

2011
Annual
Report

Department
of Social Services
Dutchess County

Helping to

**Strengthen
Families**



Commissioner

A Message From Commissioner

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

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Adelphi University

Walter Joseph

The Children's Home of Poughkeepsie

Ed Koziol

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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



The 2011 DSS Annual Report

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Thank you for taking the time to read our 2011 Annual Report. This year was a year of many changes. A new governor and a new county executive, of course, highlight our news on executive decision makers, but these events were overshadowed by names such as Irene (as in the hurricane) and "Snowtober." Dutchess County Department of Social Services was at the emergency response center for both of these events, but also at the shelters and in the field to help our residents in these emergency situations.

However, not only fires, floods and emergencies highlighted 2011. By December of 2011 we were receiving over 2,700 new applications a month for our assistance programs (Temporary Assistance, Safety Net, Food Stamps, Medicaid and HEAP) and were assisting over 43,000 Dutchess County residents with these services.

This year's annual report highlights our Child Support Division. Child support assists the families of over 11,000 children lead a financially normal healthy life. While I don't want to give out too much information before you read the report, I do want to acknowledge and praise the 86 percent of our dutiful parents who regularly and without complaint carry out their parental child support duties.

Please feel free to comment on our report. Enjoy your reading.

Robert B. Allers
Commissioner

Mission

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."

County Executive



As a longtime volunteer in the human services field, I know what a positive difference a helping hand can make in the life of an individual or a family. We are fortunate to have a great team of employees in our Department of Social Services, as well as our partner community service providers, who provide support and assistance to the most vulnerable members of our community.

Every day, the Dutchess County Department of Social Services (DSS) assists families, seniors and the disabled throughout our community without fanfare or celebration, often handling situations that many of us may only believe happen on television or “somewhere else.”

Our Department of Social Services employees are not only committed to helping people while on the job, but they continue to give back to our community with volunteer work after hours, weekends and holidays demonstrating their passion for public service and involvement.

We are fortunate to have such a dedicated team of public servants. I commend each of them for the work they do and thank them on behalf of the residents they serve.

Marcus Molinaro
County Executive

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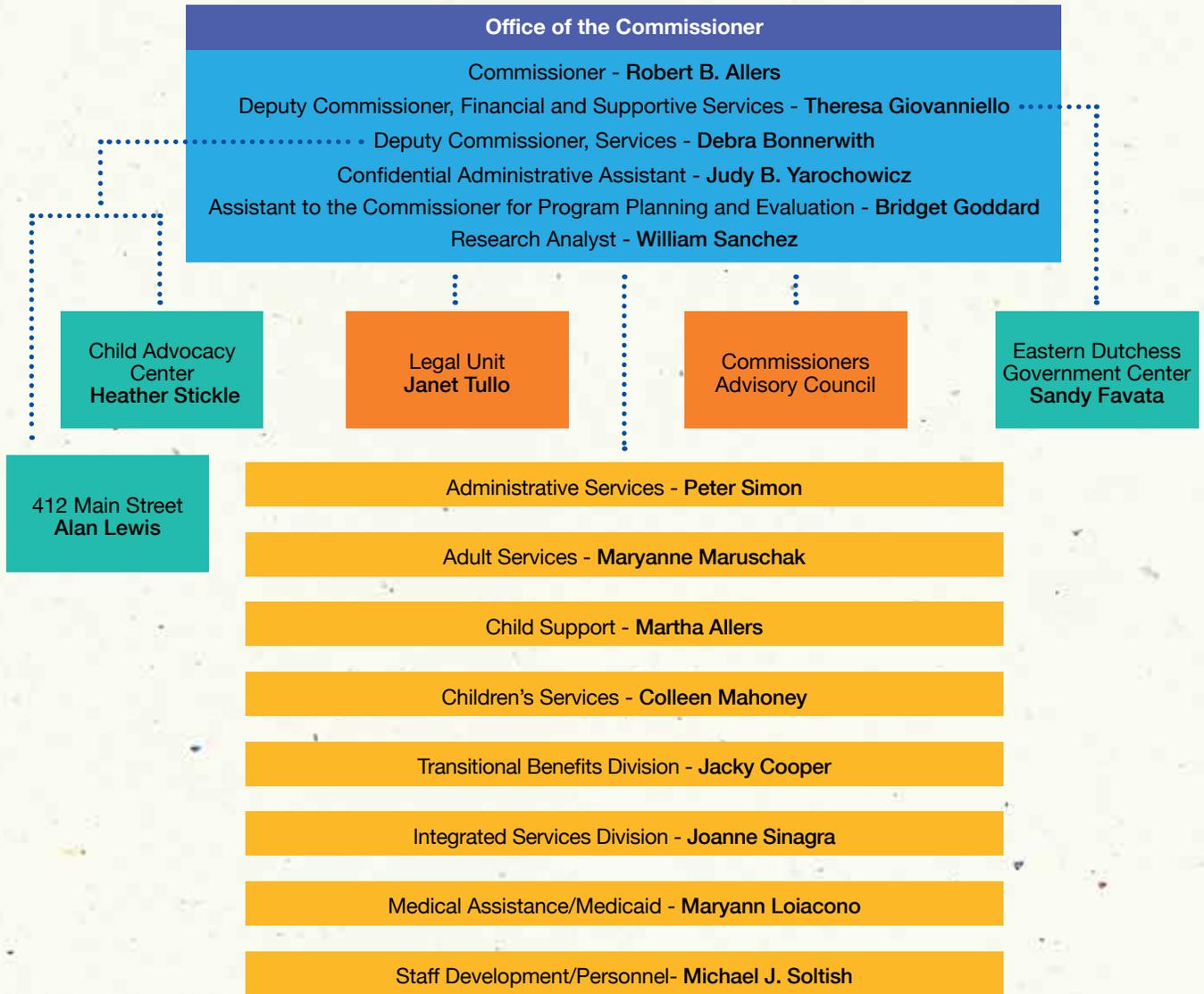
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DSS Goals and Objectives

DSS Goals and Objectives

- I. Provide assistance to eligible individuals and families while assisting clients to achieve their full potential.
 - A. Conduct thorough eligibility investigations;
 - B. Apply rules, regulations and local policies objectively, consistently and uniformly;
 - C. Provide clients with all of the benefits to which they are entitled;
- 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



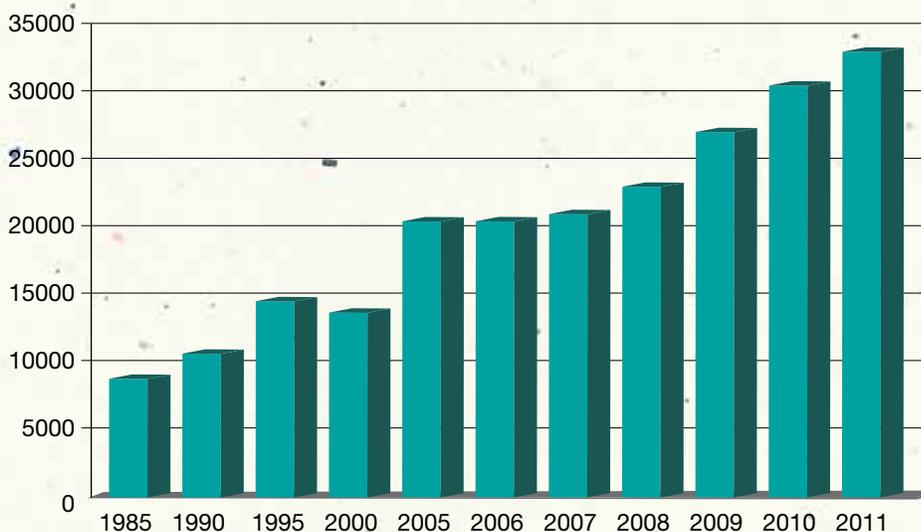
Organizational Chart

Active Cases by ZIP Code

Amenia.....	237
Annandale.....	0
Bangall.....	0
Barrytown.....	8
Beacon.....	3,444
Billings.....	7
Castle Point.....	1
Chelsea.....	19
Clinton Corners.....	200
Dover Plains.....	808
Fishkill.....	1,205
Glenham.....	35
Holmes.....	174
Hopewell Junction.....	1,405
Hughsonville.....	16
Hyde Park.....	1,826
Lagrangeville.....	487
Milan.....	60
Millbrook.....	459
Millerton.....	389
New Hamburg.....	28
Pawling.....	500
Pine Plains.....	324
Pleasant Valley.....	1,017
Poughkeepsie	
City.....	12,644
Town.....	4,362
Poughquag.....	357
Red Hook.....	769
Rhinebeck.....	862
Rhinecliff.....	37
Salt Point.....	227
Staatsburg.....	556
Stanfordville.....	286
Stormville.....	199
Tivoli.....	218
Verbank.....	100
Wappingers Falls.....	3,383
Wassaic.....	213
Wingdale.....	517
Out of County.....	1,039

DSS Caseload Snapshot as of 12/31/2011*

* Does not include HEAP, Services or Child Support cases



Top Medicaid Vendors in the County

Medicaid payments to local businesses in Dutchess County serve as an economic stimulus and multiplier. In 2011 payments were made to the following vendors providing Medicaid services.

