attorney’s Office, D.C. Jail and DBCH, looked at challenges serving individuals of all abilities who enter the criminal justice system. A small grant was obtained from the Autism Service Directory for the D.C. Jail to purchase small items to help support individuals with the diagnosis of Autism Spectrum Disorder if they are incarcerated.

In September, Dutchess County launched the Life Button program, providing families with children and young adults at high risk of wandering with technology for security and peace of mind. The Life Button device, with GPS technology and cellular capacity, alerts parents via text messaging if a child has left the defined premise. The program began with a 4-month pilot; it will be continued and expanded to include other vulnerable populations in the county in 2018.





WE EDUCATE

Dutchess County's **Collaboration of Services and Care Across the Life Span for People with Special Needs** was held at the Henry A. Wallace Center at the FDR Presidential Library and Home on December 1st.



Keynote speaker Alycia Halladay, Ph.D., of the Autism Science Foundation and Gene Flagello, J.D., MHLS, provided training on guardianship and a series of four interactive panel presentations offering training services and planning across the life course. This conference was the culmination of effort of TRI, Arc of Dutchess, Abilities First Inc., NYS OPWDD, NYS ACCES-VR, and Dutchess County's Veterans Services, DCFS and DBCH.

WE ENCOURAGE self-advocacy

In May 2017, "ThinkDIFFERENTLY" joined forces with the Human Rights Commission to co-host '100 Cups of Coffee' events with Taconic Resources for Independence (TRI). These sessions brought out a variety of voices and ideas including an individual from the Cardinal Hayes Home who advocated for more accessibility at community events. As a result, the City of Poughkeepsie Police changed their permit application to include accessibility details for people of all abilities.

The "ThinkDIFFERENTLY" website was created to provide individuals, families and community service providers a directory of services throughout the county and additional resources available to NYS residents. The goal of this website is to provide information and access to services as well as a place for future life planning for families, and for new providers in the area to learn about our local resources. Visit us at www.thinkdifferently.net

Efforts continue to increase accessibility for those hearing impaired through **Assistive Hearing Support Signage**. With assistance from Taconic Resources for Independence (TRI), assessments were completed about how to increase hearing accessibility in public areas/offices. One of the recommendations included closed captioning on archived videos of Legislative Chambers meetings, which is now available.



Inclusion - a Collaborative Venture!

WE EMPOWER

A Special Needs Transportation Task Force was created, and since renamed Universal Transportation Accessibility Task Force, by the County Legislature to look at the transportation challenges for people with all abilities.

In June 2017, County Executive Marc Molinaro hosted the first Think Jobs Round Table at Franklin D. Roosevelt's Wallace Center. This event brought area businesses, educators and the vocational training community together to prepare people of all abilities for the job market. The Dutchess County Transition Council advocated to engage local businesses to support people of all abilities. TRI, DBCH, DCFS, Dutchess County Workforce Investment Board, and Dutchess Tourism were strong partners in making this day a success.

Through the collaboration of Dutchess Community College, the Arc of Dutchess, Abilities First Inc., Taconic Resources for Independence, Maplebrook School and many other service providers and educators, a curriculum was developed, and we welcomed the first cohort of students to the Think Ahead non-matriculated job readiness training certificate program for individuals with IDD.

This job readiness certificate program is fully embraced by the DCC campus and community and offers internships to these students on campus to build their skills and resume.



We are also exploring how 'Think Ahead' can become a matriculated program.

The Anderson Center for Autism provided Autism Supportive Environment Training to 27 organizations and businesses in 2017, with a total of 200 people trained. Participants included Dutchess County Human Resources, the Stabilization Center, Grace Smith House and 13 area libraries. Social Story, a visual support for locating books was created for Red Hook Library, Mid-Hudson Children's Museum; MHRH and the FDR Museum and Library as part of the Advanced Supports offered through this program. Anderson Center provided training to enhance the service providers' abilities to support individuals with autism.

The Universally Accessible Parks initiative involves partnerships with various County Departments, including Planning & Development, Public Works (DPW) Parks, Public Transit, DBCH, as well Dutchess Tourism and several local Recreation & Parks departments. A county-wide survey of local parks' playground equipment and amenities is underway; most county parks have been assessed for their level of inclusivity by a Certified Inclusivity Assessor trained by SUNY Cortland.



WE HAVE FUN

- 2017 Special Olympics New York State Winter Games for three days in February with many talented athletes participating and record turnout of volunteers.
- Two “ThinkDIFFERENTLY” Red Carpet Movie Day events at Hyde Park’s Roosevelt Theatre. More than 200 people enjoyed sensory sensitive movie experience.
- In April, a sensory sensitive opportunity to take a ‘selfie’ with “Adolph” the “ThinkDIFFERENTLY” Easter Bunny at the Upper Landing of the Walkway.
- In May, collaborated with Dutchess County Regional Chamber of Commerce’s for KidVenture weekend with Kid Empowerment Zone our role modeling inclusion in the community.
- Participated on the planning committee for Hudson Valley Epilepsy Stroll.
- In June, the “ThinkDIFFERENTLY” Dash,” a 1-mile special needs walk/run through the City of Poughkeepsie saw a record number of participants with the teamwork of many community partners.
- The Town of East Fishkill’s Red Wing Park hosted a wonderful “ThinkDIFFERENTLY” Day at the Beach, featuring the installation of accessible sand mats to the lake and a floating wheelchair for use.



- Over 300 people attended the “ThinkDIFFERENTLY” Special Needs Picnic with a carnival theme in August 2017.
- In July, partnered with Hudson Valley Renegades to host the inaugural Disability, Dream & Do (D3) Baseball Camp at Dutchess Stadium. The event gave children and young adults of all abilities the chance to learn the game alongside Renegades players and coaches.
- The Dutchess County Fair again hosted “Think DIFFERENTLY Thursday at the Fair” in August, offering sensory sensitive time on the midway with lower music volume and flashing lights turned off. Many individuals with sensory processing conditions were able to access and enjoy the rides, livestock displays, and food at the Fair!

WE COLLABORATE

Though many partnerships have been highlighted, there are so many more that deserve mention! We are so thankful to all who embraced the “ThinkDIFFERENTLY” mission and made these moments, events and programs possible. From the county departments, such as Planning & Development, OCIS, Public Works, Central Services and Communications, who do behind-the-scenes work including printing,

event set-up, promotion and more to the wonderful volunteers and community partners who help make it all possible, we are grateful! Together, we are inspiring communities across the state to “ThinkDIFFERENTLY!” In 2018, the power of collaboration and the inspiration of the “ThinkDIFFERENTLY” vision will move us forward with the prospect of creating more partnerships, new ideas and ways to foster county-wide inclusion.

We can’t wait to see what’s next!



