

2017 ANNUAL REPORT

**Ontario County Department of
Social Services
Workforce Development
Youth Bureau**

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DEPARTMENT OF SOCIAL SERVICES ORGANIZATIONAL CHART BY FUNCTION

PROGRAM CONTACTS

Administration	<i>Eileen Tiberio</i> Commissioner	396-4015
	<i>Robert Kramer</i> Deputy Commissioner	396-4182
Temporary Assistance	<i>Andrea McGraw</i> Deputy Commissioner Temporary Assistance and Workforce Development	396-4075
	<i>Kay Jennings</i> Head Social Welfare Examiner	315-789-3517
Medical Services	<i>Gary Kosmider</i> Head Social Welfare Examiner	396-4089
Services	<i>Matthew Grant</i> Deputy Commissioner of Services	396-4130
Child Support	<i>Kristine Reed</i> Child Support Supervisor	396-4162
Accounting	<i>Rochelle Gray</i> Senior Fiscal Manager	396-4032

- Paternity has been established in 97.3% of our cases, exceeding the federal requirement of 90%.
- Established support orders on 95.1% of our cases, exceeding the federal requirement of 80%.

Medicaid

- Implemented the Medical Evidence Gathering Pilot for Medicaid disability determinations.
- Implemented the Asset Verification System (AVS), allowing staff access to applicants' bank accounts or real property ownership nationwide.
- Completed transition of MAGI (Modified Adjusted Gross Income) cases to the New York State of Health (NYSOH)

Services

- Implemented Initial Planning Meetings with all interested parties within one week of a child's placement in foster care.
- Trained and implemented Coached Family Visits for staff and contract agencies to facilitate more effective parent-child visits for children in foster care.
- Foster Care Caseworkers made 98.9% of their required home visits, exceeding the state goal of 95%.
- Certified 22 new foster homes and facilitated 14 adoptions

Accounting

- Teamed with Services staff to clarify and streamline foster parent reimbursements
- Implemented new tracking systems to meet new foster care documentation requirements

Staff Development

- Facilitated 16 local training opportunities for staff and coordinated staff attendance at 25 additional trainings in addition to mandatory state trainings
- Hosted two Book Fairs for staff which generated gifts of toys and books for children in foster care

Temporary Assistance

The Temporary Assistance (TA) team is located in offices in both Canandaigua and Geneva, and manages a variety of programs that provide support to the lowest income families and individuals. While each county's process may look different, the eligibility criteria and benefit amounts are established by OTDA. TA staff issued \$6,419,811 in cash assistance benefits in 2017.

Two programs make up the cash assistance portion of the TA work. *Temporary Assistance to Needy Families (TANF)* is a federally-funded cash assistance program for families. The federal program has a 60-month lifetime limit for adults. Approximately 75% of TANF recipients are children.

Sixty percent of the TANF cases are deemed "child-only" cases. In these cases, an adult receives benefits on behalf of the children while not receiving assistance themselves. There are many situations which may lead to a "child-only" case: the parent receives a different federal benefit and therefore cannot also receive TANF, a relative is caring for the children on behalf of the parent or the parent may be ineligible for benefits due to non-compliance with a required activity.

Source: BICS Caseload Distribution Summary Report

Safety Net Assistance (SNA) is a state and locally funded cash assistance program for single adults, childless couples and families who have exhausted their TANF 60-month eligibility.

Applicants for TA are screened for emergencies such as immediate homelessness and lack of food, as well as possible substance use and domestic violence issues. Emergency services are available for qualified applicants. Any applicant who is deemed in need of treatment for a substance use disorder is required to participate in the recommended treatment as a condition of eligibility.

Employment is the most effective road to self-sufficiency for most adults. Accordingly, adult applicants are required to participate in a variety of activities to assist them in obtaining employment. Recipients are required to work or be engaged in other work-preparation activities up to 30 hours per week to maintain their eligibility for assistance. Individuals who can provide documentation of their inability to work may be exempt from these activities. In 2017, 87% of TANF individuals and 77% of SNA individuals were exempt from work requirements. The program provides work incentives for employed recipients and can provide diversion payments for applicants which may make their reliance on ongoing assistance unnecessary.

Source: BICS Caseload Distribution Summary Report

When we suspect an individual in receipt of assistance may have a disability, we require that s/he apply for Supplemental Security Income (SSI), a federal benefit that would provide a more stable source of income. The SSI process is complex and many clients need assistance to navigate it. We contract with Catholic Charities of the Finger Lakes to provide assistance and tracking for these individuals. Success in obtaining these benefits provides a stable and more substantial benefit for the individual and may result in DSS being reimbursed for the assistance provided to the client in the interim.