Hudson Valley.....	\$28,924,542
MVP.....	\$27,460,151
Taconic DDSO.....	\$17,373,710
NYS Catholic Health Plan.....	\$11,889,598
Vassar.....	\$11,622,461
St. Francis.....	\$10,425,463
Elant.....	\$9,592,991
Rehab Programs.....	\$9,535,752
Wingate.....	\$9,367,815
Wellcare.....	\$8,048,379
Greystone.....	\$8,021,585
Ferncliff.....	\$7,500,370
Lutheran.....	\$7,314,932
Poughkeepsie Cross.....	\$7,035,523

Top Non-Medicaid Vendors in the County

Children's Home of Poughkeepsie.....	\$5,084,771
Astor Home.....	\$2,491,127
Central Hudson.....	\$1,914,580
Dutchess County Probation.....	\$1,828,614
CASA.....	\$1,813,702
LaSalle.....	\$1,755,682
Hudson River Lodging ..	\$1,596,223
Family Services.....	\$1,058,509
St. Anne's.....	\$948,581
Community Housing.....	\$796,755

Active Individuals

Ages	Numbers
0 - 4.....	7,535
5 - 12.....	9,516
13 - 16.....	3,960
17 - 18.....	1,780
19 - 22.....	3,404
23 - 30.....	6,147
31 - 40.....	6,692
41 - 50.....	7,147
51 - 55.....	2,534
56 - 60.....	1,599
61 - 64.....	3,228
Over 65.....	7,445

As of 12/28/2011

Facts at a Glance 2011

Department of Social Services Locations

Department of Social Services
60 Market Street
Poughkeepsie
New York 12601

Child Protective Services
412 Main Street
Poughkeepsie
New York 12601

Child Advocacy Center
249 Hooker Avenue
Poughkeepsie
New York 12601

EDGC
131 County House Road
Milbrook
New York 12545



2011 Modified Budget

	Appropriations	Revenues
Administration (salaries, fringe, materials, other)	\$ 32,963,790	\$ 17,092,950
Non-secure Detention	\$ 1,515,000	\$ 742,350
Day Care	\$ 6,628,173	\$ 6,003,173
Services for Recipients	\$ 5,682,778	\$ 1,240,432
Medicaid - Local payments	\$ 1,679,999	\$ 1,960,915
Medicaid - MMIS Payments	\$ 41,771,497	\$ 2,497,494
Family Assistance	\$ 9,566,434	\$ 9,582,742
Foster Care	\$ 30,574,446	\$ 18,029,026
Juvenile Delinquents/PINS	\$ 615,600	\$ 302,000
State Training Schools	\$ 2,600,000	\$ 100
Safety Net	\$ 7,519,000	\$ 4,998,500
HEAP	\$ 693,437	\$ 765,937
Emergency Aid to Adults	\$ 122,000	\$ 64,500
Food Assistance	\$ 363,514	\$ 363,014
Total	\$142,295,668	\$63,643,133

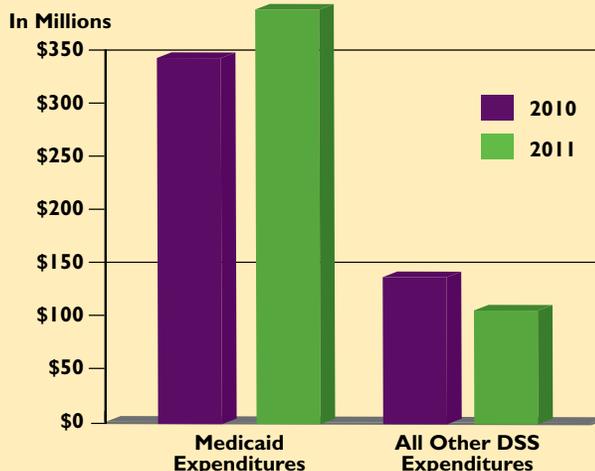
Active Cases

Cases as of	12.31.10	12.31.11
Food Stamps	9,922	11,027
HEAP	3,081	2,930
Medicaid	11,881	13,055
Medicaid SSI	5,223	5,401
Family Health Plus	1,916	2,113
Family Assistance	781	755
Safety Net Assistance	822	702
Services	1,804	1,692

DSS Employees

Total **375**

2011 Planned Gross Expenditures



2011 Employee Generosity

2011 Employee Generosity

Sharon Burt (CSEU) volunteered assistance with the Fathers' Day Parade; made preparations for John Flowers' Easter Egg Hunt and wrapped gifts for nursing home visits at Christmas time.

In other activities, she volunteered for the Girl Scouts by offering trip event consultation; acted as a Daisy & Junior Organizer (recruiting leaders and placing girls in troops); and represents Hyde Park Service Unit at council meetings.

Kathleen Pulcastro (CSEU) raised \$3,500 for the March of Dimes Walk in memory of her baby Jamie Lynn. Many of her co-workers helped raise these funds by sponsoring her.

The **ABCD Group** organized a cereal drive for Hudson River Housing's Hillcrest House and collected over 70 boxes of cereal. Forty-two pairs of tube socks were also delivered.

Lisa Simpson (APS) participated in the third annual "Love INC Scrabble Tournament" in October and finished fourth out of 31 teams participating. Funds will be used for our local residents to help cover emergency food and other urgent needs.

The **Food Stamp Unit** raffled off several baskets and raised funds totaling over \$1,000 to help needy families during Christmas time.

The **Accounting Unit** adopted a family and purchased toys, grocery store gift cards and a personal care/household basket.

The **Special Investigations Unit** adopted a family with money raised from a bake sale and a raffle of a wreath with seven different gift certificates attached.

Computer Information Systems Unit adopted a family during the Christmas season.

DSS employees raised \$565 for the Hillcrest House for the Homeless! **Jessica Cady** (INTAKE) volunteered to put together the beautiful gift baskets which were raffled. The ABCD Team planned this event.



Gail Webster, Executive Director of Hudson River Housing, graciously accepts the donation from Chris Corman (SIU) and Commissioner Allers.

CROP (Communities Respond to Overcome Poverty) **Hunger Walk**

The **DSS CROP Walk Team** raised

over \$1,000 of the \$52,000 total raised for hunger relief projects in 2011. Three local agencies who received funds from this effort were: Dutchess Outreach, Beulah Baptist Soup Kitchen and the Community Action Partnership.



Lori Aiello (INTAKE), **Gail Bertsche** (AFS), **Kara Cerilli** (ADM), **Jessica Cady** (EDGE), **Jacky Cooper** (ADM), **Chris Corman** (ADM), **Sandy Favata** (MA), **Gweneth Hobson** (CW), **Suzanne Howell** (CW), **Theresa Giovanniello** (ADM), **Sheree Gover** (TA), **Maryann Loiacono** (ADM), **Kevin McDonald** (TA), **Christine Nastasi** (TA), and **Chrystal South** (INTAKE) assisted with the fundraising bake sale efforts.

Janice Arico (SIU) and **Jackie Tortora** (CIS) headed up the Toys for Tots drive in DSS. They collected 107 toys for distribution.

Barbara Ingram (CW), **Gweneth Hobson** (CW) and **Andrea Watson** (AFS) organized the distribution of 85 Salvation Army Angel Tag/Wishes. The "Angel Tags" are gift requests from children in the community.

Jackie Tortora (CIS) ran a canned soup drive. The soup will be used for our Elizabeth Karlson Food Pantry.

Ted Starzyk (ADM) coordinated the sale of Christmas wreaths and Anemones to DSS employees to benefit the Mental Health Association of America. In addition, he worked with Dutchess County Government for the United Way of Dutchess and Orange Counties drive. Through his efforts, DSS staff contributed \$6,576 to the United Way Drive.

The **Accounting Unit** collected toys, mittens, gloves, hats and teddy bears for children at Tubman's Terrace in addition to donating new household items to Kings Court fire victims.

Children's Services and Child Support staff created hat, glove and mitten trees.

The **Managed Care Unit** successfully raised \$2,000 for a two year old cancer patient who was in Blythesdale Children's Hospital.

Theresa Rosencrans (CW), had a book sale for Relay for Life-American Cancer Society and raised \$623. This was a 23-hour event at Dutchess County Fair Grounds to raise money and awareness for cancer.

Highlights of 2011

Reappointment

Robert B. Allers was reappointed for another five-year term as Commissioner of Dutchess County Department of Social Services. This is his fourth term as Commissioner. He was first appointed in October of 1996 replacing former Commissioner John H. Battistoni, who retired after 36 years of service. To congratulate Mr. Allers, a reception was held in our employees' lounge.



MSW Program

In 2011, Dutchess County Department of Social Services continued to support its MSW Degree Program for Children Services staff. The contract with Adelphi University allows selected employees to attend classes at Adelphi and participate in county subsidized internships.

In 2011, the following Children Services staff graduated with their MSW degree from Adelphi University: Atika Buchanan, Vanessa Stuart and Anna McNeal.



Dutchess Community College Graduation

Paige Condón, former employee of Dutchess County Department of Social Services, graduated from Dutchess Community College with a Associates Degree in Business Administration.



Margaret J. Ives Award

Michael Soltish was honored with the distinguished Margaret J. Ives Award for Outstanding Service by The New York Staff Development Association. Former County Executive William R. Steinhaus said, "Dutchess County employees are unparalleled in their dedication and their ongoing commitment to excellence. That excellence stands out statewide. Congratulations to Michael Soltish on this well-deserved honor."

The Margaret J. Ives Award for Outstanding Service recognizes an individual who has exemplified excellence through their dedication, expertise and professionalism in serving Social Services staff. The award, created in 2002, is given each year to honor Margaret "Peg" Ives, a Staff

NYS Deputy Commissioner of the Division of Operations John Paolucci, Michael Soltish and Theresa Giovannello



Development Coordinator for Wayne County Department of Social Services.

Michael Soltish has been employed with Dutchess County Department of Social Services for 35 years. His career began as a Social Welfare Worker in the Temporary Assistance Unit. He served as a caseworker and then as a Social Welfare Specialist, a Supervisor in the Temporary Assistance Unit and Supervisor of the Special Investigations Unit." As the Staff Development Director, Michael Soltish is responsible for ensuring Social Services employees have the necessary information and tools to provide services to clients in a competent, objective and professional manner.

Michael has been committed to the recognition of Social Services employees for their achievements. To obtain this commitment, he has organized the Employee of the Month Award as well as the annual Employee Appreciation Day.

In addition to his duties locally, Mike has been an active member of many statewide committees, work groups and projects. His knowledge of the issues and needs of local Social Service districts have made him a valuable resource for others across New York State.

Commissioner Allers said, "Mike Soltish exemplifies the values of the Margaret J. Ives Award and we are thrilled to see him recognized. It is particularly gratifying to have him honored for this prestigious award since he is always behind the scenes making sure our employees are recognized for their hard work."

Highlights of 2011

Dutchess County Department of Social Services Computer Training

Dutchess County Department of Social Services held its Youth Computer Training event for the fifth consecutive year. There were 30 youth from families on Temporary Assistance or from foster families, who spent the day learning about Microsoft Office, Excel and PowerPoint.

In the morning two instructors worked with the students teaching them to set up, load and care for a laptop and printer. The class quickly began utilizing the programs through practical lessons that showed them how to use the programs for assignments, and presentations. Four DSS staff were on hand to supervise and assist the students through the learning process.

In the afternoon the class resumed the session and learned to use the programs for simple budgeting and resume' writing through more hands-on lessons. At the end of the day-long session, students went home with a laptop and manual in their new backpacks and a printer.

One student used the equipment within the week following



"With this brand new laptop I am able to do my homework and look for jobs and this will help me in the future."



the training to send DSS a note which read: "Thanks for this wonderful laptop and printer. I really enjoyed being in your class. I learned in your class how to get to a site quicker and faster on my laptop. With this brand new laptop I am able to do my homework and look for jobs and

this will help me in the future. Thanks a lot for helping me out with this laptop, printer and other supplies."

