valuable goal
challenge
degree
higher education
decisions growth
Associates
BA MSW BS
CASAC DCFS
internship think professional experience
direction lifelong graduate enrichment skills
ask student class
opportunity
advancement learn
textbooks analyze
family research social theory training
explore
Annual Report 2012
Department of Community and Family Services
Inspiring Lifelong Learning
A MESSAGE FROM COMMISSIONER ALLERS

I n 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

A MESSAGE FROM COUNTY EXECUTIVE MOLINARO

S erving 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

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

II. Develop and make available to families and individuals, services that will strengthen the family unit, encourage stability in living arrangements, and provide for specialized care.

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 the community.

---

**Active Cases by Zip Code**

<table>
<thead>
<tr>
<th>Zip Code</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>10501</td>
<td>1,234</td>
</tr>
<tr>
<td>10502</td>
<td>1,123</td>
</tr>
<tr>
<td>10503</td>
<td>1,012</td>
</tr>
<tr>
<td>10504</td>
<td>901</td>
</tr>
<tr>
<td>10505</td>
<td>898</td>
</tr>
</tbody>
</table>

**Top Medicaid Vendors in the County**

- Children’s Home of Poughkeepsie: $5,084,771
- Astor Home: $2,491,127
- Central Hudson: $9,141,580
- Dutchess County Probation: $1,828,614
- CASA: $1,813,702
- LaSalle: $1,755,682
- Hudson River Lodging: $1,596,223

**Top Non-Medicaid Vendors in the County**

- Dutchess County Senior Services: $1,058,509
- St. Anne’s: $948,581
- Community Housing: $796,755

**Active Individuals**

<table>
<thead>
<tr>
<th>Age Range</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>0 – 4</td>
<td>7,858</td>
</tr>
<tr>
<td>5 – 12</td>
<td>10,436</td>
</tr>
<tr>
<td>13 – 16</td>
<td>4,530</td>
</tr>
<tr>
<td>17 – 18</td>
<td>1,982</td>
</tr>
<tr>
<td>19 – 22</td>
<td>3,546</td>
</tr>
<tr>
<td>23 – 30</td>
<td>6,721</td>
</tr>
<tr>
<td>31 – 40</td>
<td>6,864</td>
</tr>
<tr>
<td>41 – 50</td>
<td>7,218</td>
</tr>
<tr>
<td>51 – 55</td>
<td>2,647</td>
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<tr>
<td>56 – 60</td>
<td>1,667</td>
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<tr>
<td>61 – 64</td>
<td>3,587</td>
</tr>
<tr>
<td>Over 65</td>
<td>7,591</td>
</tr>
</tbody>
</table>

*Does not include Medicaid Services or Child Support cases*
### 2012 Modified Budget

