



2010

“DSS – Going the Extra Mile”



EMERGENCY

PLACEMENT

ADULT PROTECTIVE

SCREENINGS



CASE MANAGEMENT

ENCOURAGEMENT



GUARDIANSHIP



DSS
Adult Services

Building Trust, Encouragement and Motivation



Annual Report
Department of Social Services
Dutchess County

DSS 2010 Annual Report

The Mission of DSS

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

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Commissioner’s Advisory Council

Advisory Council to the Commissioner of Dutchess County Department of Social Services Members

Judy DiMatteo
Planned Parenthood
Mid-Hudson Valley

Charlie Gatje
Community Member

Amy Horn Oclatis
Adelphi University

Walter Joseph
The Children’s Home
of Poughkeepsie

Ed Koziol
Dutchess County
Interfaith Council

Eileen Miccio
Dutchess County Office
for the Aging

Brian Riddell
Dutchess Outreach

Kathleen Mannix
Legal Services of the
Hudson Valley

Jeanne Wagner
Child Care Council of
Dutchess County

Gail Webster
Hudson River Housing, Inc.

Sharone Wellington-Deanda
Marist College

Dutchess County Legislature

Family/Human Services Committee

Suzanne Horn,
Chairman

Michael Kelsey,
Vice Chairman

Donna Bolner

Marge Horton

Barbara Jeter-Jackson

John Thomes

Steve White

A Message From Commissioner Robert B. Allers



Thank you for taking the time to review our 2010 annual report. It is probably no surprise to anyone that 2010 was a challenging year for the Department of Social Services.

We ended the year with statistics that are astounding. In December almost 42,000 persons received Medicaid, Food Stamps or cash assistance. Another 11,000 received child support services and over 3,000 received children or adult services.

The good news is that the Dutchess County Department of Social Services helped more people than ever! We authorized and distributed over \$37 million a month in food, medical, cash assistance or casework services. Our partner agencies helped persons find jobs, graduate from school /training programs, battle

substance abuse, domestic abuse and enhanced and saved lives every day.

This year our annual report highlights our Adult Services Division. Those of you who know me also know I started my career at Dutchess County Department of Social Services in this division and know firsthand the good work, dedication and often the creative thinking that makes this division so valuable to the county and the people it serves.

I am very proud of the partnerships and the work of our joint efforts. Please feel free to comment and enjoy the compiling of our summaries for the 2010 annual report.

Robert B. Allers
Commissioner

A Message From County Executive William R. Steinhaus



As you review the information and data throughout this 2010 Department of Social Services' report, I am certain you will share my appreciation for the dedication and continued effort of our

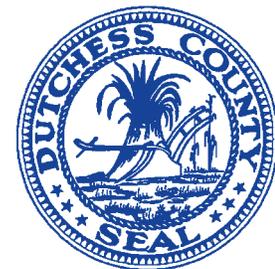
county employees. The work of the employee team of the Dutchess County Department of Social Services (DSS) truly makes our community a better place.

Each day, DSS employees come to work to serve the residents of Dutchess County, some of the most vulnerable of our community. With a wide range of programs from employment skills training to daycare assistance, food stamps to child support, Medicaid to adult and child protective services and so much more; DSS employees provide support and services to those who need assistance with some of the very basic aspects of life... safety and self-sufficiency.

And for DSS employees, the work does not end when the time clock is punched. Employees continue their work in the community through volunteering, donations and advocacy for a wide variety of community organizations. We are blessed to have so many dedicated and talented employees.

Thank you to Commissioner Robert Allers, the entire team at DSS and all its partners for all that you do for our Dutchess County community.

William R. Steinhaus
County Executive

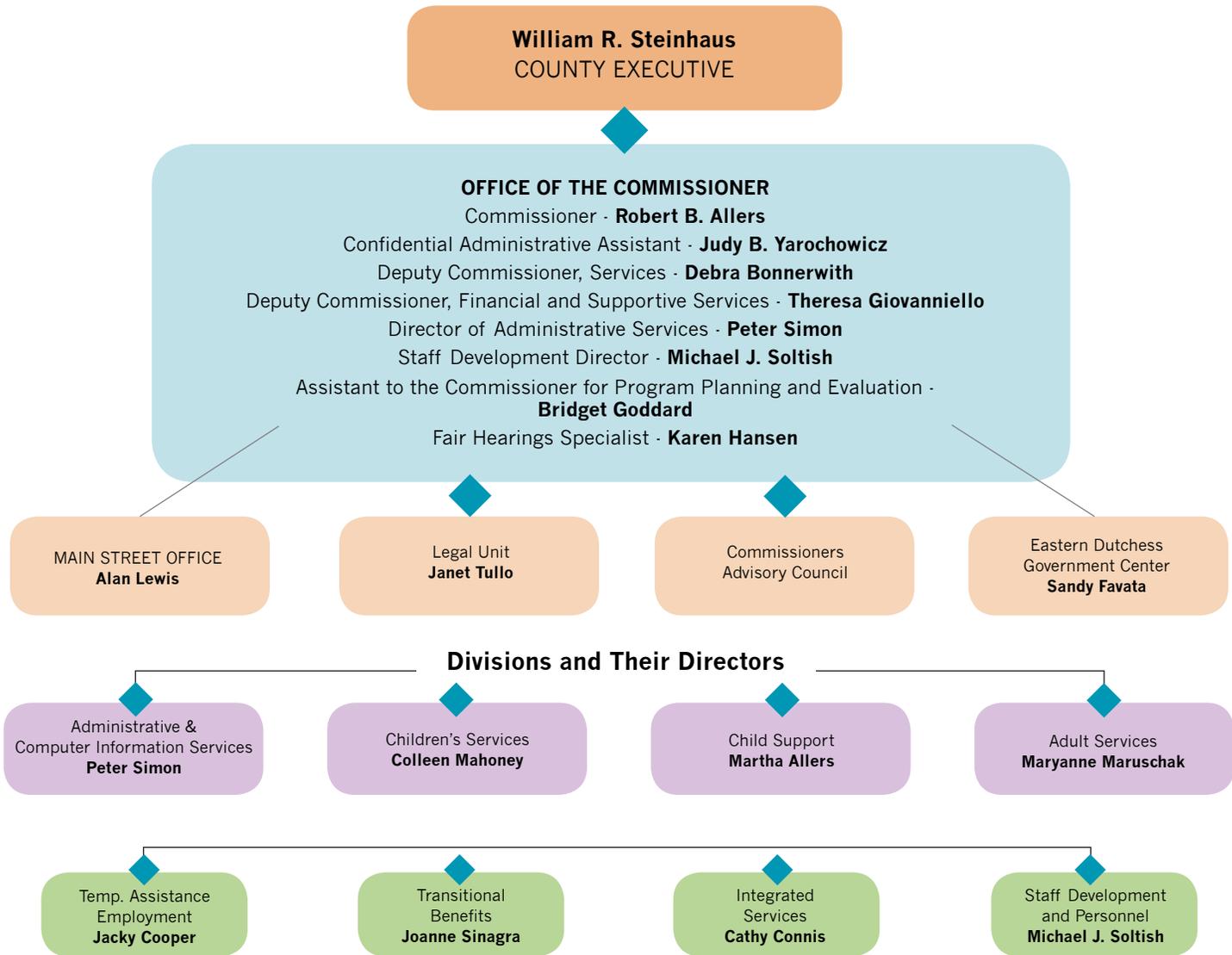


Appreciation

Goals and Objectives of DSS

- 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;
- 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.
 - 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.
- III. Provide protective services to children and adults at risk.
- IV. Provide adequate information to the general public regarding our programs and services and maintain adequate knowledge of community services to act as a referral source.

Organizational Chart



Active Cases by ZIP Code

Amenia	248
Annandale.....	0
Bangall	1
Barrytown	7
Beacon	3,293
Billings	5
Castle Point	1
Clinton Corners	172
Dover Plains.....	793
Fishkill	1,080
Glenham	35
Holmes	170
Hopewell Junction	1,289
Hughsonville	15
Hyde Park	1,743
Lagrangeville.....	418
Milan	63
Millbrook	456
Millerton	367
New Hamburg	24
Pawling.....	488
Pine Plains.....	314
Pleasant Valley.....	886
Poughkeepsie	
City	12,130
Town.....	3,992
Poughquag.....	343
Red Hook	700
Rhinebeck	859
Rhinecliff	40
Salt Point	220
Staatsburg	550
Stanfordville.....	280
Stormville	176
Tivoli.....	214
Verbank	96
Wappingers Falls	3,305
Wassaic	208
Wingdale.....	467
Out of County	1,019

Active Individuals

Ages	Numbers
0-4.....	7,490
5-12.....	8,850
13-16.....	3,699
17-18.....	1,797
19-22.....	3,284
23-30.....	5,840
31-40.....	6,168
41-50.....	6,736
51-55.....	2,022
56-60.....	1,466
61-64.....	2,862
Over 65.....	7,050
As of 12/28/2010	

Top Non-Medicaid Vendors in the County

Children's Home of Poughkeepsie	\$ 5,546,553
Astor Home	\$ 3,660,735
DC Probation.....	\$ 2,814,596
Central Hudson.....	\$ 2,616,860
Hudson River Lodging Plan G	\$ 2,164,555
LaSalle	\$ 1,941,353
NY Connects.....	\$ 1,814,086
Community Housing	\$ 1,537,865
St. Anne	\$ 1,324,023
Abbott House.....	\$ 1,252,365

Top Medicaid Vendors in the County

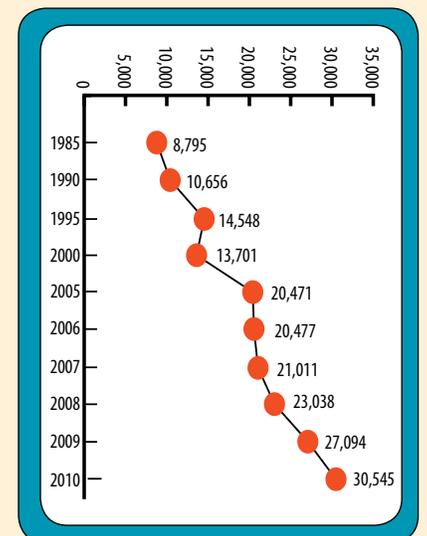
Medicaid payments to local businesses in Dutchess County serve as an economic stimulus and multiplier. Payments in 2010 include:

MVP	\$26,471,659
Taconic DDSO.....	\$24,929,461
Hudson Health Plan.....	\$23,316,854
St. Francis	\$10,578,202
Vassar	\$10,310,471
Dutchess Co Dept MH.....	\$8,822,254
ELANT	\$8,646,705
NYSARC DC	\$8,507,219
Greystone	\$8,411,968
Unlimited Care	\$8,078,265
WELLCARE	\$7,913,158
NYS Catholic Health Plan.....	\$7,657,549
Wingate	\$6,804,141
Rehab Programs.....	\$6,726,440

DSS Caseload

Snapshot as of 12/31/2010*

Does not include Services or Child Support cases



(*Corrected from previous year)

Facts at a Glance

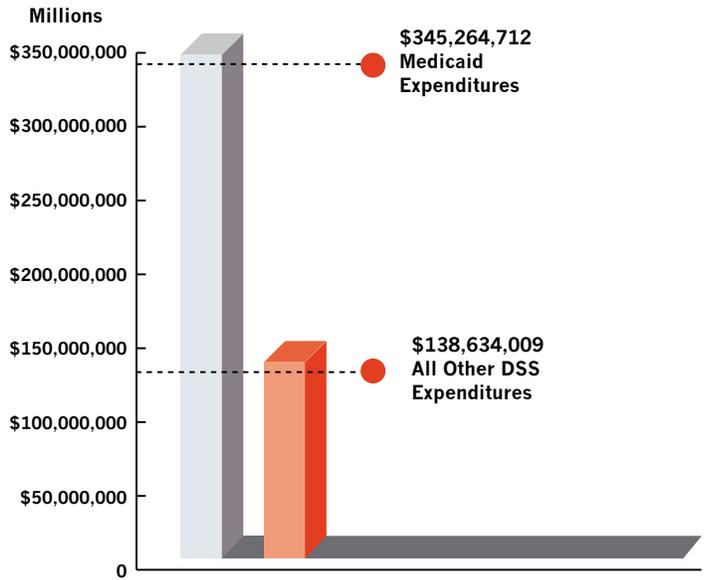
2010 Modified Budget

	Appropriations	Revenues
Administration (salaries, fringe, materials, other).....	\$31,892,003.....	\$18,133,546
Non-secure Detention	\$1,259,080.....	\$ 616,949
Day Care.....	\$5,816,016.....	\$5,641,016
Services for Recipients.....	\$6,100,866.....	\$1,270,421
Medicaid - Local Payments	\$961,523.....	\$1,492,466
Medicaid - MMIS Payments	\$40,588,343.....	\$5,904,275
Family Assistance	\$10,187,030.....	\$9,658,651
Foster Care	\$29,012,565.....	\$19,163,575
Juvenile Delinquents/ PINS.....	\$355,600.....	\$303,000
State Training Schools	\$2,200,000.....	\$750
Safety Net.....	\$6,950,572.....	\$4,074,122
HEAP	\$854,098.....	\$953,756
Emergency Aid to Adults.....	\$122,770.....	\$66,000
Food Assistance.....	\$363,514.....	\$363,014
Total.....	\$136,663,980.....	\$67,641,541