Dress for Success

On Friday, May 13th the Leadership Development Program featured a guest speaker, Retired City of Poughkeepsie P.D. Detective William Sleight. Our speaker had many years of experience training various groups on many subjects including safety and security in the work place; self defense; and dressing for success. Mr. Sleight held the groups attention using unique examples from his career experiences.

Twenty-three participants attended the session called Dressing for Success in the Main Conference room. Mr. Sleight covered different types of workplace attire including business casual, formal and uniform. Considerations for type of attire in the workplace included first impressions, safety, presenting an image of credibility and professionalism, the environment and

self confidence. Equal importance was placed on good personal hygiene and how this affects our own self esteem as well as the perception others have of us.

On Friday, June 10th the Program welcomed another guest speaker, Bob Gio, a Strategic Coach for Sprint. The presentation developed by Bob Gio was entitled Happiness in the 21st Century: Your Personal Toolkit. Twenty-three staff were again in attendance. This program also focused on personal responsibility and guided the group to look more analytically at their own feelings and lifestyle.

Through a lively workshop, Bob Gio effectively shared a three step method for self assessment and getting back on track toward contentment and confidence. He also emphasized the importance of being balanced in one's life. Mr. Gio left participants with new ideas about how to live a happier life. In addition, he shared many resources so our staff can find further information about the topic, and complete professional happiness inventories themselves.



DSS Leadership Graduation and Achievement Awards

The DSS Leadership Development Achievement Awards were on October 7, 2011. Attendees included: graduates; program participants; DSS Administration and supervisors; Chamber of Commerce staff and Women's Leadership Alliance members; past guest speaker, retired City of Poughkeepsie Detective **William Sleight**; and the graduation keynote speaker, Retired Brigadier General & Putnam County Sheriff, **Donald B. Smith**. Sheriff Smith spoke about "What Leaders Do: A Model for Leadership Success." Commissioner **Robert B. Allers** presented certificates to **Valencia Bailey*** (SIU), **Kara Cerilli*** (ADM), **Chris Corman*** (SIU), **Carol Domino** (SIU), Deputy Commissioner **Theresa Giovanniello***, **Lisa Goering** (ACCT), **Linda Green*** (INTAKE), **Suzanne Howell*** (CW), **Christian Jones*** (CW), **John Mort** (CIS), and **Barbara Swanson*** (DAYCR). These individuals attended the required number of leadership courses, and those with an asterisk * next to their name were also recognized for presenting a one hour leadership session during the 2010-2011 program year. **Wendy Baur** (AFS) also received a certificate for her presentation. Congratulations to all!

Leadership Development Program Progress

This has been a very productive year for the Leadership Development Program at DSS. The October graduation was the culmination of a year of dedicated planning, research, sharing, learning and leading by a group of almost 30 DSS staff.

The program is open to all DSS staff with approval from one's supervisors.

The program was initially proposed last year by Deputy Commissioner **Theresa Giovanniello** and announced to our staff after we participated in a leadership workshop by Retired Marine Sgt. **Courtney Lynch**. Approximately 30 staff immediately signed on and of the 30, nine have designed and presented sessions to the group. In addition, eleven met the graduation program requirement of 8 credit hours, thereby completing Level One training and moving onto Level Two. The past year's topics were:

- Meet and Exceed the Standards You Ask of Others: Lead from the Front by: **Suzanne Howell** (TA);
- Attitudes Are Contagious; Is Yours Worth Catching? by: **Linda Green** (Intake);
- Patience is a Virtue (Positive Psychology) by: **Kara Cerilli** (ADM);
- Motivating and Rewarding Excellence by: **Valencia Bailey & Christian Jones** (SIU);
- Lessons from the Kennedy School of Government by: **Theresa Giovanniello** (ADM);
- Dressing for Success by: **William Sleight III**, Retired City of Poughkeepsie Police Detective;

- Happiness in the 21st Century: Your Personal Toolkit by: **Bob Gio**, Sprint Coach;
- Service Based Leadership by: **Barbara Swanson** (DAYCR);
- Conflict Appreciation & Resolution by: **Chris Corman** (SIU);
- Life Goals by: **Wendy Baur** (AFS);
- Achievement Award Session with Guest Speaker Putnam County Sherriff **Donald B. Smith**, Retired Brigadier General "What Leaders Do: A Model for Leadership Success"

Since our graduation, the Leadership Development Program Planning Committee came up with ten high priority topics for the coming year. The topics are: Organizational Change, Positive Mental Attitude, Meeting Local Leaders, Non-profit Organizations Making a Difference, Corporate Culture, FISH training, Leadership Styles, Integrity and Leadership, Self-Imposed Boundaries and Breaking Down Silos, Functioning "Out of the Box."



2011 Employee of the Month

This is the 23rd 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



Kara Cerilli
Administration

February



Ricki Pelzner
Medical Assistance/Medicaid

March



Melvin Forshaw
Department of Public Works

April



David Garcia
Child Protective Services

May



Wendy Baur
Adult and Family Services

June



Monique Lawrence
Children Services

July



Ed Sheehan
Accounting

August



Doris Waddington
Child Support

September



Diane Abramowitz
Child Support

October



Queen Murray
Food Stamps

November



Diane Phillips
Children Services

December



Pat Donovan
INTAKE

2011 Commissioner's Office

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



Debra Bonnerwith, Deputy Commissioner



Theresa Giovannello, Deputy Commissioner



Bridget Goddard, Assistant to the Commissioner for Program Planning



Judy Yarochovicz, Confidential Administrative Assistant

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 Hearings

Fair hearings can be requested on a denial, discontinuance or reduction of benefits or services, on matters of state policy, employability status, and method of payment of benefits or a failure of DSS to act on an application or request. Hearings are held at DSS and are presided over by a New York State 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 New York State.
- Does day care audit for New York State.
- Serves as liaison to Hudson River Lodge for after-hours emergency placement.



William Sanchez, Fair Hearing Specialist

Contract Activity 2011

Adult Foster Care Services.....	2
Day Care.....	2
Detention/Foster Care Institutions.....	41
Domestic Violence Services.....	4
Employment Services.....	7
Food Stamps Nutrition Education/HEAP.....	5
Genetic Testing.....	1
Homeless Prevention.....	3
Interpreter Services.....	1
Legal Services.....	3
Medical Exams/Services.....	5
Memoranda of Agreement.....	82
Other Inter-Agency Service Agreements.....	7
Preventive Services/TASA.....	12
Resource Parents.....	110
Service Agreements.....	4
Totals.....	289

Value of Contracts \$33,000,000+

Fair Hearing Activity 2011

Fair Hearings Scheduled.....	746
Appellant Defaults.....	232
Appellant Withdrawals.....	139
Agency Decisions Upheld.....	135
Agency Decisions Reversed.....	39
Percentage of Fair Hearings in Favor of the Agency.....	93%
Postponed or Adjourned.....	8
Other Agencies.....	50
Correct when Made.....	26
Other.....	10
Agency Withdrawals.....	18

Accomplishments

- 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 and objectives of the Dutchess County Single Point of Entry for long-term care.
- Developed plan for use of \$8,398,689 in Flexible Funding for Families awarded by New York State OTDA.
- 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 \$33,000,000 for services, excluding the value of resource parent contracts and Medicaid-funded contracts.
- Served on the Executive Committee for the Ten Year Plan to End Homelessness in Dutchess County.
- 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 Child and Family Services Plan for the period 2012-2016, 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 Division of Youth Services to develop a set of data indicators across systems. The resulting document is available at <http://www.dutchessny.gov/CountyGov/Departments/YouthBureau/2007Selectedindicators.pdf> strengthens the understanding of governmental planners, community members, providers and decision makers.
- Member and participant in Hudson Valley Cash Coalition.
- Member of Medicaid Administrative Workgroup with OHIP (Medicaid takeover with Department of Health).
- Served as Chairman at Dutchess County Community Development Advisory Committee of the Dutchess County Planning Department.



*Administrative Division
Support Staff*

2011 Staff Development/Personnel

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.



In Dutchess County, the Staff Development Unit also encompasses the human resources and payroll functions.

In 2011, the reduction in state training dollars affected the delivery and location of some training programs that local districts have relied on in past years. Regional trainings, Computer Based Training, and Teleconferences are increasingly being used to help meet the need to disseminate necessary information to the local districts. The use of Training Space and ILinc as a supplement to Common Core and the various Institutes has required us to re-evaluate our hiring practices so that we ensure staff has the introductory computer courses needed before attending state training.

In 2011, our 2010 BSW scholarship recipient graduated from Marist College and was hired as a temporary CPS trainee. Through a partnership with the Social Work Education Consortium, DSS and the Dutchess County Department of Human Resources, this program awards a \$10,000 scholarship to a BSW student in their senior year of college. At the conclusion of their internship at DSS, the student is given a two-year paid temporary position at DSS with the opportunity to take the civil service exam and secure a permanent position. The department's experience with this program has been very positive and we look to continue the scholarship program in 2012.

The Dutchess County Department of Social Services has had a contract with Dutchess Community College for the purpose of workforce professionalization since September 1989. In late 2011 a decision was made to move the program



coordinators office from Dutchess Community College (DCC) to DSS. Mary Beth Dohrenwend and Phyllis Black Ruffell now have their office on the second floor in room 222 (the old DSS mail room). Through this on-site location of the program coordinator, we hope to increase participation in our college programs, provide employees greater accessibility and expand the coordinator's role in other areas of the DSS Training Program.

The Staff Development and Personnel Unit provide on-going personal and career development for DSS staff members. In addition to the educational programs with Dutchess Community College, we also have contracts with Adelphi University and Empire College. The goal of these programs is workforce professionalism and promotional advancement within the civil service system.

The Staff Development Unit:

- Completes state and local surveys, plans all needs assessments related to staffing, training, salaries and turnover.
- Coordinates the publication of the Department of 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.
- Completes the annual state salary survey and caseworker turnover survey.
- Monitors CPS worker compliance with state training mandates.
- Coordinates the Dutchess Community College Project through which 35 employees took courses working toward a two-year degree or certificate.
- 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.

The Personnel and Payroll Unit:

- Maintains the department's active and inactive personnel files and handles all personnel-related matters. This includes assisting the Dutchess County Department of Human Resources with recruitment of qualified applicants through newspaper advertisements and attendance at job fairs.

