

Annual Report 2012

Department of Community and Family Services

Inspiring Lifelong Learning

ask explore higher education decisions growth Associates BA MSW BS CASAC DCFS advancement learn textbooks analyze valuable goal challenge degree social theory training opportunity

student

internship think professional experience appreciate direction lifelong graduate enrichment skills class



**COMMISSIONER'S
ADVISORY COUNCIL**

*Advisory Council to the
Commissioner of Dutchess County
Department of Community and Family
Services Members*

Judy DiMatteo

Planned Parenthood, Mid-Hudson Valley

William Flynn

Legal Services of the Hudson Valley

Charlie Gatje

Community Member

Amy Horn Oclatis

Adelphi University

Walter Joseph

The Children's Home of Poughkeepsie

Ed Koziol

Dutchess County Interfaith Council

Eileen Miccio

Dutchess County Office for the Aging

Edmond Murphy

Hudson River Housing, Inc.

Brian Riddell

Dutchess Outreach

Jeanne Wagner

Child Care Council of Dutchess County

Sharone Wellington-Deanda

Marist College

DUTCHESS COUNTY LEGISLATURE

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Sue Serino, Vice Chairman

Donna Bolner

Marge Horton

Michael Kelsey

Rich Perkins

John Thomas

Steve White



THE 2012 DCFS ANNUAL REPORT

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A MESSAGE FROM COMMISSIONER ALLERS



In 2012, we recovered from Tropical Storm Irene to be met by Super Storm Sandy. Although, our area was fortunate to miss the devastation of areas such as Long Island, New York or the Jersey Shore, we had responders from our office (and many other Dutchess County Government Offices) assisting emergency operations centers helping victims.

2012 was a year of change for the Department of Social Services. Our workforce saw over twenty people and almost 600 years of service say goodbye to our social service family. Also, at the end of the year, we changed our name to the Department of Community and Family Services.

This year's report highlights special teams within our department that help persons acquire the skills that will be needed to lead our agency in the years to come. While our caseloads continue to increase in 2012, and resources continue to dwindle, we are proud of the fact that Dutchess County Department of Community and Family Services continued to support all our programs throughout 2012.

Please read our report, enjoy the contents and feel free to comment.

Robert B. Allers
Commissioner

MISSION "TO MEET THE NEEDS OF DUTCHESS COUNTY'S
DEPENDENT POPULATION AS PROVIDED BY NYS
SOCIAL SERVICES LAW IN A COURTEOUS, FAIR AND
EFFICIENT MANNER WITH THE AIM OF RESTORING EACH
BENEFICIARY TO MAXIMUM INDEPENDENCE."

A MESSAGE FROM COUNTY EXECUTIVE MOLINARO



Serving the most vulnerable of our community and lifting individuals up in a time of need is what the men and women of the Department of Community and Family Services (DCFS) (formerly Department of Social Services) do every day. Whether assisting a victim of domestic violence, helping during a shelter or fuel emergency, or protecting a child or senior from situations of abuse, the women and men of DCFS are here to help those who need it.

Every year, the challenges increase as caseloads continue to rise and resources diminish. The dedicated DCFS team strives to meet these challenges with innovative programming and partnerships such as its "Wage Supplement" partnership with the Dutchess County Regional Chamber of Commerce or the "What a Difference a Car Makes" program with Dutchess County BOCES providing reliable transportation to help individuals gain or maintain employment. We are grateful to all of our community service providers who partner with us to provide support and assistance throughout our community.

DCFS employees are never satisfied with the status quo and continuously seek new knowledge and ideas through ongoing training and education through formal higher education, customized training programs and the innovative "Leadership Development" program. This willingness to learn and grow has served the Department well as it continues to undergo significant transformation following the retirement of many long serving employees in 2012, many of whom took advantage of the County's Workforce Reduction Incentive Program.

The transformation of Dutchess County Government is an ongoing, multi-year process. I am grateful to Commissioner Bob Allers, his leadership team and the dedicated employees in every division throughout DCFS for their hard work and commitment in all they do to serve our community.

Marcus Molinaro
County Executive

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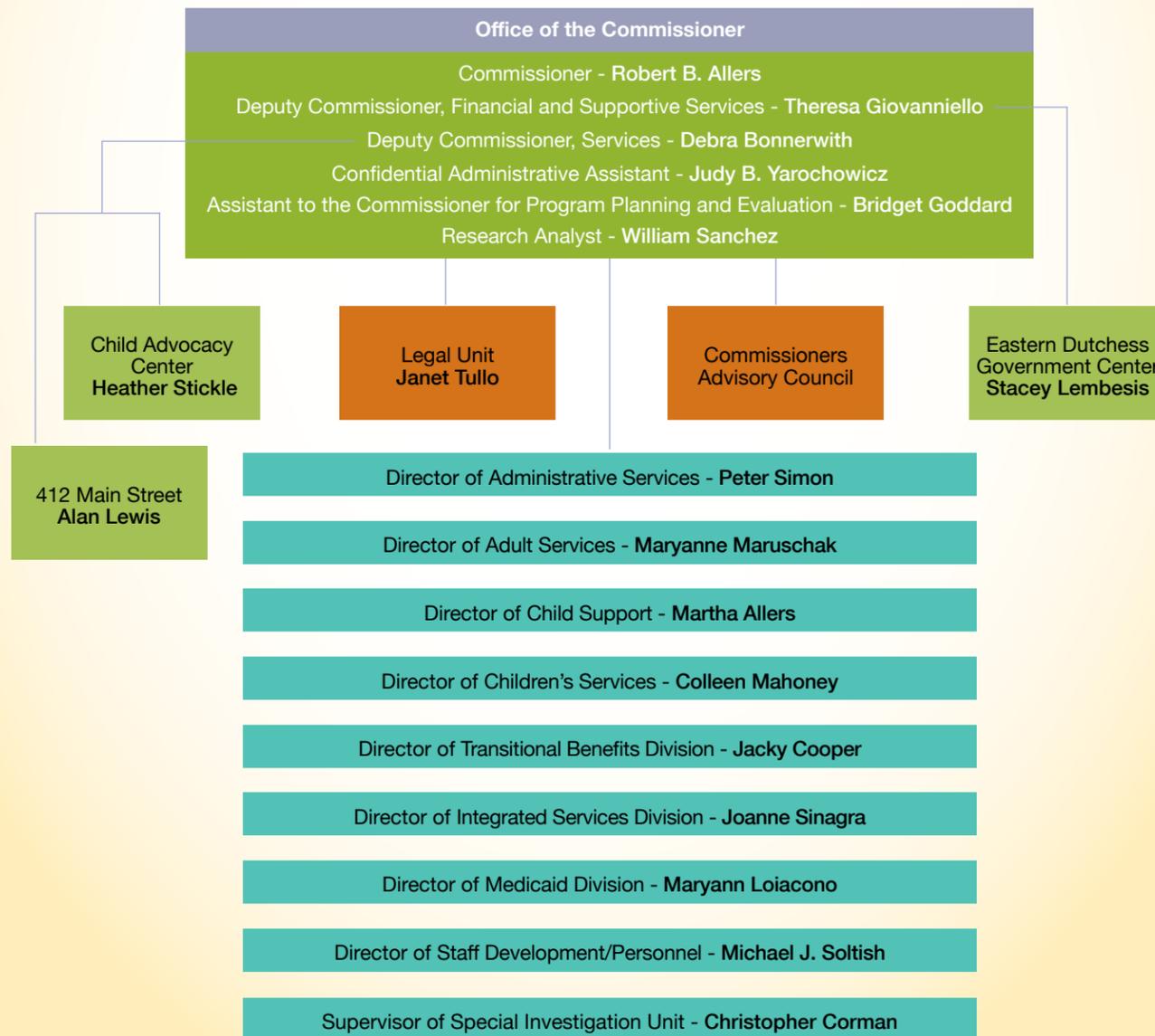
Employee of the Month..... 45

Employee Appreciation Day 46-47

DCFS GOALS AND OBJECTIVES

- I. Provide assistance to eligible individuals and families while assisting clients to achieve their full potential.
 - A. Conduct thorough eligibility investigations
 - B. Apply rules, regulations and local policies objectively, consistently and uniformly
 - C. Provide clients with all of the benefits to which they are entitled
- D. Work cooperatively, as divisions, to meet the separate needs of clients while preserving the integrity of each individual
- E. Maintain professional standards in all contacts
- II. Develop and make available to families and individuals, services that will strengthen the family unit, encourage stability in living arrangements, and provide for specialized care.
- III. Provide protective services to children and adults at risk.
- IV. Provide adequate information to the general public regarding our programs and services and maintain adequate knowledge of community.

ORGANIZATIONAL CHART

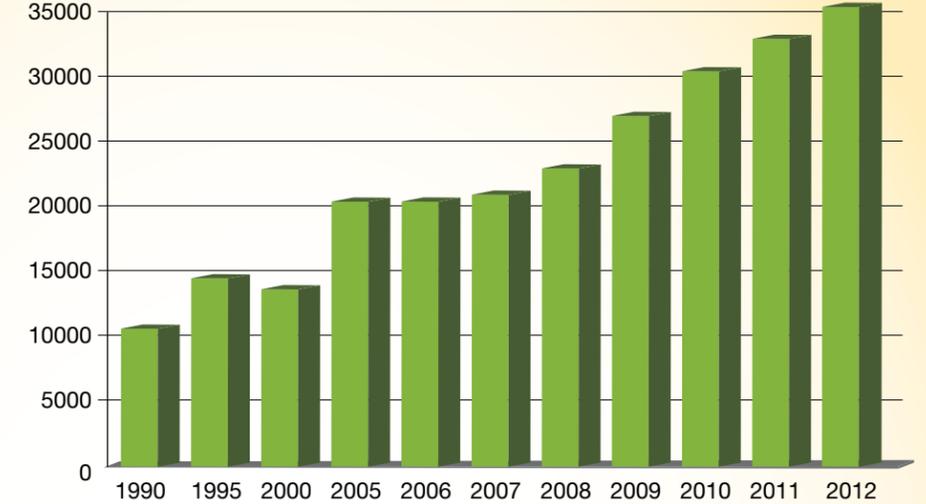


ACTIVE CASES BY ZIP CODE

Amenia	238
Annandale	1
Bangall	0
Barrytown	9
Beacon	3,648
Billings	6
Castle Point	1
Chelsea	18
Clinton Corners	219
Dover Plains	900
Fishkill	1,212
Glenham	40
Holmes	187
Hopewell Junction	1,507
Hughsonville	19
Hyde Park	1,914
Lagrangeville	499
Milan	54
Millbrook	481
Millerton	386
New Hamburg	26
Pawling	508
Pine Plains	348
Pleasant Valley	1,022
Poughkeepsie City	13,342
Poughkeepsie Town	4,583
Poughquag	391
Red Hook	841
Rhinebeck	951
Rhinecliff	38
Salt Point	228
Staatsburg	606
Stanfordville	270
Stormville	233
Tivoli	225
Verbank	114
Wappingers Falls	3,766
Wassaic	214
Wingdale	551
Out of County	905

DCFS CASELOAD SNAPSHOT AS OF 12/31/2012*

* 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 2012 payments were made to the following vendors providing Medicaid services.