<table>
<thead>
<tr>
<th>Service Area</th>
<th>Appropriations</th>
<th>Revenues</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administration (salaries, fringe, materials, other)</td>
<td>$34,286,754</td>
<td>$17,191,797</td>
</tr>
<tr>
<td>Non-Secure Detention</td>
<td>$1,325,000</td>
<td>$649,250</td>
</tr>
<tr>
<td>Child Care</td>
<td>$6,478,173</td>
<td>$6,302,740</td>
</tr>
<tr>
<td>Services for Recipients</td>
<td>$6,137,532</td>
<td>$1,390,470</td>
</tr>
<tr>
<td>Medicaid - Local payments</td>
<td>$421,329</td>
<td>$0</td>
</tr>
<tr>
<td>Medicaid - MMIS Payments</td>
<td>$43,519,483</td>
<td>$2,497,494</td>
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<tr>
<td>Family Assistance</td>
<td>$9,759,948</td>
<td>$12,647,512</td>
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<tr>
<td>Foster Care</td>
<td>$30,774,496</td>
<td>$18,853,388</td>
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<tr>
<td>Juvenile Delinquents/PINS</td>
<td>$616,000</td>
<td>$603,000</td>
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<tr>
<td>State Training Schools</td>
<td>$2,600,000</td>
<td>$0</td>
</tr>
<tr>
<td>Safety Net</td>
<td>$6,800,000</td>
<td>$2,849,750</td>
</tr>
<tr>
<td>HEAP</td>
<td>$661,416</td>
<td>$783,916</td>
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<tr>
<td>Emergency Aid to Adults</td>
<td>$122,000</td>
<td>$64,000</td>
</tr>
<tr>
<td>Supplemental Nutrition Assistance Program</td>
<td>$269,171</td>
<td>$268,671</td>
</tr>
<tr>
<td>Youth Administration</td>
<td>$184,927</td>
<td>$76,526</td>
</tr>
<tr>
<td>Youth Development/Delinquency Programs</td>
<td>$131,981</td>
<td>$131,981</td>
</tr>
<tr>
<td>Youth Services Unit</td>
<td>$266,558</td>
<td>$297,937</td>
</tr>
<tr>
<td>Youth Special Delinquency Programs</td>
<td>$234,150</td>
<td>$73,528</td>
</tr>
<tr>
<td>Youth Runaway and Homeless</td>
<td>$129,428</td>
<td>$107,584</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$144,726,346</strong></td>
<td><strong>$63,705,050</strong></td>
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#### Active Cases

<table>
<thead>
<tr>
<th>Case Type</th>
<th>2012</th>
<th>2011</th>
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</thead>
<tbody>
<tr>
<td>SNAP</td>
<td>12,311</td>
<td>12,312</td>
</tr>
<tr>
<td>Medicaid</td>
<td>13,055</td>
<td>14,155</td>
</tr>
<tr>
<td>Medicaid SSI</td>
<td>5,401</td>
<td>5,672</td>
</tr>
<tr>
<td>Family Health Plus</td>
<td>2,113</td>
<td>1,989</td>
</tr>
<tr>
<td>Family Assistance</td>
<td>755</td>
<td>717</td>
</tr>
<tr>
<td>Safety Net</td>
<td>702</td>
<td>647</td>
</tr>
<tr>
<td>Services</td>
<td>1,692</td>
<td>1,611</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>357</strong></td>
<td></td>
</tr>
</tbody>
</table>

#### DCFS Employees

- **Total:** 357

### 2012 Planned Gross Expenditures

- **March of Dimes 2012**

#### Employee Generosity

- **Geetha Prabhakara** (SLI) 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) spilled 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 $137 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 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.
- **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.
- **Sharon Burt** (CSEU) volunteered assistance with the Father's 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** (Intake) 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 Tree/Wishes collection. The "Angel Taps" 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 American Girl dolls 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 members 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 Rosencahn** (CW) held a Book and Bake Sale for the American Cancer Society and raised $549.
- **Christina Trembello** (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.
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 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 oversight 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 be very careful to leave their children with someone who is trustworthy and it is not always easy to find someone.

Ms. Small went on to explain that she has learned that “whatever you do today, think of how you did yesterday and how you will do tomorrow”. She added that she has learned to be careful about what you get back and it is not always easy to find someone. Ms. Small wishes employers would focus more on their current successes, rather than her past.

Ms. Small wishes employers would focus more on their current successes, rather than her past. “I never have to go there again. I can make it!” Ms. Smal has learned that “whatever you give out, is what you get back” and “it always begins and ends with me.”

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 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. Ms. Small 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

TO MS. NANTZ,
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

Ms. Smal 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.”

Ms. Small wishes employers would focus more on their current successes, rather than her past. “I never have to go there again. I can make it!”
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 positions 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 who took part in the workforce incentive. We wish the best to all of 2012 retirees.

Martha Aliers
Pat Deel
Reggie Duncan
Galeste Ferguson
Isabel Fuentes
Jaclyn Kahn
Maryann Loiacano
Maryanne Maruschak
Gloria Matranga
Betty Moloney
Joe Olah
Rose Perez
Kathy Robbins
Maria Riccobono
Theresa Rosencrans
Mary Smith
Michael Solish
Betty Westover
Lorelle Wuerz
Judy Yarochowicz

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- Minimatrix”, “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!