Active Cases as of 12.31.10

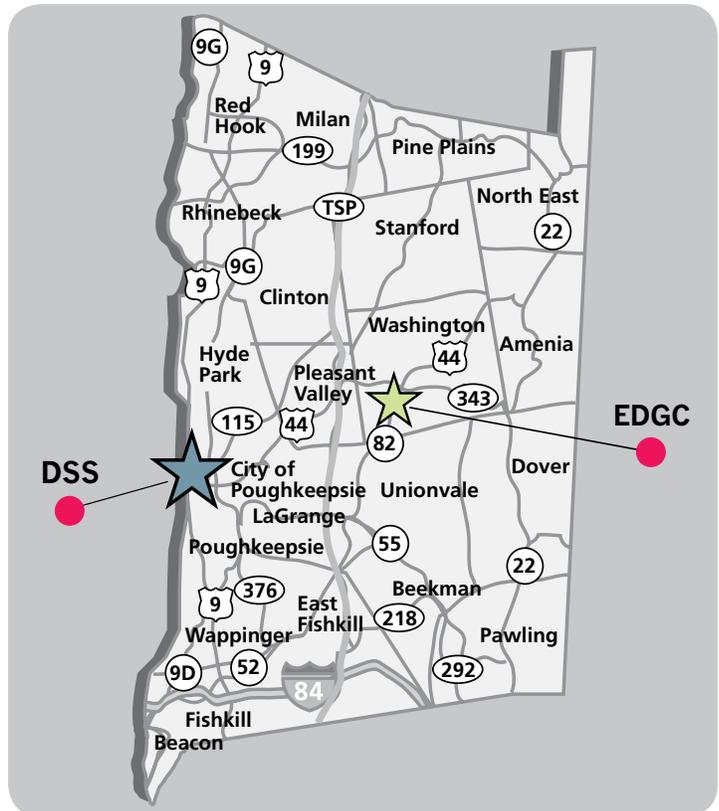
Food Stamps.....	8,463
HEAP	2,984
Medicaid.....	10,778
Medicaid SSI.....	4,835
Family Health Plus	1,518
Family Assistance.....	728
Safety Net Assistance.....	760
Services	1,733

2010 Planned Gross Expenditures



DSS Employees

381



DSS
60 Market Street

Child Protective Services
412 Main Street

Child Advocacy Center
249 Hooker Ave

2010 Employee Generosity

Literacy Connections Spelling Bee - **Lisa Simpson** (Adult Services), **Kimberly Flasz** (Child Support), **Jeannine Guerra** (Managed Care), **Eileen Bolan** (Child Support), **Debbie Fox** (Intake) and **Jean Casa-Rinaldi** (Child Support) participated in the Literacy Connections Community Spelling Bee at Marist College. They were able to raise \$825, which will go towards promoting literacy programs for adults and children in Dutchess County.



Deb Powell-Lapi (MA) organized a fund-raiser for

the Village Ministry to feed the homeless. From this event, we raised \$900. Deb has started her own non-profit organization Village Ministry and has a mission to open a soup kitchen to feed local homeless and needy residents.

Shave for A Cure – **Matt Singleton** (File), **John Mort** (CIS), **Chris Corman** (SIU), **Alice Remy** (ACCT),

Queen Murray (FS) and **Joe Olah** (ACCT) participated in this year's event held at Mahoney's Irish Pub and Steakhouse. The DSS team raised \$2,108 for the St. Jude Children's Research Hospital.

Linda Tuttle (AFS) received a donation of cereal from Vassar College's Cereal Counts Drive. **Andrea Watson** (AFS) assisted in picking up over 50 boxes of cereal and breakfast bars. The donations will be used for the Elizabeth Ann Karlson Food Pantry.

DSS Matters ran a trivia contest and bake sale. From this effort, \$167 was donated to the DSS food pantry.

Jessica Cady (Intake) arranged for a large donation of food and financial contributions to the Elizabeth Ann Karlson Food Pantry from UPS and Adams Fairacre Farms.

The ABCD group, Child Support Unit, Eastern Dutchess Government Center and Foster Care Unit donated hats and gloves.

DSS contributed \$8,784 towards the United Way Fund.

Lisa Simpson (AFS) and her friend, Anna-Belle participated in the second annual Love, Inc. Scrabble Tournament raising money for local food pantries.

The Accounting Unit raised money for Anthony Sierra, a DPW employee and his family.

DSS at The Eastern Dutchess Government Center adopted two families for the Christmas season.

Temporary Assistance Intake Unit raised \$800 for their adopted family.

The Employment Unit, Temporary Assistance

Undercare and Temporary Assistance clerical raised \$571 for their adopted family.

The Children's Services Division also picked families to adopt during the Christmas season.

Barbara Ingram (AFS), **Gwen Hobson** (AFS) and **Andrea Watson** (AFS) organized the annual Salvation Army Angel Tags. Through their efforts, 70 tags were distributed for children in Dutchess County.

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

Kimberly Flasz (CSEU) was a member of a team called Chuck's Angels, which raised over \$1,000 for ALS.

Reception staff coordinated "Christmas Cards for Soldiers." Over 250 Christmas cards were signed by clients and DSS staff and forwarded to our soldiers stationed overseas.



Employee of the Month Award Winners 2010

This is the 22nd year that the Employee Recognition Committee has been handing out the Employee of the Month Award to employees nominated by their peers. On the first Thursday of every month, the Committee, made up of members from various units, meets to read over nominations and vote the following month's award recipient. Each recipient receives a DSS golf shirt and free parking behind the building for that month.



January

Mark Cashman
(Medicaid)

"Goes out of his way to be helpful."



February

Michael Deane
(Adult & Family Services)

"Always displays empathy and compassion towards clients, a great team player."



March

Janet Cottingham
(Adult & Family Services)

"Helpful to the unit employees, works well with occupying the children while their parent is being interviewed."



April

Tracy Connelly
(Child Welfare)

"Always smiling and willing to help out when a co-worker is absent."



May

Patricia Malinski
(Accounting)

"Always gives 100%, respectful to clients and co-workers."



June

Jean Casa-Rinaldi
(Child Support Enforcement)

"A fair and understanding supervisor who is dedicated to her work and her staff."



July

Patricia Sheldon
(Adult & Family Services)

"A tremendous asset to DSS, always professional and extremely knowledgeable about our work mission."



August

Susan Barrack
(Accounting)

"Always has a smile, no matter what, truly a team player and she has a heart of gold."



September

Maria Coleman
(Child Support Enforcement)

"Professional, pleasant, helpful and cheerful."



October

Heather Stickle
(Child Protective Services)

"Continues to do a difficult job with passion and energy despite extreme amounts of stress."



November

Andrea Watson
(Adult & Family Services)

"Always sacrifices her time and self in order to assure clients are afforded the respect and services they need."



December

Pat Janos
(Medicaid)

"She is always willing to help a co-worker who is backlogged. She always remains pleasant and goes above and beyond."

Highlights of the Year



Foster Care Unit

On Tuesday, March 9, 2010 the foster care unit was recognized as the "Work Place of the Week," and was visited by Joe Daily and Cameron Hendrix from 92.1 LITE FM. The group was awarded with a certificate, cookies, flowers, teas, candies, and gourmet coffee which were compliments of The Lollipop Tree, and Hudson Valley Fresh.

Employee Education Program

In 2010 the Dutchess County Department of Social Services continued to offer its college education program through contracts with Dutchess Community College, Empire College and Adelphi University. Diane Anderson and Matthew Singleton graduated from Dutchess Community



College and Shannon Early Tait and Rocelle Gardner graduated from Adelphi University.

Foster and Adoptive Family Picnic

Once again DSS sponsored a picnic to recognize the foster and adoptive families. The event was held at Bowdoin Park featured Great Scott (son of Donna Brod – CW) and a magician, who has wooed the crowd for several years, as well as an exhibit by the Town of Poughkeepsie's K-9 Unit featuring Officer Carl Merritt's bloodhound, Barney and Officer Joel Ryan Petrus' shepherd mix, Piko.

The children enjoyed face and arm painting, crafts, baseball and the food cooked by Commissioner Robert Allers and other administrative staff. Elise Perez, a foster parent, brought her now-famous pulled pork and potato salad.

The foster and adoptive parents enjoyed the appreciation and thanks that this event is meant to show for all they do for the children in Dutchess County throughout the year.

Staff Honored for Service

Awards for service were presented by Commissioner Allers at the May 5, 2010 Employee Appreciation Day celebration to the following employees:

40 Years

Bridget Goddard

35 Years

Sheila Meisner
Martha Allers

25 Years

Jean Casa-Rinaldi
Joan Makely

20 Years

Betty Westover
Janet Tullo
Dianne Mitchell
Christopher Corman
Olivia Revillon
Stacey Lembesis
James Olshan

15 Years

Kim Blauvelt
Padma Soma
Lorelle Wuerz
Barbara Swanson
Rosemary Evans

10 Years

Markose Paulose
Doris Waddington
Vicki Jaehnert
Marie Snowden-Albano
Lucille Coxen
Kathleen Digiorgio
Barbara Vannorstrand
Patricia Paterson
Mark Vandetta
Dawn Daniels
Patricia Evans

5 Years

Terri Ann Sweet
Janet McLain
Jennifer Larry
Elizabeth Platel
Jill Harlow
Marie-Jose Crumpton



Rosemary Evans
15 years



Jean Casa-Rinaldi
25 years



Marie-Jose Crumpton
5 years



Olivia Revillon
20 years



Martha Allers
35 years



Kathleen Digiorgio
10 years



Betty Westover
20 years



Bridget Goddard
40 years

Leadership Development Program

In March of 2010, DSS partnered with Dutchess Community College to hold a leadership workshop for DSS staff. The workshop was given by Courtney Lynch, a former Marine officer, who is the co-founder of a leadership development consulting firm, "Lead Star". Sixty-three staff attended from various departments and levels of the agency. The three hour training proved to be extremely informative and motivating for the staff. Several concepts resonated strongly with the participants due to their daily job responsibilities at Social Services. Two in particular were: everyone has leadership potential; and the importance of service based leadership which involves meeting the needs of those around you. The outcome of the workshop which included lecture, work sheets, small group discussions and a PowerPoint presentation was nothing short of inspirational. It left many who attended wanting more, and some staff who heard of the workshop but were unable to attend desired to be brought up to speed with the rest.

"Attitudes are Contagious, is Yours Worth Catching?"

Consequentially, a gap was created between the vision of staff and our current reality due to fiscal concerns and less training dollars available to pursue more of the same type of training. As a solution to meet the need and address the interest of staff in leadership development, an in-house program was proposed by Deputy Commissioner Theresa Giovanniello. The program was modeled after the Deputy Commissioners' Leadership Network run by the New York Public Welfare Association. It utilized inter-



nal resources at no extra cost to the agency. Thirty DSS employees signed up for the program, whose titles range from Office Assistant to Deputy Commissioner. The first two sessions were successfully held in 2010. The first session was lead by Suzanne Howell (Temporary Assistance/Clerical Unit) in November. Her presentation was entitled, *"Meet and Exceed the Standards You Expect from Others: Leading from the Front"* and touched upon the following topics: accountability; an adaptation of Maslow's Hierarchy of needs to Business Management; service based leadership; behaviors of professionalism; and, effective leadership through good listening. The second session was held in December, lead by Linda Green (Temporary Assistance Unit) and entitled *"Attitudes are Contagious, Is Yours Worth Catching?"* and covered the positive, contagious attitudes of good leaders while making us pause to reflect on our own role in promoting a positive work environment.

The Leadership Development Program will present certificates of achievement at a special event to those participants who attend eight sessions and to those who volunteer to lead a session as a presenter. We look forward to our first graduation and presentation of certificates in 2011.



October 2010 – CROP WALK

The DSS CROP Walk Team, with the help of the Department of Health, raised \$1,068 of the \$50,000+ total raised this year for hunger relief projects locally, nationally, and internationally. Three local agencies, which receive funds from the Dutchess CROP Walk, are Dutchess Outreach, Beulah Baptist Soup Kitchen and the Community Action Partnership. The team consisted of ten DSS workers and two DOH workers.



March of Dimes WALK

Chris Corman (SIU), Theresa Giovanniello (ADM), Robin West (AFS), and Gwen Hobson (AFS) participated in the walk for the March of Dimes to show support and to raise money for research and programs in the community to help moms have healthy pregnancies.

DSS Off-Site



412 Main Street Staff

Child Protective Services located a unit off site, on Main Street in Poughkeepsie. Seven CPS case managers and a case supervisor are located within the center.



Child Advocacy Center Staff

The Child Advocacy Center is located on Hooker Avenue.



Eastern Dutchess Government Center

The (EDGC) in Millbrook conveniently provides access to valuable services for residents of the central and eastern portions of the county.

Helpful

2010 Commissioner's Office



Theresa Giovanniello
Deputy Commissioner



Debra Bonnerwith
Deputy Commissioner



Bridget Goddard,
Assistant to the
Commissioner for
Program Planning



Judy Yarochowicz
Confidential Administrative
Assistant

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

Contracts, Policy and Planning

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

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

FAIR HEARING ACTIVITY

Fair Hearings Scheduled.....	832
Administrative Disqualification Hearings	31
Appellant Defaults.....	296
Appellant Withdrawals.....	101
Agency Decisions Upheld	174
Agency Decisions Reversed.....	48
Inter-jurisdictional Hearings	6
Adjournments	120
Other Agencies.....	45
Correct When Made.....	25
Other	31
Agency Withdrawals	31
No Decisions Received.....	1



Karen Hansen
Fair Hearing Specialist

Fair Hearings

Fair hearings can be requested on a denial, discontinuance or reduction of benefits or services, on matters of state policy, employability status, method of payment of benefits or a failure of DSS to act on an application or request.

Hearings are held at DSS and are presided over by a NYS Administrative Law Judge. At the hearing, DSS must justify the action it has taken. Clients can have representatives at the hearing and they can present evidence or bring witnesses. Hearings are usually held about one month after they are requested and decisions are rendered within six weeks after the hearing.