Hudson Valley Health Plan	\$43,708,710
MVP	\$43,342,674
Taconic DDSO	\$25,955,099
NYS Catholic Health Plan	\$21,637,620
Abilities First	\$12,482,205
Wellcare	\$10,172,511
St. Francis	\$9,588,002
Wingate	\$9,284,577
Vassar	\$8,830,299
Elant	\$8,383,115
NYSARC DC	\$8,247,955
Greystone	\$7,946,266
Lutheran Center	\$7,331,474
Cardinal Hayes Home	\$6,982,893

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	7,858
5 - 12	10,436
13 - 16	4,530
17 - 18	1,982
19 - 22	3,546
23 - 30	6,721
31 - 40	6,964
41 - 50	7,218
51 - 55	2,647
56 - 60	1,667
61 - 64	3,587
Over 65	7,591

As of 12/30/2012

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

Child Protective
Services (Satellite Office)
412 Main Street
Poughkeepsie
New York 12601

Child Advocacy Center
249 Hooker Avenue
Poughkeepsie
New York 12601

Eastern Dutchess
Government Center
131 County House Road
Milbrook
New York 12545



2012 Modified Budget

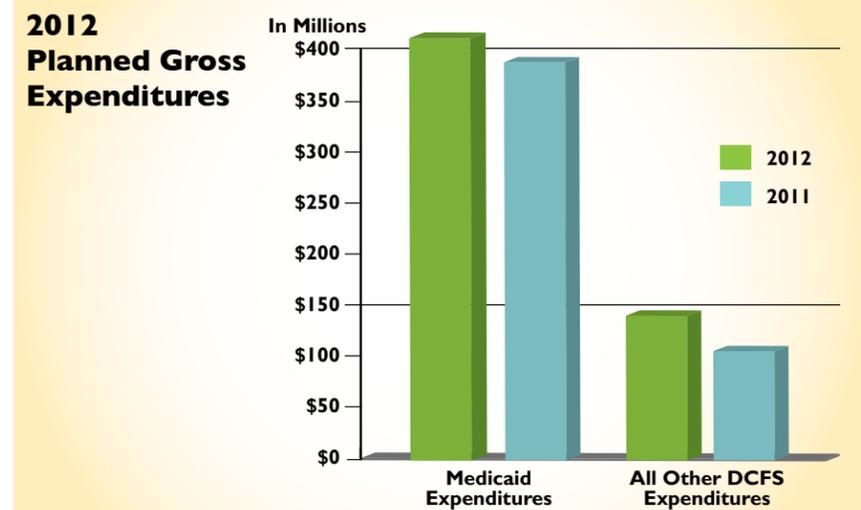
	Appropriations	Revenues
Administration (salaries, fringe, materials, other)	\$34,286,754	\$17,191,797
Non-secure Detention	\$1,325,000	\$649,250
Child Care	\$6,478,173	\$6,302,740
Services for Recipients	\$6,137,532	\$1,393,470
Medicaid - Local payments	\$421,329	\$0
Medicaid - MMIS Payments	\$43,519,483	\$2,497,494
Family Assistance	\$9,759,948	\$12,647,512
Foster Care	\$30,774,496	\$18,853,388
Juvenile Delinquents/PINS	\$616,000	\$603,000
State Training Schools	\$2,600,000	\$0
Safety Net	\$6,800,000	\$2,849,750
HEAP	\$661,416	\$783,916
Emergency Aid to Adults	\$122,000	\$64,000
Supplemental Nutrition Assistance Program	\$269,171	\$268,671
Youth Administration	\$194,927	\$79,526
Youth Development/Delinquency Programs	\$131,981	\$131,981
Youth Services Unit	\$266,558	\$297,937
Youth Special Delinquency Programs	\$234,150	\$73,528
Youth Runaway and Homeless	\$129,428	\$107,584
Total	\$144,728,346	\$63,705,050

Active Cases

Cases as of	12.31.11	12.31.12
SNAP	11,027	11,992
HEAP	2,930	2,582
Medicaid	13,055	14,155
Medicaid SSI	5,401	5,672
Family Health Plus	2,113	1,989
Family Assistance	755	717
Safety Net Assistance	702	647
Services	1,692	1,611

DCFS Employees

Total357



Geetha Prabhakara (SIU) participated in American Cancer Society Breast Cancer walk. She collected \$700 in sponsorships.

The "Above and Beyond the Call of Duty" ABCD Team organized a drive to collect basic items needed by survivors of domestic violence. The donations were given to House of Hope.

Lisa Simpson (APS) spelled in the annual Literacy Connections Spelling Bee held at Marist College, which provides funds to support literacy in Dutchess County. Lisa also participated in the Love, INC Scrabble Tournament. Funds from this event are used for our local residents to help cover emergency food and other urgent needs.

The **Accounting Unit** held two bake sales and raised \$1,300 to "adopt" two families in need during the holiday season.

The **Medicaid Division** collected \$375 for the Hurricane Sandy Relief Fund for the Red Cross.

Kathleen Pulcastro (CSEU) raised \$2,000 for the March of Dimes Walk in memory of her baby Jamie Lynn. Many of her co-workers sponsored her so she



March of Dimes 2012

could raise these funds.

The **Clerical Unit** in Temporary Assistance held a bake sale/raffle as well as collected warm clothing and blankets; these efforts supported the Poughkeepsie Children's Home.

Nicole Darden (TA) collected 80 paper snowflakes that were sent to the Sandy Hook Snowflake Drive to create a Winter Wonderland at the student's new school.



CROP walk 2012

The **DCFS CROP (Communities Respond to Overcome Poverty) Walk Team** collected \$1,155 for hunger relief projects. We received a certificate of appreciation from the Interfaith Council for raising more than \$1,000. Three local agencies who received funds from this effort were: Dutchess Outreach, Beulah Baptist Soup Kitchen and the Community Action Partnership.

The **Special Investigations Unit** raised over \$1,000 between a "Christmas in July" bake sale and a Harvest Luncheon. The money provided a Thanksgiving meal and gift certificate for an elderly brother and sister as well as supplying warm clothes and toys for two "Holiday Adopt-a-Families."

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 organizing trip events and represents the Hyde Park Service Unit as a delegate to council meetings.

Janice Arico (SIU) and **Jackie Tortora** (CIS) headed up the Toys for Tots drive at DCFS. They collected 90 toys from DCFS staff.

Kara Cerilli (ADM) co-chaired the DCFS United Way campaign with Ted Starzyk. Employee donations totaled \$6,532.

The **Managed Care Unit** held a bake sale to collaborate with the efforts of Girl Scout Troop 10275, who raised money to aid Hurricane Sandy victims.

Barbara Ingram (CW), **Gweneth Hobson** (CW) and **Andrea Watson** (AFS) coordinated the annual Salvation Army Angel Tag/Wishes collection. The "Angel Tags" are gift requests from children in the community. Clothing, toys and games were distributed to over 40 children and youth in our area.

Ted Starzyk (ADM) coordinated the sale of Anemones and Christmas Wreaths to DCFS employees for Mental Health America of DC as well as the sale of Daffodils for the American Cancer Society. In addition, he co-chaired the Dutchess County Government United Way campaign.

Several staff member participated with the Blue Jeans for Babies drive to support the March of Dimes.

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

Theresa Rosencrans (CW) held a Book and Bake Sale for the American Cancer Society and raised \$549.

Christina Trembellos (Intake), **Sarah Menegio** (Intake) and **Monique Aiello** (SNAP) participated in the Dutchess Heart Walk through the American Heart Association at Vassar College. They held a bake sale and raised \$200.

Adult Services held bake sales and collected donations to maintain an emergency food supply.



Adopt a Family Bake Sale

“ABOVE AND BEYOND THE CALL OF DUTY” (ABCD) TEAM

In 2012, Above and Beyond the Call of Duty committee met regularly and covered a wide range of topics. New members from Adult and Family Services, SNAP and Medicaid units attended. A few of the problem solving, workplace enhancements and work performance improvements that were reviewed, involved challenges with the Medicaid Enrollment Center, customer satisfaction, keeping the workplace safe, healthy, and appealing as well as improving communication between divisions within the agency. As in previous years, ABCD had several initiatives to help others in the community involving staff donations. Three bake sales and one ice cream social were held to raise funds for the CROP Walk to feed the hungry totaling \$1,155. In addition, a drive was held to collect necessary items for families affected by Domestic Violence at House of Hope. Their wish list posted by ABCD brought in diapers, laundry bags, pocket calendars, alarm clocks, baby bath items, adult toiletries and underwear. The highlight of the year was a special session which involved a guest speaker. The speaker was invited to share with our staff, her experience as a recipient of our services, how the process may have been difficult, problems encountered and successes realized.



In August, guest speaker Ms. Janet Small discussed her life experiences and how Dutchess County Department of Community and Family Services assisted her through the years. Ms. Small came to Dutchess County and our agency in the late 1980's. She stated that she had made choices in her life which had negatively impacted her life and that of her children. Ms. Small thanked attendees and specifically, Temporary Assistance Specialist Linda Chesley and Director Joanne Sinagra for helping her through the tough times in her life when she lacked direction. Ms. Small now stays focused with the support of

members of her church and by following the scriptures in the Bible. She explained that she was a victim of abuse as a child, and she carried that victim mentality into her adulthood. She was angry and thought that struggles in her life were everyone else's fault.

Ms. Small was accepted into County programs which guided her in various ways including helping her discover why she was angry, and why she made some of the harmful choices in her past. A pivotal moment happened in a group session. Ms. Small explained that she started an altercation with another woman in the group and looked at the facilitator to do something. The facilitator looked at Ms. Small and said "What do you want me to do?" Ms. Small reported in that moment it was as though, "something clicked." She began to look at things differently. When confronted with a difficult situation she began to ask herself "What part do I have in this?" rather than blaming others.

Ms. Small went on to say how grateful she is for everything that DCFS has done to assist her. She said she knew that as a client she was very difficult, and that workers did not look forward to seeing

her. In retrospect, she realizes DCFS did many beneficial things for her and that the staff persons were always looking out for the best interest of her children, even if at the time she was not able to see it. She recalled with tears, the day she found out her daughter was accepted to the DCFS Youth Computer Workshop. She recollected with excitement that her daughter was not only taught how to set up and use a computer, but got to keep it at the end of the class! She told the group that after 5 years, they still have the computer and it still works. She also recalled a time when she had nothing for her children at home and how Social Services helped by delivering presents to their home. She recollected that DCFS gave her children "the best Christmas they ever had."

Ms. Small went on to explain that she was both "happy and nervous" about getting her first job. She had always relied on Social Services for things such as Food Stamps and now it would be all on her. She went on to add that people gain self-esteem from working, and getting up in the morning to do something positive. Ms. Small began by working the overnight shift, midnight to 8 a.m., and she said finding child care overnight was extremely difficult. It is hard to find a provider who works outside of the traditional 9 a.m. – 5 p.m. hours. She stressed that child care is a big issue for people when they start work, especially because you cannot trust your children with just anyone. A parent must



ABCD Team

be very careful to leave their children with someone who is trustworthy and it is not always easy to find someone.

Ms. Small relayed that she is also grateful for the 1998 Ford Taurus she received through DCFS Community Solutions to Transportation Program in 2007, so that she could go to work. She still has the car, and her youngest daughter named the car "Rosie." "My daughter loves Rosie," Ms. Small said with a chuckle. Ms. Small also recalled that DCFS helped her get an education through the PACE program where she studied business administration. In addition, she remembered her experiences as a Work Experience Worker (WEP) in TA Clerical, and as a clerical worker for the City of Poughkeepsie. She feels now that sometimes her past mistakes are an obstacle to things such as finding a better

Ms. Small said her life is better now, and she is no longer tempted by the choices she made in the past. "I never have to go there again. I can make it!" Ms. Small has learned that "whatever you give out, is what you get back" and "it always begins and ends with me."

job, even though she has changed and is doing well. It is also frustrating to her when a young person comes right out of college and gets a job over her when she has so much life experience to offer. Ms. Small wishes employers would focus more on her current successes, rather than her past.

Ms. Small said her life is better now, and she is no longer tempted by the choices she made in the past. "I never have to go there again. I can make it!" Ms. Small has learned that "whatever you give out, is what you get back" and "it always begins and ends with me." She is thankful for all that DCFS has done for her.

Although Ms. Small said that many in the agency were an inspiration to her, we at DCFS find Ms. Small to be an inspiration to all who heard her speak that day and serve persons like her (past and present) on a daily basis.

Guest presenter, Janet Small, with ABCD Team.



To Ms. Nastasi,

For the past two years my husband and I became legal guardians of our granddaughter, who is now seven. Needless to say it was extremely difficult time dealing with a daughter with severe problems and now raising her daughter. Dealing with Social Services was very scary, but Ms. Normil made the transition so much easier. Every time I called, she got back immediately that day and explained everything. To all of you case workers, Bless you for all you do and there are many of us that appreciate what you do.