2017 ADMINISTRATIVE SERVICES

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



Peter Simon
Director of Administrative
Services

ACCOUNTING

- Audits, processes and accounts for all payments made to or for recipients of assistance or services
- Prepares and tracks reimbursement claims made to New York State
- Receives and disburses income when DCFS is the representative payee or guardian
- Discovers 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
- Recovers appropriate assets from assistance recipients using mortgages, liens, and claims against estates
- Arranges and pays for indigent burials
- Determines and recovers overpayments from assistance recipients



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, vigorously applying cost saving measures

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

COMPUTER INFORMATION SERVICES

- Creates and maintains the technical environment
- Manages PC and network helpdesk
- Administers COGNOS ad hoc reporting

- Contributes to leadership of data-network coordination with the Dutchess County Office of Computer Information Systems (OCIS), the Office of Temporary Disability Assistance (OTDA), the Office of Children and Family Services (OCFS) and Information Technology Services (ITS) in Albany, NY.
- 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)

RECEPTION

- Screens all visitors and directs them to the appropriate unit or location
- Communicates with units throughout DCFS so that large numbers of visitors (clients, vendors, delivery workers, trainers, personnel from other agencies or departments) move efficiently to their destinations
- Handles unplanned circumstances, such as families dealing with emergencies on a continual basis
- Distributes, reviews for completeness and routes all applications for assistance
- Accepts and routes to staff, documentation submitted by applicants or recipients
- Assists emergency personnel entering the building, during 911 calls or drills
- Assists clients when necessary as trained Narcan and CASAC (Credentialed Alcohol and Substance Abuse Counseling) staff
- Represents Reception in safety team meetings

ACCOMPLISHMENTS AND YEARLY STATISTICS

ADMINISTRATIVE SUPPORT

- Received and processed 54,891 calls at the switchboard (those callers that did not use the main menu options and chose the “operator”).
- Processed \$59,004 in bills for clients’ needs
- Processed 92 cases for state auditors
- Processed 335 travel orders
- Processed 84 DCFS contracts totaling \$9,577,130
- Processed 16 Youth Services contracts totaling \$208,402



ACCOUNTING

- Researched over 1,600 pieces of returned mail and located a new address in over 500 of those instances. Utilized the CLEAR program for a large continued cost savings.
- Maintained active T-53 accounts for 166 clients (not including specials/refunds)
- Made payments totaling \$1,302,919
- Issued 10,035 individual checks
- Pursued measures to limit print costs - i.e., PDF for 95% of reports, PDF HEAP vouchers saved printing 500 pages per month (Nov. – Mar), replacing voucher triplicate forms
- Arranged and paid for 130 indigent burials

ACCOUNTING TRANSACTIONS PROCESSED IN 2017

Services	Number	Amount
Title IV-D Assistance	2,000	\$163,000
Family Assistance	15,700	\$5,805,000
Adult Care and Emergency Assistance	100	\$92,000
Safety Net Assistance	17,800	\$5,702,000
Medical Assistance	300	\$59,000
Title XX Services for Recipients	700	\$652,000
Non-Title XX Services for Recipients	16,300	\$13,585,000
Foster Care and Adoption Assistance	12,000	\$18,762,000
Child Care Assistance	13,400	\$6,387,000
Independent Living Program	600	\$66,000
Home Energy Assistance Program (HEAP)	9,700	\$348,000
Total	88,600	\$51,621,000

CENTRAL FILE

- Assigned 3,986 new case numbers
- Managed USPS and interoffice mail for entire DCFS staff
- Processed 175,312 pieces of incoming US Mail (not including interoffice), totaling 12,272 lbs.
- Prepared and imaged documents for the following units: Medicaid, Temporary Assistance, SNAP, HEAP, Eastern Dutchess Government Center and Beacon

Administrative Support



Accounting



ACCOMPLISHMENTS AND YEARLY STATISTICS CONTINUED

CENTRAL FILE CONT'D

- Purged 4,096 individual case records from the file room for disposition
- Sent 664 boxes of records to retention; each box recorded in the Record Management system
- Retrieved 312 records from retention and delivered to requesting workers
- Recorded 8,810 incoming voter registration forms (Voter registration forms are included in benefit application packages.)
- Completed 1,300 hours of Spanish translation for agency interviews, visitations, paperwork, field visits, telephone calls and emails
- Processed 219 Print Shop orders including forms, business cards and specialty orders
- Filled 5,960 supply orders
- Maintains 795 items for the supply room inventory



Central File

COMPUTER INFORMATION SERVICES

- Expanded iPad deployment and began enhancing with VDI rollout to facilitate improving field work efficiency
- Upgraded enterprise office software to current version
- Upgraded the entire fleet of 34 RICOH copiers
- Assisted in computer training programs for TANF and foster care youth
- Wired and moved Foster Care and Adult Services units to/from temporary office space to facilitate refurbishing of areas
- Wired and moved computer training room to 2nd floor
- Worked with HR to bring computer training classes on-site to DCFS workers

- Executed project to digitize paper submissions to improve workflow efficiency
- Consolidated 154 duplicate Client Identification Numbers



Computer Information Services



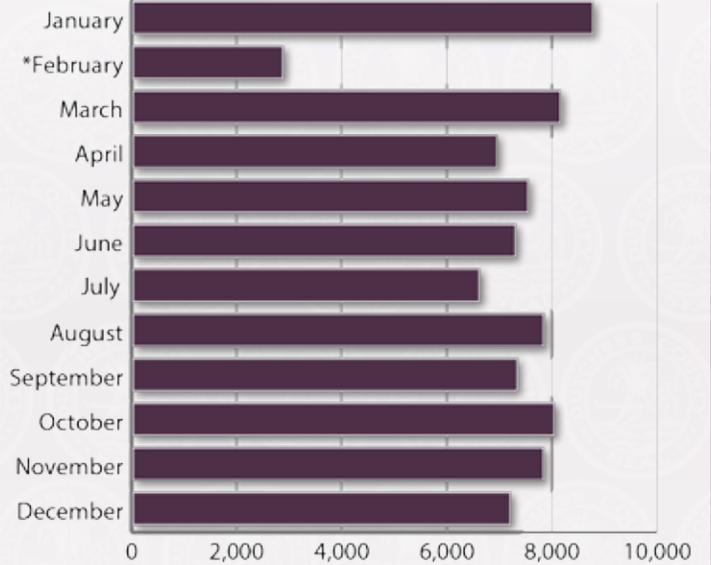
RECEPTION

- Added permanent office assistant position as a greeter to assist with the future use of client kiosks (This staff person assisted the receptionists, screened HEAP applicants, filled in for the retired finger image clerk, and helped in other units when they were short staffed.)
- Trained three receptionists to administer NARCAN should an overdose emergency occur
- Implemented scanning documents directly to the worker/unit for an improved work process



APPLICANTS IN RECEPTION	TA	SNAP	HEAP	MA	MA Navigators
Received/directed to staff	4,028	2,165	649	469	868
Applications dropped off	522	811	626	1,808	626

NUMBER OF CLIENT TRANSACTIONS IN RECEPTION



Total Transactions 86,094

**missing transactions 2/6 to 2/17/17 (tracking system not operating)*



Reception



2017 ADULT SERVICES

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



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 in obtaining services to strengthen their ability to live in the community for as long as possible with the least restrictions. Adults have the right to make their own decisions. Services are voluntary except in cases of extreme need when the adult lacks capacity to make reasonable decisions in their own behalf.

- Short term or on-going case management that include aid in obtaining: benefits, housing, medical or mental health services, home health care, financial management services and legal interventions.
- 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.
- Reporting crimes against those individuals being assessed or in receipt of PSA

Services to the police and/or District Attorney Office and assisting individuals in filing for Orders of Protection through both the Family and Criminal Court systems.

- Partnering with Central Hudson and NYSEG in investigating community resources and safety supports for vulnerable persons in jeopardy of termination of gas or electric services.
- Petitioning and serving as Guardian under MHL Article 81 or SCPA Article 17-A. This is a last resort used only when all alternatives are unable to meet the needs of the incapacitated adult.
- Informing other agencies about the scope of Protective Services for Adults (PSA) and how to access services.