The Fair Hearing Specialist:

- Represents DSS in administrative reviews requested by applicants or recipients.
- Serves as liaison for Medicaid and Food Stamp audits for NYS.
- Does day care audit for NYS.
- Serves as liaison to Hudson River Lodge for after-hours emergency placement.

CONTRACT ACTIVITY 2010

Assisted Living/ Adult Foster Care Services.....	6
Day Care.....	2
Detention/Foster Care Institutions.....	43
Domestic Violence Services.....	4
Employment Services.....	11
Nutrition Education/HEAP.....	5
Genetic Testing	1
Homeless Prevention.....	3
Interpreter Services.....	1
Legal Services.....	1
Medical Exams/Services	5
Memoranda of Agreement.....	82
Personal Care Related Services/Respite	17
Other Inter-Agency Service Agreements	7
Preventive Services/TASA	12
Resource Parents	131
Service Agreements	6
Totals.....	337
Value of Contracts	\$35,000,000+

Leadership

Commissioner's Office Accomplishments

- Chaired the New York Public Welfare Association's (NYPWA) Commissioners' Policy Committee on Adult Services, which surveyed all local districts and led to a series of eight regional focus group meetings and the issuance of a paper, "Building a Shared Commitment to Protect and Support Vulnerable Adults."
- Participated in Dutchess BOCES' Parent Information Night on Long Term Supports, providing information on guardianship with parents.
- Continued to serve on the Dutchess County Office for Aging's NY Connects Long Term Care Council, which reviews our long-term care system's planning and development in order to ensure achievement of the goals of and objectives of the Dutchess County Single Point of Entry for long-term care.
- Developed plan for Flexible Funding for Families awarded by New York State.
- Served on the Criminal Justice Council Executive Committee and its Prevention and Sanctions Victims and Women in the Criminal Justice System sub-committees.
- Prepared contracts totaling over \$35,000,000 for services, excluding the value of resource parent contracts and Medicaid-funded contracts.
- Served as chairperson of the Children's Services Council Integrated County Planning Workgroup. Together with the Office of Community Corrections and Probation and the Youth Bureau and with the help of community partners, updated the 2007-2009 Child and Family Services Plan, which sets forth each of those department's service outcomes and strategies with respect to the populations they serve.
- As part of the comprehensive needs assessment for the Integrated County Planning effort, worked with the County Executive's office, the Departments of Health and Mental Hygiene, Office of Community Corrections and Probation and the Youth Bureau and with the assistance of Marist College's Office of Community Research to develop a set of data indicators across systems. The resulting document is available at <http://www.co.dutchess.ny.us/CountyGov/Departments/YouthBureau/2007Selectedindicators.pdf>, strengthens the understanding of governmental planners, community members, providers and decision makers.
- Served on the Dutchess County's Health and Human Services Cabinet Performance Evaluation Workgroup, which focuses on incorporating performance data indicators into all county human services contracts and county operated programs. As an outgrowth of this effort, managed within the Department centralized outcome performance tracing and compiled an annual report of the Department's contract performance outcomes.
- Initiated 19 Medicaid Compliance Audits to date.
- Served on the Executive Committee for the Ten Year Plan to End Homelessness in Dutchess County.
- Member and participant in Hudson Valley Cash Coalition.
- Served as Chairman at Dutchess County Community Development Advisory Committee of Dutchess County Planning Department.
- Developed plan for use of \$8,478,172 in Flexible Funding for Families awarded by New York State OTDA.
- Received subsidized employment grant.
- Moderator at the NYPWA summer and winter conferences.
- Served on NYS Office of Temporary and Disability Assistance (OTDA) federal TANF reauthorization workshop.



Enrichment





(Left to Right) Ted Starzyk; Betty Moloney; Michael Soltish, Staff Development Director

The Director of Staff Development is responsible for ensuring that the Social 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.

The reduction of funding in the Training Budget has required that we do more with less. Regional trainings and reliance on computer training have allowed DSS to continue to afford employees the ability to receive the necessary training.

In 2010, Staff Development helped to initiate the implementation of the BSW Scholarship Program at Dutchess County DSS. This scholarship, which is made possible by the New York State Social Work Education Consortium, gives a \$10,000 scholarship to a BSW student entering his/her senior year of college. In return for the scholarship, the student must complete his/her required Internship in

CPS at DSS. Upon graduation, the student is guaranteed a two year paid job at DSS, with the opportunity to both take the Civil Service Exam and to secure a permanent position in the agency. Joanna Weiss, a Marist College Senior, was awarded our first ever BSW Scholarship.

DSS sees this program as an opportunity to expose BSW college students to the opportunities and careers available at local Department of Social Services through an Internship and Traineeship Program.

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

The Staff Development Unit:

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



Staff Development/Personnel

- Monitors CPS worker compliance with State training mandates.
 - Coordinates the Dutchess Community College Project through which 35 employees took courses and worked toward a degree.
 - Coordinates the Empire College Program through which ten DSS employees worked towards a Bachelor's Degree.
 - Coordinates the Adelphi University Program for Children Services staff through which five staff members took courses toward completion of their MSW degree.
 - Reviews disciplinary cases to ensure compliance with the Progressive Disciplinary Policy.
 - Maintains the Department's active and inactive personnel files and handles all personnel-related matters. This includes assisting the County Personnel Department with recruitment of qualified applicants through newspaper advertisements and attendance at job fairs.
 - Handles all job interviews for non-management positions and makes the hiring decision.
 - Monitors all probationary periods and coordinates the distribution of performance appraisals. This also includes the updating of Civil Service Job Specifications, as well as title specific tasks and standards for each job in the Department.
 - Maintains all department payroll records, using the LOGOS system and provides employees with information on benefits, leaves of absence, Family Medical Leave Act (FMLA) requests, payroll issues and applications for retirement.
 - Provides management and Department Unit Heads with reports on benefit time usage, overtime, compensatory time, seniority, salary and other requested information.
 - Acts as liaison with the Dutchess County Personnel Department, Dutchess County Finance Department, Office of Risk Management and the County Attorney's office.
 - Conducts agency exit interviews.
 - Acts as management representative at employee grievances, disciplinary proceedings and other related actions.
- In Dutchess County, the Staff Development Unit also encompasses the Personnel and Payroll function for the Department of Social Services. The unit:**

Staff Development/Personnel Accomplishments

- Appointed as Vice President of Region V Association of Staff Developers of New York State.
- Coordinated the 2010 Implementation of the BSW Scholarship Program in Dutchess County.
- Served on the New York State Staff Development Advisory Council. Served as Chairperson of the TA Sub-committee and member of the membership sub-committee.
- Served on the New York State STARS User Group, which determines and tests updates to the system.
- Coordinated the necessary local set up for the provision of state sponsored teleconferences to be viewed by Dutchess County DSS staff.
- Conducted 38 new employment interviews.
- Hired 27 new employees.
- Coordinated three disciplinary actions (Section 75 and stipulations).
- Coordinated and processed 22 promotions and reassignments, 30 leaves of absence, and 34 separations from Dutchess County service.
- Chaired the 2010 Dutchess County Department of Social Services' United Way Campaign.
- Coordinated the 2010 Daffodil Days for the American Cancer Society, the Christmas wreath and the anemone sales for the Mental Health Association, and Blue Jeans for Baby's Day at Dutchess County Department of Social Services.
- Participated on the Foster Care Review Board.



Inspiration



Peter Simon
Director,
Administrative Services

Accountability

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 FOIL officer.

Accounting

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

Central File

- Maintains all closed case records and retrieves files as needed.
- Handles record retention and annual purges of records in accordance with NYS regulations. Issues case numbers for new applicants.

- Does all the case filing for the Temporary Assistance and Child Support Divisions.
- Processes all voter registration forms and manages the mailroom.
- Is in the process of imaging files as part of the NYS Imaging Project.

Computer Information Services

- Installs, maintains and administers personal computers, servers and systems including the Local Area Network (LAN).
- Develops and maintains local applications.
- Provides local personal computer support via the Help Desk.
- Serves as liaison with New York State and trains workers for state PC-based systems such as Connections in Children's Services and the Electronic Eligibility Decision Support System (EEDSS) in Medicaid.
- Does website development and administration and network integration with New York State services.

Purchasing, Fleet Control

- Purchases supplies and equipment, orders state and local forms, and maintains the stock room.
- Maintains the petty cash account and pays all administrative bills.
- Coordinates the purchase and maintenance of a fleet of 45 cars and vans with the Dutchess County Auto Center.
- Serves as the liaison with Dutchess County Public Works Department for repairs, maintenance and cleaning of the building.

Reception

- Screens all visitors and directs them to the appropriate unit or location.
- Distributes applications for assistance, reviews for completeness, and routes to the appropriate division.
- Accepts and routes to other staff, documentation submitted by applicants or recipients.



Accounting

- Served on the following Boards and Committees:
 - Harriet Tubman Apartments Board of Directors;
 - Dutchess County Community Action Partnership Board of Directors;
 - Youth Services Committee for Big Brothers/Big Sisters;
 - Harriet Tubman Academic Skills Program Board of Directors
- Maintained accounts for 146 clients and made payments totaling \$1.5 million on their behalf.
- Maintained approximately 95 percent of our reports as PDF files instead of printing and filing paper reports.
- Repayment agreements were put into a database, which allowed the workers easy access to the information.
- Vendors were allowed to e-mail invoices to the Accounting Unit. This helped to expedite the payment process.
- Began a search for a new T53 accounting program. The new program will guarantee daily usage by multiple workers with no threat of losing data.
- SOLQ access was granted to supervisors and select workers. Accounting staff provided training for SOLQ and continues to provide additional training for EMEDNY. The additional use of these programs should assist with expedited case processing and additional TPHI information added to the system for Medicaid cost savings.
- Scans the daily deposit process to save approximately 3,500 pieces of paper per year.

CIS Unit

- Support for the Computer Camp;
- Implemented portable information technology program for CPS and Children's Services;

- Created new HEAP log application;
- Created new Unemployment Insurance Benefit (UIB) log application;
- Installed new Ricoh copiers to replace Canons and Savins (driver installations on more than 100 work computers and scanning configurations);
- Continuous memory upgrades to various divisions;
- Set up network at 412 Main Street;
- Performed a memory upgrade and installed 15 new flat screens in the Food Stamp Unit;
- Set up profiles for 43 new workers.

File Room

Inclusion of the File Room in Status Tracking has allowed for automation of case look-up for verifying case numbers and providing new case numbers. Case numbers are provided same day of application, allowing less lag time for caseworkers.

The File Room case number master card file has been transferred to a computer data base. This allows for quick, easy access to all case numbers previously assigned and for new case numbers to be assigned promptly. It also allows multiple users so work flows continuously.

- Prepared and shipped 865 boxes for imaging for the following units:
 - Medicaid (complete and kept up-to-date)
 - Temporary Assistance (complete and kept up-to-date)
 - Food Stamps (complete and kept up-to-date)
 - HEAP (complete and kept up-to-date)
 - SSI/MA (complete and kept up-to-date)
 - Special Investigations Unit (complete and kept up-to-date)



- Medicaid Nursing Home (one-half complete and continuing).
- Shipped and retrieved the following from Retention:
 - Sent 794 boxes to Retention
 - Retrieved 44 boxes from Retention for various staff members
 - Retrieved 928 case records from Retention for various staff members
 - Destroyed 167 boxes at Retention
 - Also purged 5,780 records from the File Room
 - Assigned new case numbers to 6,879 new applicants.
- Handled all incoming voter registration forms as follows:
 - Yes - 646 which were sent to the Board of Elections at 47 Cannon Street on a weekly basis.
 - Blanks and No's - 9,532
 - Already registered - 404
 - Requested and received - 12
- Handled 11,700 pounds of incoming mail and all outgoing mail for the building.



- Coverage and training in other departments as follows:
 - Reception coverage 103 hours plus training of four coverage employees
 - Finger Imaging coverage 40 hours plus training of five coverage employees
 - Switchboard, Food Stamps, Medicaid phone coverage- 60 hours.
 - Spanish translation 900 hours between home visits, in-house translation, and phone translation.
 - Filed loose filing on a daily basis for CSEU, Day Care, Drug & Alcohol, CPS, APS, and Children's Services.

2010 Adult Services



Maryanne Maruschak
Director Adult Services

The Adult Services Division deals with individuals over the age of 18 with mental or physical impairments that prevent them from meeting essential needs and who are in need of protection and who have no one to assist them responsibly.

- In 2010, our division had 296 active cases. There were 684 referrals for Adult Protective Services. We had 33 Guardianship cases and 110 Representative Payee cases. Staff continues to participate in case consultation meetings and attends regional meetings.
- During 2010, a liaison from our division continued to have meetings with the Mediation Center to discuss senior concerns and to develop a process to address referrals from their agency. Another staff member attends the Coalition on Elder Abuse.
- In 2010, members of our staff were involved in a spelling bee for Literacy Connections. Others walked for the March of Dimes. At Christmas time, Angel Tags were distributed for the Salvation Army.
- The Adult Services Division also provides housing assistance to the Temporary Assistance population that is homeless. Lack of affordable housing continues to be a problem. In 2010, \$3,666,914 was spent on motels. The average stay was 11.97 weeks.
- We continue to be a member of the Dutchess County Consortium in an effort to address the housing crisis in Dutchess County. The division also monitors the family-type homes and the foster family program.
- The Adult Services Division also provides services to victims of domestic violence. We have a Domestic Violence Liaison (DVL) who screens those who have domestic violence issues. The DVL provides information about resources and assesses whether the victims are able to safely comply with department rules. The DVL networks with domestic violence service providers regularly. Funding is provided for both non-residential and residential domestic violence services under Title XX. Information and referral for these services is available through the Adult Services Division. In 2010, the DVL conducted 190 assessments and 115 reassessments.