Staff Development/ Personnel

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

Accomplishments

- Continued to serve as Vice President of Region V Association of Staff Developers of New York State.
- Served on the Staff Development Conference Planning Committee.
- Coordinated 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 recommends system enhancements and tests updates prior to statewide rollout.
- Coordinated the necessary local set-up for the provision of state sponsored teleconferences to be viewed by Dutchess County DSS staff.
- Recipient of the 2011 "Peg Ives" award from the New York State Staff Development Association for Excellence in Staff Development.
- Conducted 46 new employment interviews.
- Hired 41 new employees.
- Coordinated three disciplinary actions (Section 75 and stipulations).
- Coordinated and processed 54 promotions and reassignments, 21 leaves of absence and 33 separations from Dutchess County service (of which, 15 were retirements).
- Chaired the 2011 Dutchess County Department of Social Services' United Way Campaign.
- Coordinated the 2011 Daffodil Days for the American Cancer Society, the Christmas wreath and the Anemone sales for the Mental Health Association of America and Blue Jeans for Baby's Day at Dutchess County Department of Social Services.
- Participated on the Foster Care Review Board.



Staff
Development/
Personnel Unit

2011 Administrative Services

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

The following units are overseen by the Director: Accounting, Central File, Reception, Purchasing, Welfare Management System and Computer Information Services. The Director of Administrative Services serves as the agency's FOIL Officer. During 2011, the Director of Administrative Services served as the President of the New York State Fiscal Administrator's Association.



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 Case Management System of the Welfare Management System (WMS), which accounts for all repayments and recoupments of benefits for clients who were overpaid.

Central File

- Maintains all closed records and retrieves files as needed.
- Handles record retention and annual purges of records in accordance with NYS regulations. Issues case numbers for new applicants.
- Does all the case filing for the Temporary Assistance and Child Support Divisions.
- Processes all voter registration forms and manages the mailroom.
- Images files as part of the NYS Imaging Project.

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 46 cars and vans with the Dutchess County Auto Center.
- Serves as the liaison with Dutchess County Public Works Department for repairs, maintenance and cleaning of the building.

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.



Administrative Services

Accomplishments

Administrative Services

- Through the imaging software, we assigned access to auditors for remote access of 325 cases for HEAP audits and assigned access to auditors for several Food Stamp state audits totaling 52 cases.
- Processed 107 record access requests, imaged 110 boxes of records from Eastern Dutchess Government Center (EDGC), processed 251 Price Chopper bills totaling \$27,540 and 392 K-Mart bills totaling \$32,197 for clients' needs. We also made \$7,797,403 in payments to contract vendors.
- Placed a personal phone call notification sheet on the DSS Intranet webpage. This is used when an employee makes a personal long-distance phone call.
- Provided coverage for Food Stamps, Special Investigations Unit, Temporary Assistance, Child Support Enforcement Unit, Eastern Dutchess Government Center and payroll services and processed 256 requests for training.

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;
- Steering Committee for exploring the possibility of a pre-K, charter school afterschool program at the former YMCA location.
- Maintained accounts for 152 clients and made payments totaling \$1,465,755 million on their behalf. Issued 10,424 individual checks.
- Maintained approximately 95 percent of our reports as PDF documents instead of printing and filing paper reports.
- Implemented the new T53 accounting program (Accufund). The program was presented at the New York Public Welfare Association Conference. As a result of the presentation, there are a number of counties who are interested in using this program.

Central File

- Inclusion of the File Room in Status Tracking has allowed for automation of case look-up for verifying case numbers, providing new case numbers, providing information regarding whether the case is imaged or if we still have a paper record for the case. It allows multiple users to communicate and access this information.



- The file room case number master-card file was transferred to a computer data base in 2010. 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. We have been able to update and maintain the master file. We also keep track, in the master file, as to whether or not a case has been imaged so that we can convey this information along with the case number in Status Tracking.
- We gave up the office space where the mail was being processed and moved the mail handling into the file room.



Accounting Staff



2011 Administrative Services Accomplishments

The mail is being processed by three clerks on a regular basis allowing us to always have trained coverage. We handled 13,500 pounds of in-coming mail as well as all out-going mail for the building.

- On-sight-imaging began in February of 2011. Rather than preparing paperwork and sending it out for imaging, we are now able to scan it on-sight, which makes it available instantaneously to the staff. There is no longer a three to four day lag time for the imaging to be viewable in IEDR.

- Prepared and imaged paperwork for the following units:

- Medicaid (complete and up-to-date);
- Medicaid Nursing Home (complete and up-to-date);
- Medicaid spend-down cases (complete and up-to-date);
- SSI/MA (complete and up-to-date);
- Temporary Assistance (complete and up-to-date);
- Food Stamps (complete and up-to-date);
- HEAP (complete and up-to-date);
- Special Investigations Unit (complete and up-to-date).

- Shipped and retrieved the following from retention:

- Sent 765 boxes;

- Retrieved 131 boxes;
- Retrieved 675 case records;
- Destroyed 387 boxes.
- Purged 6,965 records from the file room.
- Assigned 6,692 new case numbers.
- Handled all incoming voter registration forms as follows:
 - Yes – 635 sent to the Board of Elections
 - Blanks and No's – 8,563
 - Already registered – 344
 - Requested and received – 18
- Coverage and training in other departments as follows:
 - Reception coverage of 125 hours and training of one employee for coverage;
 - Finger imaging coverage of 139 hours;
 - Switchboard, Food Stamps, Medicaid, CSEU phone coverage totaling 75 hours;
 - Spanish translation of 1,150 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.

Computer Information Services (CIS) Unit

- Assisted with the Youth Computer Training.
- Made customizations to in-house applications, such as the HEAP Log, to reflect evolving needs.
- Processed 267 employee change forms, including setting up new profiles for 47 workers.
- Replaced 165 aging computers.
- Consolidated 461 duplicate CINS.
- Implemented Accufund – a modernized system for tracking our trust accounts.
- Assisted in arranging access for DSS workers to the DIR database.
- Facilitated the rollover from Kindertrack to CCTA.
- Deployed OSS Scanners. This allows for on-site scanning instead of sending documents out to another location.



File Room Staff

Administrative Services

Reception

Status tracking is a computer program, which is used to follow the progress of applicants, applications and other documents as they proceed through our agency. The reception area is responsible for initiating the original entries into the system. Although the entire system is scheduled for upgrading in 2012, we continue to make improvements to our current system.

In 2011 the agency restructured its eligibility program into a generic intake unit. This change has resulted in the streamlining for both the process for applicants and the paperwork processed through the reception area. The Transaction Chart below shows less overall transactions in 2011 compared to 2010. In reality, more clients were served in 2011 but the creation of the Generic Intake Unit has resulted in fewer transactions in the Status Tracking System.

Transactions

Month	2010	2011
October.....	9,292	9,120
November.....	9,933	8,983
December.....	9,499	9,687
Totals.....	28,912	27,702

- We continue to effectively direct EMT personnel and first responders to 911 emergency locations.
- We handed out candy canes during the Christmas season to children in our reception area from contributions made by DSS staff.
- We continue to work directly with various units helping to make the client experience a better one.



Reception Staff

Mr. Allers,

My name is N.S. I am a RN in New Mexico. I am here in New York visiting my mother and helping a family friend. James H. is a left knee amputee and has needed assistance with reapplying for Medicaid.

I brought him to the Poughkeepsie Social Services office where Evie, a representative assisted Mr. H., going over his paperwork and answering numerous questions. Evie was extremely professional and knowledgeable in her profession, polite and very patient with Mr. H. as he is aged.

I would like to commend you on an office efficiently run and in a timely manner. If you have any questions or would like to talk to me personally, please call. The best to you and your staff. Thank you.

W.S.

Reception



Computer Information Services Staff

2011 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.



Dear Ms. Sheldon:

I direct this to your hands in gratitude for the special care and kindness that has been shown to my mother by your Adult Protective Services Division.

Nicole Singleton is an extraordinary social worker. She works with skill, compassion and dedication. My mother is 90 years old and is a difficult case, I know. Ms. singleton has befriended her and has been of great benefit in rescuing her and protecting her.

I myself am a former caseworker (50 years ago) and recognize the excellence and professionalism which she brings to bear. I commend Ms. singleton and will be ever thankful.

Sincerely yours,
R.L.W.

AFS

This unit:

- Had 331 active cases. There were 719 referrals for Adult Protective Services. We had 31 guardianship cases and 106 representative payee cases. Staff continues to participate in case consultation meetings and attends regional meetings.
- Had members of our staff walk for the March of Dimes. At Christmas time, Angel Tags were distributed for the Salvation Army.
- Provided housing assistance to the Temporary Assistance population that is homeless. Lack of affordable housing continues to be a problem. In 2011, \$2,924,690 was spent on motels. The average stay was 12.4 weeks.
- Continued 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.
- Provided 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 2011, the DVL conducted 149 assessments and 87 reassessments.
- A staff member was on a panel at the NYPWA Winter Conference to discuss outstanding programs and practices promoting protection of vulnerable adults.
- Nominated Hudson River Housing to receive a certificate of recognition for being outstanding partners in the protective services for adults delivery network. The certificate was awarded by the New York State Office of Children and Family 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.



Adult Services

	2010	2011
Adult Services Cases Open At End of Year	296	331
Domestic Violence Screenings	305	236
Temporary Shelter Stays in Weeks	12	12.4
Temporary Shelter Expenditures	\$3,666,914	\$2,924,690
Adult Protective Services Referrals	684	719

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
2011	\$2,924,690	12.4

My Dear Karen,

Just a typed note to express my gratitude for the time and effort you have taken while Chris, my son, has been at the St. Francis Hospital. I pray all the efforts of those there; your concern and the regard of others will be meaningful to him in the future.

Again, GOD BLESS YOU and the people involved in the mental health field.

Graciously,
J.H.

AFS

Adult Services Staff



2011 Children's Services

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 (SCR) for Child Abuse and Maltreatment. The number to call to reach the SCR is (800) 342-3720.