- Provides Domestic Violence Liaison (DVL) services to individuals and families with an immediate domestic violence need, or in need of a waiver for Temporary Assistance eligibility determination. Our DVL conducts screenings for domestic violence, provides information about resources, including arrangement for shelter if needed, and assesses whether the applicants can safely comply with department rules. The DVLs regularly network with domestic violence service providers. Funding is provided for both non-residential and residential domestic violence services under Title XX.

HOUSING SERVICES

- Conducts inspections for the Foster Family Home program, a licensed community Congregate Care program with medical oversight.
- Administers the Family Type Home Program, a community based Congregate Care Level 1 program that provides 24 hour supervised care in a home environment to adults in need of minimal assistance with their adult daily living needs.



Ms. Singleton
Words cannot express my appreciation
for your kindness and compassion today
- I will remember it always.
Regards, BE

Adult Services



ACCOMPLISHMENTS AND YEARLY STATISTICS

In 2017 the district participated in 16 large scale community events and provided or funded 15 elder abuse presentations to senior audiences and collaborative service providers, including Crime Victims and Legal Services. In-service presentations offered to PSA staff included an overview of Medicaid Pooled Trusts and Infectious Disease, education and safety in the community.

A significant achievement in 2017 was the formation of the Enhanced Multidisciplinary Team (E-MDT) for conducting full reviews of suspected elder abuse, exploitation and/or neglect allegations and to develop effective and efficient responses. With support from our District, the Dutchess Mediation Center secured a grant from Lifespan to form the E-MDT in Dutchess County. The E-MDT Team consists of representatives from The Mediation Center, PSA, Dutchess County Sheriff's Department, local Law Enforcement, The District Attorney's Office, Office for Aging, Legal Services, Domestic Violence providers and Financial Institutions.

To better identify and service homeless vulnerable adults, all homeless individuals and families who apply for Temporary Housing Assistance through Temporary Assistance are referred to the Adult Services Division for a Housing assessment and a PSA screening. In 2017, our District also joined Housing Management Information System (HMIS) to capture data, including impairments that may have a potential impact on the individual's housing needs.



ADULT SERVICES DIRECTOR

- Provided oversight to the Mediation Center of Dutchess for monitoring contract funding for the Coalition on Elder Abuse which focuses on educating community members and professionals on awareness and prevention of Elder Abuse
- Represented DCFS on the Coalition on Elder Abuse Steering Committee, and attended monthly program meetings
- Served as a member of the Sex Offender Management Group, chaired by the Bureau Chief of District Attorney's Office
- Presented an overview of Housing Services at the DCFS May Navigating the System presentation for partner agencies

- Participated in the Dutchess Planning and Development Coordinated Entry planning team
- Provided an overview of PSA and Elder Abuse at the June WEAAD (World Elder Abuse Awareness Day)
- Provided an overview of Article 81 and 17A Guardianships to parents and caregivers of young adults with disabilities sponsored by the Dutchess County Transitions Network

- Participated in the Dutchess County Council of Aging Serving the Elderly (CASE) and the Long-Term Care Council. Both groups provide a networking platform to share information and resources and develop plans to better serve the aged citizens of our county
- Attended monthly Dutchess County Department of Community and Behavioral Health Chemical Dependency Provider Meetings
- Participated in the Dutchess County Coalition for the Homeless (Webster House Shelter for Single Persons) and Hudson River Housing Gannett House (Homeless Families) monthly meetings.
- Attended the Dutchess County Housing Consortium quarterly meetings
- Participate in the Dutchess County Health and Human Services Sub-Committee on Transportation

ADULT SERVICES STAFF MEMBERS

- Attended 12 Office for the Aging Senior Picnics, the Golden Gathering, World Elder Abuse Day, and the Dutchess County Veterans Appreciation Day. Each event provided an opportunity to distribute information on DCFS services and benefits and answer individual constituent's questions
- Collaborated with the New York Division of Parole, Dutchess County Probation, and the Department of Behavioral and Community Health on housing persons being released from correctional facilities

TEMPORARY SHELTER EXPENDITURES

Year	Amount	Stay in Weeks
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
2016	\$2,181,981	11.9
2017	\$2,493,962	12.7

*Stay in weeks figure not available in 2013 and 2014

ADULT SERVICES

	2016	2017
PSA Cases	318	316
Representative Payee	98	112
Guardianship	34	29
PSA Referrals	577	617
Housing Cases	206	223
Total Persons Served in Emergency Housing	453	4693
Licensed Family Type Homes	15	14
Domestic Violence Screenings	176	161



2017 CHILDREN'S SERVICES



Colleen Mahoney
Director of Children's Services

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

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 the County and Statewide Family Court Improvement Project with Dutchess County's Family Court, Enhanced Coordinated Children's Services Initiative (ECCSI), Children's Providers Committee, Children and Youth Committee, 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 Multidisciplinary Investigative Team at the Child Advocacy Center, to conduct investigations with law enforcement regarding allegations of sexual abuse and serious physical abuse of children

FOSTER CARE

- 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 family assessment and 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, preparation for living independently or discharge to another resource as is appropriate for each child
- Participates in the Bridges to Health (B2H) program which provides services up until age 21 when needed for children who have severe emotional, developmental, or medical disabilities

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/monitors services which have been ordered through Dutchess County Family Court

ADOPTION/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 living situations. When possible, children can be placed with relatives as foster parents. Anyone interested in becoming a foster or adoptive parent may obtain more information about this by calling our agency at 845.486.3230.

- 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

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 due to substance abuse issues

OUR COMMUNITY SERVICE CONTRACTS INCLUDE:

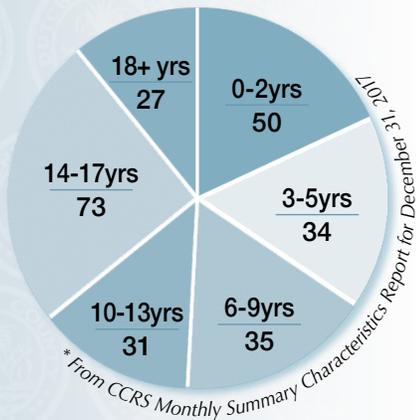
Agency	Service
Abbott House	Home based preventive services for families at risk of having their children placed in foster care
Astor Services for Children and Families	Crisis intervention waiver slots to provide intensive home-based services to children with psychiatric problems; Homebased preventive services for families at risk of having their children placed 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
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
Lexington Center for Recovery	Co-located staff who can perform drug/alcohol screens and assessments as necessary
Department of Behavioral and Community Health	Co-Located staff who can perform drug/alcohol screens and assessments as necessary
Mid-Hudson Regional Hospital	Hospital Drug screening
Office of Probation and Community Corrections	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



ACCOMPLISHMENTS AND YEARLY STATISTICS

CHILDREN IN FOSTER CARE BY AGE*



OPEN FOSTER HOMES (as of 12/31/2017)

3-5 74 Foster/adoptive homes

0-2 42 Kinship homes

CPS CASE SUMMARY	2016	2017
Reports investigated by CPS	2,739	2,707
Abuse Petitions	68	42
Neglect Petitions	747	780
Termination of Parental Rights	89	114
Surrender Petitions Filed in Family Court	38	48
Foster Care Review Permanency Hearings	608	378
Investigations from Child Advocacy Center (CAC)	249	255
Indicated	92	76
Unfounded	157	179