Source: SOS Database

Housing presents a challenge to residents living at or below the poverty level and homelessness among TA applicants and recipients continues to be a complex problem. On any given night, Ontario County DSS houses 50 – 60 individuals and 8-12 families who are deemed homeless. Individuals who present to DSS as homeless are provided resources to locate housing within the limits of their expected benefit level. According to the Census Bureau the median rent in Ontario County is \$821 while a typical cash assistance grant for a family of 3 may be approximately \$800. The typical grant for a single individual will be approximately \$400.

When an eligible individual or family who is homeless is unable to find housing appropriate to their grant level, DSS is required to house them on an emergency basis. Local hotels and motels provide short-term housing in these situations. We contract with Catholic Charities of the Finger Lakes to provide intensive case management for our homeless population. A case manager meets with the individual to identify possible housing alternatives. She may develop an Independent Living Plan (ILP) to map out the steps necessary to obtain permanent housing. If we house the individual in a local hotel or motel, the individual will also be required to sign a behavior contract, violations of which may result in their being ineligible for temporary housing for a period of time.

DSS is required to report to OTDA quarterly a point-in-time count of all individuals for whom we are providing emergency housing. In 2017 we began to examine these cases to identify strategies for intervention. To date, we have completed four reviews. The reviews included 220 unduplicated individuals, only five of whom were in emergency housing during all four quarters. This highlights the transient nature of the homeless population in Ontario County. Many individuals cycle in and out of emergency housing due to the multiple barriers to stable employment and the lack of low-income housing.

New regulations require counties to house homeless individuals without regard to eligibility for ongoing services whenever the wind chill drops below 32°. These regulations, known as “Code Blue” require DSS to coordinate with local law enforcement and not-for-profit agencies to identify and house homeless individuals. In Ontario County, emergency housing assistance is available at both office locations during business hours. After hours, anyone in need of emergency housing assistance can call 911 and be connected with a DSS employee who can facilitate temporary shelter.

In 2016 OTDA and the NYS Comptroller’s Office conducted inspections of homeless shelters and other facilities used to house the homeless across the state. Several of the hotels and motels we use in Ontario County were inspected and all were deemed safe and acceptable. In 2017, OTDA issued regulations requiring every DSS to conduct semi-annual inspections of these facilities to insure their safety. Any facility failing the rigorous inspection was not to be used as

housing again until the violations have been corrected. Ontario County has contracted with the Geneva Housing Authority to conduct these inspections.

Some assistance recipients present with symptoms of possible disabilities. These individuals may be eligible for Social Security Disability (SSD) or Social Security Income (SSI). These federal programs provide a larger benefit than Temporary Assistance and do not require regular recertification, but have an extensive application process. The Department has recently contracted with Catholic Charities of the Finger Lakes for a staff member to assist TA recipients to apply for Social Security benefits. To date, the program shows great promise as more individuals qualify for SSD or SSI and are able to obtain more secure housing.

The *Supplemental Nutrition Assistance Program (SNAP)* provides food support to low-income families and individuals. This federally-funded program is available as a stand-alone benefit or as a supplement to families on cash assistance. In 2017, staff issued \$11,886,625 in SNAP benefits.

Source: BICS Caseload Distribution Summary Report

We have seen a slight reduction in the number of individuals receiving SNAP benefits since 2016. This is due in part to the state's loss of a federal waiver. SNAP benefits for able-bodied adults without dependents (ABAWDs) are limited to three months of benefits in any 36 month period unless they meet specific work requirements. Lack of documentation of work requirements results in the loss of benefits.

The ***Home Energy Assistance Program (HEAP)*** provides support for heat and utility payments for low-income County residents. All benefits are one-time-only payments, unlike other DSS programs that provide recurring monthly benefits. The program runs from October through September and has a variety of components:

- The regular component provides a subsidy for routine energy costs. Households open on TA automatically receive a benefit. Other households must apply.
- The emergency component provides a subsidy for residents who are experiencing a shutoff due to unpaid utilities
- The furnace repair and replacement component provides a subsidy for homeowners whose furnace has failed
- The clean and tune component provides a subsidy for routine maintenance
- The cooling component provides a subsidy for a room-sized air conditioner for residents whose compromised health makes it dangerous for them to be exposed to the heat of summer.