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 that 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

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.

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.

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

<table>
<thead>
<tr>
<th>Description</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fair Hearings Scheduled</td>
<td>881</td>
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<tr>
<td>Appellant Defaults</td>
<td>238</td>
</tr>
<tr>
<td>Appellant Withdrawals</td>
<td>171</td>
</tr>
<tr>
<td>Agency Decisions Upheld</td>
<td>180</td>
</tr>
<tr>
<td>Agency Decisions Reversed</td>
<td>50</td>
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<tr>
<td>Percentage of Fair Hearings in Favor of the Agency</td>
<td>94%</td>
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<tr>
<td>Postponed or Adjourned</td>
<td>4</td>
</tr>
<tr>
<td>Other Agencies</td>
<td>85</td>
</tr>
<tr>
<td>Correct when Made</td>
<td>49</td>
</tr>
<tr>
<td>Agency Withdrawals</td>
<td>17</td>
</tr>
</tbody>
</table>

Fair Hearing Activity 2012:
- 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.

Contract Activity 2012

<table>
<thead>
<tr>
<th>Description</th>
<th>Total</th>
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</thead>
<tbody>
<tr>
<td>Adult Foster Care Services</td>
<td>2</td>
</tr>
<tr>
<td>Auditing</td>
<td>2</td>
</tr>
<tr>
<td>Child Care</td>
<td>2</td>
</tr>
<tr>
<td>Detention/Foster Care Institutions</td>
<td>38</td>
</tr>
<tr>
<td>Domestic Violence Services</td>
<td>6</td>
</tr>
<tr>
<td>Employment Services</td>
<td>8</td>
</tr>
<tr>
<td>Supplemental Nutrition Education/HEAP</td>
<td>5</td>
</tr>
<tr>
<td>Genetic Testing</td>
<td>1</td>
</tr>
<tr>
<td>Homeless Prevention</td>
<td>3</td>
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<tr>
<td>Interpreter Services</td>
<td>1</td>
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<td>Legal Services</td>
<td>1</td>
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<tr>
<td>Medical Exams/Services</td>
<td>6</td>
</tr>
<tr>
<td>Memoranda of Agreement</td>
<td>86</td>
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<tr>
<td>Other Inter-Agency Service Agreements</td>
<td>8</td>
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<tr>
<td>Preventive Services/TASA</td>
<td>15</td>
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<tr>
<td>Resource Parents</td>
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<tr>
<td>Service Agreements</td>
<td>6</td>
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<tr>
<td>Totals</td>
<td>205</td>
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Value of Contracts $33,000,000+

- Participated in 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).
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.

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 Illinc 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 Dobrenwold 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 toward 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.
- Conduces agency exit interviews.
- Serves as the DCFS liaison on the Dutchess County Workplace Violence Committee.
- Conducts state and local surveys, plans all needs assessments related to staffing, training, salaries and turnover.
- 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.
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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 Illinc 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 Dobrenwold 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.
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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
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.

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 DCF 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 recoins 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.
- 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.
- The file room case number master card, if a case has been imaged, so that we can convey this information along with the case number in Status Tracking.
- Provides website development and administration in addition to network integration with New York State services.
- The on-site 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-site 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 IEDR. As of August, 2012, subcategories were added to the imaging process. This makes the process of accessing information easier for workers.
- The mail is being processed by 4 clerks on a regular basis allowing us to always have trained coverage.
- 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.
- Serves on the following Boards and Committees:
  - Harriet Tubman Academic Skills Program Board of Directors
  - Harriet Tubman Apartments Board of Directors
  - Dutchess County Community Action Partnership Board of Directors
  - Dutchess County Community Action Partnership Board of Directors

Computer Information Services
- Installs, maintains and administers personal computers, servers and systems including the Local Area Network (LAN).
- Develops and maintains local applications.
- Accepts and routes to other staff, documentation submitted by applicants or recipients.
- 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 to 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.
- Serves as liaison with the case number in Status Tracking.
- Accepts and routes to other staff, documentation submitted by applicants or recipients.
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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

Peter Simon
Director of Administrative Services

100 Main Street
P.O. Box 1
Poughkeepsie, NY 12601

(845) 831-2000
www.dutchessny.gov
• In November 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)
  - SS/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 6400 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.