* Statistics from Dutchess County and NYS databases and logs, 2017

- Opened 14 new foster parent homes and 35 new relative foster parent homes
- Trained 30 new relative foster families in Model Approach to Partnerships in Parenting (MAPP), Caring for Your Own, and/or Deciding Together
- Completed 45 adoptions
- Completed 9 private adoption home studies
- Discharged 12 foster children to subsidized guardianships with relatives through KINGAP
- Provided Bridges to Health (B2H) program services to 33 children
- Arranged 2 Independent Living Trainings for foster children: Internet Safety presented by NYS Police and Credit Reports and Security presented by Hudson Valley Federal Credit Union
- Organized annual foster parent picnic in August with a variety of activities and foods
- Held Parent-to-Parent meetings, which focus on developing and maintaining positive relationships between birth parents and foster parents



Child Welfare Staff



- Worked with NYS OCFS to continue to train staff and implement Family Team Meetings that bring family members and significant others together to create plans that address child safety and risk factors to prevent foster care or return children home from foster care
- Continued emphasis on staff development in-house training opportunities included community services presentations, domestic violence cross training, Youth Mental Health First Aid, Motivational Interviewing, Sanctuary model, UNCOPE screening, car seat installation and computer training
- Continued to offer an education program leading to a Master of Social Work Degree; four staff members were enrolled in this program in 2017 and fifteen staff members previously graduated
- Partnered with the Redlich Horowitz Foundation, which provided grant funding to increase our use of Kinship foster care and decrease the use of congregate care

2017 JUVENILE JUSTICE PLACEMENTS	Non-Secure Detention	Secure Detention	Foster Care
Persons in Need of Supervision (PINS)	39	0	17
Juvenile Delinquents (JD)	25	26	14

CHILDREN IN CARE TYPES OF PLACEMENT	2016	2017
Foster Homes	109	94
Institutions	89	68
Group Homes	11	12
Group Residence	3	5
Agency Operated Boarding Homes	9	6
Adoptive Homes	0	0
Approved Relative Foster Homes	75	53
Other	2	12
Total	298	250

**From December 31, 2017 CCRS In Care Summary Report*

ADOPTION ACTIVITY	2016	2017
Children Discharged to Adoption	40	45
Children Discharged to Adoption at year end	23	48

** From CCRS Monthly Summary Characteristics Report for December 31, 2017*



Child Protective Services from Child Advocacy Center



2017 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
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.

Services provided upon request to custodial parents, noncustodial parents, and minors under twenty-one:

- Location of absent parents through a variety of computer matches available within state and federal systems
- Establishment of paternity by filing petitions on behalf of children receiving Family or Safety Net Assistance, foster care, residential care, or in division for youth facilities (Medicaid recipients/

applicants are also required to cooperate with child support to establish paternity and obtain medical support.)

- Support establishment for child and/or child support combined with spousal support
- Modification petitions for change in circumstances, and cost of living adjustment of court orders, which are payable through the Support Collection Unit
- Medical benefits executions to require enrollment of dependents in third party health insurance
- Support collection and monitoring of payments (Once support orders are established, the collection and disbursement of monies associated with that order, become the responsibility of the New York State Central Collection Agency.)
- Enforcement of court orders
- Income executions when a noncustodial parent is employed (New York State's Expedited New Hire Reporting program locates current employers of child support debtors, keeping income executions in place and enabling new executions to begin.)
- Collection of arrears from federal and state tax refunds, OTB and lottery winnings, and bank accounts
- Suspensions or denials of New York State driver's or professional licenses
- Execution of financial investigations
- Initiation of violation proceedings in Family Court, which may result in a jail term of up to six months for willful non-payment of child support
- Establishment of liens against property and motor vehicles
- Arrangements of professional legal services through contracted attorneys who charge \$142 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

Child Support Accounting



ACCOMPLISHMENTS AND YEARLY STATISTICS

- Collected \$29,324,983 in child support (Of this amount, \$28,742,071 benefited families that did not have an active Temporary Assistance case.)
- Processed 5,186 Family Court petitions
- Ranked in the top two 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 2017, 195 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

CHILD SUPPORT ACTIVITY	2016	2017
Child Support Cases Open	10,250	9,904
Children Open in Support Cases	10,102	9,632
Children Open Born Out of Wedlock	5,750	5,432
Children Open with Paternity Established	5,427	5,163
Percentage of Children Open with Paternity Resolved	96.7%	97.2
Children Needing Paternity Determination	339	279
Cases with Collections during Year	5,167	5,014
Interstate Cases with Collections during Year	250	253
Cases Open Where Medical Support is Ordered	6,994	6,705
Cases with Arrears Due during Year	6,441	6,311

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



CHILD SUPPORT COLLECTIONS

Year	Amount Collected
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
2016	\$30,149,458
2017	\$29,324,983

Child Support Enforcement/Clerical



2017 INTEGRATED SERVICES DIVISION

INTEGRATED SERVICES ALSO ENCOMPASSES THE SPECIAL INVESTIGATION UNIT

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



Joanne Sinagra
Social Welfare Manager II
Integrated Services Division

TEMPORARY ASSISTANCE INTAKE (FAMILY AND SAFETY NET)

- Determines eligibility for a variety of programs
- Screens all applicants for domestic violence, drug and/or alcohol abuse, and any other physical or psychological barriers to employment and refers individuals to the Domestic Violence Liaison and Certified Alcohol and Substance Abuse Counselor
- Refers potentially employable individuals to the Employment Unit for 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

Medicaid/SNAP Intake and Child Care

- 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

- All Medicaid Intake workers have been certified through the state to assist our clients in applying for medical assistance through the NY State of Health Marketplace. They have been trained to act as navigators for the exchange for both Medicaid recipients as well as for clients who are not income eligible for Medicaid but must purchase their insurance through the exchange. The application process is done in the worker’s office on their computer, and when needed over the phone to the exchange. The most positive result of this change is that clients may know 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 below 125 percent of the Federal Poverty Level. Transitional child care cases are calculated based on 200 percent of the Federal Poverty Level. There is a parent fee that must be paid based on the parent’s income. The minimum fee is \$1 per week.

- Processes applications for child care subsidies for low-income working parents and transitional child care services for those individuals whose Temporary Assistance cases are closing



CHILD CARE SUBSIDY PROGRAM

cont'd

- Monitors legally exempt providers, reviewing all enrollment forms to ensure that the provider and the home meet all health and safety requirements and that there are no reported criminal convictions
- Contracts with the Child Care Council of Dutchess, Inc. to provide recruitment, registration and inspection of child care providers and assists clients in locating child care providers for their children
- Meets with the Child Care Council to review the DCFS process and to answer any questions that providers may have in order to assist all providers in the billing process
- Works with the Child Care Council to provide information and supplies to providers
- Utilizes the child care time and attendance tracking system
- Monitors the number of children cared for by each provider, as this is limited for legally exempt providers

EASTERN DUTCHESS GOVERNMENT CENTER



The Eastern Dutchess Government Center is located at 131 County House Road, Millbrook, NY. Dutchess County Department of Community and Family Services is located on the 3rd floor of this building.

This office is unique in several ways. It accepts all financial program applications (Temporarily Assistance, SNAP, Medicaid, and HEAP) and one single worker handles the entire case versus having different individual program workers. The eligibility worker is responsible for determining eligibility and then maintains the case for ongoing services.

Services may include employment intake related appointments, recertification, and utility emergencies. Due to the size of this office and staffing, the EDGC office operates on an appointment only schedule which ensures all applicants and recipients are served in a timely manner. This location is not equipped to take care of housing emergencies. If an individual or family find themselves needing this type of service, they are referred to the main office in Poughkeepsie.