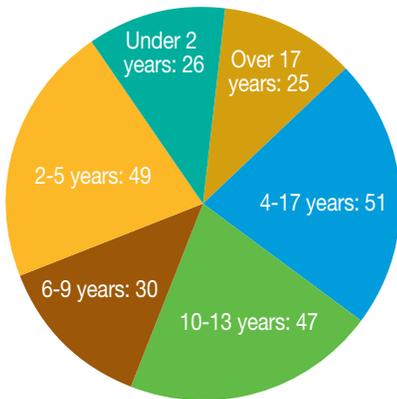


Adoption Summary

	2010	2011
Children Discharged to Adoption.....	43	31
Children in Care with the goal of Adoption at year end.....	59	43

* From CCRS Monthly Summary Characteristics Report for 12/31/11

Children in Foster Care by Age*



* From CCRS Monthly Summary Characteristics Report for 12/31/11

Child Protective Services (CPS)

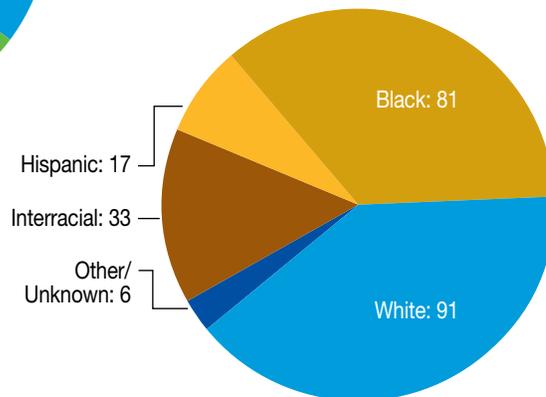
- Assesses safety of and risk to children due to abuse or neglect and provides intervention when needed.
- Arranges on-going case management for families through the Preventive Services Unit and other community services providers when service is necessary.
- Files neglect and abuse petitions to seek from Family Court orders of protection, court-ordered services for the families and/or authority to place children in foster care.
- Participates in the Dutchess County 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,

Children in Foster Care by Ethnicity*



* From CCRS Monthly Summary Characteristics Report for 12/31/11

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.
- 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 emergency basis directly from court.

- Supervises non-secure detention placements, monitors non-secure detention centers and ensures that children's medical and mental health needs are met.
- Contracts with Berkshire Farm and Samaritan Shelter for non-secure detention beds.
- Supervises and coordinates services for the Secure Detention program.

Juvenile Placements With Social Services *

	2010	2011
Persons in Need of Supervision (PINS).....	22	9
Juvenile Delinquents (JD)	22	13

* From CCRS Monthly Summary Characteristics Report for 12/31/11

CPS Case Summary

	2010	2011
Reports of Abuse and Neglect made to State Central Register	2,919	3,047
Abuse Petitions	118	40
Neglect Petitions	855	687
Termination of Parental Rights....	53	60
Surrender Petitions Filed in Family Court	28	25
Foster Care Review – Permanency Hearings	380	299
CAC Investigations.....	*369	*324
Substantiated	*62	*91
Unfounded.....	*249	*272
Pending	*58	*30

* Statistics from the CAC database, and Data Warehouse effective 12/31/11

Children In Care - Types of Placement

	2010	2011
Foster Homes.....	105	98
Institutions.....	106	72
Group Homes	12	7
Group Residence.....	1	0
Agency Operated Boarding Homes	18	9
Adoptive Homes.....	21	12
Approved Relative Foster Homes	31	21
Other.....	8	9
Total	302	228

2011 Children's Services Accomplishments

- 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.
- Children Services' continues to participate in the B2H program which provides needed services to children up until age 21. DSS is working in collaboration with Astor Services for Children and Families, Abbott House, and Children's Village for implementation of services. There are three categories that children can be eligible for: severely emotionally disabled, developmentally disabled, and medically fragile. Presently, 30 children are participating in the B2H program in Dutchess County.
- Children's Services continues to work in collaboration with Dutchess County Family Court on the OCA/OCFS Permanency Project. Dutchess County Department of Social Services is also a stakeholder on the Statewide Interdisciplinary Court Improvement Project Collaboration Group.
- In 2011, Dutchess County Department of Social Services implemented Family Meetings in Child Welfare. We received training from OCFS and developed two models that we will incorporate in our regular practice. The first model is Family Team Meetings, which will focus on developing and maintaining positive relationships between birth parents and foster parents. The second model is Family Team Con-

ferencing and this focuses on bringing the immediate family, extended family and significant people in the family's life together to discuss what safety/risk factors have been identified by DSS and how the family may be able to come up with a plan to address these in lieu of placing the children in foster care.

- Dutchess County Department of Social Services administered the Strengthening Families Training in 2011. There were two sessions offered and one booster session. In total, 15 families participated in the two sessions offered and 7 families participated in the booster session.
- Dutchess County Department of Social Services arranged for three Independent Living Trainings to be conducted in 2011. There were two sessions of Computer Training where 10 foster care youth participated and one session of the dangers of "Sexting" where 31 foster care youth participated.
- Dutchess County adoption staff members completed 31 adoptions in 2011. This unit also completed seven 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 2011, 106 youth were placed in non-secure detention.

- In 2011, Dutchess County Department of Social Services assumed the responsibility of coordinating Secure Detention Services on a 24 hour basis. In 2011, 43 children required Secure Detention Services.
- Children's Services staff members are participating in a higher education program leading to a Master's in Social Work Degree at Adelphi University. Four staff members were enrolled in this program in 2011 and twelve staff members have 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 investigated 3,047 reports of suspected child abuse or maltreatment during 2011. There were 228 children in foster care as of 12/31/11.
- Our annual foster parent picnic was held in August and was a success, with a variety of activities and foods offered.



Child Protective Services Staff

Children's Services

- During the year 2011, 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, Mid-Hudson Children's Museum, 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 continued 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 2011.
- 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. The Youth Treatment Court graduated two youth in 2011.

- 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 2011, 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, 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

Preventive Services Staff



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 22 new foster parents and 12 new relative foster parents in 2011.
- In 2011, 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.

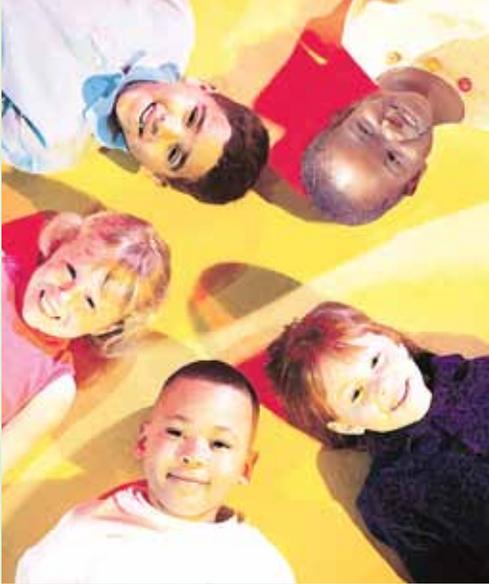
In 2011, Dutchess County DSS and The Mid-Hudson Children's Museum continued to partner in working with families involved in foster care or preventive services. DSS has access to the Children's Museum for supervised and unsupervised visitation between parents and their children.

Once again in 2011, 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 2011, Children's Services staff sponsored multiple families for Christmas, providing them with gifts and food and all the makings for a family celebration.

Child Welfare Staff





The words “child support” have many different connotations. It may mean showing up at your child’s baseball game, applauding your daughter at her dance recital, being there when your child learns to ride his or her first bike, drying tears or putting band aids on scraped knees. At the Dutchess County Department of Social Services the words “child support” mean a dedicated unit of workers who handle over 11,000 cases. Each Child Support Enforcement worker has a caseload of 800-1,000 cases – really 1,600 – 2,000 cases since each case has two customers, the custodial and non-custodial parents. The Intake Workers have over 500 pending cases – awaiting paternity and/or support establishment. There are four Supervisors who help with training and guidance. There are four Specialists who split their time between preparing cases for court appearances, sitting in the Family Courtrooms taking notes and testifying and completing special projects. There is also a Clerical/Data Entry group as well as an Accounting staff. They are the foundation of our unit and what helps us function so efficiently.

Child Support

The history of the Department of Social Services involvement with Child Support began in 1975. It was created as part of the Social Security Act and mandated states to locate absent parents, establish paternity/support orders and then enforce the orders for any children in receipt of Public Assistance. The Child Support Amendments of 1984 made these services available to all children.

The mission of the Child Support Unit is to ensure that legally responsible persons, to the best of their ability, contribute toward the support of their children, thus improving the self-sufficiency of families through increased financial and medical support. The New York State website states “the Child Support Enforcement program helps to strengthen families and reduce welfare spending by placing the responsibility for supporting children on

The Domino Effect



Helping to Strengthen Families

those parents with the financial resources to provide such support.” Both statements include a key element –the order reflects the ability of the non-custodial parent to pay the child support order.

Many in society view Child Support workers as a “he man hating club” and dads are doomed to suffer at our hands. Others view us as the champions against “deadbeat dads”. Neither view is correct. The Child Support Unit enforces the orders established by both Family Court and Supreme Court. The courts make a ruling and issue a court order after a hearing is held. The Child Support workers then process and enforce the orders without prejudice. The Child Support workers provide services to both parties equally and will file petitions for either party at their request.

A common misconception that society has is that the non-custodial parents are not paying their child support

obligations. In the fiscal year October 2010 - September 2011, the non-custodial parents paid 90.12 percent of their current support. In 2011, Dutchess County collected \$31,714,755 in child support. There are many reasons why the remaining 9.88 percent of the child support was not collected. A few of the reasons we have found have been that the non-custodial parents have lost touch with their children and do not feel the moral obligation to pay their support order, some non-custodial parents have lost their jobs or had a cut in pay and do not realize they can petition Family Court for a temporary reduction in their support order and some actually have obtained custody of the children and do not realize they must terminate the child support order.

Child Support

Helping to

Strengthen Families

The Dutchess County Child Support Unit has made a conscious effort to reach out to the non-custodial parents. There have been studies that suggest non-custodial parents are more likely to pay their child support if they are involved in their children's lives. The studies also show that children are more successful in school and life activities if both parents are actively involved in their lives.



We offer a quarterly presentation at the Father's Rights meetings to educate as well as listen to the concerns and obstacles that the non-custodial parents encounter. We are active in the planning and presentation of the annual Father's Day Parade in the City of Poughkeepsie. We also refer parents to the organization Child Find. They are willing to do mediation for parents to come to amiable parenting agreements.

The Dutchess County Child Support Unit also holds an annual Unit meeting to recharge. Each year has a different theme to help the staff re-energize and focus on different aspects of the job. In 2011 the theme was "The Domino Effect." The staff was split into four separate groups and the task was to build a domino relay using all of the dominos without any falling. Then the group had to have the dominos fall in a successful sequence knocking down all of the dominos. The lesson of the meeting was that every action a worker takes on a case causes a reaction

and the worker needs to be aware of the ramifications of their actions/reactions on the cases. The staff had an enjoyable time and hopefully the frustration of the dominos falling over before they should, the dominos that stubbornly stood alone and the final feeling of success when the task was accomplished will remind them of the "domino effect" we have on people's lives every day.