TEMPORARY SHELTER EXPENDITURES		
Year	Amount	Average Stay in Weeks
1998	\$624,272	4.3
1999	\$559,950	4.5
2000	\$672,796	4.7
2001	\$752,159	6.2
2002	\$1,697,789	8.2
2003	\$2,381,235	10.4
2004	\$2,914,832	11.0
2005	\$2,881,353	10.0
2006	\$2,960,735	12.0
2007	\$3,095,641	21.0
2008	\$3,106,524	15.0
2009	\$3,401,705	15.6
2010	\$3,666,914	12.0

ADULT SERVICES		
	2009	2010
Adult Services Cases		
Open At End of Year	361	296
Domestic Violence Screenings.....	304	305
Temporary Shelter Stays in Weeks.....	15	12
Temporary Shelter Expenditures....	\$3,401,705	\$3,666,914
Adult Protective Services Referrals	589	684



Encourage



LETTER OF RECOGNITION

I just want to thank you so very much for all the time you have taken to introduce me around DSS and explain the processes to me. Thank you for your warm and very positive welcome. I'm very happy to have you as a colleague, working together to help people who need us.

Please know that the door to Grace Smith House is open to you always,
With gratitude, Renee Fillette



Andrea Watson
Adult Services

2010 Adult Services Accomplishments

- > Our staff continued to educate other agencies about the scope of Protective Services for Adults (PSA) and how to obtain services.
- > Attended the coalition on elder abuse.
- > Participated in case consultation meetings.
- > Continued to meet with the Mediation Center to discuss senior concerns and established a liaison from our division to address concerns and to develop a process to address referrals from their agency.
- > Provided housing assistance to the Temporary Assistance homeless population.
- > Was a member of the Dutchess County Housing Consortium.
- > Monitored the family-type home operators.

LETTER OF RECOGNITION



Frank Traver
Adult Services

I want to take the time to tell you what outstanding work and commitment Frank Traver displayed in assisting individuals in need of services at your department.

Mr. Traver spent hours upon hours connecting with J.V. This client presented with a variety of issues including untreated mental issues, increased police contact and incarcerations. I personally am of the opinion that Frank's commitment to helping Mr. V. was and is outstanding. The client also is very appreciative as evidenced when he approached me in a local store and verbalized his gratitude for my referral of his case to Frank. "I really like him, I trust him. He doesn't let me down." A few words with a lot of meaning.

Dawn Daniels



2010 Children's Services



Colleen Mahoney
Director, Children's
Services

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

Child Protective Services (CPS)

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

- Assesses safety of and risk to children due to abuse or neglect and provides intervention when needed.
- Arranges on-going case management for families through the Preventive Services Unit and other community services providers when service is necessary.
- Files neglect and abuse petitions to seek from Family Court orders of protection, court-ordered services for the families and/or authority to place children in foster care.
- Participates in the Dutchess County Child Sexual Abuse Team, conducting joint sexual abuse investigations with police departments and the District Attorney. The Sex Abuse Team operates out of the Child Advocacy Center (CAC) in the Center for the Prevention of Child Abuse offices in Poughkeepsie.
- Contracts with the Center for the Prevention of Child Abuse to partially fund the operation of the Center and for a Parent Empowerment Program, community education and information and referral services.

- Contracts with Family Services, Inc. to treat sexual abuse perpetrators.
- Contracts with Astor Services for Children and Families for therapists to provide treatment to sexually abused children and juveniles who have caused sexual harm.
- Contracts with Grace Smith House to fund two Domestic Violence Liaisons who work with CPS case managers when domestic violence has contributed to child maltreatment.

Preventive Services

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

Foster Care

- Directly supervises children in foster family homes and provides case management to children placed in child care facilities such as residential treatment or group homes.
- Ensures that foster children receive the medical, developmental, educational and mental health services they require.



Intervention

- Supervises Article 10 placements of children with relatives.
- Counsels birth parents of children about their need for treatment for drug or alcohol addiction, sexual abuse, emotional disturbance, physical, mental, housing and employment problems and lack of knowledge of child development and parenting techniques.
- Develops child and family service plans, permanency reports, files court petitions and regularly appears in Family Court. The goal for each child is safe, nurturing temporary care with return to family if possible, or adoption if the family cannot be reunited, or if neither is possible, then preparation for independent living or discharge to another appropriate resource.
- Supervises placements made by other states and counties.
- Contracts with the Children's Home of Poughkeepsie to provide An 18 bed emergency foster care placement cottage which includes diagnostic evaluations when children need them.

Adoption/Home Finding

Children available for adoption may be surrendered by their parents for adoption or may be freed for adoption through a Family Court decision to terminate parental rights due to failure of the parents to provide a safe return home for their child in foster care. A child may be surrendered for adoption at any age prior to 14, if it is in the child's best interests to be adopted. Many children available for adoption have been in foster care and are eligible for an adoption subsidy. This is a monthly check similar in amount to foster care board checks.

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

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

There are currently 90 Certified Foster Homes and 15 Relative Foster Homes available for Dutchess County children. There is a great need for more foster and adoptive homes and we continually recruit and train applicants. We also utilize group homes and foster care institutions when children require higher levels of care. Therapeutic Foster Home Programs with Abbott House and Astor Services for Children and Families enable us to keep emotionally disturbed and conduct disordered children from placement in institutions.

This unit:

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

Secure and Non-Secure Detention

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

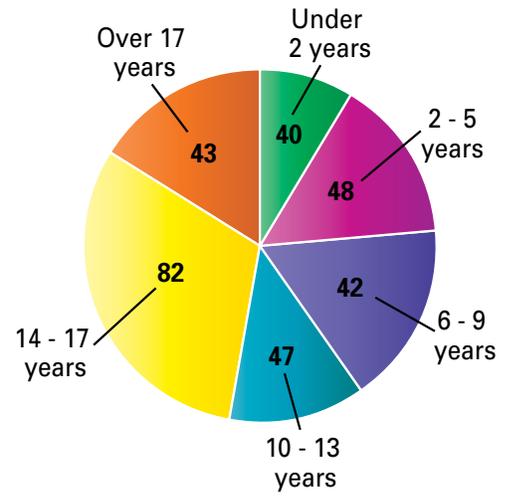
- Supervises non-secure detention placements, transports children to court hearings and monitors non-secure detention centers and ensures that children's medical and mental health needs are met.
- Contracts with the City of Poughkeepsie for secure detention and with Astor Services for Children and Families, Berkshire Farm and Samaritan Shelter for non-secure detention beds.
- Contracts with Astor Services for Children and Families for secure detention coordination services.

ADOPTION SUMMARY

	2009	2010
Children Discharged to Adoption	19	43
Children in Care with Goal of Adoption at Year End	69	59

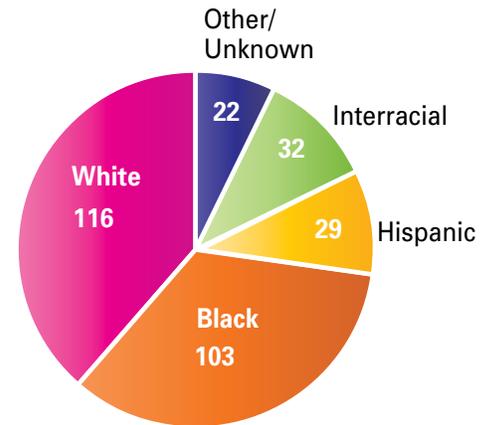
* From CCRS Monthly Summary Characteristics Report for 12/31/10

Children in Foster Care by Age*



* From CCRS Monthly Summary Characteristics Report for 12/31/10

Children in Foster Care by Ethnicity*



* From CCRS Monthly Summary Characteristics Report for 12/31/10



Children's Services Accomplishments for 2010

JUVENILE PLACEMENTS WITH SOCIAL SERVICES*

	2009	2010
Persons in Need of Supervision (PINS)	11	22
Juvenile Delinquents (JD)	16	22

* From CCRS Monthly Summary Characteristics Report for 12/31/10

CPS CASE SUMMARY

	2009	2010
Reports of Abuse and Neglect made to State Central Register	2,655	2,919
Abuse Petitions	73	118
Neglect Petitions	815	855
Termination of Parental Rights	101	53
Surrender Petitions Filed in Family Court	55	28
Foster Care Review – Permanency Hearings	539	380
CAC Investigations	*309	*369
Substantiated	*88	*62
Unfounded	*171	*249
Pending	*50	*58

* Statistics from the CAC database.

CHILDREN IN CARE: TYPES OF PLACEMENT*

	2009	2010
Foster Homes	139	105
Institutions	115	106
Group Homes	11	12
Group Residence	1	1
Agency Operated Boarding Homes	10	18
Adoptive Homes	22	21
Approved Relative Foster Homes	19	31
Other	4	8
Total	321	302

* From CCRS Monthly Summary Characteristics Report for 12/31/10

- In collaboration with the Department of Mental Hygiene and Astor High Risk Services program, five home based crisis intervention waiver slots continue to be available to Dutchess County children. This program offers intensive home based services to children with psychiatric problems to prevent the need for psychiatric hospitalization and residential care.
- Dutchess County adoption staff members completed 43 adoptions in 2010. This unit also completed 18 private adoption home studies.
- Dutchess County received a monetary allocation from Office of Children and Family Services (OCFS) to implement programs to prevent the need for non-secure detention. This money is used to fund collaborative efforts between Children's Services and the Department of Probation for services to meet the needs of PINS and pre-PINS youth in Dutchess County. In 2010, 122 youth were placed in non-secure detention.
- Children's Services staff members are participating in a higher education program leading to a Master's in Social Work Degree at Adelphi University. Three staff members are currently enrolled in this program and ten staff members have already graduated from the program.
- The statewide Connections Computer System, a computerized case recording system for all Children's Services cases, continues to be utilized and expanded.
- Child Protective Services has investigated 2,919 reports of suspected child abuse or maltreatment during 2010. There were 302 children in foster care in 2010.
- Our annual foster parent picnic was held in August and was a success, with a variety of activities and foods offered.
- During the year, Children's Services continued work on collaborative projects with a number of public and private agencies in the community including the Dutchess County Family Court, District Attorney's office, Department of Probation, Youth Bureau, The Center for Child Abuse Prevention, Astor, Abbott House, Grace Smith House Domestic Violence Shelter, and the Hudson River Housing Riverhaven Shelter. Children's Services staff members continue to participate in a number of work groups in the community which address the needs of Dutchess County children and families including the Enhanced Coordinated Children's Services Initiative (ECCSI), Children's Provider's Committee, the Child Advocacy Center's Multi-Disciplinary Team, Family Court Advisory Committee, Children's Services Council, and the Child Care Council.
- Two Children's Services case managers continue to be part of the Dutchess County Family Treatment Court team, presided over by Judge Forman, which provides intensive support and supervision to families in which substance abuse has led to neglect of children. The Family Treatment Court graduated five individuals and their families in 2010.
- A Children's Services Case Manager is part of the Youth Treatment Court, presided over by Judge Forman, which provides intensive oversight to Dutchess County youth who have become involved with Family Court due to substance abuse issues. Fourteen youth and their families participated in The Youth Treatment Court in 2010 and one youth graduated in 2010.
- Two Domestic Violence liaisons jointly supervised by Child Protective Services and Grace Smith House continue to be located in Children's Services. The liaisons receive referrals from child protective, foster care and preventive caseworkers, attend case conferences and provide direct services, training and consultation regarding domestic violence issues.
- Funding continues for both mandated preventive and community optional preventive services provided by the Probation Department and Youth Bureau. A respite services contract with the Riverhaven shelter continues to be utilized for youth involved with the Departments of Probation or Social Services.
- There continues to be an emphasis on staff and foster parent development and training in 2010, with numerous training opportunities being offered by the Department of Social Services. A sampling of the sessions provided includes in-house training for case managers,



Children's Services Accomplishments

training regarding community services available, and computer training. Our Foster Parent Liaison arranges trainings for our foster parents and also provides trainings to them in group settings and one on one in the foster home.

- The provision of preventive services for families, designed to prevent the need for children coming into foster care due to neglect and abuse, continues to be a crucial service offered. These services are provided by Children's Services caseworkers, and are also contracted for with community agencies including Astor, and Abbott House.
- As always, recruitment efforts continue to locate, train and certify qualified foster parents for Dutchess County children. Foster home-finding case managers have attended many community functions to advocate for foster parenting. Foster parent and relative foster parent certification training sessions have been completed to train 29 new foster parents and 23 new relative foster parents in 2010.
- In 2010, one foster care caseworker continued to volunteer to be a Field Supervisor for a BSW intern from Marist College. This is a year long internship where the student receives education about foster care and the Child Welfare Division. The student works two days a week at DSS in the Foster Care Unit and the Foster Care worker meets with the professor once a month and completes two evaluations a year on the student.
- In 2010, Children's Services became part of a Social Work Program offered by NYS Social Work Education Consortium Project. This program offered a child welfare scholarship to a senior BSW student who wanted to pursue a career in CPS. One CPS supervisor and the Deputy Commis-

sioner of Services volunteered to be Field Supervisors for the BSW intern. At the completion of the one year internship, the student agrees to work as a CPS Investigator for a minimum of two years.

- In 2010, Dutchess County DSS began participation in the Bridges to Health Program (B2H) which is an initiative from Office of Children and Families that provides medical assistance and services to children in foster care. This program continues with the child, even after discharge from foster care, up until the child turns 21 years of age. Dutchess County DSS is working in collaboration with Astor Services for Children and Families and Children's Village to provide supportive services for children in the B2H program. Presently, we are providing services to 26 children in the B2H program.
- In 2010, Dutchess County DSS continued to work in collaboration with the Dutchess County Family Court on the OCA/OCFS Permanency Project. The goal of this project is to reduce time to permanency for children in Foster Care.
- In 2010, Dutchess County DSS and The Mid-Hudson Children's Museum joined together to partner in working with families involved in foster care or preventive services. DSS has access

LETTER OF RECOGNITION

Dear Ms. Theresa Rosencrans,

I am sure you daily receive complaints about case managers. I am writing about Barbara Ingram, Children Services Case Manager. Barbara is wonderful! She always returns my phone calls. She goes out of her way to get me any information or documents I need. She even hand led me through social services to re-establish my grandchildren's health insurance.