Sincerely,

FR

YEARS OF SERVICE



Lizabeth Piraino
35 Years
Joan Arjonago
30 Years
Diane Malone
25 Years



Thomas Delpizzo
20 Years
Beverly Powers
15 Years



Matthew Singleton
10 Years
Varsha Patel
5 Years

35 YEARS
Maryanne Maruschak
Joe Olah
Lizabeth Piraino
Judy Yarochowicz

30 YEARS
Joan Arjonago
Kathleen Robbins

25 YEARS
Jacky Cooper
Ann Hazard
Shari Francis
Diane Malone

20 YEARS
Anita Galente
Patricia Donovan
Margaret Rovere
Thomas Delpizzo
Lorelle Wuerz

5 YEARS
Sheetal Bhushan
Patricia Leroy
Josie Johnson
Chrystal South
Monique Lawrence
Varsha Patel
Catherine Hastings
Darci Levy

15 YEARS
Karen Dirago
Clorinda Lake
Evelyn Polanco
Donna Robinson
Anuradha Sharma
Suzanne White
Richard Ott
Beverly Powers
Alan Lewis

10 YEARS
Patricia Lambert
Robin Mallory
Matthew Singleton
Marsha Thomas
Kristin Deangelo
Cheryl Hudson
Peter Simon
Linda Orlando

Sandra Lowe
Anna McNeal
Atika Buchanan
William Robinson
Kathryn Molina
Christian Jones
Cheryl DeGroat
Irene Quinlan
Anne McNerney

BEST WISHES TO RETIREES OF 2012!

At the end of the summer of 2012, Dutchess County announced a workforce incentive program. The program provided an incentive for workers who had twenty-five or more years of service and were over the age of fifty-five. The Dutchess County Department of Community and Family Services had twenty persons that met these criteria and accepted this incentive. Workers in every division announced their retirements; some left who did not qualify for the incentive.

Overall, DCFS lost 600 years of experience in one fell swoop. Seventeen positions were deleted and positions that could be filled would not be filled for the remainder of 2012. Of course, we immediately felt the loss of "seasoned" hard working employees, but also know that this opened up opportunities for others to grow and shine in new positions with new duties and responsibilities. Below is a list of persons that took part in the workforce incentive. We wish the best to all of 2012 retirees.

Martha Allers
Pat Deal
Reggie Duncan
Celeste Ferguson
Isabel Fuentes
Jacalyn Kahn
Maryann Loiacono
Maryanne Maruschak
Gloria Matranga
Betty Moloney
Joe Olah
Rose Perez
Kathy Robbins
Maria Riccobono
Theresa Rosencrans
Mary Smith
Michael Soltish
Betty Westover
Lorelle Wuerz
Judy Yarochowicz



Celeste Ferguson



Isabel Fuentes



Joe Olah



Karen Hansen



Judy Yarochowicz, Maryanne Maruschak, Michael Soltish



Mary Smith, Rose Perez

"DCFS MATTERS" NEWSLETTER

The current agency newsletter, DCFS Matters, began in 2006. Over the years, many staff persons have contributed their hard work ranging from writing, editing, photography, layout design, suggestions and contests. The quarterly publication has gone digital as each issue is posted on our intranet home page. In addition to DCFS staff readership, we have shared the newsletter at Department Head

meetings, Commissioner Advisory Council meetings, New York Public Welfare Association meetings and conference workshops. Regular columns include: front page Commissioner's update, Employee of the Month quarterly review, "Addie Ministrator", "A Focus on Dutchess", "Who Am I?" (staff baby picture, interests and recipes), "Did You Know?", achievements and announcements (including graduations

and births) as well as fundraising efforts led by our staff to benefit worthy non-profits. A recent addition to the newsletter is "From Our Suggestion Box" which shares staff suggestions from our in-house suggestion boxes and the responses to those suggestions.

Congratulations to the hard working newsletter team and thank you for all your efforts!

"DCFS Matters" team



Hi Theresa, I picked up a copy of the Winter 2011 edition of DCFS Matters at our board meeting last week - I have never seen this publication before. I just wanted to tell you that I think it's great. It was such a positive read it made me want to be more involved with everyone there and the initiatives you have started.

Laraine Kautz, Executive Director, DC Workforce Investment Board

YOUTH BUDGETING AND COMPUTER WORKSHOPS

In the summer of 2012, DCFS held a two-day workshop for 31 youth on Temporary Assistance or in Foster Care, ranging in age from 15 to 18. The first day of training, DCFS partnered with Bridgeway Federal Credit Union to offer a two and a half hour financial workshop which focused on developing budgeting skills for independence. Through role play in a highly interactive program called "Mad City Money," the youth experienced real life scenarios involving earning income, paying bills and problem solving financial difficulties that arose. It was an energized environment where the youth had the opportunity to buy cars, rent apartments, purchase clothing and nonessential items for themselves and their families as well as pay various bills (some unexpected) all within a predetermined budget.

On the second day of the training, the youth had the opportunity to participate in a computer workshop. The computer workshop provided by Instructional Access taught the youth how

to use Microsoft Programs to write a resume, create a PowerPoint presentation, and utilize Excel to set up a budget.



All of the youth who participated in the two day program earned a laptop, backpack, printer and Microsoft manual. It was the first year in which we held a youth budgeting workshop in conjunction with the annual computer program. This was the 6th consecutive year of the DCFS Youth Computer Workshop. To date, DCFS has trained over 150 youth who earned computers and printers to assist them in their future endeavors.

We wish all our youth much success as they grow to young adulthood and pursue their dreams!



Shakeera Glass is a senior at Poughkeepsie High School with an extremely challenging class schedule. She takes two AP classes, Literature and Psychology, which require many projects and essays. Shakeera maintains a very high GPA. Regarding the computer program she says "Thank you for letting me experience a great and beneficial computer program. The

computer program has had a positive influence on my academics because I no longer have to stress about how I am going to get projects done, how I am going to apply to colleges, how I am going to email important information to club advisors and it has been great. Having my own computer has helped me tremendously in my classes. I am glad I took the time out of my summer to participate in the computer program. I will continue to value the gift of a great

laptop and printer and I will encourage my peers to get involved with the computer program because it has truly been a blessing to have my own computer."

Ms. Glass is a participant in the Youth Employment Services Program at the Dutchess County Regional Chamber of Commerce, Inc., working with Ms. Maryann McKenzie, the Director of Youth Services at the Chamber.

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 Yarochowicz
Confidential Administrative
Assistant

Contracts, Policy and Planning

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

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

Fair Hearings

Fair hearings can be requested on a denial, discontinuance or reduction of benefits or services, on matters of state policy, employability status, and method of payment of benefits or a failure of DCFS to act on an application or request. Hearings are held at DCFS and are presided over by a New York State Administrative Law Judge. At the hearing, DCFS must justify the action it has taken. Clients can have representatives at the hearing and they can present evidence or bring witnesses. Hearings are usually held about one month after they are requested and decisions are rendered within six weeks after the hearing.



William Sanchez
Fair Hearing Specialist

The Fair Hearing Specialist:

- Represents DCFS in administrative reviews requested by applicants or recipients.
- Serves as liaison for Medicaid and SNAP audits for New York State.
- Completes child care subsidy audit for New York State.
- Serves as liaison to Hudson River Lodge for after-hours emergency placement.

Fair Hearing Activity 2012

Fair Hearings Scheduled	881
Appellant Defaults	238
Appellant Withdrawals	171
Agency Decisions Upheld	180
Agency Decisions Reversed	50
Percentage of Fair Hearings in Favor of the Agency	94%
Postponed or Adjourned	4
Other Agencies	85
Correct when Made	49
Other	7
Agency Withdrawals	17

Contract Activity 2012

Adult Foster Care Services	2
Auditing	2
Child Care	2
Detention/Foster Care Institutions	38
Domestic Violence Services	6
Employment Services	8
Supplemental Nutrition Education/HEAP	5
Genetic Testing	1
Homeless Prevention	3
Interpreter Services	1
Legal Services	1
Medical Exams/Services	6
Memoranda of Agreement	86
Other Inter-Agency Service Agreements	8
Preventive Services/TASA	15
Resource Parents	117
Service Agreements	6
Totals	305
Value of Contracts	\$33,000,000+

- 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 \$8,695,437 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 \$30,000,000 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 the chair of NYPWA Deputy Commissioners' Leadership Network Steering Committee.
- Gave two presentations on the DCFS Leadership Development Program, one for the NYPWA Deputy Commissioners' Leadership Network and one at the NYPWA Summer Conference.
- Member of Dutchess County Regional Chamber of Commerce Women's Leadership Network.
- Member of the Dutchess County Youth Board.
- Participated in the Dutchess County Domestic Violence Steering Committee.
- Member of the Council of Family and Child Caring Agencies workgroup.
- 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/Health/14178.htm>.
- Member and participant in Hudson Valley Cash Coalition.
- Member of Medicaid Administrative Workgroup with OHIP (Medicaid takeover with Department of Health).



Administrative
Division Support
Staff

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



Michael Soltish
Director of Staff Development
and Personnel

DCFS continues to use regional trainings, computer based training, and teleconferences to help meet the need to disseminate necessary information for our staff. The use of Training Space and ILinc as a supplement to Common Core and various institutes helps us maintain a well trained workforce, partially eliminating the need for travel.

Through a partnership with the Social Work Education Consortium, DCFS and the Dutchess County Department of Human Resources, the Bachelor of Social Work Scholarship Program awards a \$10,000 scholarship to a BSW student in his/her senior year of college. At the conclusion of the internship at DCFS, the student is given a two-year paid temporary position at DCFS with the opportunity to take the civil service exam and secure a permanent position. In 2012, our 2010 BSW scholarship recipient served probation as a case manager. We have two BSW scholarship recipients in 2012, who will start the process toward permanent CPS positions.

The Dutchess County Department of Community and Family Services has had a contract with Dutchess Community College for the purpose of workforce professionalization since September 1989. Mary Beth Dohrenwend and Phyllis Black Ruffel, located on the second floor at DCFS, coordinate this program and are available during our normal business hours.

The Staff Development and Personnel Unit provide on-going personal and career development for DCFS 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 Community and Family Services Annual Report.
- Conducts orientation for all new staff and schedules unit overviews.
- Maintains agency audio visual equipment.
- Conducts training evaluations.
- Maintains the 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 20 employees took courses working toward a two-year degree or certificate.

- Coordinates the Empire College Program through which eight DCFS employees worked towards a bachelor's degree.
- Coordinates the Adelphi University Program for Children Services staff members who 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.
- 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.
- Acts as management representative at employee grievances, disciplinary proceedings and other related actions.

- Maintains all department payroll records, using the LOGOS program and provides employees with information on benefits, leaves of absence, Family Medical Leave Act (FMLA), payroll issues and applications for retirement.
- Provides management and division directors with reports on benefit time usage, overtime, compensatory time, seniority, salary and other requested information.
- Acts as liaison with the Dutchess County Department of Human Resources, Dutchess County Finance Department, Office of Risk Management and the Dutchess County Attorney's office.
- Conducts agency exit interviews.
- Serves as the DCFS liaison on the Dutchess County Workplace Violence Committee.



Staff
Development/
Personnel Unit

*Dear Mike,
Last week I turned in my final assignment to complete my BA at Empire State College. I never would have been able to achieve this goal without a Dutchess County sponsorship. Taking college classes again was a rich experience and I greatly appreciate the opportunity.
Sincerely,
Carol Domino*

- 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 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 setup for the provision of state sponsored teleconferences to be viewed by Dutchess County DCFS staff.
- Conducted 36 new employment interviews.
- Hired 29 new employees.
- Coordinated three disciplinary actions (Section 75 and stipulations).
- Coordinated and processed 31

- promotions and reassignments, 27 leaves of absence and 54 separations from Dutchess County service (of which, 25 were retirements).
- Co-chaired the 2012 Dutchess County Government United Way Campaign.
- Coordinated the 2012 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 DCFS.
- Participated on the Foster Care Review Board.