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.

<table>
<thead>
<tr>
<th>Transactions</th>
<th>2011</th>
<th>2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>October</td>
<td>10,601</td>
<td>9,120</td>
</tr>
<tr>
<td>November</td>
<td>10,060</td>
<td>8,983</td>
</tr>
<tr>
<td>December</td>
<td>9,117</td>
<td>9,499</td>
</tr>
<tr>
<td>Totals</td>
<td>29,778</td>
<td>27,702</td>
</tr>
</tbody>
</table>

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.
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

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

Sincerely,
people. I’m truly grateful to you. My stamps are recertified. Ms. Bocchino you. I know your job can’t be easy but you show your care and concern for

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

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 received from donations from DCFS employees.

• 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.

2012 Adult Services

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Children in Foster Care by Age*  

- **Under 2 Years:** 34  
- **2-5 Years:** 40  
- **6-9 Years:** 36  
- **10-13 Years:** 34  
- **14-17 Years:** 30

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

Children in Foster Care by Ethnicity*  

- **Black:** 79  
- **Hispanic:** 14  
- **Interracial:** 38  
- **White:** 127

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

Adoption Summary  

- **2011:** 31  
- **2012:** 23

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

Children in Foster Care - Types of Placement  

- **Juvenile Delinquents (JD):** 72  
- **Abuse Petitions:** 687  
- **Surrender Petitions Filed in Family Court:** 25

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

Children and youth who have experienced sexual, physical, and/or emotional abuse and/or neglect are at risk of returning to placement, and those 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 child protective services (CPS)  

- **Assesses safety of and risk to children due to abuse or neglect and provides intervention when needed.**

- **Arranges ongoing case management for families through the Preventive Services Unit and other community services 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 juvenile sexual abuse investigations with police departments and the District Attorney.**

- **Contacts 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.**

- **Contacts with Family Services, Inc. to treat sexual abuse perpetrators.**

- **Contacts with Astor Services for Children and Families and Abbott House, for home-based care 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.**

- **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 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 care and adoptive homes are 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 disorders children from placement in institutions.**

- **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 regards 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.**

- **Contacts 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 Collaborative 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 risk/protective 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.


Children’s Services staff members are participating in a higher education program leading to a Master’s in Social Work Degree at Adelphi University.

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.

Child Protective 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’s 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 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 case.

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.
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 Occupational Safety and Health (BOSH), Defensive Driving, as well as workshops for taking 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 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 grade point average combined with the support and guidance of experienced workers was an intricate portion of my growth as a professional. 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

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

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 (CASA) 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 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 office, has offered an educational program to 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.

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 the enthusiasm and new perspective that the students bring to our agency.

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 1 (completed 8 credit hours) and 10 achieved Level II (total of 16 credit hours completed). Level I graduates were: Wendy Baur, Sandy Favata, Sheree Gower, Colette Krakover-Scotti, Jessica Nelson, Ann Novicki, and Linda Tuttle. Level II graduates were: Valencia Bailey, Lance Bixby, Kara Cerilli, Carol Domino, Theresa Giovannelli, Lisa Goering, Suzanne Howell, Donna Robinson, Barbara Swanson, and Marsha Thomas.

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 Giovannelli, 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 McLaughlin, V.P. of Workforce Development, DC Regional Chamber of Commerce
- 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 McLaughlin, 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 Giovannelli, DCFS Deputy Commissioner
- Creative Vision by Marsha Thomas, DCFS File Room
- Meditation & Stress Reduction by Jude Smith of the Center for Authentic Living (Volunteer/Guest Speaker)
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.