Barbara Ingram
Child Welfare

I have heard horror stories about CPS, Foster Care and Social Services... Thanks to your efficient staff, my family has not had to experience any negative situations.

Barbara Ingram has been a "Great Help!" She's help make a very stressful part of our lives do-able. I cannot imagine trying to handle all these new and challenging situations without her knowledge and guidance.

Just thought you should know.

Sincerely, P.K.

to the Children's Museum for supervised and unsupervised visitation between parents and their children.

- Once again in 2010, Children's Services staff members collected hats, mittens, blankets, and toys to donate to children in foster care. Staff members from other parts of the agency, foster parents, and other members of the community also generously donated items and their time to this cause.
- In 2010, Children's Services staff sponsored multiple families for Christmas, providing them with gifts and food and all the makings for a family celebration.



DSS

Adult Services

“Going The Extra Mile”

Although individuals receiving Adult Services each have different needs, community status (family who is able and willing to help), mental status, health status, etc., the DSS workers who serve them are able to be flexible in assessing and addressing the current problem situation. From investigating cases of exploitation and abuse, to replacing a light bulb for a homebound elderly individual, the Adult Services’ workers certainly know how to be creative and spontaneous. At any given time in the Unit, this team is working to keep adults safe and comfortable by providing services such as counseling, case management, advocacy, money management, placement into alternative living situations, and crisis intervention. The Dutchess County Department of Social Services’ Adult Services Division works to improve the quality of life for adults in the community.

In 2010, the Dutchess County Department of Social Services’



Left to right: Debra Bonnerwith, Deputy Commissioner; Maryanne Maruschak, Director of Adult Services; Paula Vielkind, Children and Family Services Specialist; Alan Lawitz, Director, Bureau of Adult Services of NYS OCFS; Barbara VanNorstrand, Commissioner Robert B. Allers; and Amber Collins.

Adult Services Division received a certificate of recognition from the New York State Department of Children and Family Services (NYS OCFS) for Outstanding Programs and Practices Promoting Protection of Vulnerable Adults. The Adult Services Division was awarded for its innovative use of Case Manager Aides. In Dutchess County, Case Manager Aides assist vulnerable adults with activities of daily living such as scheduling medical appointments, transportation to and from appointments, choosing

healthy foods, shopping, and budgeting. **Amber Collins** and **Barbara VanNorstrand**, Case Manager Aides, received special recognition during an awards ceremony at the Department of Social Services. A certificate was also presented to the agency by Alan Lawitz, Director, Bureau of Adult Services of the NYS OCFS and Paula Vielkind, Children and Family Services Specialist, Bureau of Adult Services of NYS OCFS. DSS Commissioner **Robert Allers**, DSS Deputy Commissioner **Debra**

Bonnerwith, DSS Adult Services Director **Maryanne Maruschak**, and many of the Adult Services staff were present for this special event. The Case Manager Aides provide important services for the Division.

No stranger to the limelight, this was the second time recently that the DSS Adult Services Division was recognized for outstanding work. In 2008, the division was honored by the New York State Department of Children and Family Services for Excellence in Providing Services for

Adults, Outstanding Services for Adults- Casework and Supervision, and for Going the Extra Mile. The Adult Services Unit works hard each day to make a positive difference.

In keeping with the theme of "Going the Extra Mile," workers of the Adult Services Division are always thinking of innovative ways to make life better in some way for Dutchess County residents who are facing hardships. For example, in 2010, **Wendy Baur** (Supervisor, Housing Unit) was instrumental in obtaining a delivery of blankets which were donated by the Philadelphia Defense Supply Center. Of course, the blankets were delivered in June on the hottest day of a heat wave...25 enormous boxes containing 300 blankets arrived at DSS in a huge tractor-trailer.

Clayton Herriman (DSS/DPW) and **Melvin Forshaw** (DSS/DPW) assisted in unloading the truck and storing the blankets in the basement of the building. Many of the blankets were given to very grateful children, adults, and families who were involved with the

Department's Children and Adult Services, while some of the blankets were shared with other health and human services agencies in Dutchess County. During the cold winter months, some families even used the blankets as curtains.

Wendy's thoughtful and resourceful actions in arranging this noteworthy donation were certainly commended.

To further recognize and honor Adult Protective Services and Children's Services workers, who go "above and beyond," a Wall of Fame was created



at the Department of Social Services in 2010. Supervisors nominated workers who had "gone the extra mile"

in some aspect of their job. Honored in the Adult Services Division were **Gail Bertsche** (Case Manager I, Under-Care Unit), **Lisa Collins** (Case Manager II- Intake), and **Nancy Corman** (Case Manager II-Intake).



Protective Services for Adults (PSA) are provided to individuals 18 and over with mental or physical impairments; who are unable to meet their essential needs; and who are in need of protection; and who have no one to assist them responsibly.

The goal of Adult Protective Services is to maintain an individual in the community in the least restrictive environment-preferably their home. The individuals have the right to self-determination if they are deemed competent and can refuse

services and live as they wish. Adult Protective Services are state-mandated, and there are no income guidelines to be eligible for the services. Adult Protective Services are available to all adults who meet the PSA criteria.

When individuals are in need of more restrictive interventions, workers need to go to court and are represented by the legal staff. Access orders can be obtained to allow workers to see a person when access is being refused. Occasionally, a Short-Term Involuntary Protective Services Order (STIPSO) is needed. In the most extreme situations, the agency may petition the court to become guardian of the person and/or their property. In these cases, the DSS Commissioner is appointed as guardian and the agency makes decisions for the individuals. Some adult services' cases require more intensive supervision than others.

Continued on page 24...

Assisting an individual to move toward self-sufficiency and/or a more positive, enjoyable life are the most gratifying results for a worker in Adult Services. Trust building, goal setting, encouragement, and motivation are important tools for creating a successful working relationship with those served.

DSS Adult Services

continued from page 23...

The Adult Services Division is located on the third floor of the Dutchess County Department of Social Services. There are five units in the division- the Intake Unit, two Under-Care Units, a Housing Unit, and a Clerical Unit.

The Intake Unit is supervised by **Susan Nott** and is staffed with six Case Manager II's. Susan has been with the department for 27 years and has been an Adult Protective Services Supervisor for ten years. Susan wants everyone to know that this is the best job she has ever had. Still, she is happily awaiting her retirement in the fall of 2011.

The Intake Unit takes and investigates referrals for individuals who may be in need of protective services. Any concerned person can make a referral. The referral source is never revealed to anyone. If the situation is deemed life threatening, an investigation must begin within 24 hours. If the situation is not considered life threatening, a home visit must be done within three working days. The Intake Unit has 60 days to complete an assessment. After 60 days, if the individual is still in need of protective services, the case is passed on to one of the two Under-Care Units. The Intake Unit of Adult Services provides the initial services to adults who are referred.

The two Under-Care Units are supervised by **Monique Brennan** and **Patricia Sheldon**. Monique has been with the department since 1994 and has been a supervisor in APS for two years. Patty has been with the department since 1987 and has been a supervisor in APS for three years. Each of the Under-Care Units has one Case Manager II, six Case Manager I's and a Case Manager Aide.

The Under-Care Units work with individuals who are in need of ongoing services after they have completed an assessment with the Intake Unit. The Under-Care workers visit and assess clients in their home at least once a month. DSS is also the guardian and/or representative payee for many of these individuals. Under-Care workers also assist those on their caseload with obtaining needed services and benefits. Under-Care cases remain open for as long as the individual is in

need of services. The Case Manager Aides assist the Under-Care Units with tasks such as taking individuals grocery shopping and to medical appointments. The Aides also alert the case managers to any problems they may observe in their interactions with those on the caseload. The Adult Services' Under-Care Unit provides continuing support to adults in need.

Wendy Baur is the Supervisor of the Housing Unit. Wendy has been with the department since 1991, and became the supervisor of the Housing Unit in 2009. The Housing Unit has two Case Manager II's that do the housing intakes, and five Case Manager I's whose caseloads consist primarily of those in temporary housing.

The Housing Unit provides services such as case management for housing cases; domestic violence assessments; APS screenings; inspections and re-inspections of rooms/apartments; coordinating case management services with NYS Parole; and corresponding with the City of Poughkeepsie Building Department on violations, and with Central Hudson Gas and Electric on notices to terminate utility service. Referrals to the Housing Unit primarily come from the Temporary Assistance Unit, when individuals are being evicted or are homeless. The Housing Unit makes emergency housing placements, assists individuals in finding permanent housing, and coordinates school transportation for children in emergency housing. The Unit also monitors the family type homes and the foster family program. In addition, the Domestic Violence Liaison of the Housing Unit, **Andrea Watson**, screens all Temporary Assistance applicants/recipients who self-disclose issues of domestic violence, provides information and resources, and assesses whether or not victims of domestic violence are able to safely comply with department rules. If they cannot, a waiver may be granted. Andrea also volunteers



to oversee the DSS Elizabeth Ann Karlson Food Pantry with two other DSS personnel. The food pantry is accessed by workers throughout the building when individuals or families are in need of immediate food. The DSS Food Pantry is always accepting donations of non-perishable food items. The Housing Unit works with individuals on a variety of shelter and domestic issues.

Personable and professional are the Clerical Unit Staff of the Adult Services Division. **Donna Miles** is the Supervisor of the clerical staff. Donna came to the department in September 2010. She and three office assistants provide clerical support to the workers and supervisors. The Clerical Unit has the important task of managing the phone calls and keeping the paperwork and bookkeeping organized for the Division.

The Adult Services Division is made up of many talented employees who spend their days protecting and empowering vulnerable adults in our area. In this field, each day brings unique situations, challenges, and milestones. In order to encourage adults to reach their potential, the Adult Services worker must tactfully take on many different roles (from mentor to counselor to advocate) while keeping in mind that what works for one person may not work for another. In this 2010 Annual Report we reflect on the extraordinary efforts of the Adult Services Division, and thank them for the vital work they do for the community. Best wishes also to **Fran Dunfield, Mike Deane, and Tina Dublin** of the Division who retired in 2010. Congratulations to the entire Dutchess County Department of Social Services- Adult Protective Services Team for the awards and recognition from the NYS Department of Children and Family Services.

2010 Legal Unit



Janet Tullo
Bureau Chief, Legal Unit

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

This unit:

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

Legal Unit Accomplishments

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 DSS:

- Family Treatment Court for Adults;
- Permanency Hearing Part with Court Attorney Referee;
- SCU computers in the Support Parts;
- Domestic Violence Part, which now includes Article 10 Abuse and Neglect cases; and
- Regularly scheduled pre-trial conferences and discovery.
- As part of our involvement as a model court, the Legal Unit of Dutchess County Department of Social Services is active in the Dutchess County Court Improvement Project for Abused and Neglected Children. We are members of the Stakeholder Group and the Subcommittee for Systemic Issues.

The Legal Unit was active in:

- The exploration of Mediation at the Family Court;
- The exploration and establishment of a DSS visitation program at the Mid-Hudson Children's Museum; and
- Training for the Family Meeting Project.

The Legal Unit continues to participate in collaborative systems:

- Thursday morning CPS review of cases with attorney;
- Friday morning court case conferences with attorneys;
- Bi-weekly foster care case review with foster care unit and legal unit;
- Bi-weekly Child Advocacy Center meetings;

- Child Advocacy Center with concomitant interaction amongst the DA Office, police, CPS, County Attorney's Office, Mental Health, Probation, Victim Services and Medical Services; and
- In-house training.

LEGAL STATISTICS

Child Protective Reports.....	2,919
Support Filings	11,573
Private Support Referrals	152
Fair Hearings.....	78
Collection and Resource cases.....	62
Adult Protective cases.....	25

Advocate



LEGAL DISPOSITIONS

	2010	2011
Child Abuse Petitions	73	118
Child Neglect Petitions.....	815	855
Termination of Parental Rights	101	53
IVD Paternity	362	260
IVD Support.....	5,735	5,545
IVD Interstate Support (UIFSA).....	178	197
Permanency Hearings.....	539	*380

(Figure based on court numbers which may not reflect the full year filings)

2010 Child Support Enforcement



Martha Allers
Director, Child Support
Enforcement Unit

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.

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

The unit provides the following services free of charge to custodial parents, non-custodial parents, and minors under 21 who request our services:

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

- Support collection and monitoring of payments. Once support orders are established, the collection and disbursement of monies associated with that order, becomes the responsibility of the New York State Central Collection Agency.
- Enforcement of a court order.
- Income execution when there is an employer, aided by New York State's Expedited New Hire Reporting program, which locates current employers of child support debtors, keeping income executions in place and enabling new executions to begin.
- Collection of arrears from federal and state tax refunds, OTB and lottery winnings and bank accounts.
- Referral to the New York State Department of Taxation and Finance's program for collection and seizure of assets, which targets individuals over four months in arrears in their child support payments.
- Medical benefits execution to require enrollment of dependents in third party health insurance.
- Suspension or denial of a New York State driver's or professional license.
- Initiating violation proceedings in Family Court, which may result in a jail term of up to six months for willful non-payment of child support.
- Taking liens against property and motor vehicles.
- Conducting financial investigations.

CSEU arranges professional legal services through contracted attorneys who charge \$80 per hour. TANE, Medicaid and Safety Net minor recipients are not charged fees for legal representation.