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 2012, the Director of Administrative Services served as the President of the New York State Fiscal Administrator's Association.



Peter Simon
Director of Administrative Services

Attention: Mr. Allers – Commissioner:

The purpose of this letter is to compliment and applaud the excellent, professional services I recently received at Social Services. Due to a recent crisis, I had to utilize the Medicaid services at Social Services; I was assigned to Mrs. Piotti who treated me with compassion but yet knew what she was doing. Mrs. Piotti is a great asset for the Dept. of Social Services and she should be commended for her services.

Also, I waited in the main room in the lobby and you should also commend those women that work with so many different people (all walks of life) with patience and understanding.

Sincerely,
JM

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 DCFS is the representative payee or guardian.
- Discovers, records and pursues third party health insurance to reduce Medicaid expenditures.
- Serves as liaison with medical providers for billing and implements the Medicaid restriction program for clients who over utilize Medicaid services.
- Issues temporary benefit cards.
- Maintains the Case Management System of the Welfare Management System (WMS), which accounts for all repayments and recoupments of benefits for clients 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.
- Files all cases for the Temporary Assistance and Child Support Divisions.
- Processes all voter registration forms and manages the mailroom.
- Images files as part of the NYS Imaging Project.
- Maintains the supply area.

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 MyworkSpace.
- Provides website development and administration in addition to network integration with New York State services.

Purchasing, Fleet Control

- Purchases supplies and equipment, orders state and local forms.
- Maintains the petty cash account and pays all administrative bills.
- Coordinates the purchase and maintenance of a fleet of 46 cars and vans with the Dutchess County Auto Center.
- Serves as the liaison with Dutchess County Public Works Department for repairs, maintenance and cleaning of the building.

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

- Through the imaging software, we assigned remote access to auditors for 351 cases for HEAP, SNAP and Temporary Assistance for state audits.
- Processed 129 record access requests.
- Imaged 2834 records from Eastern Dutchess Government Center (EDGC).
- Processed 296 Price Chopper bills, totaling \$21,733 and 341 K-Mart bills totaling \$33,624 for client needs.
- We made \$9,528,880 in payments to contract vendors.
- Provided office coverage for SNAP, Temporary Assistance, Child Support Enforcement Unit, Eastern Dutchess Government Center and payroll services.
- Processed 240 requests for training.
- Processed 143,072 calls through the switchboard.

Accounting

- Served on the following Boards and Committees:
 - Harriet Tubman Apartments Board of Directors
 - Dutchess County Community Action Partnership Board of Directors
 - Harriet Tubman Academic Skills Program Board of Directors

- Maintained accounts for 153 clients and made payments totaling \$1,465,889 on their behalf.
- Maintained approximately 95 percent of our reports as PDF documents instead of printing and filing paper reports.
- Implemented the paperless processing of LOGOS daily reports exchange with Finance and Comptroller's Office

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 now 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, if a case has been imaged, so that we can convey this information along with the case number in Status Tracking.



- The mail is being processed by 4 clerks on a regular basis allowing us to always have trained coverage.
- The on-sight imaging process which began in 2011 continues. 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 here. There is no longer a three to four day lag time for the imaging to be viewable in I/EDR. As of August, 2012, subcategories were added to the imaging process. This makes the process of accessing information easier for workers.



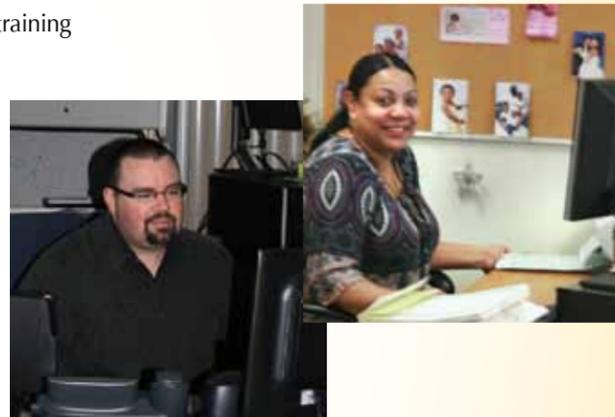
Accounting Staff

- In November of 2012, we moved the contents of the Supply Room into the File Room and began managing the ordering and distribution of supplies for the building. A complete and accurate inventory of supplies is in progress. Inclusive in the supply ordering is the ordering of any and all print jobs needed by building staff.
- 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)
 - SNAP (complete and up-to-date)
 - HEAP (complete and up-to-date);
 - Special Investigations Unit (complete and up-to-date).
- Shipped and retrieved the following quantities of documents to and from retention:
 - Sent 768 boxes
 - Retrieved 42 boxes
 - Retrieved 747 case records
 - Destroyed 298 boxes
 - Purged 8400 records from the file room.
 - Handled all incoming voter registration forms as follows:
 - Yes – 737 sent to the Board of Elections
 - Blanks and No's – 7,427
 - Already registered – 245
 - Requested and received – 31

- Coverage and training in other departments as follows:
 - Reception coverage of 714 hours and training of one employee for coverage
 - Finger imaging coverage of 110 hours
 - Switchboard, SNAP, Medicaid, CSEU phone coverage totaling 80 hours
 - Spanish translation of 1,050 hours between home visits, in-house translation and telephone translation
 - Filed loose filing on a daily basis for: Child Support, Child Care, Drug & Alcohol Counseling, Adult Services and Children's Services.

Computer Information Services (CIS) Unit

- Assisted with the computer training program for TANF youth.
- Conducted set up and training of the new teleconference system for fair hearings.
- Made continued customizations to programs in use, such as the HEAP log and Fair Hearing log to reflect evolving needs.



- Processed 267 employee change forms comprised of:
 - 46 new employees
 - 68 reassignments
 - 59 office moves
 - 94 general requests, such as security changes, etc.
- Replaced 112 aging computers, 95 of which were conversions to Windows 7.
- Consolidated 431 duplicate CINS and processed 967 screening denials.
- Received 3,444 IT helpdesk calls from DCFS workers.
- Decommissioned the former Main Street location's network infrastructure.

File Room Staff



Reception

- Improved reception area by adding more wall racks and signage to upgrade the client information center.
- Organized outreach programs by outside agencies and in-house units to educate the clients a few times per month.
 - Central Hudson, 2 days per week
 - Cornell NIP program
 - Healthy Families
 - Dental offices
 - Health Department
 - Adult Protective Services, during Domestic Violence Awareness Week
- Began the process of implementing a new status tracking system called My Full View. Once operational, it will expedite client's progress through our system and help workers track all activities of their clients.

The transactions shown below reflect a great majority of the people that we serve, but the chart does not reflect all the numbers that we serve.

Transactions

Month	2011	2012
October.....	10,601	9,120
November	10,060	8,983
December	9,117	9,499
Totals	29,778	27,702

- Continued to effectively direct EMT personnel and first responders to the many emergencies we have within the building.
- Handed out a banner number of candy canes to the clients in reception, thanks to the generosity of the staff of DCFS.
- Worked directly with the various units to help make the client experience a better one.



Reception Staff

I am writing this letter to praise one of your staff. When Luisa Blanche takes care of my concern, she does it with care and competence. She is always helpful and makes the time I spend here less stressful. She deserves a raise. She is an excellent worker.

*Yours truly,
SG*



Thank you for your help at a time when we were under a lot of stress. You were so kind and sweet. It was very much appreciated.

AC

Computer Information Services Staff



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



Maryanne Maruschak
Director of Adult Services

Dear Robin,

Thank you so much! They are only two words, but they come from the depth of my heart. You have helped me change my life when I truly felt no one cared. May God bless you and your family.

They say you are never too old to start over and when God closes one door he opens another. Thank you for having faith in me and reminding me, I am worth it.

With sincere gratitude,
SJ

Dear Ms. Thomas:

I want to thank you very much for your time and effort. You were so very nice as well as professional. There should be more people in the world like you. I know your job can't be easy but you show your care and concern for people. I'm truly grateful to you. My stamps are recertified. Ms. Bocchino called me later that day. I always wanted to be a social worker.

Sincerely,
NH

This unit:

- In 2012, our division had 328 active cases. There were 519 referrals for Protective Services for Adults. We had 41 Guardianship cases and 127 Representative Payee cases.
- The Adult Services Division provided housing assistance to the Temporary Assistance population that was homeless or in jeopardy of losing their housing. Lack of affordable housing continues to be a problem. In 2012, \$2,511,476 was spent on motels. The average length of stay was about 15.4 weeks. We continued to participate with the Dutchess County Housing Consortium in an effort to address the housing issues in Dutchess County.
- The division also monitored the family-type home and the foster family program. Additionally, the division collaborates with the New York Division of Parole and Dutchess County Probation on housing sex offenders.

- The Adult Services Division provided services to adults and families affected by Domestic Violence. Our Domestic Violence Liaisons (DVL) conducted screenings for domestic violence issues, provided information about resources, including arrangement for shelter if needed, and assessed whether the applicants were able to safely comply with department rules. The DVLs networked with domestic violence service providers regularly. Funding was provided for both non-residential and residential domestic violence services under Title XX. Information and referral for these services are available through the Adult Services Division. In 2012, the DVLs conducted 171 new assessments and 73 reassessments.



- A liaison from our division continued to have meetings with the Mediation Center to increase collaborative services solutions for seniors. This staff member also attended the monthly Coalition on Elder Abuse meetings.
- Members of our staff walked for the March of Dimes. At Christmas time, Angel Tags were distributed for the Salvation Army.
- The Adult Services Division participated in the Homeless Support Program and received 300 blankets from the Philadelphia Defense Supply Center. The blankets were distributed to local community agencies and county service providers.
- The Adult Services Division worked with Central Hudson and NYSEG in investigating community resources and safety supports for persons in receipt of a termination notice.
- The Adult Services Division maintained an emergency food supply with funds from donations from DCFS employees.

Adult Services

	2011	2012
Adult Services Cases Open at End of Year	331	261
Domestic Violence Screenings	236	244
Temporary Shelter Stays in Weeks	12.4	15.4
Temporary Shelter Expenditures	\$2,924,690	\$2,511,470
Adult Protective Services Referrals	719	519

Temporary Shelter Expenditures

Year	Amount	Average Stay in Weeks
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
2012	\$2,511,476	15.4

- Staff members continued to educate other agencies about the scope of Protective Services for Adults (PSA) and how to access services. Presentations were given to The Dutchess County Department of Emergency Response, Hudson River Housing and The Retired Public Services Employee Association.
- The Adult Services Director served as a member of the Sex Offender Management Group, chaired by Marjorie Smith, Bureau Chief, District Attorney's Office.
- A staff member participated in the annual Elder Abuse Awareness Day. An overview of Protective Services for Adults and three cases were presented.

- Representatives from the Adult Services Division attended 13 OFA County Senior Picnics. Staff members provided information on benefits and service programs.

Adult Services Staff



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.

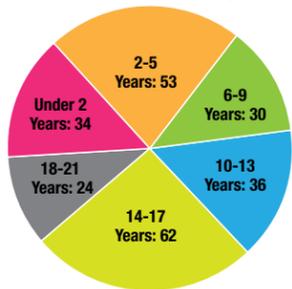


Colleen Mahoney
Director of Children's Services

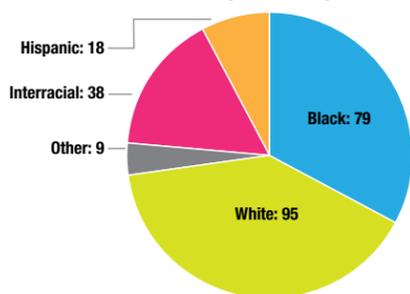
Adoption Summary	2011	2012
Children Discharged to Adoption.....	31	23
Children in Care with the goal of Adoption at year end.....	43	42

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

Children in Foster Care by Age*



Children in Foster Care by Ethnicity*



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

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 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, child care and other needs.
- Provides transportation assistance, child care and homemaking services.
- Provides services which have been ordered through Dutchess County Family Court.
- Monitors clients' compliance, reports to court and files petitions when needed.
- Contracts with Astor Services for Children and Families and Abbott House, for home-based case management services for families at risk of placing their children in foster care.
- Contracts with Astor for Enhanced Coordinated Children's Services Initiative (ECCSI). ECCSI is a tiered inter-agency project designed to create a comprehensive system of care in Dutchess County. It provides coordination of services to children with emotional or behavioral concerns that put them at risk of out-of-home placement.
- Contracts with Dutchess County Office of Probation and Community Corrections for PINS and JD Diversion and Supervision Programs.
- Contracts with the Youth Bureau for mandated preventive case management services for youth leaving facilities, who are at risk of returning to placement, and for youth who have school related problems, drug or alcohol use, which creates or increases the risk for out-of-home placements.