The Dutchess County Child Support Unit remains committed to ensuring that children receive the child support and health insurance that Family Court has ordered.

2011 Child Support

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 allows 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 estab-

lished, 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.
- Collections 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. TANF, Medicaid and Safety Net minor recipients are not charged fees for legal representation.



Child Support Accounting and Clerical Staff

Accomplishments

- Dutchess County Child Support Enforcement Unit (CSEU) collected \$31,714,755 in child support in 2011. Of this amount, \$30,897,533 was for the benefit of families who were not in receipt of Temporary Assistance.
- CSEU processed 7,369 Family Court Petitions in 2011.
- 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 2011, 82 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 parent’s frustrations for the betterment of their relationships with their children.
- CSEU has provided several presentations to outside agencies to further educate the public on child support rules and procedures. A Dutchess County CSEU representative

was on the Fathers’ Day Parade Committee. This was the ninth 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.

Child Support Collections

Year	Amount Collected
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
2011.....	\$31,714,755

Child Support Activity

	2010	2011
Child Support Cases Open	11,573.....	11,392
Children Open in Support Cases.....	12,092.....	11,847
Children Open Born Out of Wedlock.....	6,635.....	6,557
Children Open with Paternity Established.....	6,013.....	5,975
Percentage of Children Open with Paternity Resolved	94.7%.....	95%
Children Needing Paternity Determination.....	643.....	572
Cases with Collections During Year	5,360.....	5,812
Interstate Cases with Collections During Year	317.....	296
Cases Open Where Medical Support is Ordered	7,803.....	7,756
Cases with Arrears Due During Year	6,832.....	6,974

* From NYS OCSE DSS-157 Report (12/11) and Statistical Trends Report (12/11)



Child Support Intake and Enforcement Staff

Legal Unit 2011 Legal Unit

The Legal Unit consists of one Bureau Chief and five Senior Assistant County Attorneys.

Three secretarial staff gives 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 Dispositions

	2010	2011
Child Abuse Petitions.....	118	40
Child Neglect Petitions	855	687
Termination of Parental Rights.....	53	60
IVD Paternity	260	251
IVD Support.....	5,545	4,696
IVD Interstate Support (UIFSA)....	197	132
Permanency Hearings	*380	299

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

Legal Statistics

	2011
Child Protective Reports	3,047
Support Cases	11,392
Private Support Referrals	153
Fair Hearings	115
Collection and Resource Cases	57
Adult Protective Cases	14

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:

- As a member of the Advisory Committee on Electronic Filing in the Family Courts to explore e-filing of petitions.
- In the exploration of prisoner issues with regard to adult guardianships.
- In the exploration of a new medical component of the Child Abuse Center.

The Legal Unit continues to participate in collaborative systems:

- Thursday morning CPS review of cases with attorneys;

- 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 Staff



2011 Transitional Benefits Division (Temporary Assistance Undercare, Employment, Food Stamps and HEAP)

Transitional Benefits Division encompasses Temporary Assistance Undercare, Employment, Food Stamps Undercare, and the Home Energy Assistance Program (HEAP). The overall purpose of the programs under Transitional Benefits is to assist low-income households as they meet their goals in becoming self-sufficient. This is evolving to a critical area with the current rising cost of fuel, food and employment-related expenses.



Temporary Assistance

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 740 to 781.

Family Assistance Cases	
<i>As Of January 2010</i>	
1990.....	1,519
1995.....	2,387
2000.....	1,001
2005.....	683
2007.....	581
2008.....	594
2009.....	629
2010.....	740
2011.....	781

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 re-

imbursed Temporary Assistance programs, receive SNA. Most SNA recipients are single individuals or childless couples. They must engage in assigned work activities to receive assistance, unless exempted by a physical or mental disability.

Safety Net Assistance consists of two components: cash and non-cash. In the non-cash component, food, shelter, fuel and utility allowances are issued directly to the vendor 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.

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

- Our Safety Net Assistance (SN) caseload increased from 760 in 2010 to 822.
- The number of SN individuals in receipt of assistance who are deemed not employable and are mandated into treatment in 2011 is 125. 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 who are in receipt of Safety Net non-cash remains unchanged from 2010 at 73. This indicates that it is still difficult 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.

Safety Net

As Of January 2010

1990	649
1995	968
2000	361
2005	519
2007	553
2008	579
2009	585
2010	760
2011	822

Employment

The Employment caseload consists of approximately 553 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 five to eight 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 22 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 Dutchess County Regional Chamber of Commerce for:
 - Mentoring programs 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.

Temporary Assistance Case Activity *

	2010	2011
Applications Registered.....	8,646	9,370
Cases Opened/Reactivated/Open-Closed	3,318	3,314
Withdrawn.....	144	139
Denied.....	5,752	6,304
Cases Closed.....	2,264	2,239
Recertifications	1,782	1,770
Changes to Active/Closed Cases	11,614	12,146
Totals	24,874	25,912

2011 Transitional Benefits Division (Temporary Assistance Undercare, Employment, Food Stamps and HEAP)

- 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.
- Responsible Parent Program, which includes a mentor who works with individuals who are sanctioned or about to be sanctioned for failing to comply with employment activities.
- The Transitional Jobs 2 Program (TJ2) is designed and funded to support subsidized employment in the public and private sectors for TANF-eligible individuals. The TJ2 program provides education, training, and subsidized job placements. This program offers a chance for employment to the individuals that have little or no work history, barriers to employment, or in a slow/tightened economy. The participant has the opportunities to participate and develop positive work skills, for education growth and/or acquire new job skills. The goal is that the participant will remain employed with the employer upon the conclusion of the contract/subsidy. The wage subsidy is up to \$8.00 per hour. The TJ2 employer may be subsidized no less than 32 hours and up to 40 hours per week of employment and education/training. The TJ2 employer contracts can be up to twelve months depending on the training and technical requirements of the job.
- Youth Employment Services (YES) serves the youth of Dutchess County between the ages of 14-20. The YES program works together with local businesses and manufacturers, the youth, parents, school districts, 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 includes the following:
Education Program:
 - Tutoring
 - GED
 - Soft Skills
 - Life Skills

Educational field trips and workshops
Vocational Programs:

- Community service
- Community and business internships
- Job placement

There were 36 youths enrolled in the YES program.

- Dutchess BOCES provides vocational educational training for those who have no marketable skills. There were 62 individuals who completed the various training programs offered by BOCES.

Services provided include:

- Diagnostic vocational evaluation.
- Assessments/TABE testing for 440 individuals.
- Academic training for individuals requiring English as a Second Language and/or remediation and further development of reading, writing, computational and related communication skills.

Vocational education was completed by 62 individuals. Thirty seven received certificates in 2011.

- 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 and grooming).
- Supervised work experience placements.
- A pre-employment curriculum workshop for hard-to-serve clients, designed to help them become aware, understand, accept and ultimately change unproductive behaviors.
- Intensive Case Management Services to provide individualized plans to individuals who are sanctioned and/or have significant barriers to employment. The Case Manager acts as an advocate for the client. Thirty two individuals were served by Intensive Case Management Services. Thirty one completed and maintained paid, subsidized or volunteer work (99 percent). 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 résumé.
 - Keep and/or advance on the job.Of the 60 who started this training, 47 completed it or 78 percent.

Food Stamps/HEAP Unit

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.

The Food Stamp Unit 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.

Home Energy Assistance Program (HEAP)

The Home Energy Assistance Program (HEAP) assists individuals with the cost of heat and energy-related expenses. Eligibility is based on income received by the household during the month in which they apply. Regular benefits assist eligible households with the cost of heat. The emergency component of HEAP meets emergency heating needs for eligible applicants as well as providing for furnace repair or replacement for client-owned homes.

Transitional Benefits Division

Accomplishments

- Provided \$14,267,913 in Temporary Assistance payments to or on behalf of clients.
- Provided \$6,608,047 in Day Care Assistance on behalf of Dutchess County residents.
- Provided \$1,680 in Grants of Assistance for guide dogs.
- Purchased \$339,674 in case management and employment-related services from Dutchess County BOCES and Community Action Partnership of Dutchess County.
- Purchased \$362,878 in employment-related and mentoring services for clients from the Dutchess County Regional Chamber of Commerce.
- The Intensive Case Manager assisted 32 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 2011, the YES Program continued to mentor and tutor individuals between the ages of 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. Thirty-six youths enrolled in this program.

- We continued to hire seven TANF recipients for three-month temporary positions in our file room.
- In August we held one computer training camp. Thirty 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.

Food Stamp Accomplishments

- Dutchess County Department of Social Services continued the MyBenefits 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.
- In the summer of 2011, the Food Stamp Undercare Unit began doing all undercare transactions using MyBenefits:



There were 2,240 total undercare transactions as follows:

1,873recertifications
245closings
102 reactivations
20other

- The Eat Smart New York program continued in 2011 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.
- Continued the New York State SSI Nutrition Improvement Project (NYSNIP), which provides simplified program access for the SSI population of elderly and disabled individuals living alone in the community. The standardized benefits better ensure adequate nutrition for this vulnerable population.



Employment/Temporary Assistance Undercare

Transitional Benefits Division

Transitional Benefits Division Accomplishments

- Continued the Food Stamp Benefits for Group Home Program (FSGHP), which simplified the budgeting for group home residents.
- Provided Food Stamp benefits valued at \$38,266,853 to over 11,953 households.
- Continued the Transitional Food Stamp Benefit Alternative (TBA). As the focus moves from welfare to work, the Food Stamp Program has become increasingly important to clients as they leave Temporary Assistance (TA). 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 Undercare/Family Assistance Unit through the Separate Determination process and maintained by the Food Stamp Unit. There were 469 separate determinations in 2011.

HEAP Accomplishments

- The HEAP-Only season began November 16, 2011. Regular HEAP benefits started later in the year.
- 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 \$3,176,607 to Dutchess County resident households during the 2011-2012 season.
- Issued \$1,168,000 in Emergency HEAP benefits.
- Repaired or replaced furnaces at a cost of \$20,747 (as of July 1, 2011).
- Furnace repair/replacement estimates \$2,460

Food Stamp Assistance Activity *

	2010	2011
Applications Registered.....	7,748	8,319
Cases Opened/ Reactivated/Open-Closed	8,308	9,611
Withdrawn.....	295	344
Denied.....	2,498	2,568
Cases Closed.....	6,817	8,470
Recertifications	8,207	8,620
Changes to Active/ Closed Cases.....	20,092	23,623
Totals – All Case Activity ...	46,217	53,236

* From WMS WST002

HEAP Assistance Case Activity *

	2010	2011
Applications Registered.....	1,481	1,441
Cases Opened/ Reactivated/Open-Closed	1,024	923
Withdrawn.....	0	78
Denied.....	339	372
Cases Closed.....	927	1,074
Changes to Active/ Closed Cases.....	4,059	3,792
Totals – All Case Activity	6,349	6,239

* From WMS WST002



Food Stamp Cases

2000.....	2,651
2005.....	4,607
2006.....	4,749
2007.....	5,111
2008.....	5,229
2009.....	6,606
2010.....	8,463
2011.....	9,922

HEAP/Food Stamp Undercare Unit



2011 Integrated Services Division (Family Assistance/Safety Net Assistance, Medicaid, Food Stamps and Day Care)

The Integrated Services Division handles four major programs: Family Assistance/Safety Net Assistance Intake, Medicaid Intake, Food Stamps Intake 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).