*Dear Mrs. Chesley,
It was a pleasure to speak to someone as patient and helpful as Ms. Piotti.
JH*

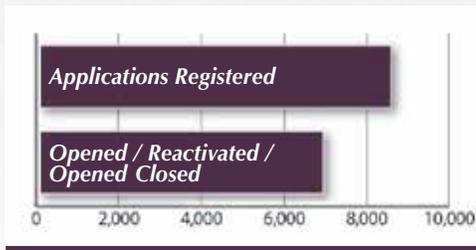
*Dear Ms. Marzouka,
I was helped by Ms. Jaehnert. She was very patient with me and helped me get the application filed correctly and carefully explained what I needed to do next.
FW*

ACCOMPLISHMENTS AND YEARLY STATISTICS

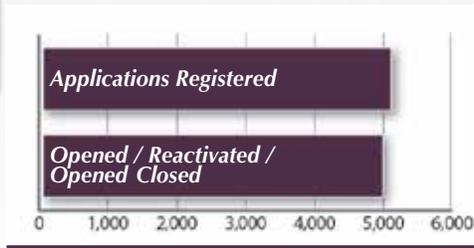
- Moved Medicaid Intake to the 3rd floor to be co-located with the Medicaid Division.
- Invited Maternal Infant Services Network (MISN) employees into our building to assist with eligibility interviews in the Navigator Role. Our intake staff works in the capacity of Certified Application Counselors assisting people from the community in securing health insurance benefits.

INTAKE ACTIVITY*

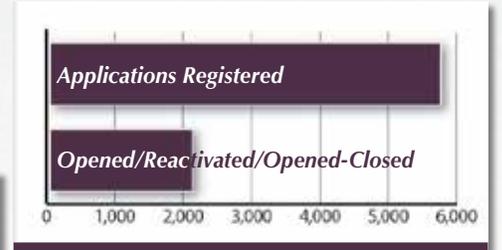
2017 SNAP



2017 MA



2017 TA



*From WST0003



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.)
- Processes retroactive Supplemental Security Income benefits received, determining what can be retained as repayment of assistance
- Determines and recovers overpayments from assistance recipients
- Conducts applicant/recipient interviews, obtains collateral verification, performs computer reporting system checks and makes field visits to both determine if fraud was committed or assist in determining eligibility
- Investigates possible fraud on cases referred by staff, NYS and reports received from the public regarding recipients who may not have been entitled to receive benefits
- Refers appropriate cases to the District Attorney for prosecution or disqualification
- Examines any instance of fraud identified through the Automated Finger Imaging System (AFIS), (The system captures demographic data, client photos, and electronic finger images.)
- 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

Special Investigation



ACCOMPLISHMENTS AND YEARLY STATISTICS

COST AVOIDANCE FOR PROGRAM INTEGRITY

Initiatives	Description	Number of Application Denials, Case Closings or Grant Reductions	Estimated Cost
Front End Detection System (FEDS)	Detecting fraud at application	993	\$3,113,790
Intentional Program Violations (IPV)	Disqualification sanctions for those found guilty	29	\$27,839

COLLECTION ACTIVITY	2016	2017
Lottery Intercepts	\$12,367	\$21,183
Fees (Parking, Guardian, Adoption, Home Study, Phone, Postage, Confessions of Judgment, Copies and Subpoenas)	\$21,048	\$12,105
Cash Collections (TANF, SN, MA, Services, SNAP, SN-SSI and CSE Repayments)	\$6,812,447	\$5,352,875



SPECIAL INVESTIGATIONS UNIT ACTIVITY	2016	2017
Completed Investigations	576	716
Confessions of Judgment	80	78
Number of Repayment Agreements Signed	80	78
Value of Repayment Agreements Signed	\$237,984	\$222,373
SNAP Disqualifications	29	26
Value of SNAP Disqualifications	\$63,644	\$27,219
Temporary Assistance Disqualifications	3	3
Value of Temporary Assistance Disqualifications	\$4,739	\$620
Duplicate Case Reviews	291	293
Incarcerated Case Reviews	120	131

FUNDS RECOVERED BY TYPE	2016	2017
Proceeds and Mortgages	\$157,380	\$46,058
Claims Against Estates	\$52,012	\$291,164
Lawsuit Settlements	\$595,493	\$46,148
SSI and Volunteer Repay	\$198,397	\$256,469
Medicaid Reimbursement	\$6,543	\$43,087
Personal Accounts and Others	\$54,852	\$67,293
Income Executions	\$8,540	\$2,931
Small Claims	\$31,715	\$17,551
Totals	\$1,104,932	\$770,701

2017 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.



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.

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. They 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 STATISTICS	2017
Child Protective Reports	2,707
Support Cases	9,904
Private Support Referrals	85
Fair Hearings	83
Collection and Resource Cases	57
Adult Protective Cases	26

LEGAL DISPOSITIONS	2016	2017
Child Abuse Petitions	68	42
Child Neglect Petitions	747	780
Termination of Parental Rights	89	114
IVD Paternity	243	214
IVD Support	4,121	4,322
IVD Interstate Support (UIFSA)	123	108
Permanency Hearings	608	378



Legal



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



Sandy Favata
Social Welfare Manager II
Over Medicaid Division

Medicaid is generally provided through managed care (HMO) and membership affords the recipient access to many providers. It also emphasizes preventive care and a primary care physician/coordinator.

Eligibility rules are based on the Federal Poverty Level (FPL). The gross household income of a client must not exceed these prescribed percentages of FPL to be eligible.

	FPL
Adults without Children	100%
Adults with minor children in the household	150%
Children ages 1-19	133%
Infants and Pregnant Women	200%
Medicaid Buy-in Program (for working people with disabilities)	250%

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.

*Hi Ms. Abdullah,
If DCFS has an Employee of the Month, you should be elected.
KS*

*Ms. Francis,
Each and every time I spoke to Ms. Roberts, courtesy and kindness were extended, not to mention dignity, during a difficult family period.
ML*

SOME SPECIALIZED MEDICAID PROGRAMS:

- The Breast, Cervical, Colorectal and Prostate Cancer Program provides 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 Program 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 \$61,332 for an individual and \$82,236 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
- Maintains the Pre-Natal Care Assistance Program (PCAP) cases for Dutchess County
- Educates the community and local health care providers about managed care criteria
- Focuses on preventive health care
- Provides four plans to choose from in Dutchess County: MVP, Fidelis, Wellcare, and United Healthcare

ACCOMPLISHMENTS AND YEARLY STATISTICS

- Net Medicaid costs to Dutchess County increased in 2017. There were significant percentage increases in payments for rehabilitation therapy, Hospice, and health insurance premium payments.
- Expanded to include the Community Intake Unit, effective October 2017. (With this change, the Maternal Infant Services network (MISN) has a presence at DCFS to serve consumers who must apply for Medicaid through New York State of Health.)
- Processed 104 disability reviews
- Processed 200 Pre-Natal Care and Assistance Program (PCAP) applications
- Received 765 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 31, 2017 was 857.)