Foster Care

- Directly supervises children in foster family homes and provides case management to children placed in child care facilities such as residential treatment or group homes.
- Ensures that foster children receive the

- medical, developmental, educational and mental health services they require.
- 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 74 Certified Foster Homes and 19 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.

Juvenile Placements With Social Services

	2011	2012
Persons in Need of Supervision (PINS).....	9	8
Juvenile Delinquents (JD)	13	13

CPS Case Summary

	2011	2012
Reports of Abuse and Neglect made to State Central Register.....	3,047	2,976
Abuse Petitions	40	18
Neglect Petitions	687	545
Termination of Parental Rights... ..	60	83
Surrender Petitions Filed in Family Court	25	35
Foster Care Review – Permanency Hearings	299	267
CAC Investigations.....	*324	*429
Substantiated	*91	*86
Unfounded.....	*272	*343
Pending	*30	*0

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

Children In Care - Types of Placement

	2011	2012
Foster Homes	98	102
Institutions	72	79
Group Homes	7	9
Group Residence.....	0	0
Agency Operated Boarding Homes	9	10
Adoptive Homes.....	12	11
Approved Relative Foster Homes	21	23
Other.....	9	5
Total	228	239

- Contracts with Berkshire Farm and Samaritan Shelter for non-secure detention beds.
- Supervises and coordinates services for the Secure Detention program.

- 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. DCFS 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 in which children can be eligible: severely emotionally disabled, developmentally disabled, and medically fragile. Presently, 35 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 Community and Family Services is also a stakeholder on the Statewide Interdisciplinary Court Improvement Project Collaboration Group.
- In 2012, Dutchess County Department of Community and Family Services continued implementing 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 focuses on developing and maintaining positive relationships between birth parents and foster parents. The second model is Family Team Conferencing, which 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 DCFS and how the family may be able to come up with a plan to address these in lieu of placing the children in foster care.

- Dutchess County Department of Community and Family Services arranged for two Independent Living Trainings to be conducted in 2012. There was one session of Computer Training and the ARC Summer Employment Program.
- Dutchess County adoption staff members completed 23 adoptions in 2012. This unit also completed eight 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 2012, 104 youth were placed in non-secure detention.
- In 2012, Dutchess County Department of Community and Family Services continued coordinating Secure Detention Services on a 24 hour basis. In 2012, 31 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.



Child Advocacy Center

Two staff members were enrolled in this program in 2012; overall, thirteen 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 2,976 reports of suspected child abuse or maltreatment during 2012. There were 239 children in foster care as of 12/31/12.
- Our annual foster parent picnic was held in August and was a success, with a variety of activities and foods offered.
- A Children's Services Case Manager is part of the Youth Treatment Court which provides intensive oversight to Dutchess County youth who have become involved with Family Court due to substance abuse issues. The Youth Treatment Court graduated four youth in 2012.
- During the year 2012, 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 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 Community and Family Services.
- There continues to be an emphasis on staff and foster parent development and training in 2012, with numerous training opportunities being offered

by DCFS. A sampling of the sessions provided includes in-house training for case managers, training regarding community services available, and computer training. Our Foster Parent Liaison arranges trainings for our foster parents and also provides trainings to them in group settings and one on one in the foster home.

- The provision of preventive services for families, designed to prevent the need for children coming into foster care due to neglect and abuse, continues to be a crucial service offered. These services are provided by Children's Services caseworkers, and are also contracted for with community agencies including Astor, and Abbott House.
- As always, recruitment efforts continue to locate, train and certify qualified foster parents for Dutchess County children. Foster home-finding case managers have attended many community functions to advocate for foster parenting. Foster parent and relative foster parent certification training sessions have been completed to train 17 new foster parents and 9 new relative foster parents in 2012.
- In the Spring Semester of 2012, 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 DCFS 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 the Fall Semester of 2012, through collaboration with NYS OCFS and the Social Work Consortium, the internship program was expanded and the children services division trained and supervised four senior class interns from three local colleges: two from Marist, one from Vassar, and one from Dominican College. Two of the interns worked with foster care to address the over-representation of minority children in placement. Two of the interns worked with Child Protective Services to learn to make Child Protective Assessments and provide supportive services to help keep Dutchess County children safe. The Child Protective internships are part of a special program that leads to employment in child protective services for the interns upon their graduation. These internships have been rewarding and are a benefit to the students, staff and clients.
- In 2012, Dutchess County DCFS and the Mid-Hudson Children's Museum continued to partner in working with families involved in Foster Care or Preventive Services. DCFS has access to the Children's Museum for supervised and unsupervised visitation between parents and their children.
- Once again in 2012, 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 2012, Children's Services staff sponsored multiple families for Christmas, providing them with gifts and food and all the makings for a family celebration.



Preventive Services Staff

Child Protective Services Staff

Child Welfare Staff

INSPIRING LIFELONG LEARNING

Inspiring lifelong learning by providing educational opportunities for staff members represents a core value of the Department of Community and Family Services. Through a wide variety of educational programs which include both compulsory and elective trainings, certificate and degree programs, as well as internships, DCFS creates an atmosphere of learning which benefits employees, clients and the overall organization.

DCFS Trainings

Lifelong learning is promptly emphasized when beginning a career at the Department of Community and Family Services. For instance, if you are a Child Protective Services worker, your extensive training entails four weeks of Common

Core training and two weeks of CPS Response training within 90 days of joining the department. A Social Welfare Worker starting in Temporary Assistance completes two weeks of Institute for Temporary Assistance Programs (ITAP) training. The aim of building a knowledgeable, well trained, well prepared workforce is immediately evident at DCFS.

State and county mandated trainings help ensure that safety, awareness, understanding, and skill requirements are met. County trainings, such as General Orientation, give new employees a sense of what working for Dutchess County will be like. Through trainings such as Basic Occupation Safety and Health (BOSH), Defensive Driving, as well as workshops



Adelphi Students,
Past and Present
(left to right):
Monique Lawrence,
Colleen Mahoney,
Debra Bonnerwith,
Joan Howley, and
Amanda Campbell.

on the prevention of sexual harassment and workplace violence, all employees gain information that ensures a safe workplace for themselves, coworkers and clients. Every staff member receives an e-mail link within their first week to take Mandated Reporter training concerning abuse and maltreatment of children, which helps ensure the safety of our most vulnerable population. Trainings may be onsite in a classroom, computer based through LearnLinc or Training Space or may involve travel, possibly to Albany, New York City, and even as far away as Syracuse or Buffalo. In 2012, DCFS employees attended over 11,000 hours of training; DCFS Staff is prepared to meet any challenges that may arise.

DCFS Supports Higher Education for Employees

Lifelong learning does not stop there. The Department of Community and Family Services is committed to providing educational opportunities beyond what is mandatory. We work closely with local colleges to offer degree programs that provide employees with skills to use on the job and also enrich their lives. From taking specific job related courses to earning a college degree, such as, an associate's degree at Dutchess Community College, a bachelor's degree from SUNY Empire or a master of social work degree from Adelphi University, educational opportunities are available to all levels of staff members. DCFS also provides internship experiences to students from area colleges, which benefit both our staff members and the interns. These programs have been tremendously valuable and have assisted in maintaining a healthy, growing, learning ecology within the agency.

During 2012, a total of 33 staff members from DCFS attended higher education courses at Dutchess Community College, SUNY Empire and Adelphi University. Three students

Attending Adelphi and earning a master of social work degree through the DCFS degree program for Children's Services was a tremendous benefit. I use the skills and information I learned during classes every day while carrying out my job responsibilities. Earning the degree has both made me a better worker and contributed to my advancement in our agency. I will always appreciate having been given this opportunity.

Debra Bonnerwith

I decided to finally finish my two year degree because it was a long term goal of mine after raising my children.

Alethea Owens



CASAC Class

I went to Dutchess for an additional degree to upgrade my skills. What I have learned has helped me to understand current events and the forces acting on our clients and ourselves.

Ricki Pelzner

graduated from DCC and three graduated from SUNY Empire. Three students attended Adelphi University pursuing master of social work degrees. In addition, we are very pleased to have a strong internship program. In 2012, three student interns from Marist College, one from Vassar College and one from Dominican College completed their senior year internships in our Children's Services division, working closely with our staff and providing for our clients.

Dutchess Community College

For over 24 years, Dutchess Community College has been providing DCFS employees with a wide array of training opportunities through the employee training program administered by DCC. This program is funded by New York State through a federal block grant that incurs no cost to the local government or county residents. Students are given individualized support through the program coordinator. Staff members have the opportunity to attend courses free of charge as they pursue their associate's degree. Students can pursue degrees in business, mental health, liberal arts, and more. By doing so they become better analytical thinkers and problem solvers. Our DCC students consistently maintain an overall

I found the internship to be a highly valuable addition to my learning experience, bringing to life the material that was being covered in my classes. The hands on experience combined with the support and guidance of experienced workers was an intricate portion of my growth as

a social worker.

Alison Sterling

grade point average that is above 3.3. They develop skills directly applicable to their current positions, while equipping themselves for advancement within the Department. Students throughout DCFS participate, from workers in entry level positions seeking promotion, to members of the management staff looking to enhance their skills. Staff members from every department have taken computer courses over the years as technology is ever changing. Spanish is another example of a popular and applicable subject. Members from all departments have also taken a wide array of courses in the behavioral sciences department at DCC in order to gain a deeper and richer understanding of the population we serve.

Dutchess Community College is also providing the entire five course series

Earning a college degree while raising a family - it can be done. DCC makes it easy for DCFS employees to get it done.

Mark VanDetta

leading to completion of the classroom training needed for Certified Alcohol and Substance Abuse Counselor (CA-SAC) certification. In 2012, twenty-four staff members participated in these courses, which were delivered on site at DCFS in the evenings twice a week.

SUNY Empire

Beginning in 2008, funding has continually been available for students to pursue a bachelor's degree at SUNY Empire. Up to six students may participate each year. The adaptability of the Empire program is designed with busy working adult students in mind, who may have additional responsibilities at home. It allows a large number of transfer credits, life experience credits and flexibility in degree planning. Courses can be taken online, as independent studies or at the Newburgh site. Our Empire students achieved a 3.8 plus



DCC and SUNY Empire graduates honored

grade point average during 2012. Congratulations to our three students who graduated in 2012, having completed the following degrees: BA in Human Services, BA in Social Theory, Social Structure and Change, and BS in Business Management.

Adelphi University/ Master of Social Work

Beginning in 2002, Dutchess County DCFS, with the support of the County Legislature and County Executive's of-

fice, has offered an educational program available to staff in the case manager series in Children's Services. This program is partially funded by the Social Work Education Consortium. Eligible staff members attend Adelphi classes part time for four years, and complete two 600 hour on-the-job internships, which lead to a master in social work degree. The counseling, critical thinking and communication skills learned are put to use serving Dutchess County residents of all ages, from children to adults. Since 2002, several staff members, including a Deputy Commissioner, the Director of Children's Services, a Child Welfare Case Supervisor, a CPS Case Supervisor, and several Case Managers have received master's degrees through this program.

I am working towards improving my opportunities; not only for myself, but for my children as well.

Chrystal South

Student Internships

DCFS has provided college internship opportunities for area students for many years. This affords students with real life social work experience and enhances the services our agency offers to county residents. In 2012, there were two specialized internships offered. First, in collaboration with the Social Work Education Consortium, two students worked in Child Protective Services as part of a program that includes a commitment by the student to work as a CPS case manager for two years post-graduation. Second, in collaboration with the NYS Office of Children and Family Services, two student interns worked in Foster Care on a special project to examine the issue of disproportionate minority representation of children in foster care. We are grateful for the relationships we build with our local colleges and for the enthusiasm and new perspective that the students bring to our agency.