Support

CHILD SUPPORT COLLECTIONS

Year	Amount Collected
1999	\$18,687,207
2000	\$21,442,928
2001	\$22,789,005
2002	\$24,237,743
2003	\$25,187,954
2004	\$26,537,960
2005	\$27,636,371
2006	\$28,816,452
2007	\$29,764,573
2008	\$31,420,299
2009	\$31,162,212
2010	\$31,679,196



2010 CSE Accomplishments

- Dutchess County Child Support Enforcement Unit (CSEU) collected \$31,679,196 in child support in 2010. Of this amount, \$30,864,108 was for the benefit of families who were not in receipt of Temporary Assistance.
- CSEU processed 7,552 Family Court Petitions in 2010.
- Dutchess County is again number one in “cases with health insurance ordered” compared to counties of the same size.
- We continued a contract with a genetic testing company that collects the DNA samples on site at Family Court. In 2010, 275 customers were tested there.
- CSEU continues to have collaboration with the Fathers’ Rights Association of New York State. We conduct an informational session quarterly with the local group. We continue to refer non-custodial parents to the group for help. The Fathers’ Rights Association educates and redirects the non-custodial parents’ frustrations for the betterment of their relationships with their children.



CHILD SUPPORT ACTIVITY

As of the End of the Year	2009	2010
Child Support Cases Open	10,535	11,573
Children Open in Support Cases	11,459	12,092
Children Open Born Out of Wedlock	6,291	6,635
Children Open with Paternity Established	5,804	6,013
Percentage of Children Open with Paternity Resolved	95.7%	94.7%
Children Needing Paternity Determination	410	643
Cases with Collections During Year	6,033	5,360
Interstate Cases with Collections During Year	308	317
Cases Open Where Medical Support is Ordered	7,605	7,803
Cases with Arrears Due During Year	7,506	6,832

*From NYS OCSE DSS-157 Report

➤ CSEU has provided several presentations to outside agencies to further educate the public on child support rules and procedures. A Dutchess County CSEU representative was on the Fathers’ Day Parade Committee. This was the eighth official and only documented Fathers’ Day Parade in New York State.

➤ A Dutchess County CSEU representative is serving on the Astor Head Start Health Advisory Council and another worker is on the Policy Council. Two CSEU workers are participating on the ASSETS Key User Group Committee in Albany at the state level. A worker was invited to serve on the Hudson Valley Fatherhood Alliance Committee.

LETTER OF RECOGNITION

Dear Ms. Waddington:

I am a petitioner. I wanted to write to you and just let you know how pleased I am with one of your social workers, Kathleen Donohue.



Kathleen Pulcastro
Child Support Unit

I have been a petitioner for a few years now and my case has been very up and down where I have had to come to court for various reasons. I have also not had someone assigned to my case in years, as my previous caseworker went out on leave. I was very pleased to deal with Ms. Donohue over the past few weeks. She responded to all of my inquiries, made herself available to talk to me and answer all of my questions with a positive attitude and the greatest level of professionalism that I have ever received dealing with the CSEU.

I hope that you will take this letter as a token of my gratitude for having her work on your team, and please feel free to share my comments with her or your management team at any time. I know you all have a tough job there, so I hope a letter like this one will bring a little light to your day.

Again, thank you.

Sincerely,
N.G.

2010 Transitional Benefits Division



Joanne Sinagra
Director,
Transitional Benefits

Transitional Benefits is the home to Community Medicaid (under care, recertifications, changes, etc.), Nursing Home Intake and Under Care, Managed Care, Pre-natal Care Assistance Program (PCAP), Food Stamps, HEAP (Home Energy Assistance Program) and clerical support units.

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



Nurture

2010 Food Stamps

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

During the year, the agency continued to expand the Integrated Services Division. During this process, the Food Stamp Intake Unit was established and joined the Integrated Services Division, while the Undercare Unit remained in the Transitional Benefits Division. The final phase of this project occurred in April of 2010.

The Transitional Benefits Division continues to oversee the contract for and works in conjunction with the Cornell Cooperative Extension of Dutchess County to run the Food Stamp Nutrition Education Program known as Eat Smart New York (ESNY). Project activities are conducted for the benefit of the Food Stamp eligible population and address food security, food safety, and dietary quality.



FOOD STAMP CASES

2000.....	2,651
2005.....	4,607
2006.....	4,749
2007.....	5,111
2008.....	5,229
2009.....	6,606
2010.....	8,463
(As of Jan. 1, 2010)	

Food Stamp Accomplishments for 2010

FOOD STAMP ASSISTANCE ACTIVITY*

	2009	2010
Applications Registered	7,498	7,748
Cases Opened/Reactivated		
Open-Closed	8,177	8,308
Withdrawn	349	295
Denied	1,626	2,498
Cases Closed	6,309	6,817
Recertifications	6,413	8,207
Changes to Active/Closed Cases	12,428	20,092
Totals – All Case Activity	35,299	46,217

* From WMS WST002

- In 2010 Dutchess County Department of Social Services continued the My Benefits Electronic Food Stamp application process. This process, along with community partners Catholic Charities and Dutchess Community Action Partnership, Inc., allows persons to electronically apply for Food Stamp benefits. The MyBenefits website allows a person to apply for Food Stamps 24 hours a day seven days a week from home. A follow-up interview is then conducted.

simplified program access for the SSI population of elderly and disabled individuals living alone in the community. The standardized benefits better ensure adequate nutrition for this vulnerable population.

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

- The Eat Smart New York program continued in 2010 to have nutrition improvement education staff available to offer Food Stamp recipients. Project activities that addressed food security, food safety and dietary quality. The program is provided through a contract with the Cornell Cooperative Extension of Dutchess County.

- Provided Food Stamp Benefits valued at \$35,028,776 to over 11,297 households. This represents a 26 percent increase over 2009.
- Continued the Transitional Food Stamp Benefit Alternative. As the focus moves from welfare to work, the Food Stamp Program has become increasingly important to clients as they leave Temporary Assistance (TA). Transitional Benefit Alternative (TBA) allows qualified TA recipients to continue to receive Food Stamp benefits, remain unchanged for an established period when the TA case closes. The cases are opened by the TA under-care/Family Assistance Unit through the Separate Determination process and maintained by the Food Stamp Unit.



HEAP (Home Energy Assistance Program) 2010

The Home Energy Assistance Program (HEAP) assists individuals with the cost of heat and energy-related expenses. Eligibility is based on income received by the household during the month in which they apply. Regular

benefits assist eligible households with the cost of heat. The emergency component of HEAP meets emergency heating needs for eligible applicants as well as providing for furnace repair or replacement for client-owned homes.

HEAP Accomplishments 2010

- The HEAP season began November 1, 2010.
- Through a contract with the Community Action Partnership of Dutchess County, 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.
- Approved regular HEAP benefits valued at \$4,711,829 to Dutchess County resident households during the 2010-2011 season.
- Issued \$1,525,210 in Emergency HEAP benefits.
- Repaired or replaced furnaces at a cost of \$139,138 (as of July 1, 2011).

HEAP ASSISTANCE CASE ACTIVITY*

	2009	2010
Applications Registered	2,051	1,481
Cases Opened/Reactivated/		
Open-Closed	1,425	1,024
Withdrawn	99	0
Denied	588	339
Cases Closed	733	927
Changes to Active/Closed Cases	2,729	4,059
Totals – All Case Activity	5,574	6,349

* From WMS WST002

2010 Medical Assistance (Medicaid)

The Medicaid program provides services to the medically indigent, making payments directly to providers of medical care, such as hospitals, doctors, pharmacists, etc. It is funded through federal, state, and county appropriations with a local cost of approximately 18 cents for each dollar spent. To qualify for the Medicaid program, applicants must meet prescribed income and resource requirements. Medicaid also has several specialized programs, including:

- The Family Planning Benefit Program – an expansion of the family planning benefits for both men and women of child-bearing age with income at or below 200 percent of the Federal Poverty Level.
- The Breast and Cervical Cancer Program provides full Medicaid coverage to individuals who have been screened by Healthy Women’s Partnership and who are in need of treatment for breast or cervical cancer and whose income is under 250 percent of the Federal Poverty Level.
- Family Health Plus (FHP) offers Medicaid for those individuals aged 19 to 64. It offers HMO benefits more in line with commercial plans, but with no co-pays. It only offers prospective coverage and therefore cannot go back and pay prior bills. The income eligibility level is higher

than the Medicaid income eligibility level for individuals with children. The current level is 150 percent of the Federal Poverty Level. For adults with no children, it remains at 100 percent of the Federal Poverty Level. In order to be eligible, individuals cannot be covered by other health insurance, including Medicare.

- Medicaid Buy-In for Working People with Disabilities provides Medicaid for working individuals who have a disability that meets the medical criteria for Supplemental Security Income (SSI) established by the Social Security Administration (SSA) but have too much income to qualify for SSI, be between the ages of 16 and 64, have less than \$10,000 in assets and have a net income below 250 percent of the Federal Poverty Level.

Medicaid Managed Care/ Family Health Plus

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

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

FAMILY HEALTH PLUS CASES AS OF JAN. 2010

2002	71
2003	761
2004	1,244
2005	1,488
2006	1,561
2007	1,547
2008	1,559
2009	1,463
2010	1,518



Medical Assistance Accomplishments

- Paid Medical Assistance Benefits for Dutchess County residents equal to \$12.02 per second, \$721 a minute \$43,299 an hour and \$1,039,196 a day, amounting to a gross cost of \$366,836,331 and a net cost of \$34,114,879 to Dutchess County.
- Net Medicaid costs to the County increased three percent in 2010, which is the percent increase New York State has limited local county cost increases to. Without this Medicaid cap, our costs would have been higher. In individual areas of expenditures, there were significant percentage increases in payments for long-term home health care waived services, child care institutional medical per diems, OMH Restorative Rehabilitation, and managed care plan premiums.
- Processed 100 disability reviews. This was a decrease from the prior year as we had no audit request.
- Using Wellcare, Hudson Health Plan, MVP and Fidelis as providers, 80 percent of individuals were enrolled in managed care.
- Processed 908 Pre-Natal Care and Assistance Program (PCAP) applications.
- Processed 143 family planning applications.

MEDICAL ASSISTANCE CASE ACTIVITY*

	2009	2010
Applications Registered.....	9,049	9,841
Cases Opened/Reactivated/ Open-Closed	8,901	9,714
Withdrawn	384	362
Denied.....	2,585	3,202
Cases Closed	6,664	7,422
Recertifications.....	7,046	7,988
Changes to Active/ Closed Cases	37,411	49,667
TOTALS – All Case Activity	62,991	68,279

* From WMS WST002

MEDICAID CASES AS OF JAN. 2010

1985	2,202
1990	2,751
1995	4,146
2000	5,192
2005	7,422
2006	7,865
2007	7,624
2008	7,572
2009	9,048
2010	10,778

MA / SSI CASES AS OF JAN. 2010

1985	2,877
1990	3,110
1995	3,998
2000	4,341
2005	4,853
2006	5,041
2007	5,113
2008	5,170
2009	4,707
2010	4,835

MEDICAL EXPENDITURES BY PROVIDER *

Provider Type	2009	2010	Change
Hospital Inpatient Services	\$34,037,220	\$33,361,927	-2.0%
Hospital Outpatient Services	6,753,328	7,907,283	17.1%
Skilled Nursing Facilities	81,687,675	78,960,152	-3.3%
Intermediate Care Facility Services	8,760,638	10,245,607	17.0%
Clinics	20,502,828	19,553,000	-4.6%
Hospice	1,124,579	855,338	-23.9%
Physicians Services	2,741,685	2,930,165	6.9%
Dental Services	1,626,629	1,536,673	-5.5%
Other Practitioners Services	3,348,838	4,581,007	36.8%
Child Care Institutional Medical Per Diem	1,696,491	1,787,101	5.3%
Personal Care Services	11,981,639	14,929,839	24.6%
Home Health Services	1,967,391	1,585,453	-19.4%
Assisted Living Services	2,404,346	2,659,417	10.6%
Long Term Home Health Care Waived Services	455,257	644,111	41.5%
Home & Community Based Waived Services	58,878,134	65,874,363	11.9%
Rehabilitation & Therapy	593,616	772,233	30.1%
Office of Mental Hygiene Restorative Rehabilitation	7,254,156	5,606,371	-22.7%
Drugs & Supplies	26,842,819	29,966,661	11.6%
Eye Appliances & Durable Medical Equipment	829,850	778,887	-6.1%
Prepaid Care	48,002,499	64,698,687	34.8%
Case Management	6,865,487	6,908,920	0.6%
Prepaid Mental Health	4,941	0	-100%
Referred Ambulatory Nursing Home Based Medical Transportation	0	10,919	0%
Lab & X-Ray Services	5,789,563	6,411,392	10.7%
Other	962,070	885,563	-8.0%
	555,660	209,235	-62.3%
Total	\$335,662,399	\$363,660,304	8.3%

*FROM NYSDOH MARS MR-0-01

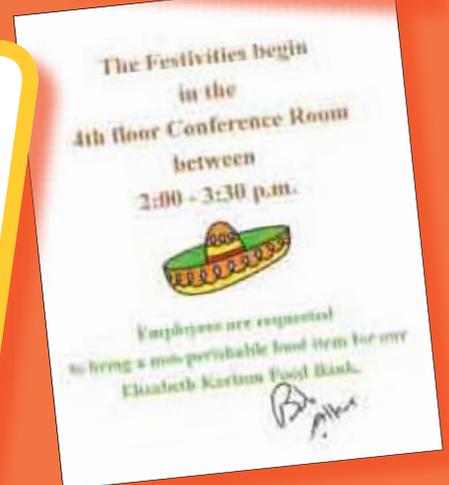
Employee Appreciation Day – 2010

Cinco De Mayo

On May 5, 2010 the Administrative staff hosted their 29th annual Employee Appreciation Day. This year's "Cinco De Mayo" theme was highlighted with live music, a strolling guitar player serenaded staff in both Spanish and English.