MEDICAID MMIS (MEDICAL MANAGEMENT INFORMATION SYSTEM) – GROSS SHARES

2006	\$287,642,369
2008	\$311,078,884
2010	\$366,836,331
2011	\$383,206,274
2012	\$386,632,150
2013	\$429,748,115
2014	\$457,109,963
2015	\$508,395,860
2016	\$542,058,647
2017	\$567,472,254



*Dear Ms. Hira,
I appreciate that you took the time and explained everything to me as this was all new to me.
JF*

MEDICAID TRANSACTIONS*	2016	2017
Applications Registered	4,859	5,055
Cases Opened/Reactivated/Open-Closed	5,460	4,932
Cases Closed	9,471	7,618
Changes to Active/Closed Cases	44,487	30,568
Recertifications	8,847	5,602
Denied	1,832	2,036
Closed Case Maintenance/Forced Deletion	127	90
Total Transactions	70,224	50,846

* From WMS WST003

Medicaid

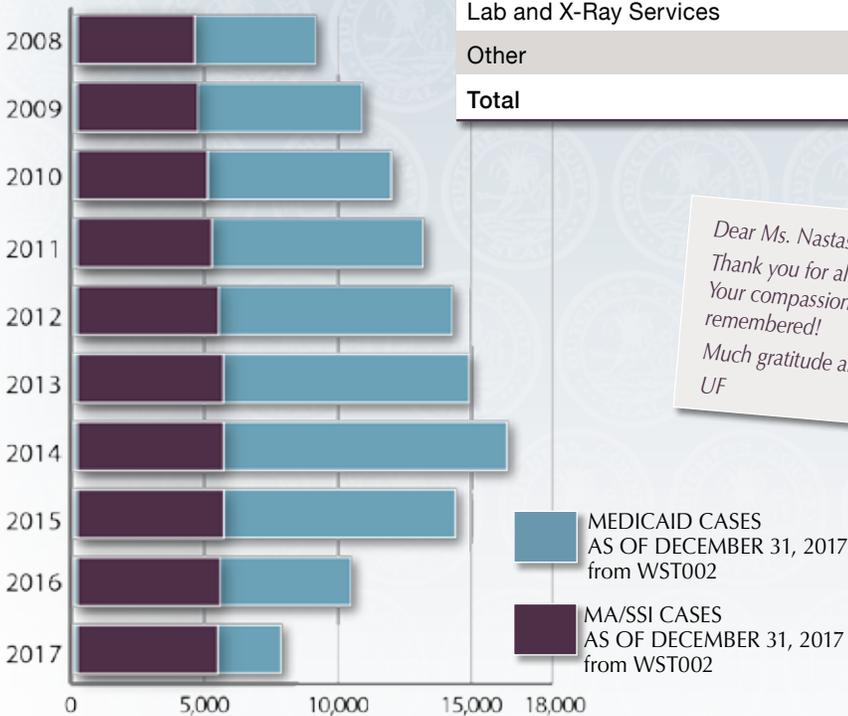


MEDICAL EXPENDITURES BY PROVIDER*

Provider Type	2016	2017	% Change
Hospital Inpatient Services	\$31,340,265	\$29,182,847	-6.9%
Hospital Outpatient Services	\$6,993,886	\$4,508,677	-35.5%
Skilled Nursing Facilities	\$74,590,864	\$70,559,035	-5.4%
Intermediate Care Facilities	\$15,808,113	\$17,238,086	9.0%
Clinics	\$16,080,638	\$13,477,533	-16.2%
Referred Ambulatory Nursing Home Based	\$1,909	\$0	-100.0%
Hospice	\$263,027	\$1,127,127	328.5%
Physicians Services	\$2,345,491	\$2,506,468	6.9%
Dental Services	\$649,668	\$554,674	-14.6%
Other Practitioners Services	\$4,161,302	\$3,689,121	-11.3%
Child Care Institutional Medical Per Diem	\$2,495,163	\$3,043,493	22.0%
Personal Care Services	\$5,083,668	\$4,582,941	-9.8%
Home Health Services	\$614,409	\$782,706	27.4%
Assisted Living Services	\$4,878,597	\$5,865,487	20.2%
Long Term Home Health Care Waived Services	\$6,956,871	\$8,270,644	18.9%
Home and Community Based Waived Services	\$87,171,067	\$86,948,733	-0.3%
Rehabilitation and Therapy	\$10,673	\$107,630	908.4%
Office of Mental Hygiene Restorative Rehabilitation	\$8,241,059	\$6,915,911	-16.1%
Drugs and Supplies	\$8,467,271	\$6,788,418	-19.8%
Eye Appliances and Durable Medical Equipment	\$502,398	\$343,389	-31.7%
Prepaid Care	\$228,881,364	\$259,201,361	13.2%
Case Management	\$10,788,387	\$11,035,990	2.3%
Health Insurance Premiums	\$376,726	\$703,829	86.8%
Medical Transportation	\$12,448,768	\$13,109,426	5.3%
Lab and X-Ray Services	\$12,448,768	\$13,109,426	5.3%
Other	\$41,925	\$35,839	-14.5%
Total	\$529,782,636	\$551,073,646	4.0%



MEDICAID/MA/SSI CASES



* from 12/2017 NYSDOH MARS MR-0-01

*Dear Ms. Nastasi,
Thank you for all you did to help us with our mom.
Your compassion and assistance will always be remembered!
Much gratitude and prayers,
UF*

*Ms. Favata,
As a newcomer to the inner workings of the Medicaid world, Ms. Janos was always willing to explain in detail anything I didn't understand.
RN*

2017 STAFF DEVELOPMENT/ HUMAN RESOURCES

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



Ted Starzyk
Director of Staff Development
and Human Resources

Staff Development at DCFS provides information to advance employees' knowledge and skills through regional training, computer-based training, webinars and classroom training to better serve our customers.

The use of the Human Services Learning Center (HSLC) and ILinc as a supplement to the Child Welfare Foundations Program, the PSA New Worker Institute and various other training institutes helps us maintain a well-trained workforce while reducing the need and expense of travel.

Through a partnership with the Social Work Education Consortium, the Staff Development and Human Resources Unit provides on-going personal and career development for DCFS staff members. We have contracts with Adelphi University and SUNY Empire College which includes Dutchess Community College.

The goal of these programs is workforce professionalism and promotional advancement within the civil service system.

STAFF DEVELOPMENT UNIT

- Researches and coordinates all training for entire DCFS staff
- Completes state and local surveys, plans all needs assessments related to staffing, training, salaries, and turnover
- Conducts orientation for all new staff
- Conducts training evaluations
- Maintains the Human Services Learning Center (HSLC) database, which registers staff for state training and maintains employee training history
- Completes the annual state salary survey and caseworker turnover survey
- Monitors CPS worker compliance with state training mandates
- Coordinates the Empire State College Employee Education Program
- Coordinates the Adelphi University Program for Children's Services staff members who take courses toward completion of their MSW degree
- Provides the necessary local setup for state sponsored webinars and classroom training to be viewed by Dutchess County DCFS staff

Staff Development

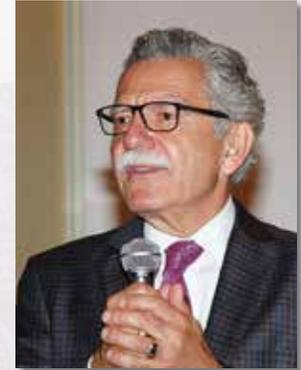


ACCOMPLISHMENTS AND YEARLY STATISTICS

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 and produces the annual report of trainings attended. This includes the updating of Civil Service Job Specifications, as well as title specific tasks and standards for each job in the department
- Maintains all department payroll records, using the LOGOS program, and provides employees with information on benefits, leaves of absence, Family Medical Leave Act (FMLA), ADA, 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

- Coordinated more than 7,400 hours of staff training
- Encouraged staff to develop a more enriching, productive and satisfying experience in life with the DCFS All Agency Retreat presented by Dr. Francis Battisti
- Educated staff to be prepared in the event of an emergency lockdown with the Active Shooter training, given in cooperation with the Dutchess County Sheriff Department
- Offered NARCAN trainings to give staff knowledge and effective tools should they encounter a person with an overdose emergency
- Continually updated staff about services available in the community through Community Resource Presentations
- Coordinated the Dutchess County Employee Education Program, allowing staff members to work towards an associate degree at Dutchess Community College or a bachelor's degree at SUNY Empire
- Participated on the Foster Care Review Board



PERSONNEL ACTIONS COMPLETED

New Employment Interviews Conducted	89
New Employees Hired	56
Promotions and Reassignments Processed	34
Leaves of Absence Processed	32
Separations from Dutchess County Service	54



2017 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.