A Career of Learning

DCFS is committed to the educational enrichment and personal growth of its staff through opportunities at DCC, SUNY Empire, and Adelphi University. Encouraging college students in the internship programs is an additional important facet of the DCFS learning environment. The objective to maintain a well-trained, professional and proficient workforce is also being continued by utilizing our local and state trainings. Through the many aspects and phases of lifelong learning, DCFS inspires and supports its employees and students every step of the way.

LEADERSHIP DEVELOPMENT PROGRAM

The Leadership Development Program is in its second year and remains open to all staff at DCFS who are interested in advancing and enhancing their leadership skills. All participants must have supervisory approval to attend monthly sessions. Participants may research and present on topics of interest to the group. In addition, outside speakers are invited to present to the group on a voluntary basis. Therefore, the program provides staff development with no additional cost to the agency or the County. Participants are self-directed staff members who have initiative and interest in pursuing the development of their own leadership skills and sharing their knowledge with co-workers.

Planning for the 2012 Program began early through a brainstorming session with 13 participants generating ideas at a meeting on December 5, 2011. Twenty-six topics were identified and prioritized. The top topics for the 2012 Program year were: Organizational Change; Positive Mental Attitude; Meeting Local Leaders; Little Known Agencies Making A Difference; Corporate Culture; Motivation/Morale; Leadership Styles; Integrity; Self-Imposed Boundaries; (Accepting/working) Out of the Box.

In 2012, a total of 73 staff persons attended sessions throughout the year. Seven staff persons achieved Level I (completed 8 credit hours) and 10 achieved Level II (total of 16 credit hours completed). Level I graduates were: Wendy Baur, Sandy Favata, Sheree Gover, Colette Krakower-Scotti, Jessica Nelson, Ann Novicki, and Linda Tuttle. Level II graduates were: Valencia Bailey, Lance Bixby, Kara Cerilli, Carol Domino, Theresa Giovanniello, Lisa Goering, Suzanne Howell, Donna Robinson, Barbara Swanson, and Marsha Thomas.



On left: Leadership Development Graduation

Below: Guest Speaker, County Executive Molinaro, at the Leadership Graduation 2012



Twelve sessions were held in addition to the Achievement Awards Session. Five of the sessions were conducted by our own DCFS staff persons. The topics were as follows:

- **The Art of Persuasion** by Mike Yarborough (Volunteer/Guest Speaker)
- **How to be a Success** by Theresa Giovanniello, DCFS Deputy Commissioner
- **Meet Your Local Leader:** Dutchess County Executive Marcus Molinaro
- **The Power of a Positive Mental Attitude** by Donna Robinson, DCFS Child Welfare/Foster Care
- **Organizational Change** by Dutchess County Deputy County Executive William O'Neil
- **Breaking Down Silos** by Lance Bixby, DCFS Medicaid Intake Unit & Louise McLoughlin, V.P. of Workforce Development, DC Regional Chamber of Commerce
- **Preview of Dutchess Leadership Development Program Presentation to New York Public Welfare Association** by Theresa Giovanniello, DCFS Deputy Commissioner
- **Six Sigma** by Marsha Thomas, DCFS File Room
- **Meditation & Stress Reduction** by Jude Smith of the Center for Authentic Living (Volunteer/Guest Speaker)

- **Inspire a Shared Vision** by Carol Domino, DCFS Special Investigations Unit
- **Agencies Making a Difference: Taconic Resources for Independence, Inc.** by Cynthia Fiore, Executive Director and staff
- **Achievement Award Session** with Keynote Speaker, County Executive Marcus Molinaro
- **Agencies Making a Difference: Mediation Center of Dutchess County** by Jody Miller, Executive Director

Two of our participants were granted promotions in 2012:

- Carol Domino as Confidential Assistant to the Commissioner of DCFS
- Colette Krakower-Scotti to Director of Child Support and Enforcement



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.



Martha Allers
Director for Child Support Enforcement Unit

Dear Mrs. Waddington,

I am writing this letter to show appreciation for the time and patience Mrs. Dodd showed me and my daughter, she helped us in our recent family court matter. She went out of her way to make sure all of our questions were answered. In the past as a father, it's been difficult dealing with the court system, so Mrs. Dodd showed she listened to my side and didn't make a judgment, in her eyes, it didn't matter if you were the mother or father but what's right for the child. I feel if more people in the court system did things similar to Mrs. Dodd, there would be more equal justice. Dealing with a divorce is difficult for all parties involved; working with Mrs. Dodd made it easier to cope with. Thank you very much for your time.

Sincerely,
KH

Child Support legislation allows the following administrative actions: liens on property of debtors; increased access to records of financial institutions, government agencies and private entities such as utilities; and suspension of driver's recreational and professional licenses for failure to pay child support. Legislation also provides automatic cost of living increases in child support orders to keep pace with inflation which also aids families in staying off public assistance.

The unit provides the following services to custodial parents, noncustodial 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 or in division for youth facilities. Medicaid recipients/applicants are also required to cooperate with child support to establish paternity and obtain medical support.
- Support establishment for child and/or child support combined with spousal support.
- Modification petitions for change in circumstances, and cost of living adjustment of court orders, which are payable through the Support Collection Unit.
- Medical benefits execution to require enrollment of dependents in third party health insurance.
- Support collection and monitoring of pay-

ments. Once support orders are established, the collection and disbursement of monies associated with that order, becomes the responsibility of the New York State Central Collection Agency.

- Enforcement of a court order.
- Income execution when there is an employer, aided by New York State's Expedited New Hire Reporting program, which locates current employers of child support debtors, keeping income executions in place and enabling new executions to begin.
- 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.
- Suspension or denial of a New York State driver's or professional license.
- Initiation of violation proceedings in Family Court, which may result in a jail term of up to six months for willful non-payment of child support.
- Establishment of liens against property and motor vehicles.
- Conducting of 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

- Dutchess County Child Support Enforcement Unit (CSEU) collected \$31,366,315 in child support in 2012. Of this amount, \$30,549,093 was for the benefit of families who were not in receipt of Temporary Assistance.
- CSEU processed 7,151 Family Court Petitions in 2012.
- Among counties of similar size, Dutchess County is ranked second for "cases with health insurance ordered".
- We continued a contract with a genetic testing company that collects the DNA samples on site at Family Court. In 2012, 64 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 noncustodial parents to the group for help. The Fathers' Rights Association educates and redirects the non-custodial parents' frustrations for the betterment of their relationships with their children.
- 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 tenth official and only documented Fathers' Day Parade in New York State.

Child Support Collections

Year	Amount Collected
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
2012.....	\$31,366,315



Child Support Activity

	2011	2012
Child Support Cases Open	11,392.....	11,264
Children Open in Support Cases.....	11,847.....	11,717
Children Open Born Out of Wedlock.....	6,557.....	6,503
Children Open with Paternity Established.....	5,975.....	5,972
Percentage of Children Open with Paternity Resolved	95%.....	95.4%
Children Needing Paternity Determination.....	572.....	539
Cases with Collections During Year	5,812.....	5,626
Interstate Cases with Collections During Year	296.....	301
Cases Open Where Medical Support is Ordered	7,756.....	7,701
Cases with Arrears Due During Year	6,974.....	6,966

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

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



Child Support Intake and Enforcement Staff

The Legal Unit consists of one Bureau Chief and four Senior Assistant County Attorneys and one Assistant County Attorney. Three secretarial staff members give clerical support to the attorneys.



Janet Tullo, Bureau Chief

This unit:

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

Legal Statistics

	2012
Child Protective Reports	2,976
Support Cases	11,264
Private Support Referrals	175
Fair Hearings	81
Collection and Resource Cases	74
Adult Protective Cases	22



Legal Dispositions

	2011	2012
Child Abuse Petitions.....	40	18
Child Neglect Petitions	687	545
Termination of Parental Rights.....	60	83
IVD Paternity	251	252
IVD Support.....	4,696	4,930
IVD Interstate Support (UIFSA)....	132	149
Permanency Hearings	299	267

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 DCFS:

- Intensive Review Court for Substance Abusers
- Permanency Hearing Part with Court Attorney Referee
- Domestic Violence Part, for Article 10 Abuse and Neglect cases
- Regularly scheduled pre-trial conferences and discovery.

As part of our involvement as a model court, the Legal Unit of Dutchess County Department of Community and Family Services is active in the Dutchess County Court Improvement Project for Abused and Neglected Children. We have been members of the Stakeholder group and the Subcommittee for Systemic Issues.

The Legal Unit was active:

- In the exploration of a preventive services review initiative.

- As a member of the Advisory Committee on electronic filing in the Family Courts to explore e-filing of petitions; said involvement led to the passage of Chapter 184 of the laws of 2012 which closely reflected the legislative proposal we developed on the committee.

- In the exploration and establishment of a new medical component for the Child Abuse Center.

DCFS with the Legal Unit continues to participate in collaborative systems:

- Thursday morning CPS review of cases with attorney/s
- Friday morning court case conferences with attorney/s
- Bi-weekly foster care case review with Foster Care Unit and Legal Unit

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



Legal Staff

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



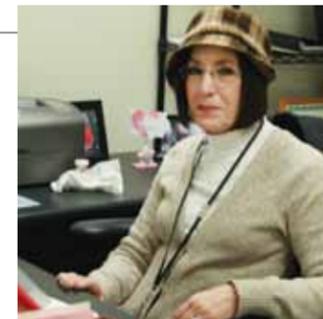
Jacky Cooper
Director of Transitional Benefits Division

Jacky,

I just wanted to let you know how much we appreciated the support from Lisa Owens last week. We had a young girl with two call outs in the first month of employment, if you have 3 call outs in the first 90 days you are fired! Lisa accompanied [the client] to the meeting with the employer and the client saw how serious it is to miss work. I am hoping that she will now take her job seriously. [This action prevented the client from losing her job; she was still working when her Temporary Assistance case closed.]

Thank you!

Louise, Dutchess County Regional Chamber of Commerce



Temporary Assistance

The Temporary Assistance Employment Units consist of employable individuals, persons with barriers and child-only cases. Together the units work to promote self-sufficiency, personal responsibility and a work-first mentality. We expect adult applicants and recipients to make employment their first priority and to make finding a job their primary goal, regardless of any barriers that must be overcome. This division handles three major programs: Family Assistance, Safety Net Assistance, and Employment and Training.

Family Assistance

Family Assistance 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 lifetime 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.

Family Assistance Cases

As of December 31, 2012

1990.....	1,519
1995.....	2,387
2000.....	1,001
2005.....	683
2007.....	581
2008.....	594
2009.....	629
2010.....	740
2011.....	781
2012.....	717

Safety Net Assistance

Safety Net Assistance (SNA) is a Temporary Assistance program that is funded jointly by New York State and county governments. Individuals and families, who are ineligible for Family Assistance

or other federally reimbursed Temporary Assistance programs, receive SNA. Most SNA recipients are single individuals or childless couples. They must engage in assigned work activities to receive assistance, unless exempted by a physical or mental disability. Safety Net Assistance consists of two components: cash and non-cash. In the non-cash component, food, shelter, fuel and utility allowances are issued directly to the vendor, sometimes leaving the recipient with a small personal needs allowance. SNA is provided as cash unless the household falls into one of the four categories, which must receive non-cash. 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; months are 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.
- The number of SN individuals in receipt of assistance who are deemed not employable and are mandated into treatment in 2012 was 118. Some of these SN individuals are SSI recipients who are in receipt of a Safety Net 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 as there is not enough affordable housing available.

- The number of individuals who have reached their 60-month time limit and have transitioned to Safety Net cash or non-cash has increased. The number of families who are in receipt of Safety Net non-cash decreased from 73 in 2011 to 65 in 2012. Although this figure is moving in the right direction, it still indicates the difficulties of transitioning 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 or families, who are no longer eligible for Temporary Assistance due to employment or increased child support payments, receive transitional Medicaid, SNAP and/or child care benefits.