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 payments. Once support orders are established, the collection and disbursement of monies associated with that order, becomes the responsibility of the New York State Central Collection Agency.
- Enforcement of a court order.
- Income execution when there is an employer, aided by New York State’s Expedited New Hire Reporting program, which locates current employers of child support debtors, keeping income executions in place and enabling new executions to begin.
- 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 six months for willful non-payment of child support.
- Establishment of liens against property and motor vehicles.
- Conducting of financial investigations.
- 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 7,515 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 Father’s 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 Father’s Day Parade Committee. This was the tenth official and only documented Father’s Day Parade Committee. It was the tenth official and only documented Father’s Day Parade Committee in New York State.

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

Martha Allers
Director for Child Support Enforcement Unit

ACCOMPLISHMENTS

Child Support Collections

<table>
<thead>
<tr>
<th>Year</th>
<th>Amount Collected</th>
</tr>
</thead>
<tbody>
<tr>
<td>2001</td>
<td>$22,789,005</td>
</tr>
<tr>
<td>2002</td>
<td>$24,237,743</td>
</tr>
<tr>
<td>2003</td>
<td>$25,187,954</td>
</tr>
<tr>
<td>2004</td>
<td>$26,537,960</td>
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<tr>
<td>2005</td>
<td>$27,636,371</td>
</tr>
<tr>
<td>2006</td>
<td>$28,816,452</td>
</tr>
<tr>
<td>2007</td>
<td>$29,764,573</td>
</tr>
<tr>
<td>2008</td>
<td>$31,420,299</td>
</tr>
<tr>
<td>2009</td>
<td>$31,162,212</td>
</tr>
<tr>
<td>2010</td>
<td>$31,679,196</td>
</tr>
<tr>
<td>2011</td>
<td>$31,774,755</td>
</tr>
<tr>
<td>2012</td>
<td>$31,366,315</td>
</tr>
</tbody>
</table>

Child Support Activity

<table>
<thead>
<tr>
<th>Year</th>
<th>Child Support Cases Open</th>
<th>Children Open in Support Cases</th>
<th>Children Open Born Out of Wedlock</th>
<th>Children Open with Paternity Established</th>
<th>Percentage of Children Open with Paternity Resolved</th>
<th>Children Needing Paternity Determination</th>
<th>Cases with Collections During Year</th>
<th>Intermediate Cases with Collections During Year</th>
<th>Cases Open Where Medical Support is Ordered</th>
<th>Cases with Arrears Due During Year</th>
<th>Cases with Arrears Due During Year</th>
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<tbody>
<tr>
<td>2011</td>
<td>11,382</td>
<td>11,847</td>
<td>6,557</td>
<td>5,975</td>
<td>95%</td>
<td>572</td>
<td>5,812</td>
<td>296</td>
<td>7,756</td>
<td>6,674</td>
<td></td>
</tr>
<tr>
<td>2012</td>
<td>11,264</td>
<td>11,717</td>
<td>6,503</td>
<td>5,972</td>
<td>95%</td>
<td>539</td>
<td>5,626</td>
<td>301</td>
<td>7,701</td>
<td>6,665</td>
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</tr>
</tbody>
</table>

* From NYS OCSE DDFS-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 Astar 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 Accounting and Clinical Staff

Child Support Make and Enforcement Staff

Child Support Agent and Intake Staff

Clerical Staff

Accounting and Administration Staff

Enforcement Staff

Intake and Investigation Staff

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 Father’s Day Parade Committee. This was the tenth official and only documented Father’s Day Parade Committee in New York State.

CSEU representative is serving on the Father’s 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 Father’s Rights Association educates and redirects the non-custodial parents’ frustrations for the betterment of their relationships with their children.

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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.