Jacky Cooper
Social Welfare Manager II
Transitional Benefits Division

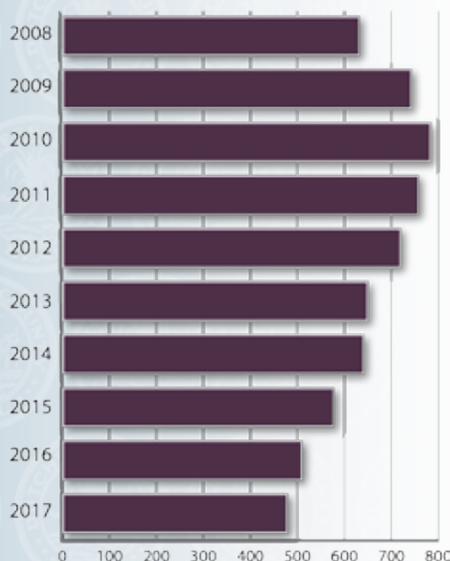
TEMPORARY ASSISTANCE

The Temporary Assistance/Employment unit works with employable individuals, persons with barriers and child-only cases. Together the unit promotes self-sufficiency, personal responsibility, and a work-first mentality. Adult applicants and recipients are expected to make employment a priority. 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.

FAMILY ASSISTANCE CASES AS OF DECEMBER 31, 2016



The Family Assistance program fosters recipient self-sufficiency. Recipients undergo an assessment of their employability skills, training needs, and unless exempt, must participate in assigned work activities. Employed recipients are currently able to have 48 percent of their gross earnings disregarded when determining their need for assistance and level of benefit.

SAFETY NET ASSISTANCE

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

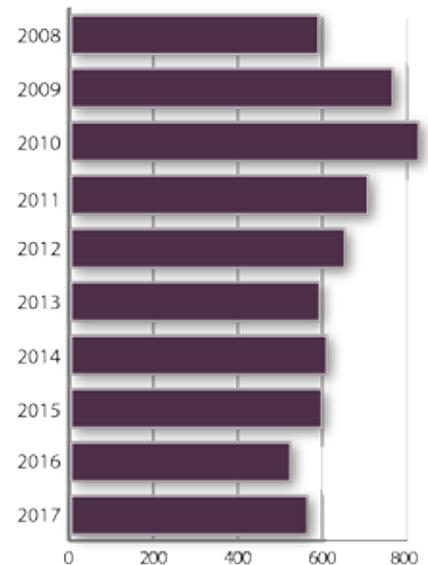
SAFETY NET CATEGORIES

- 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.

In the non-cash component, food, shelter, fuel, and utility allowances are issued directly to the vendor, sometimes leaving the recipient with a small personal needs allowance. SNA is provided as cash unless the household falls into one of the four categories, which must receive non-cash. Diversion payments are used to meet those individual's needs with rent, security, transportation, car insurance, tools, clothing and licensing fees for the individual to obtain or retain employment.

Diversion payments decrease the need for ongoing Family Assistance or Safety Net Assistance. Those individuals or families, who are no longer eligible for Temporary Assistance due to employment or increased child support payments, receive transitional Medicaid, SNAP, and/ or child care benefits.

SAFETY NET CASES AS OF DECEMBER 31, 2016



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 to review his/her job search log to verify the required number of hours has been met without duplication of employers, and to discuss any issues that may have surfaced in the past week.

TEMPORARY ASSISTANCE/ EMPLOYMENT

- 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 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 post-secondary school licensed by NYS Department of Education. This is a 600-hour commercial cooking program. During the first 400 hours the students learn skill development, food preparation, catering, food sanitation, and quality cooking. The last 200 hours are on-the-job training in a variety of

areas in the commercial food service industry. Graduates of PCA are ready to perform many of the entry level roles in the food service industry such as sous chef, garde manager, pantry person, short order and line cook. PCA offers lifetime job placement for all graduates.

- Oversees Work Experience, a program for clients that evaluates their skills and interests and assigns them to appropriate not-for-profit employers

SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP)

The program's purpose is to help low income households purchase food needed for good nutrition and health. Clients who are eligible for SNAP, access benefits electronically by using a benefit card and a PIN at authorized grocery stores. Benefits may be used for food products or seeds to grow food for a household to eat. The SNAP Unit works in conjunction with Cornell Cooperative Extension of Dutchess County and contracts with them to run a nutrition education program, known as Eat Smart New York (ESNY).



CONTRACTED SERVICES WITH DUTCHESS COUNTY REGIONAL CHAMBER OF COMMERCE

Workforce Connections mentoring programs assist individuals transitioning to work by helping them to find solutions for employment problems and 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.

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

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

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

CONTRACTED SERVICES WITH DUTCHESS COUNTY BOCES

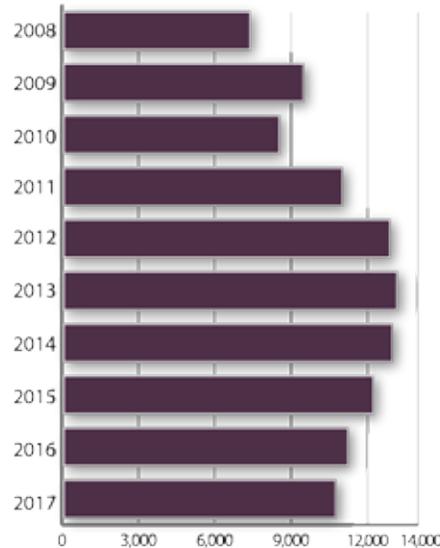
- Vocational and educational training for those who have no marketable skills
- Diagnostic vocational evaluation
- Academic training for individuals requiring English as a Second Language and/or remediation and further development of reading, writing, computational and related communication skills
-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

SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP)

Project activities are conducted for the benefit of the SNAP eligible population and address food security, food safety and dietary quality.

- MyBenefits electronic SNAP application process enables collaboration with community partners Catholic Charities and Dutchess Community Action Partnership, Inc. The www.MyBenefits.ny.gov website allows a person to apply for SNAP benefits 24 hours a day, seven days a week, from home. A follow-up interview is then conducted.
- New York State SSI Nutrition Improvement Project (NYSNIP) provides simplified program access for the SSI population of elderly and disabled individuals living alone in the community. The standardized benefits better ensure adequate nutrition for this vulnerable population.
- SNAP Benefits for Group Home Program (FSGHP) simplifies the budgeting for group home residents.
- Transitional SNAP Benefit Alternative (TBA) is the focus of the move from welfare to work. SNAP has become increasingly important to clients as they leave Temporary Assistance (TA). TBA allows qualified TA recipients to continue to receive SNAP benefits which remain unchanged for an established period when the TA case closes.