Dear Ms. Cifone,

I can't even begin to express in words my gratitude to you for your help with the Medicaid process for my son. Your compassion and kindness to me was overwhelming.

I have given D. your telephone number and asked him to reach out to you directly as he may need other services. I hope he reaches out to you. He has been trying to do more on his own.

I will never forget your kindness to me.

Sincerely,

C.

Intake

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.
- 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 Medicaid, the Medicare Savings Program, Family Planning Benefits Program, Child Health Plus, Family Health Plus, COBRA, Short Term Home Health Care Programs and Short Term Nursing Home Care.
- Screens all applicants for disabilities.
- Refers individuals to the Child Support Unit to assist in establishing paternity, support or health insurance coverage.



Eastern Dutchess Government Center Staff

Dear Stacey / Elizabeth:

Thank you for your emotional support during the challenging period in my life for my financial / health needs search. It has been invaluable to know I always had someone to rely on for support.

This challenging health issue I am facing can be intimidating, overwhelming and downright scary. That is why it is so important to have assistance with the process—especially having someone like you to help. I can't begin to thank you enough for your support and advice.

Sincerely,
F.B.

EDGC

Food Stamps Intake

This 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.
- Applications accepted either in-person, mail, fax or electronically.

Day Care

Our 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 125 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.

2011 Integrated Services Division (Family Assistance/Safety Net Assistance, Medicaid, Food Stamps and Day Care)

From January 1, 2011 through August 31, 2011, 564 families and 962 children were subsidized by the Low-Income Day Care Program. From January 1, 2011 through June 30, 2011 gross annual income guidelines were reduced to 150 percent of the Federal Poverty Level. From July 1, 2011 to present the gross annual income was reduced to 125 percent of the Federal Poverty Level. This adjustment had to be made in order to stay within our allotted day care funds.

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.

- Begins using the Child Care Time and Attendance tracking system.
- 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 assists 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.

Eastern Dutchess Government Center

The Eastern Dutchess Government Center is located at 131 Country House Rd., Millbrook, NY. Dutchess County

Department of Social Services is located on the 3rd floor of this building.

This office is unique in several ways. This office accepts all program applications (Temporarily Assistance, Food Stamps, Medicaid and HEAP) and one single worker handles the entire case vs. having different workers between programs. The eligibility worker is responsible for determining eligibility and then maintains the case for on-going services. This may include employment related appointments, recertification's, and utility emergencies.

Due to the size of this office and staffing, the EDGC office operates on an appointment only schedule. This ensures all applicants and recipients are served timely.

This location is not equipped to take care of housing emergencies. If an individual or family find themselves needing this type of service, they are referred to the main office in Poughkeepsie.

Integrated Services Division

Accomplishments

During the calendar year of 2011, the Dutchess County Department of Social Services initiated a Food Stamp/Medicaid joint application. These applications are specifically geared toward individuals and or families that wish to apply for Food Stamps and Medicaid at the same time. This leads to one simultaneous interview with a worker whether it is at our main offices at 60 Market Street in Poughkeepsie, NY or at the Eastern Dutchess County Government center in Millbrook, NY. During 2011, we took in approximately 1,226 such applications.

Intake Unit



Mrs. Jaehnert,
I would like to thank you for the quick response in regards to my food stamp situation. I cannot believe how fast it all got done and in place. Again, thank you so much and the staff and workers in Dutchess County Department of Social Services.

With large numbers rushing to social services, and I know you all have your hands full and really don't know how you do it so quick and fast! Keep up the good work and again thanks so much, you are a wonder worker.

B.C.

Intake

2011 Special Investigation Unit

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



Dear Commissioner Allers:

Please accept this letter of thanks for the help of your staff members to reinstate my son on Medicaid. Of special note were Dora at the reception desk, Mr. Chris Corman and his secretary Maureen, Mr. Lance Bixby and Ms. Lara Cifone. They all played a role in helping me through the process and I did not want to let any more time slip away without acknowledging them.

The compassion that Ms. Cifone and Mr. Corman showed was sincere and they made a difficult situation easier for me. A special thank you to them both.

With sincere gratitude,
C.N.

CSEU

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 re-payment of assistance.
- Arranges and pays for indigent burials.
- Determines and recovers overpayments from assistance recipients.
- Makes collateral contacts, performs computer reporting system checks and makes field visits to assist workers in determining eligibility.
- Conducts fraud investigations on all cases referred by staff and reports received from the public and state of recipients who may not have been entitled to receive benefits. The investigation may include field visits, obtaining collateral verification, reviewing computerized records, and interviews to determine if fraud was committed.
- Refers appropriate cases to the District Attorney for prosecution or disqualification.
- 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’s 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 continues to serve as a model for other states.

- Reviews the results of computer file matches done by New York State including:
 - Interstate matches, which indicates clients who access their benefits out of state for three consecutive months.
 - PARIS matches, which indicates a case may be active in two different states/districts.
 - SSI matches, which identifies 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.

Front-End Detection (FEDS)

Completed FEDS Interviews.....	2,065
Cases Denied/Withdrawn	1,747
Cases Opened	591

Cases Closed Due to Fraud

2003	65
2005	100
2006	141
2007	93
2008	104
2009	74
2010	367
2011	293

Cost Avoidance

Temporary Assistance.....	\$4,620,672
Medicaid	\$7,542,060
Food Stamps	\$1,631,028
Day Care	\$216,480

Special Investigation Unit

Accomplishments

Special Investigations Unit Activity

	2010	2011
Completed Investigations	495	468
Confessions of Judgment.....	112	77
Number of Repayment Agreements Signed	112	77
Value of Repayment Agreements Signed	\$330,669	\$234,664
Food Stamp Disqualifications.....	9	16
Value of Food Stamp Disqualifications.....	\$4,703	\$22,137
Temporary Assistance Disqualifications.....	17	11
Value of Temporary Assistance Disqualifications.....	\$7,892	\$13,324

Collection Activity

	2010	2011
Lottery Intercepts.....	\$15,083	\$16,801
Tax Intercepts	\$11,220	\$17,073
Fees (Parking, Guardian, Adoption, Home Study, Phone, Postage, Confessions of Judgment, Copies and Subpoenas)	\$38,752	\$16,922
Cash Collections (TANF, SN, MA, Services, FS and SN-SSI Repayments.....	\$4,305,687	\$3,798,249
Confession of Judgment (COJ) Satisfaction *	\$0	\$128,275
Total.....	\$4,370,742	\$3,979,331

* New category for 2011

Number of Burials

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

Cost Avoidance for Program Integrity Initiatives

Initiative	Description	Number of Application Denials, Case Closings or Grant Reductions	Estimated Cost Avoidance
Front End Detection System (FEDS)	Detecting fraud at application	1,438	\$14,836,602
Verified Employment Data (VED) Computer Match	Detecting unreported income on TANF adult cases	2	\$3,324
Public Assistance Reporting Information System (PARIS) Computer Match	Detecting out-of-state residency and duplicate benefits	44	\$167,604
Prison Computer Match	Detecting incarcerated individuals	65	\$216,804
Intentional Program Violations (IPV)	Disqualification sanctions for those found guilty	5	\$30,846

Special Investigation Staff



Funds Recovered by Type

	2010	2011
Affidavits & Article 13	\$1,786	\$4,208
Proceeds & Mortgages.....	\$21,015	\$5,781
Claims Against Estates....	\$110,429	\$55,776
Lawsuit Settlements	\$351,500	\$467,006
Mortgages.....	\$15,466	\$20,513
SSI Repay & Volunteer.....	\$773,205	\$617,005
Medicaid Reimbursement	\$55,926	\$16,036
Personal Accounts & Others	\$73,638	\$90,960
Income Executions	\$39,007	\$30,549
Totals	\$1,441,972	\$1,307,834

2011 Medical Assistance/Medicaid

The Medicaid program provides services to the medically indigent through membership in managed care plans. It is funded through federal, state and county appropriations with a local cost of approximately 18 cents for each dollar spent. To qualify for the Medicaid program, applicants must meet prescribed income and resource requirements.



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

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

Some specialized Medicaid programs are:

- The Breast and Cervical Cancer Program providing full coverage to individuals who have been screened by the Health Women's Partnership and whose income is under 250 percent of the FPL.
- The Family Planning Benefit Program is available to males and females of child bearing age with income under 200 percent of the FPL.
- Medicaid Buy-in for Working People provides coverage for disabled working persons (disabled as determined by the Social Security Administration) between the ages of 16 and 64 with resources under \$20,000 and income below 250 percent of the FPL.
- Prenatal Care Assistance Program (PCAP) is for pregnant women whose income is under 200 percent of the FPL. Presumptive Eligibility (PE) is applied for at a participating prenatal care provider and guarantees 60 days of coverage based on attestations of income and other eligibility items. PE is converted to PCAP when all eligibility issues are verified. Any child born of a Medicaid covered pregnancy is guaranteed

coverage for its first 12 months, regardless of change in income.

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

Medicaid Managed Care

- Requires Dutchess County residents an opportunity to choose a Medicaid health plan.
- Coordinates the enrollment and disenrollment of clients in receipt of Medicaid into the Managed Care Program.
- Acts as a liaison with the Medicaid provider community, as well as a managed care advocate for clients.
- Currently maintaining the Pre-Natal Care Assistance Program (PCAP) cases for Dutchess County.
- Educates the community and local health care providers about managed care criteria.
- Focuses on preventive health care.
- There are four plans to choose from in Dutchess County. They are MVP, Fidelis, Hudson Health Plan and Wellcare.
- Beginning in late 2011, more and more previously excluded population is being required to join Medicaid Managed Care (MAMC).

Dear Mrs. Ruparella,

May you have a "Blessed Holiday" and may the "Lord" keep you all in good health and safe from harm.