### 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 attorneys
  - Friday morning court case conferences with attorneys
  - Bi-weekly foster care case review with Foster Care Unit and Legal Unit

### Legal Dispositions

<table>
<thead>
<tr>
<th>Year</th>
<th>Child Abuse Petitions</th>
<th>Child Neglect Petitions</th>
<th>Termination of Parental Rights</th>
<th>IVD Paternity</th>
<th>IVD Support</th>
<th>IVD Interstate Support</th>
<th>Permanency Hearings</th>
</tr>
</thead>
<tbody>
<tr>
<td>2011</td>
<td>40</td>
<td>687</td>
<td>60</td>
<td>251</td>
<td>4,696</td>
<td>132</td>
<td>289</td>
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<tr>
<td>2012</td>
<td>18</td>
<td>545</td>
<td>83</td>
<td>252</td>
<td>4,930</td>
<td>149</td>
<td>267</td>
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### Transitional Benefits Division

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.

### Temporary Assistance

The Temporary Assistance Employment Programs 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.

Divisions handle 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 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

<table>
<thead>
<tr>
<th>Year</th>
<th>Cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>1990</td>
<td>1,519</td>
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<tr>
<td>1995</td>
<td>2,387</td>
</tr>
<tr>
<td>2000</td>
<td>1,001</td>
</tr>
<tr>
<td>2005</td>
<td>683</td>
</tr>
<tr>
<td>2007</td>
<td>581</td>
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<td>2008</td>
<td>594</td>
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<tr>
<td>2009</td>
<td>629</td>
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<tr>
<td>2010</td>
<td>740</td>
</tr>
<tr>
<td>2011</td>
<td>781</td>
</tr>
<tr>
<td>2012</td>
<td>717</td>
</tr>
</tbody>
</table>

### 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.

- 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.

#### Safety Net Assistance

- 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.

#### Family Assistance Cases

- The number of SN individuals in receipt of assistance who are deemed employable and are mandated into treatment in 2012 was 116. 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.
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 appropriate employers.

• 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.

• Work Experience, a program for clients that evaluates their skills and interests and assigns them to appropriate employers. We have contracts with 22 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 TANF 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 culinary 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. Graduates of PCA are ready to perform many of the entry level roles in the food service industry. Graduates of PCA are ready to perform many of the entry level roles in the food service industry. Graduates of PCA are ready to perform many of the entry level roles in the food service industry.

Programs include:

1. 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 purposes of educational and vocational programs are 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:
   - Community service
   - Community and business internships
   - Job placement

   There were 38 youths enrolled in the YES program.

2. Dutchess BOCES provides vocational, educational training for those who have no marketable skills. There were 92 non-cash cases completed. New vocational training programs offered by BOCES.

   Services provided include:
   - Diagnostic vocational assessments.
   - 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 client 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 for 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 brochure 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...
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 $1,660 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 development for the YES Program.

In 2012, the YES Program continued to purchase $642,675 in employment development as well as educational workshops and ongoing mentoring. Thirty-eight participants between the ages of 14 and 20 attending school, 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 5,569 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 Underscare/Family Assistance Unit through the Separate Determination process and maintained by the SNAP Unit.

Home Energy Assistance Program (HEAP) Accomplishments


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 $2,603,641 to Dutchess County resident households during the 2012-2013 season.

 SNP Assistance Activity *

<table>
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<tr>
<th>2011</th>
<th>2012</th>
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<td>Withdrawn</td>
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<tr>
<td>Denied</td>
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</tr>
<tr>
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<tr>
<td>Recertifications</td>
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<td>Totals – All Case Activity</td>
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SNAP Assistance Activity *

<table>
<thead>
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<th>2011</th>
<th>2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>Applications Registered</td>
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<tr>
<td>Cases Opened</td>
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<tr>
<td>Withdrawn</td>
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<tr>
<td>Denied</td>
<td>1,074</td>
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<tr>
<td>Cases Closed</td>
<td>3,792</td>
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<tr>
<td>Changes to Active/Open-Closed</td>
<td>23,623</td>
</tr>
<tr>
<td>Totals – All Case Activity</td>
<td>53,236</td>
</tr>
</tbody>
</table>

I just wanted to let you know that Ms. Fordrug 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

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

**Temporary Assistance Intake (Family and Safety Net)**

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.