SNAP CASES AS OF DECEMBER 31, 2017



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 a household during the month in which they apply. Regular benefits assist eligible households with the cost of heat. The emergency component of HEAP meets emergency heating needs for eligible applicants as well as providing for furnace repair or replacement for client-owned homes.

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

FUEL DEPOT

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

HEAP/SNAP



ACCOMPLISHMENTS AND YEARLY STATISTICS

TEMPORARY ASSISTANCE

- There were 313 TA recipients deemed unemployable due to physical and/or mental health reasons. There were 190 individuals mandated into substance abuse treatment, therefore deemed unemployable.
- 8 single/childless couple cases reached their maximum time limit of 24 months, and 16 families reached the maximum 60-month TANF limit.

TEMPORARY ASSISTANCE TRANSACTIONS*

	2016	2017
Applications Registered	6,331	5,710
Cases Opened/ Reactivated/ Open-Closed	2,125	2,077
Cases Closed	1,851	1,640
Changes to Active/ Closed Cases	10,591	9,574
Recertifications	1,263	1,072
Denied	4,653	4,055
Closed Case Maintenance	406	381
Total Transactions	20,889	18,799

*From WMS WST003

EMPLOYMENT

- 17 TANF recipients participated in Workforce Connections; 11 became employed.
- Through a partnership with BOCES, 212 individuals completed the Test of Adult Basic Education (TABE) intake assessment. 45 were enrolled in the High School Equivalency program. Additionally, there are 18 individuals enrolled in other training programs offered at BOCES including Certified Nurse's Assistant (CNA), Heating, Ventilation & Air Conditioning (HVAC) or phlebotomy. 14 completed their training.
- DCFS contracted with Exodus for employment services targeting eligible TANF and Safety Net individuals, post-incarceration, with comprehensive job seeking, job retention services, job education, training career/employment planning. 16 individuals were referred to this program, 45 individuals participated. 21 became employed at an average of 30 hours per week and an average hourly wage of \$11.50.

- DCFS offered a Summer Youth Employment Program (SYEP) through the Workforce Investment Board (WIB) for eligible youth from low income households, foster care, juvenile justice, runaway, and homeless youth. 146 of our county youth participated, of which 7 were on public assistance.
- Community Solutions for Transportation program, administered by BOCES for DCFS, continued to assist low income families. In 2017, 21 cars were purchased for an average of \$5,150 per vehicle. Additionally, 25 individuals passed the NYS road test to obtain their NYS driver license.



*Mr. Shadman,
Thank you for all you did for me. I would have been out on the street but for the help I received.
RF*

Employment/Temporary Assistance



SNAP

Due to improved economic conditions, as of January 1, Dutchess County no longer met the federal requirements for a statewide Able Bodied Adults Without Dependents (ABAWD) waiver. ABAWD or persons between the ages of 18 and 49 who have no dependents and are not disabled or meet any of the exclusion criteria are subject to SNAP employment & training work requirements. Beginning on January 1, 2016, we ascertained the ABAWD status of each SNAP recipient and tracked their participation in qualifying work assignments. SNAP benefits were determined in compliance with the ABAWD regulations.

SNAP TRANSACTIONS*	2016	2017
Applications Registered	8,690	8,497
Cases Opened/ Reactivated/Open-Closed	9,306	6,854
Cases Closed	10,135	7,323
Changes to Active/ Closed Cases	57,584	43,858
Recertifications	7,296	5,368
Denied	3,590	3,406
Closed Case Maintenance	64	101
Total Transactions	87,975	66,910

**From WMS WST003*

Beacon Office



HOME ENERGY ASSISTANCE PROGRAM (HEAP)

Opening dates for 2017/18 season

Regular HEAP - November 1, 2017

Emergency HEAP component - January 2, 2018

HEAP TRANSACTIONS*	2016	2017
Applications Registered	1,270	1,346
Cases Opened/ Reactivated/Open-Closed	578	653
Cases Closed	897	761
Changes To Active/ Closed Cases	3,283	3,599
Denied	296	396
Closed Cases Maintenance	1	
Total Transactions	5,055	5,409

**From WMS WST003*



*I wanted to thank you for your help with my SNAP. I never thought I would be in this situation. Thank you!
CR*

2017 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.



June Ellen Notaro
Director of Youth Services

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 OCFS 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 Division also 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.

ACCOMPLISHMENTS AND YEARLY STATISTICS

- The Youth Board and Coordinating Council awarded NYS Office of Children and Family Services 2017 funding to 16 programs for a total of \$374,672.
- The Youth Board awarded two students with Dutchess Community College (DCC) scholarships of \$1,500 each.
- The 2016-2017 Dutchess County Youth Council had 23 members representing seven high schools. Youth Council members completed three community service projects, attended the county's Mental Health Public Forum, 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.
- 63 adults participated in Youth Mental Health First Aid trainings. 300 youth attended the CAPE Youth Rally in Beacon where Youth Services had a table set up and interacted with hundreds of students.
- In partnership with College Planning 101, we hosted two college planning seminars for high school students and their parents/caregivers. The seminar focused on critical information such as



completing the FAFSA and how EFC (Expected Family Contribution) is calculated.

- The Strengthening Families Program (SFP) is an evidence-based family skills training program found to significantly improve parenting skills and family relationships, reduce problem behaviors, delinquency and alcohol and drug abuse in children and to improve social competencies and school performance. Staff from DCFS and Probation successfully completed the first session of Strengthening Families. The program enrolled seven families and five families graduated.

YOUTH AND ADULTS SERVED IN 2017

YOUTH SERVED	
OCFS Funded Grants	1,914
Supportive Services	150
Youth Council	19
College Planning Seminars	18
QPR Suicide Prevention Awareness Seminar	12
Total Youth Served	2,113

ADULTS SERVED	
YSU (workshops)	63
College Planning Seminars	12
QPR Suicide Prevention Awareness Seminar	8
Total Adults Served	83



Youth Services

Community Outreach

We are in and about the community! Pictured are some ways we enjoyed getting together with our fellow Dutchess County residents and agency partners, just being good neighbors.

- Adoption Day
- Devereux Foundation
- Dover Health Fair

- Father's Rights
- Foster Family Picnic
- Adaptive Easter Egg Hunt

- KidVenture
- Senior Picnics
- Special Needs Picnic

- Go Red for Heart Health Awareness







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



To become a Dutchess County
 Foster/Adoptive Parent
 call 845.486.3220

DEPARTMENT OF COMMUNITY AND FAMILY SERVICES SATELLITE LOCATIONS

Beacon Center

223 Main Street, First Floor
 Beacon, NY 12508
 845.838.4800

Child Advocacy Center

35 Van Wagner Road
 Poughkeepsie, New York 12603
 845.486.5112

Eastern Dutchess Government Center

131 County House Road
 Milbrook, New York 12545
 845.677.5532

SPECIAL CONNECTIONS

Dutchess County

www.dutchessny.gov

Dutchess One Stop Career Center

Dutchess County Workforce
 Investment Board
www.dutchessonestop.org
 845.473.9000

My Benefits

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

New York State Office of Children and Family Services

www.ocfs.state.ny.us
 518.473.7793

New York State Office of Temporary and Disability Assistance

www.otda.state.ny.us
 518.473.1090

HOTLINE NUMBERS

To report alleged Child Abuse or Neglect

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

To report fraud

- Medicaid 800.424.9121
- Welfare 800.367.4448

To report alleged Adult Abuse or Neglect

- 844.697.3505