In keeping with the theme, staff was invited to make their own taco salad. A desert of chocolate and vanilla mousse' with fresh fruit was also served. The beverages of choice were virgin frozen strawberry daiquiris and virgin sangria with fresh fruit.

Vibrant colors and sombreros added to the festive decorations used to convert the fourth floor conference room into a large cantina. As usual, staff was asked to donate a non-perishable food item to our own Elizabeth Karlson Food Pantry.







Cathy Connis
Director,
Integrated Services

The Integrated Services Division handles three major programs: Family Assistance, Safety Net Assistance, Medicaid, Food Stamps and Day Care. Together they work to promote self-sufficiency, personal responsibility and “work first” (the expectation that adult applicants and recipients will consider work their first priority and will view work as their primary goal, regardless of how many barriers the individual or family may have to overcome).

Temporary Assistance Intake

This unit:

- Determines eligibility for the various programs. Screens all applicants for domestic violence, drug and/or alcohol abuse, and any other physical or psychological barriers to employment and refers individuals to the Domestic Violence Liaison, Certified Alcohol and Substance Abuse Counselor, or Family Development worker from Dutchess Community Action Partnership. All except the Family Development worker are located on site.
- Refers potentially employable individuals to the Employment Unit for an assessment.
- Refers individuals to the Child Support Unit to assist in establishing paternity and/or obtaining support.
- Authorizes payments including recurring assistance, one-time payments, either emergency payment to prevent eviction or utility shut-off or supportive services such as car insurance, car repairs, clothing allowance, or fees for licenses, etc.
- Opens Food Stamp cases and does separate determinations for Medicaid, for those not eligible for cash

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

Medical Assistance (Medicaid) Intake

This unit:

- Determines eligibility for various programs. These programs include the Medicare Savings Program, Breast and Cervical Cancer Program, Family Planning Benefits Program, Child Health Plus, Family Health Plus, COBRA, AIDS Health Insurance, Short Term Home Health Care Programs and Short Term Nursing Home Care.
- Screens all applicants for domestic violence, drug and/or alcohol abuse and disabilities.
- Refers individuals to the Domestic Violence Liaison, Certified Drug and Alcohol Abuse Counselor, Managed Care Enrollers, Community Resources Programs and the Social Security Administration.
- Refers individuals to the Child Support Unit to assist in establishing paternity, support or health insurance coverage.

Food Stamps Intake

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

Day Care

Day Care program is designed to help low-income families meet their child care needs. Low Income Day Care is granted to anyone who applies and provides all requested documentation and has gross income below 200 percent of the Federal Poverty level. There is a parent fee that must be paid based on the parent's income. The minimum fee is \$1 per week.

From January 1, 2010 through August 31, 2010, 847 families and 1,437 children were subsidized by the Low-Income Day Care Program. Due to lack of funds we stopped taking new applications on September 1, 2010 through December 31, 2010. From that time period, 689 families and 1,172 children were subsidized by our day care program. Also during that time period, the family share went back up to 30 percent from ten percent.

This unit:

- Processes applications for day care subsidies for teen parents, low-income working parents and transitional day care services for those individuals whose Temporary Assistance cases are closing. Monitors legally exempt providers, reviewing all enrollment forms to ensure that the provider and the home meet all health and safety requirements and that there are no reported criminal convictions.



- Monitors the number of children that each provider cares for as this is limited for exempt providers.
- Contracts with the Child Care Council of Dutchess, Inc. to provide recruitment, registration and inspection of child care providers and assist clients in locating child care providers for their children.
- Meets with the Child Care Council to review the DSS process and to answer any questions that providers may have in order to assist all providers in the billing process.
- Works with the Child Care Council to provide information and supplies to providers.



LETTER OF RECOGNITION

To Whom It May Concern:

I am writing this letter in reference to an employee that works with the Dutchess County Department of Social Services. Her name is Debbie Piotti and she is truly an asset to your agency. I came in requesting information on the Medicaid Health Insurance and other types of assistance and I must tell you that Mrs. Piotti was one of the BEST! And I do mean that literally! Mrs. Piotti completely changed my disregard for the many employees at the Dutchess County Department of Social Services.

She was patient, understanding, helpful, informative, non-judgmental, empathetic, kind, sweet and the list could go on forever. She is a valuable and vital part of your organization and she deserves a commendation for her dedication and hard work.

Respectfully,
F.M.



Debbie Piotti
Intake Unit



2010 Special Investigation Unit



Christopher Corman
Supervisor SIU

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

The unit:

- Researches, secures and recovers appropriate assets from assistance recipients, including taking mortgages on real estate, placing liens on lawsuits, and filing claims against estates.
- Processes retroactive Supplemental Security Income benefits received, determining what can be retained as repayment of assistance.
- Arranges and pays for indigent burials.
- Determines and recovers overpayments from assistance recipients.
- Makes collateral contacts, performs computer reporting system checks and makes field visits to assist workers in determining eligibility.
- Conducts fraud investigations on all cases referred by staff, and reports from the public and state, of recipients not entitled to receive benefits. The investigation may include field visits, obtaining collateral verification, reviewing computerized records, and interviews to determine if fraud was committed.

CASES CLOSED DUE TO FRAUD

2003.....	65
2005.....	100
2006.....	141
2007.....	93
2008.....	104
2009.....	74
2010.....	367

(As of January 1, 2010)

FRONT-END DETECTION (FEDS)

Completed FEDS Interviews.....	2,227
Cases Denied/Withdrawn	1,357
Cases Opened	885

- Investigates any instance of fraud identified through the Automated Finger Imaging System (AFIS), which utilizes the latest technology to establish positive identification on adults seeking assistance. The system captures demographic data, client photo, and electronic finger images of the left and right index fingers. It is the largest and most sophisticated of any social services finger imaging system in the nation and serves as a model for other states.
- Refers appropriate cases to the District Attorney for prosecution or disqualification.
- Reviews the results of computer file matches done by New York State including:
 - Interstate matches. This report indicates clients who access their benefits out of state for three consecutive months.
 - PARIS matches, which indicate case may be active in two different states/districts.
 - SSI matches to identify cases that may no longer reside in New York State as well as the United States.
 - Monthly matches with the Department of Correctional Services and the Division of Criminal Justice to identify incarcerated individuals who are in receipt of assistance.



Integrity

2010 Special Investigation Unit

NUMBER OF BURIALS

Year	Number of Burials
2010	127
2009	121
2008	120
2007	103
2006	106
2005	110
2004	109

COST AVOIDANCE

Temporary Assistance	\$4,170,096
Medicaid	\$6,883,332
Food Stamps	\$1,471,668
Day Care	\$211,200

FUNDS RECOVERED BY TYPE

	2009	2010
Affidavits & Article 13	\$4,223	\$1,786
Proceeds & Mortgages	\$0	\$21,015
Claims Against Estates	\$562,404	\$110,429
Lawsuit Settlements	\$801,785	\$351,500
Mortgages	\$26,398	\$15,466
SSI Repay & Volunteer	\$475,181	\$773,205
Medicaid Reimbursement	\$15,890	\$55,926
Personal Accounts & Others	\$89,436	\$73,638
Income Executions	\$55,585	\$39,007
Totals	\$2,030,902	\$1,441,972

SPECIAL INVESTIGATIONS UNIT ACTIVITY

	2009	2010
Completed Investigations	377	495
Confessions of Judgment	76	112
Number of Repayment Agreements Signed	76	112
Value of Repayment Agreements Signed	\$188,423	\$330,669
Food Stamp Disqualifications	3	9
Value of Food Stamp Disqualifications	\$488	\$4,703
Temporary Assistance Disqualifications	7	17
Value of Temporary Assistance Disqualifications	\$401	\$7,892

COLLECTION ACTIVITY

	2009	2010
Lottery Intercepts	\$15,544	\$15,083
Tax Intercepts	\$22,084	\$11,220
Fees (Parking, Guardian, Adoption, Home Study, Phone, Postage, Confessions Of Judgment, Copies, Subpoenas)	\$33,638	\$38,752
Cash Collections (TANF, SN, MA, Services, FS, SN-SSI Repayments)	\$5,605,525	\$4,305,687
Total	\$5,721,791	\$4,370,742



2010 Temporary Assistance and Employment



Jacky Cooper, Director,
Temporary Assistance,
Employment, and
Eastern Dutchess
Government Center

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

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

Family Assistance

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

The Family Assistance program fosters recipient self-sufficiency. Recipients undergo an assessment of their employability skills, training needs, and unless exempted, must participate in assigned work activities. Employed recipients are now able to have 48 percent of their gross

earnings disregarded when determining their need for assistance and level of benefit.

Our Family Assistance caseload has increased from 720 to 789.

Safety net assistance

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

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

- Households with an adult head of household who is unable to work because of substance abuse.
- Households with an adult or head of household who has refused to participate in drug/alcohol screening, assessment, or treatment.
- Households with an adult who has reached the 24-month lifetime limit on cash assistance.
- Families that have reached the five-year (60 months) limit on Family Assistance.

FAMILY ASSISTANCE CASES AS OF JAN. 2010

1995	2,387
2000	1,001
2005	683
2007	581
2008	629
2009	629
2010	740

Motivation



SAFETY NET CASES AS OF JAN. 2010

1995	968
2000	361
2005	519
2007	553
2008	585
2009	579
2010	760

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

- Our Safety Net Assistance (SN) caseload increased from 722 in 2009 to 874 in 2010.
- The number of SN individuals in receipt of assistance that are deemed not employable who are mandated into treatment in 2010 is 132. Some of these SN individuals are SSI recipients who are in receipt of SN supplement to cover the cost of temporary housing. Homelessness is an ever increasing reason for individuals to be receiving Family Assistance or Safety Net Assistance. There is not enough affordable housing available and most individuals do not have enough income and/or resources to cover the daily cost of a hotel.
- The number of individuals who have reached their 60 month time limit and have transitioned to Safety Net cash or non-cash has increased. The number of families that are in receipt of Safety Net non-cash is 73 from 62 in 2009. This increase shows that it has gotten harder to transition individuals to self-sufficiency.
- Diversion payments continued to be used to meet those individual's needs with rent, security, transportation, car insurance, tools, clothing, and licensing fees in order for the individual to obtain or retain employment. Diversion payments decrease the need for on-going Family Assistance or Safety Net Assistance. Those individuals/families who are no longer eligible for Temporary Assistance due to employment or increased child support payments, receive transitional MA/FS and/or day care benefits.

Employment

The Employment caseload consists of approximately 635 employable individuals receiving Temporary Assistance. Each Tuesday the Employment Unit holds three sessions for employable applicants and recipients of Temporary Assistance enrolled in a weekly job search. There is one session for the applicants and two sessions for the recipients.

All employable applicants and recipients of Temporary Assistance are required, by New York State Regulation, to do up to 40 hours each week of job searching, unless we have medical documentation that states otherwise. We can schedule up to 75 individuals per session. Each person is seen individually by an employment

worker, who reviews the job search handbook to make sure the required number of hours has been met, that there is no duplication of employers, and to discuss any issues that may have come up in the past week. They are given another handbook, if needed.

Each individual spends no more than 15 minutes with the employment worker. If there is more involvement with an individual that requires more time, the employment specialist is available to meet immediately with the applicant or recipient.

This unit:

- Assists able-bodied clients to attain self-sufficiency and helps those who are temporarily or permanently incapacitated to obtain necessary treatment and rehabilitation services.
- Conducts, in conjunction with BOCES, employment assessments, helping clients to identify skills, interests and talents.
- Develops employment plans and makes recommendations for and referrals to various DSS or community operated employment and training programs. Programs include:
 - Work Experience – A program for clients that evaluates their skills and interests and assigns them to appropriate employers. We have contracts with 33 not-for-profit agencies.
 - Supervised Job Search – A state-mandated program for employable Safety Net and TANF applicants and recipients. Clients must engage in up to 40 hours of job search activities weekly. Staff supervises this activity.
- Authorizes payment for supportive services such as transportation, licenses, and work clothing each client needs in order to obtain a job or participate in programs.
- Together with Temporary Assistance Eligibility staff, conducts an orientation regarding Temporary Assistance, Medicaid and Food Stamp benefits, employment requirements and transitional benefits two times daily to applicants for Temporary Assistance. Orientation consists of a video, questions and answers and each applicant has access to written materials on all programs mentioned.
- Contracts with several local agencies:
 - Greater Southern Dutchess Chamber of Commerce and Dutchess County Regional Chamber of Commerce – Mentoring Programs together employ mentors to work with individuals to assist them in transitioning

to work by helping them to find solutions for employment issues and teach them how to manage personal and family issues related to working.

The goal is to assist individuals in retaining jobs. However, the mentors have been instrumental in assisting individuals in obtaining employment and advancing in their careers.

- Dutchess County Regional Chamber of Commerce – Responsible Parent Program mentor who works with individuals who are sanctioned or about to be sanctioned for failing to comply with employment activities.
- Youth Employment Services (YES) serves the youth of Dutchess County between the ages of 14 – 20. We had 45 participants this year. The YES Program works together with local businesses and manufacturers, the youth, parents, school districts, Dutchess County Department of Social Services, Dutchess Community College, and the mentoring program. The varieties of educational and vocational programs are designed to meet the needs of this diverse population and include:

Educational Programs:

- Tutoring
- GED
- Soft Skills
- Life Skills
- Educational field trips and workshops
- Vocational Programs:
- Community Service
- Community and Business Internships
- Job Placement

Forty five youths enrolled in the YES program.