I would like to "THANK YOU" with all my heart for choosing Mrs. Sharma as my "WORKER." She is a very KIND and caring person who puts you on a one to one basis. She always gives a call back and never ignores me. She always explains every question. She is a natural "CARE TAKER" as if she were your "BEST FRIEND." She takes her job very seriously.

Again, I thank you for everything.

Sincerely,
B.S.

Medicaid

Family Health Plus Cases as of January 2011

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
2011	1,916

Accomplishments

- Paid medical Assistance Benefits for Dutchess County residents equal to \$12.15 per second, \$729 a minute, \$43,745 an hour and \$1,049,880 a day, amounting to a gross cost of \$383,206,274 and a net cost of \$41,472,529 to Dutchess County.
- Net Medicaid costs to Dutchess County increased three percent in 2011, 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 95 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, 86 percent of individuals were enrolled in managed care.
- Processed 786 Pre-Natal Care and Assistance Program (PCAP) applications.
- Processed 342 family planning applications.
- Received 623 nursing home applications. This does not include cases converting from Community Medicaid to nursing home care.

Medical Assistance Case Activity *

	2010	2011
Applications Registered.....	9,841	9,994
Cases Opened/Reactivated/ Open-Closed	9,714	10,161
Withdrawn.....	362	483
Denied.....	3,202	2,778
Cases Closed.....	7,422	8,263
Recertifications	7,988	8,172
Changes to Active/Closed Cases.....	49,667	60,860
Totals.....	68,279	90,717

* From WMS WST002

Medicaid MMIS (Medical Management Information System) – Gross Shares

1994.....	\$130,332,000
1996.....	\$146,764,600
1998.....	\$162,658,800
2000.....	\$185,583,965
2002.....	\$218,615,590
2004.....	\$261,103,773
2006.....	\$287,642,369
2007.....	\$292,837,747
2008.....	\$311,078,884
2009.....	\$345,330,115
2010.....	\$366,836,331
2011.....	\$383,206,274

Medical Assistance/
Medicaid Staff



Medical Expenditures by Provider *

Provider Type	2010	2011	Percent Change
Hospital Inpatient Services	\$33,361,927	\$32,883,603	-1.4
Hospital Outpatient Services	\$7,907,283	\$7,665,921	-3.1
Skilled Nursing Facilities	\$78,960,152	\$80,757,683	2.3
Intermediate Care Facility Services	\$10,245,607	\$12,369,021	20.7
Clinics	\$19,553,000	\$21,253,112	8.7
Hospice	\$855,338	\$1,133,160	32.5
Physicians Services	\$2,930,165	\$3,117,842	6.4
Dental Services	\$1,536,673	\$1,443,518	-6.1
Other Practitioners Services	\$4,581,007	\$4,063,956	-11.3
Child Care Institutional Medical Per Diem	\$1,787,101	\$2,107,103	17.9
Personal Care Services	\$14,929,839	\$14,389,808	-3.6
Home Health Services	\$1,585,453	\$1,660,393	4.7
Assisted Living Services	\$2,659,417	\$2,906,149	9.3
Long Term Home Health Care Waived Services	\$644,111	\$2,165,887	236.9
Home & Community Based Waived Services	\$65,874,363	\$63,066,794	-4.3
Rehabilitation & Therapy	\$772,233	\$819,913	6.2
Office of Mental Hygiene Restorative Rehabilitation	\$5,606,371	\$3,686,054	-34.3
Drugs & Supplies	\$29,966,661	\$26,752,519	-10.7
Eye Appliances & Durable Medical Equipment	\$778,887	\$746,245	-4.2
Prepaid Care	\$64,698,687	\$76,180,956	17.7
Case Management	\$6,908,920	\$5,758,595	-16.6
Referred Ambulatory Nursing Home Based	\$10,919	\$18,856	72.7
Medical Transportation	\$6,411,392	\$7,294,850	13.8
Lab & X-Ray Services	\$885,563	\$741,922	-16.2
Other	\$209,235	\$182,775	-12.6
TOTAL	\$363,660,304	\$373,166,636	2.6

* From NYSDOH MARS MR-0-01



Medicaid Cases as of December 31

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
2011	11,881

MA/SSI Cases as of December 31

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
2011	5,223

“Above and Beyond the Call of Duty” (ABCD) Team Accomplishments

- In 2011, The ABCD Team created a Suggestion Program. Suggestion Boxes were made and placed throughout the building and an online Suggestion Form was designed and posted. Suggestions are reviewed by the ABCD Team and the Management Team monthly. The *DSS Matters* newsletter posts a sampling of the suggestions along with responses.



- Another new project for 2011 was a “Training Wish List” which collects feedback from staff regarding trainings attended and trainings needed.
- A Procedure File for the I-Drive was suggested by the ABCD members so that staff had a quick method of looking up regular work procedures. WMS procedures were posted with the help of our CIS Unit.



- The Team held fundraisers for local efforts throughout the year. A Valentine’s Day themed bake sale raised over \$550 for Hillcrest House to aid in serving the homeless. Two bake sales were held by the team in the summer to benefit the CROP Walk. CROP stands for Communities Responding to Overcome Poverty and is held every October. Although an international effort, a portion of the funds raised stays locally and supports Dutchess Outreach, Beulah Baptist Soup Kitchen and Community Action Partnership. This year DSS efforts helped the Dutchess County Interfaith CROP Walk rank one in the Northeast Region for highest in donations. The DCIC raised over \$55,000. The DSS team raised over \$1,000 through two bake sales as well as sponsor donations for DSS walkers.

Dear Ms. Foote,

I just wanted to say thank you so much for your help Friday. Your patience and kindness was greatly appreciated during this dark time for us. Thank you for all you have done and continue to do for all in need. God bless you and your adorable niece and nephew!

I also hope you have an amazing birthday, you deserve it!

Love,
C.M.

Intake

- A bake sale was planned to support beautifying the workplace. Proposals included buying plants for a garden in the DSS backyard as well as cigarette receptacles and a new bench. In the interim, a staff person lost her apartment and all her belongings due to a fire, and the team voted to donate the \$200 raised to our co-worker.

- This year, the Team had an after work volunteer project for which they cooked and served dinner one evening for the Hudson River Housing homeless residents.
- In the winter, the team purchased 42 pairs of socks and collected 71 boxes of cereal for Hillcrest House/Hudson River Housing shelter for the homeless.
- A DSS Arts and Crafts Sale was held again and run by the team on December 9th. Staff showed off their crafts from scarves, umbrellas and jewelry to wood carved products. At a follow-up meeting of the ABCD team the event was evaluated and rated a success.

ABCD Team



Years of Service



Carole Williams
35 Years



Mike Soltish
35 Years



Sue Prince
30 Years



Lisa Owens
25 Years



Celeste Ferguson
20 Years



Isabel Fuentes
15 Years



Sandy Favata
10 Years



Tom Tait
5 Years

40 Years	35 Years	30 Years	25 Years	20 Years	15 Years	10 Years	5 Years
Mary Lee Flintosh	Michael Soltish Carole Williams	Janice Arico Jacayln Kahn Susan Prince	Elizabeth Moloney Gloria Matranga Kathy Finn Patricia Malinski Lisa Simpson Robin West Joanne Sinagra Patricia Sheldon Colette Scotti Lisa Owens Ann Marie Piccone	Dora Navarro Pamela Sherman Linda Height Jamie Jackson Eileen Mahoney Maria-Elena Biasotti Maria Riccobono Wendy Baur Celeste Ferguson	Mark Cashman Roberta DeCarlo Isabel Fuentes Josephine Ruscitti Barbara Ingram-Alfred Theodore Starzyk Lisa Goering Donna Brod Laura Skojec Richard Fahey	Loida Morales Monica Long Jeannine Guerra Christine Kimble Linda Chesley Michelle Olmo Karen Jones Sandra Favata Karin Ruparella Jerri Lynn Brink Queen Murray Lissette Mason Beverly Thomas Barbara McPartland Ann Brady June Weldon Althea Owens	Stephanie Brosnan Maninder Hira Heather Wilkerson Shannon Tait Diane Anderson Theresa Giovanniello Clayton Harriman Luisa Blanche Nicole Tansosch Tamara Trapani Elizabeth Abongo Alicia Cotton Jessica Nelson Clea French Thomas Tait Joan Kupiec
Joan Mendelson Jacquelyn Sessa Vanessa Stuart Alice Remy Eileen Alicea Denise Gourdine Joan Ricciardi Andrea Watson Kristin Paraszti Melissa Azevedo Nicole Cusimano Karin Demarco Kathleen Pulcastro Diana Abramowitz Melrose Lewis Juliane Gibbons							



Employee Appreciation Day

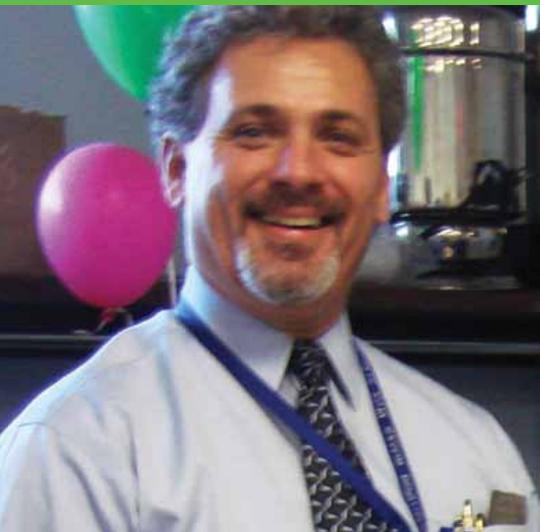


Happy Birthday!

On Friday, November 4, 2011 the Administrative Staff hosted their 30th annual Employee Appreciation Day. This year's "Happy Birthday" theme celebrated everyone's birthday at one big party.



Each table had a different theme ranging from "Tinkerbelle" to "Over the Hill." Stations were set up around the room and staff was invited to decorate their own cupcake. In addition to cupcakes, ice cream, soda, chocolate milk, chips, pretzels and popcorn were provided to the party goers. Prizes were awarded to those who picked out the lucky cupcakes. Everyone left the party with a "goodie" bag of candy.





Certificates of appreciation were given out to staff members who had achieved milestones in their career at Dutchess County Department of Social Services. Non-perishable food items were collected to help restock our own Elizabeth Karlson Food Pantry.



Your Internet Website Address Connections

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>



Dutchess County Department of Social Services

60 Market Street, Poughkeepsie, New York 12601
845.486.3000