Safety Net As of December 31, 2012

1990	649
1995.....	968
2000	361
2005	519
2007	553
2008	579
2009	585
2010.....	760
2011.....	822
2012.....	647

Temporary Assistance Case Activity

	2011	2012
Applications Registered.....	9,370	9,460
Cases Opened/Reactivated/Open-Closed	3,314	3,101
Withdrawn	139	145
Denied	6,304	6,187
Cases Closed	2,239	2,068
Recertifications	1,770	1,758
Changes to Active/Closed Cases.....	12,146	10,040
Totals	25,912	23,299

Employment

The Employment caseload consists of approximately 415 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 applicants and two sessions for recipients. All employable applicants and recipients of Temporary Assistance are required, by New York State Regulation, to complete job searching each week, unless we have medical documentation that states otherwise. We can schedule up to 75 individuals per session.

The employment worker sees each person individually and 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. If necessary the employment specialist is also 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.
- Develops employment plans and makes recommendations and referrals to various DCFS 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.
- Authorizes payment for supportive services such as transportation, licenses and work clothing each client needs in order to obtain a job or participate in programs.
- Together with Temporary Assistance eligibility staff, conducts an orientation regarding Temporary Assistance, Medicaid and SNAP benefits, employment requirements and transitional benefits twice daily 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.
- Collaborates with the Professional Culinary Academy (PCA), a post-secondary school licensed by NYS Department of Education. This is a 600 hour commercial cooking program. During the first 400 hours the students learn skill development, food preparation, catering, food sanitation, and quality cooking. The last 200 hours are on-the-job training in a variety of areas in the commercial food service industry. Graduates of PCA are ready to perform many of the entry level roles in the food service industry such as sous chef, garde manager, pantry person, short order and line cook. PCA offers lifetime job placement for all graduates. In 2012, DCFS funded one recipient, who completed the 200 externship hours and graduated in October, 2012. This individual has been employed and is off assistance.
- Contracts with Dutchess County Regional Chamber of Commerce for:
 - Mentoring programs which assist individuals transitioning to work by helping them to find solutions for employment problems and teaching them how to manage personal and family issues related to working.

Mentors are instrumental not only in helping obtain jobs but in retaining jobs and advancing careers.

- Responsible Parent Program, which includes a mentor who works with individuals who are sanctioned or about to be sanctioned for failing to comply with employment activities.
- The Step-up Employment Mentoring Program, which provides TANF eligible individuals with employment and life skills workshops, technical training, career counseling, comprehensive job seeking, job placement, and job retention services. Participants receive mentoring until the end of their twelfth month in the program. Other services offered are: helping with childcare issues, resolving transportation problems, assisting in developing a household budget, and learning how to access community resources. Individuals in this program are placed in employment a minimum of 32 hours per week and the average wage has been \$11.10 per hour.
- Youth Employment Services (YES) serves the youth of Dutchess County between the ages of 14-20. The YES program works together with local businesses and manufacturers, the youth, parents, school districts, DCFS, Dutchess Community College and the mentoring program. The varieties of educational and vocational programs are designed to meet the needs of this diverse population and include the following:

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 38 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 various training programs offered by BOCES.

Services provided include:

- Diagnostic vocational evaluation.
- Assessments/TABE testing for 394 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. Eighty-eight individuals enrolled in GED classes and 75 enrolled in other training programs.
- 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 and grooming appropriately).
- 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. Ten individuals participated in this program; five actively seeking jobs, one employed and four deemed medically exempt. 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 brochures and tools for use in the community and with welfare to work clients.
- Work Skills Training is a 50 hour pre-employment program to help:



- Set and achieve employment goals.
- Overcome barriers to successful employment.
- Improve written and verbal communication skills.
- Improve presentation and interview skills.
- Create and/or update resumé.
- Retain and advance employment.

Of the 47 who started this training, 19 became employed in 2012.

Supplemental Nutrition Assistance Program

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

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.

- Provided \$13,966,690 in Temporary Assistance payments to or on behalf of clients.
- Provided \$6,569,212 in Child Care Assistance on behalf of Dutchess County residents.
- Provided \$1,680 in Grants of Assistance for guide dogs.
- Purchased \$608,387 in case management and employment-related services from Dutchess County BOCES and Community Action Partnership of Dutchess County.
- Purchased \$642,675 in employment related and mentoring services for clients from the Dutchess County Regional Chamber of Commerce.
- In 2012, 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 on-going mentoring. Thirty-eight youths enrolled in this program.
- Hired seven TANF recipients for three-month temporary positions in our file room.
- Held a computer training camp. Thirty-one participants between the ages of 15 – 18 attended the intense one-day training by Instructional Access. This year, a “How to Manage Your Finances”

training was added. At the end of the day, each participant was given a laptop, printer and a backpack.

Supplemental Nutrition Assistance Program Accomplishments

- Continued the MyBenefits Electronic SNAP application process. This electronic method, along with community partners Catholic Charities and Dutchess Community Action Partnership, Inc., allows persons to electronically apply for SNAP benefits. The MyBenefits website allows a person to apply for SNAP benefits 24 hours a day, seven days a week, from home. A follow-up interview is then conducted.
- Processed transactions increased from 2,240 in 2011 to 5,669 in 2012.
 - 2,704 recertification cases
 - 307 closings
 - 790 reactivations
 - 812 changes
 - 1,050 reactivations
 - 6 actions on closed cases
- Worked with the Eat Smart New York program to have nutrition improvement education staff available to offer SNAP 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.
- Continued the SNAP Benefits for Group Home Program (FSGHP), which simplified the budgeting for group home residents.
- Provided SNAP benefits valued at \$40,615,823 to over 12,967 households.

- Continued the Transitional SNAP Benefit Alternative (TBA). As the focus moves from welfare to work, SNAP has become increasingly important to clients as they leave Temporary Assistance (TA). TBA allows qualified TA recipients to continue to receive SNAP benefits which remain unchanged for an established period when the TA case closes. The cases are opened by the TA Undercare/Family Assistance Unit through the Separate Determination process and maintained by the SNAP Unit.

Home Energy Assistance Program (HEAP) Accomplishments

- The regular HEAP season began November 19, 2012. Emergency HEAP component opened on January 2, 2012.
- 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 \$2,603,643 to Dutchess County resident households during the 2012-2013 season.

SNAP Assistance Activity *

	2011	2012
Applications Registered.....	8,319	8,109
Cases Opened (2012= 6,152)/ Reactivated/Open-Closed	9,611	10,088
Withdrawn.....	344	370
Denied.....	2,568	2,993
Cases Closed.....	8,470	9,022
Recertifications	8,620	9,460
Changes to Active/ Closed Cases.....	23,623	23,559
Totals – All Case Activity ..	53,236	55,492

* From WMS WST003

HEAP Assistance Case Activity *

	2011	2012
Applications Registered.....	1,441	1,174
Cases Opened/ Reactivated/Open-Closed	923	802
Withdrawn.....	78	128
Denied.....	372	345
Cases Closed.....	1,074	1,145
Changes to Active/ Closed Cases.....	3,792	2,491
Totals – All Case Activity	6,239	6,085

* From WMS WST003

- Issued \$1,030,946 in Emergency HEAP benefits.
- Repaired or replaced furnaces at a cost of \$109,083 (as of September 1, 2012).
- Furnace repair/replacement estimates as of September 1, 2012 - \$15,827.



SNAP

2000.....	2,651
2005.....	4,607
2006.....	4,749
2007.....	5,111
2008.....	5,229
2009.....	6,606
2010.....	8,463
2011.....	9,922
2012.....	12,802



HEAP/SNAP Undercare Unit

I just wanted to let you know that Ms. Fordrung expedited daycare paperwork for me today so my client did not have to call out to work. She was quick, efficient and pleasant and communicated with me throughout the process. Thank you for supporting our efforts.

Louise McLoughlin
Vice President of Workforce Development



Employment/Temporary Assistance Undercare



HEAP/SNAP Undercare Unit

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



Joanne Sinagra
Director of Integrated Services Division

Dear Mr. Allers,
I am writing on behalf of my entire family to extend our most heartfelt gratitude to you and your staff for having provided us with outstanding attention to our recent Medicaid application for my brother. In particular, we want to thank Ms. Lara Cifone, whose professionalism, attention to detail and genuine caring attitude made the process (with all its bureaucracy) almost painless. Lara was always available to talk whenever I had questions, returned my calls promptly and made every effort to move the process along as rapidly as possible. It was truly a pleasure to work with her and I am happy to report that we are currently preparing to place [my brother] in a wonderful assisted living arrangement with Greystone Programs, Inc. Once again, our most sincere thanks to Lara and all at DCFS who may have helped us through this important time in our brother's life.

All the best,
EK

Temporary Assistance Intake (Family and Safety Net)

This unit:

- Determines eligibility for a variety of programs. It screens all applicants for domestic violence, drug and/or alcohol abuse, and any other physical or psychological barriers to employment and refers individuals to the Domestic Violence Liaison and Certified Alcohol and Substance Abuse Counselor.
- Refers potentially employable individuals to the Employment Unit for an assessment.
- Refers individuals to the Child Support Unit to assist in establishing paternity and/or obtaining support.
- Authorizes payments which include: recurring assistance, one-time payments, emergency payment to prevent eviction or utility shut-off, supportive services payments such as car insurance, car repairs, clothing allowance, or fees for licenses, etc.
- Opens SNAP 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.

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.
- Refers individuals to the Child Support Unit to assist in establishing paternity, support or health insurance coverage.



Eastern Dutchess Government Center Staff

We would like to express our gratitude to you for having such a caring person working for your department. Ms. Cady left on us a beautiful impression of Social Services. Ms. Cady greeted us with a beautiful smile, and with great respect, making us feel loved when we were feeling so low in spirit. We are grateful to Social Services for all that you have done for us. P.S. Please thank Rosemary (receptionist). She too, in her gentle kind way, impressed us. NF

- Screens all applicants for disabilities.

Supplemental Nutrition Assistance Program Intake

This unit:

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

- Accepts applications in-person or via mail, fax or electronically.

Child Care Subsidy Program

The Child Care Program is designed to help low-income families meet their child care needs. Low Income Child Care is granted to anyone who applies and provides all requested documentation and has a gross income below 125 percent of the Federal Poverty Level. There is a parent fee that must be paid based on the parent's income. The minimum fee is \$1 per week.

From January 1, 2012 through December 31, 2012, 513 families and 893 children were subsidized by the Low-Income Child Care Program. Beginning July 1, 2011 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 child care funds.

This unit:

- Processes applications for child care subsidies for low-income working parents and transitional child care services for those individuals whose Temporary Assistance cases are closing. It monitors legally exempt providers, reviewing all enrollment forms to ensure that the provider and the home meet all health and safety requirements and that there are no reported criminal convictions.
- Utilizes the Child Care Time and Attendance tracking system.
- Monitors the number of children cared for by each provider, as this is limited for exempt providers.
- Contracts with the Child Care Council of Dutchess, Inc. to provide recruitment, registration and inspection of child care providers and assists clients in locating child care providers for their children.
- Meets with the Child Care Council to

review the DCFS process and to answer any questions that providers may have in order to assist all providers in the billing process.

- Works with the Child Care Council to provide information and supplies to providers.

Eastern Dutchess Government Center

The Eastern Dutchess Government Center is located at 131 County House Road, Millbrook, NY. Dutchess County Department of Community and Family Services is located on the 3rd floor of this building. This office is unique in several ways. It accepts all program applications (Temporarily Assistance, SNAP, Medicaid and HEAP) and one single worker handles the entire case verses 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 in a timely manner. This location is not equipped to take care of housing emergencies. If an individual or family find themselves needing this type of service, they are referred to the main office in Poughkeepsie.