We would like to express our gratitude to you for having such a caring person working for your department. Ms. Cady left us on 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

**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 versus 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 service, they are referred to the main offices at 60 Market Street in Poughkeepsie, NY or at the Eastern Dutchess County Government Center in Millbrook, NY.

**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 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.

**Temporary Assistance Intake (Family and Safety Net)**

• Refers potentially employable individuals to the Employment Unit for an assessment.

**Medicaid Intake**

• 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.

**Supplemental Nutrition Assistance Program Intake**

• 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.

**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.

**Eastern Dutchess Government Center Staff**

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
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.

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 fingerprint images of the left and right index fingers. It is the largest and most sophisticated of any social services fingerprint 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......................................355

Cost Avoidance

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

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. 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 Women’s Partnership and whose income is under 250 percent of the FPL.
- The Family Planning Benefit Program 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 (PE) can be applied for at a participating prenatal care provider and guarantees 60 days of coverage based on attestations of income and other eligibility items. PE is converted to PCAP when all eligibility issues are verified. Any child born of a Medicaid covered pregnancy is guaranteed coverage for its first 12 months, regardless of change in income.
- The Medicaid Savings Program helps disabled persons and seniors pay their Medicare premium. There are three different levels with the highest income limitation being 153 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.
- Focused 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 (MAAC).
### Medical Expenditures by Provider *

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<tr>
<th>Provider Type</th>
<th>2011</th>
<th>2012</th>
<th>Percent Change</th>
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<tr>
<td>Hospital Inpatient Services</td>
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<td>Skilled Nursing Facilities</td>
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<td>Clinics</td>
<td>$21,253,112</td>
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<td>Child Care Institutional Medical Per Diem</td>
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<td>Personal Care Services</td>
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<td>Rehabilitation &amp; Therapy</td>
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</table>

* 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 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!

---

**Medicaid Cases As of December 31, 2012**

<table>
<thead>
<tr>
<th>Year</th>
<th>MA/SSI Cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>1990</td>
<td>3,110</td>
</tr>
<tr>
<td>1995</td>
<td>3,998</td>
</tr>
<tr>
<td>2000</td>
<td>4,341</td>
</tr>
<tr>
<td>2005</td>
<td>4,853</td>
</tr>
<tr>
<td>2006</td>
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<td>2007</td>
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<tr>
<td>2008</td>
<td>5,170</td>
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<tr>
<td>2009</td>
<td>4,707</td>
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<tr>
<td>2010</td>
<td>4,835</td>
</tr>
<tr>
<td>2011</td>
<td>5,223</td>
</tr>
<tr>
<td>2012</td>
<td>5,631</td>
</tr>
</tbody>
</table>

**MA/SSI Cases As of December 31, 2012**

<table>
<thead>
<tr>
<th>Year</th>
<th>MA/SSI Cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>1990</td>
<td>2,751</td>
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<tr>
<td>1995</td>
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<tr>
<td>2000</td>
<td>5,192</td>
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<td>2005</td>
<td>7,422</td>
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<tr>
<td>2006</td>
<td>7,865</td>
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<tr>
<td>2007</td>
<td>7,624</td>
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<td>2008</td>
<td>7,572</td>
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<tr>
<td>2009</td>
<td>9,048</td>
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<tr>
<td>2010</td>
<td>10,778</td>
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<tr>
<td>2011</td>
<td>11,881</td>
</tr>
<tr>
<td>2012</td>
<td>14,068</td>
</tr>
</tbody>
</table>

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 DCSF golf shirt and free parking behind the building for that month.
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.
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  
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  
60 Market Street, Poughkeepsie, New York 12601  
845.486.3000