- Dutchess BOCES – provides vocational educational training for those who have no marketable skills. There were 103 individuals who completed the various training programs offered by BOCES.
- Services provided include:
 - Diagnostic vocational evaluation.
 - Assessments/TABE testing.
 - Academic training for individuals requiring English as a Second Language and/or remediation and further development of reading, writing, computational and related communication skills.

2010 Temporary Assistance and Employment

- Job readiness training to enhance actual job-related skills or increase clients' employability by building good work habits (showing up when scheduled, being on time, displaying business-like attitude, dressing appropriately, grooming).
 - Supervised work experience placements.
 - Workshops – a pre-employment curriculum for hard-to-serve clients, designed to help them become aware, understand, accept and ultimately change unproductive behaviors.
 - Intensive Case Management Services – provide individualized plans to individuals who are sanctioned and/or have significant barriers to employment. The Case Manager acts as an advocate for the client. Fifty seven individuals were served by Intensive Case Management Services. This service provides an important one-on-one service to hard-to-serve individuals with multiple barriers that prevent them from becoming self-sufficient.
 - Continued provision of information dissemination projects that include the design and publication of our annual report and other brochures and tools for use in the community and with welfare to work clients.
- Work Skills Training is a 50 hour pre-employment program to help:
 - Set and achieve employment goals.
 - Overcome barriers to successful employment.
 - Improve written and verbal communication skills.
 - Improve presentation and interview skills.
 - Create and/or update resumé.
 - Keep and/or advance on the job.



TEMPORARY ASSISTANCE CASE ACTIVITY

	2009	2010
Applications Registered	8,609	8,646
Cases Opened/Reactivated/Open-Closed	3,277	3,318
Withdrawn	151	144
Denied	5,649	5,752
Cases Closed	2,027	2,264
Recertifications	1,527	1,782
Changes to Active/Closed Cases	11,016	11,614
Totals – Case Activity	23,647	24,874

*From WMS WST002

Mentoring

2010 T/A and Employment Accomplishments

- Provided \$15,159,909 in Temporary Assistance payments to or on behalf of clients
- Provided \$7,214,334 in day care assistance on behalf of Dutchess County residents.
- Provided \$1,680 in Grants of Assistance for guide dogs.
- Purchased \$621,853 in case management and employment-related services from Dutchess County BOCES and Community Action Partnership of Dutchess County.
- Purchased \$452,830 in employment-related and mentoring services for clients from the Greater Southern Dutchess Chamber and the Dutchess County Regional Chamber.
- In her first full year, the Intensive Case Manager assisted 57 hard-to-serve individuals in obtaining employment and one extremely hard-to-serve individual enroll in VESID. This case manager makes home visits and site visits to employers and/or WEP sites as needed. This one-on-one intensive case management is exactly what is needed to move our remaining clients to self-sufficiency.
- In 2010, the YES Program continued to mentor and tutor individuals between 14 and 20 attending school as well as educational workshops and field trips. Internships and jobs are still an important part of this program along with the on-going mentoring. Forty five youths enrolled in this program.
- We continued to hire four TANF recipients for three-month temporary positions in our file room in 2010.
- This year we held two computer camps. Forty-six participants between the ages of 16 – 19 attended intense one day trainings by Instructional Access. At the end of the training each participant was given a laptop, printer, and a backpack.



Not Just Another Day



These experiences have reminded me of the importance of the work we do. One can sometimes

lose sight of the rewards in our work amid the day to day routine with its intermittent crises. However, small and large successes that we help create are all around us if only we look. Whether we provide services to children or adults, or other forms of assistance to support Dutchess County families, we are all given a chance to reap personal rewards through helping others every day at DSS.



Youth Computer Training Camp

Each year for the past four years, we have offered computer skills training to our TANF youth and sent them off with new computers and printers after successfully completing the training. This training gives them skills in MSWord, PowerPoint, Excel, and resume writing. They are also provided valuable tips on interviewing for a job including presenting oneself well through appearance or appropriate attire

and through communication whether at an interview or on a social networking site like Facebook. This year, we were able to offer two Computer Training Workshops to our youth. On Monday, June 29th twenty-

one DSS youth participated in the workshop and on Friday, August 13th twenty-three young people participated. We not only expanded the program by one more session in 2010, but also expanded beyond TANF

families to include children in Foster Care. This involved coordinating with other departments and agencies caring for children. The age range of our students this year grew as well, and included youth from age 15 to 20. So many changes resulted in growing pains but were well worth the effort.

As in previous sessions, Instructional Access provided top notch instructors who had an excellent rapport with the students and were able to facilitate learning. **Cathy Connis**, Director of Integrated Services, coordinated the master lists of students which was no easy task. **Chris Corman** and **Kara Cerilli** assisted her with follow up calls.

With the help and support of so many of our DSS staff from Temporary Assistance, Children and Family Services, CIS and Administration, DSS certainly made a huge difference in many lives. The result was a grand total of 44 young people trained and acquiring new laptops, printers, MS Office books and copies of the Job Hunting Handbook. Post-test scores for the Computer

Training Workshops showed an average improvement rate of 83.3 percent! In addition, there was a Satisfaction Rate of 98.7 percent among the students. Many students reported that they will use the knowledge gained to do homework assignments, to go to college and to find future employment. One student commented that they will use the knowledge to help others.

ABCD Team Events

In 2010, the "Above and Beyond the Call of Duty" (ABCD) Team expanded to include new members.

The group continued their mission to improve the work we do at DSS by focusing on improved efficiency, morale and team work, in addition to extra activities aimed at improving the quality of life for those we serve in Dutchess County.

In the winter, the team held a bake sale where they successfully fund raised to purchase 50 hats and gloves, which they placed on the Giving Tree at DSS for distribution to Adult Protective and Housing clients. The team discussed and developed an Employee Suggestion Program which includes an on-line form



and attractive suggestion boxes strategically placed throughout the building.

ABCD members brought about the return of the DSS Arts and Craft sale and began to coordinate *Employee Evening Walks* on the Walkway Over the Hudson. They continue on-going collaborations with frontline workers for feedback regarding improvements in our work and in the workplace.

Dutchess Social Services Employee Awards

Case Manager Aide Award



Left to Right: Alan Lawitz, Director, Bureau of Adult Services of NYS OCFS; Barbara VanNorstrand, and Amber Collins.



News Release

Office Of The County Executive

22 Market Street • Poughkeepsie, NY 12601

Phone: 845/486-2000 • Fax: 845/486-2021 • e-mail: countyexec@co.dutchess.ny.us

Date: September 27, 2010

For Further Information Contact:
William R. Steinhaus, County Executive
845/486-2000

Dutchess County Honored for Outstanding Adult Protective Services Program

Poughkeepsie... Dutchess County Executive William R. Steinhaus and Commissioner of Social Services Robert Allers are pleased to announce the Adult Protective Services Division of the Department of Social Services has been honored with a Certificate of Recognition for "Outstanding Programs and Practices" by the New York Office of Children & Family Services (OCFS) for the division's innovative use of case manager aides. These state awards are designed to identify and publicize innovative ideas and best practices for protecting vulnerable adults that OCFS would like to be replicated across the state.

County Executive Steinhaus said, "Congratulations to all of the employees of our Adult Protective Services division, notably our case manager aides, for this well-deserved statewide honor. This is yet another example of the caring, compassionate work that makes a positive difference in people's lives done everyday by the employees of Dutchess County Government."

Dutchess County's Adult Protective Services division assists those over 18 years old who, because of physical or mental impairments, can no longer provide for their own needs or protect themselves from neglect or abuse, and have no one willing and able to help in a responsible manner. APS provides services designed to prevent or remedy neglect, exploitation or abuse and to strengthen clients' capacity to function and their ability to be self-directing.

This is the second time Dutchess County's Adult Protective Services division has been recognized for its outstanding work. In 2008, OCFS honored the entire division for "excellence in providing services for adults, outstanding protective services for adults casework and supervision and for going the extra mile."

The certification of recognition will be presented to Dutchess County's Adult Protective Services Division by New York State Adult Services Director Alan Lawitz at a local presentation in October.

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NYS "Outstanding Collaboration" Award

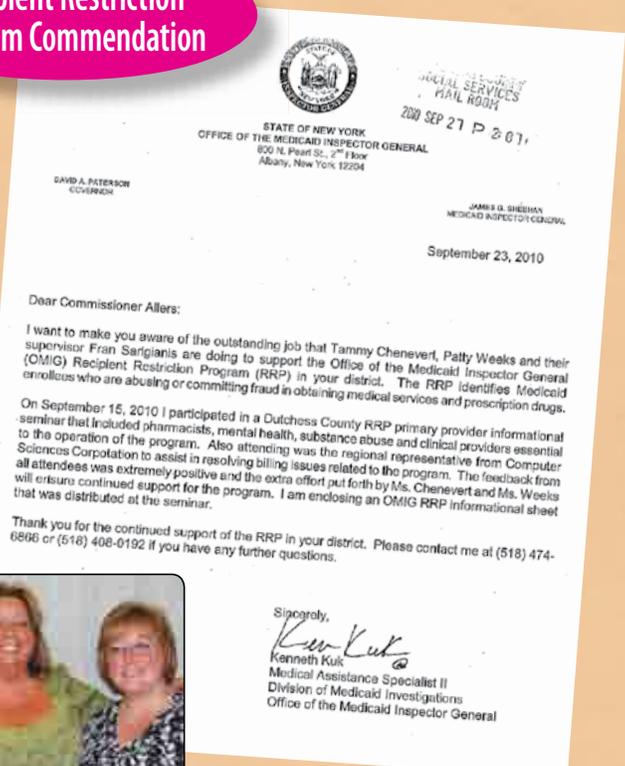


Debra Bonnerwith, Deputy Commissioner, was honored along with the Deputy Probation Director, with a statewide award for "Outstanding Collaboration between Probation and Social Services." The award recognizes their partnership work on the Juvenile Pre-Trial Services Program, which

has significantly contributed to the field of prevention and juvenile justice, strengthening Dutchess County's ability to improve outcomes in the lives of children and their families through evidence-based practices and programs.

The Juvenile Pre-Trial Services Program has resulted in a decrease of out-of-home detention placement numbers.

Recipient Restriction Program Commendation



Family Services Award



April 21, 2010

Diane Whiteman, left, Robert Allers and Roberta Staples receive awards as the Family Services' Crime Victims Assistance Program holds a ceremony to honor their Champions of Victims' Rights at Marist College in the Town of Poughkeepsie.

(Photo: Karl Rabe/ Poughkeepsie Journal)



Important Internet Website Addresses

Child Care Council of Dutchess

<http://www.childcaredutchess.org>

Dutchess County

<http://www.dutchessny.gov>

Dutchess County Department of Social Services

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

Dutchess Community Action Partnership

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

Dutchess Outreach, Inc.

<http://dutchessoutreach.org>

Grace Smith House

<http://gracesmithhouse.org>

New York State

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

New York State Adoption Service

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

New York State Office of Children and Family Services

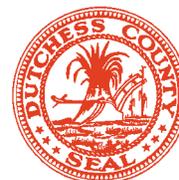
<http://www.ocfs.state.ny.us>

New York State Office of Temporary and Disability Assistance

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

New York State Kids' Well-Being Indicator Clearinghouse

<http://www.nyskwic.org>



LETTER OF RECOGNITION

Karin Ruparella & Deborah Powell-Lapi
Medicaid Division

Dear Mr. Allers:



Ms. Ruparella and
Ms. Powell-Lapi

In our world today, people are very quick to lash out, criticize and complain. Compliments are rare. I want to take a few moments and, in my own small way, shine one little light of praise.

My son had been receiving Medicaid for a year. When his renewal application was reviewed, he was changed to Family Health Plus; he received a letter on September 7, 2010 telling him his Medicaid would expire on September 30, 2010 and his Family Health Plus would begin on October 1, 2010. Sounded fine to us.

In the meantime he was rapidly running out of a medication that is vital for him to take. So, I went to CVS to get it refilled; to my shock and dismay, I was told his Medicaid number was rejected.

Oh no... I knew I would have to call your Medicaid Unit the next day. I expected to get a total runaround and no help. I even doubted anyone would answer the phone; at best, I expected a bureaucratic transfer from voice mail to voice mail. If I actually reached a real person, I did not think anyone would help me... I again figured there would be a bureaucratic mess. In the meantime, of course, for my son not to have this medication was a serious threat for him.

I have to tell you how helpful your staff was. It turned out that the worker assigned was not in, your receptionist knocked herself out to find a different person to help me, and I encountered Ms. Powell-Lapi. She went to great lengths to help me. She figured out the source of the problem, and said she would consult her supervisor to correct it right away.

Once we had it all clear that indeed my son was still on Medicaid, and the computer adjustment had been made, I called CVS and they said they had tried again to run it through but it was still being rejected.

I called back and tracked down the supervisor - enter Ms. Ruparella. This great lady personally called CVS and spoke with the pharmacist to clarify my son's eligibility and assure them that the computer correction would be effective the next day. I was able to go to CVS and get a small supply of medication, enough to carry my son over until the full prescription could be filled.

Mr. Allers, you have a great team working in your Medicaid Unit. Ms. Powell-Lapi and Ms. Ruparella went way "above and beyond" to be helpful to us; I did not get the name of the receptionist, but she also deserves credit in this saga. I am very grateful for their responsiveness and assistance at a tough time.

Sincerely,

M.G.

2009 DSS Annual Report Receives Honorable Mention from NSPRA



Cinco De Mayo

Employee Appreciation Day – May 5, 2010





DSS
Adult Services

Building Trust, Encouragement and Motivation

HOUSING

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GROCERY



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2010



Dutchess County Department of Social Services
60 Market Street
Poughkeepsie, NY 12601
845.486.3000