ACCOMPLISHMENTS

During 2012, the Dutchess County Department of Community and Family Services continued to utilize a SNAP/Medicaid joint application. These applications are specifically geared toward individuals and or families that wish to apply for SNAP benefits and Medicaid at the same time. This leads to one simultaneous interview with a worker either at our main offices at 60 Market Street in Poughkeepsie, NY or at the Eastern Dutchess County Government Center in Millbrook, NY.

Intake 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 Child Care for an intensive review during the eligibility determination process before a case is opened and benefits are provided.



Christopher Corman
Supervisor of Special Investigation Unit

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.
- Investigates possible fraud on all cases referred by staff, NYS and reports received from the public regarding recipients who may not have been entitled to receive benefits. The investigation may include making field visits, obtaining collateral verification, reviewing computerized records, and conducting interviews to determine if fraud was committed.
- Refers appropriate cases to the District Attorney for prosecution or disqualification.
- Examines any instance of fraud identified through the Automated Finger Imaging System (AFIS), which utilizes the latest technology to



establish positive identification on adults seeking assistance. The system captures demographic data, clients' photos 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:
 - Public Assistance Reporting Information matches, which indicates a case may be active in two different states/districts.
 - Monthly matches with the Department of Correctional Services and the Division of Criminal Justice to identify incarcerated individuals who are in receipt of assistance.

Front-End Detection (FEDS)

Completed FEDS Interviews.....	2,146
Cases Denied/Withdrawn	1,575
Cases Opened	477

Cases Closed Due to Fraud

2005.....	100
2006.....	141
2007.....	93
2008.....	104
2009.....	74
2010.....	367
2011.....	293
2012.....	395

Cost Avoidance

Temporary Assistance.....	\$5,267,700
Medicaid	\$8,343,774
Food Stamps	\$2,286,414
Child Care	\$427,350

Special Investigations Unit Activity

	2011	2012
Completed Investigations	468	502
Confessions of Judgment.....	77	60
Number of Repayment Agreements Signed	77	60
Value of Repayment Agreements Signed	\$234,664	\$123,019
Food Stamp Disqualifications.....	16	12
Value of Food Stamp Disqualifications.....	\$22,137	\$17,423
Temporary Assistance Disqualifications.....	11	5
Value of Temporary Assistance Disqualifications.....	\$13,324	\$2,134

Funds Recovered by Type

	2011	2012
Affidavits & Article 13.....	\$4,208	\$10,025
Proceeds & Mortgages	\$5,781	\$8,901
Claims Against Estates.....	\$55,776	\$123,303
Lawsuit Settlements	\$467,006	\$348,496
SSI Repay & Volunteer.....	\$617,005	\$671,686
Medicaid Reimbursement	\$16,036	\$275,096
Personal Accounts & Others	\$90,960	\$115,069
Income Executions	\$30,549	\$24,929
Small Claims	\$0	\$6,195
Totals.....	\$1,307,834	\$1,583,700

Collection Activity

	2011	2012
Lottery Intercepts.....	\$16,801	\$18,475
Fees (Parking, Guardian, Adoption, Home Study, Phone, Postage, Confessions of Judgment, Copies and Subpoenas)	\$16,922	\$15,191
Cash Collections (TANF, SN, MA, Services, FS and SN-SSI Repayments.....)	\$3,798,249	\$6,181,801
Confession of Judgment (COJ) Satisfaction	\$1,028,275	\$74,708
Total.....	\$3,979,331	\$3,977,320

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	1,575	\$16,325,238
Intentional Program Violations (IPV)	Disqualification sanctions for those found guilty	17	\$19,557



Number of Burials

2004.....	109
2005.....	110
2006.....	106
2007.....	103
2008.....	120
2009.....	121
2010.....	127
2011.....	162
2012.....	139



Special Investigation Staff

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 11 cents for each dollar spent. To qualify for the Medicaid program, applicants must meet prescribed income and resource requirements.



Maryann Loiacono
Director of Medicaid Division

Hi Mark (Cashman),

The services to care for [MK] have been in place THANKS TO YOU. And well, what can my husband and I say, except that you've helped give us somewhat of our life back. I am ever so grateful for all your help. I know what you do can be stressful at times. BUT, right here you've made a difference in our lives and, dare I say, our sanity.

Thank you for everything!
G & J and MK

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 for a household of one and under \$30,000 for a two-person household and income below 250 percent of the FPL.
- Prenatal Care Assistance Program (PCAP) is for pregnant women whose income is under 200 percent of the FPL. Presumptive Eligibility (PS) can be applied for at a participating prenatal care provider and guarantees 60 days of coverage based on attestations of income and other eligibility items. PE is converted to PCAP when all eligibility issues are verified. Any child

born of a Medicaid covered pregnancy is guaranteed coverage for its first 12 months, regardless of change in income.

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

Medicaid Managed Care

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

Family Health Plus Cases

As of December 31, 2012

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
2012	2,113

- Paid Medical Assistance Benefits for Dutchess County residents equaling \$12.26 per second, \$735 a minute, \$44,136 an hour and \$1,059,266 a day, amounting to a gross cost of \$386,632,150 and a net cost of \$43,289,654 to Dutchess County.
- New York State has adjusted the annual increase downward for future years.
- Processed 114 disability reviews. This was a decrease from the prior year as we had no audit request.
- Net Medicaid costs to Dutchess County increased three percent in 2012; local county cost increases are limited to this percentage. 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.
- Using Wellcare,

Hudson Health Plan, MVP and Fidelis as providers, 97 percent of individuals were enrolled in managed care.

- Processed 830 Pre-Natal Care and Assistance Program (PCAP) applications.
- Processed 344 family planning applications.
- Received 672 nursing home applications. This does not include cases converting from Community Medicaid to nursing home care.
- In 2011, New York Health Options assumed a portion of workers yearly recertification. The Medicaid Division is responsible for processing MA and SSI related cases and has assisted New York Health Options in processing 862 recertification cases that they



were unable to process. We have also assisted in processing the New York Health Options backlog of cases.

- In 2012, Express Lane eligibility was enacted which allows children easy access to transitions from Child Health Plus to Medicaid, to date the Medicaid Division processed 265 cases.

Medical Assistance Case Activity *

	2011	2012
Applications Registered	9,994	10,027
Cases Opened/Reactivated/ Open-Closed	10,161	9,681
Withdrawn	483	493
Denied	2,778	2,678
Cases Closed	8,263	8,029
Recertification cases	8,172	10,911
Changes to Active/Closed Cases	60,860	76,585
Totals	90,717	108,377

* From WMS WST002

Medical Assistance/
Medicaid Staff



Medicaid MMIS (Medical Management Information System) – Gross Shares

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
2012	\$386,632,150

Medical Expenditures by Provider *

Provider Type	2011	2012	Percent Change
Hospital Inpatient Services	\$32,883,603	\$30,561,554	-7.1
Hospital Outpatient Services	\$7,665,921	\$6,577,117	-14.2
Skilled Nursing Facilities	\$80,757,683	\$80,959,529	0.2
Intermediate Care Facility Services	\$12,369,021	\$14,359,653	16.1
Clinics	\$21,253,112	\$18,018,492	-15.2
Hospice	\$1,133,160	\$773,549	-31.7
Physicians Services	\$3,117,842	\$2,807,056	-10.0
Dental Services	\$1,443,518	\$1,176,522	-18.5
Other Practitioners Services	\$4,063,956	\$4,282,560	5.4
Child Care Institutional Medical Per Diem	\$2,107,103	\$2,288,006	8.6
Personal Care Services	\$14,389,808	\$12,627,343	-12.2
Home Health Services	\$1,660,393	\$1,659,076	-0.1
Assisted Living Services	\$2,906,149	\$3,291,429	13.3
Long Term Home Health Care Waived Services	\$2,165,887	\$3,327,476	53.6
Home & Community Based Waived Services	\$63,066,794	\$73,339,893	16.3
Rehabilitation & Therapy	\$819,913	\$605,246	-26.2
Office of Mental Hygiene Restorative Rehabilitation	\$3,686,054	\$5,928,885	60.8
Drugs & Supplies	\$26,752,519	\$6,271,781	-76.6
Eye Appliances & Durable Medical Equipment	\$746,245	\$681,227	-8.7
Prepaid Care	\$76,180,956	\$115,462,506	51.6
Case Management	\$5,758,595	\$6,366,824	10.6
Referred Ambulatory Nursing Home Based	\$18,856	\$13,748	-27.1
Medical Transportation	\$7,294,850	\$8,410,676	15.3
Lab & X-Ray Services	\$741,922	\$578,290	-22.1
Other	\$182,775	\$206,221	12.8
TOTAL	\$373,166,636	\$400,574,659	7.3

* From NYSDOH MARS MR-0-01



Dear Ms. Sharma:

Thank you so much for the extra advice that you gave me when we spoke. It will help steer me in the right direction to get the best possible help for my grandson. You are a Dutchess County employee that cares about the clients that you serve.

Dear Ms. Janos:

I just wanted to thank you for your assistance. I know it can't be easy going back and forth with clients, trying to get information that is needed, and yes, it is your job, but the DSS, whether they know it or not, did the public a great service by hiring you. Thank you for your diligence in this matter. It's such a pleasure to work with someone who knows how to get things done efficiently.

JB

Medicaid Cases

As of December 31, 2012

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
2012	14,868

MA/SSI Cases

As of December 31, 2012

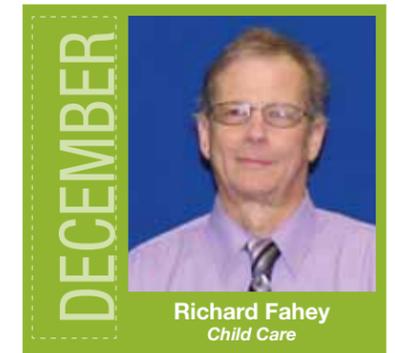
1990	3,110
1995	3,998
2000	4,341
2005	4,853
2006	5,041
2007	5,113
2008	5,170
2009	4,707
2010	4,835
2011	5,223
2012	5,631

Dear Mrs. Frye,

Thank you for everything you're doing to help us! Sorry for the extra work, I hope we organized it enough to make it as easy as possible. I appreciate you helping us with our bills.

Have a Happy Thanksgiving!

SK



This is the 24th year that the Employee Recognition Committee has been handing out the Employee of the Month Award to employees nominated by their peers. On the first Thursday of every month, the Committee, made up of members from various units, meets to read over nominations and vote on the following month's award recipient. Each recipient receives a DCFS golf shirt and free parking behind the building for that month.

EMPLOYEE APPRECIATION DAY



The theme for the DCFS 31st Annual Employee Appreciation Day was the "Kentucky Derby". Administrative staff hosted this occasion. Employees were treated to hors d'oeuvres, desserts and mint drinks.



Names of Kentucky Derby horses and odds were posted around the room. Employees picked the name of a racehorse and won a prize if that pick came in win, place or show. Staff members were given the opportunity to participate in a hat contest and prizes were awarded. Hat contestant winners were: Sandy Favata, Joe Olah, Margaret Holzberger, Linda Orlando and Mary Smith.



To tie in with the "Run for the Roses", we organized a "Walk for the Roses" to encourage employee health. A chart was kept of employee laps walked around the block during lunchtime, in the month preceding appreciation day. Roses were given out to the walkers as prizes. County Executive Molinaro attended and greeted staff with words of appreciation for the work done at DCFS. Certificates of appreciation were given out to staff members who had reached milestone anniversaries in their careers at DCFS.



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Department
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Inspiring Lifelong Learning

YOUR INTERNET WEBSITE ADDRESS CONNECTIONS

Child Care Council of Dutchess
<http://www.childcaredutchess.org>

Dutchess County
<http://www.dutchessny.gov>

**Dutchess County Department of
Community and Family Services**
[http://www.co.dutchess.ny.us/
countygov/departments/socialservices/
ssindex.htm](http://www.co.dutchess.ny.us/countygov/departments/socialservices/ssindex.htm)

**Dutchess Community
Action Partnership**
<http://www.dutchesscap.org/>

Dutchess Outreach, Inc.
<http://dutchessoutreach.org>

Grace Smith House
<http://gracesmithhouse.org>

New York State
<http://www.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>



Department of Community and Family Services

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