Eligibility for all components is income-based and emergency components require documentation of the need. The program normally opens to applications in November and runs until the state funds are exhausted. Payments in the 2016-17 heating season totaled \$2,113,940.

Anyone who is employed and has children knows the high costs associated with child care. The daily rate for child care can range from \$120 to \$259 per week for a child under the age of 2. The ***Child Care Subsidy Program*** through the NYS Office of Children and Families provides a subsidy to working parents to cover the cost of child care so the parent can work. The location and type of care is the parent's choice and can range from a friend or family member to a certified day care center. The household income must be below 175% of the federal poverty level. Each family is required to pay a family fee that is based on their income and household size. Through a low-income child care grant DSS is able to pay the balance of the cost of care (up to the current market rate) directly to the provider or to the parent if care is provided in the child's home. All providers that are eligible for a subsidy payment must be approved through the Office of Children and Family Services or Child and Family Resource Center.

Even with its extensive documentation requirements for programs, the Department must also be alert to the possibility of fraud. The ***Fraud*** team consists of investigators from the Ontario County Sheriff’s Office who provide a variety of fraud prevention and detection activities. The Front End Detection System (FEDS) is designed to prevent ineligible individuals from receiving assistance at the time of application. Activities include home visits to verify information, visits to job sites and an interview with applicants at DSS. The investigation must be completed within 30 days.

Fraud investigations result primarily from calls from concerned citizens and county staff who observe a situation and bring it to the attention of DSS staff. The Fraud Unit is responsible for reviewing the information and investigating complaints that may constitute fraud. Staff conduct interviews, gather evidence and prepare material for prosecution through the District Attorney’s Office. A client may also be disqualified from receiving benefits for a prescribed period. Disqualification criteria are established by OTDA.

	2015	2016	2017
Fraud Referrals	571	488	379
Arrests	20	21	41
Disqualifications	43	28	55

FEDS Referrals	777	758	645
Cost Avoidance	\$1,310,922	\$1,075,404	\$793,332
Restitution ordered	\$142,396.30	\$51,438.82	\$178,536.09

Workforce Development

The Workforce Development Unit provides employment activities for all public assistance applicants and recipients, as well as SNAP recipients. Services include orientation, assessment, job readiness training, job search assistance, career exploration, work experience, vocational training, basic skills training, on-the-job training, case management and post-employment services.



Workforce Development is a partner in Finger Lakes Works, the local Workforce Development System that covers Ontario, Seneca, Wayne and Yates Counties. The Workforce Innovation and Opportunity Act (WIOA) allows access to programs and services for job seekers and businesses. Our Hopewell office provides a fully equipped resource room for all job seekers capable of self-directed use of computers, tutorials, phones and printed material to assist in their job search. We work closely with DOL and have staff in that office in Geneva to provide assistance to job seekers and help them obtain vocational training and job search assistance.

The Business Service Representative provides businesses in Ontario County with assistance in employee recruitment efforts, access to training grants and other human resource needs. The On the Job Training program provides a financial incentive to cover the extraordinary costs to hire and train job seekers that lack all of the skills necessary to perform the job. This program is a win/win for both the employer and job seeker. The Business Services Representative works closely with Economic Development staff to gather and provide workforce intelligence to assist in the retention expansion and attraction of businesses in Ontario County.

Youth programs target individuals 16 – 24 years old with barriers to employment or at-risk characteristics, including high school drop outs, foster care youth, teen parents, offenders, public assistance recipients, homeless and runaway youth. Programs and services are coordinated with other youth service providers and partners to provide comprehensive, individualized services to meet the needs of youth and the labor market.

Our Temporary Assistance for Needy Families (TANF) Summer Youth Employment Program provides 14-20 year old eligible youth with jobs at non-profit, government and private employers. Youth obtain valuable skills, work ethics and references for jobs well done.

NUMBER OF PEOPLE WHO OBTAINED UNSUBSIDIZED EMPLOYMENT

Year	Number of People
2011	249
2012	257
2013	228
2014	254
2015	137
2016	150
2017	143

Child Support Enforcement

The staff of the Child Support Office assists custodial parents to obtain court ordered child support for their children. We establish paternity, locate absent parents, establish and enforce support orders, collect and distribute support, and assist custodial parents with court order modifications. Approximately 95% of the monies collected is distributed directly to the single parent families we serve. The remainder is retained by the County to defray the costs of providing Temporary Assistance, Medicaid and Foster Care to the residents of Ontario County.

Federal law presumes that a parent is responsible for the financial support of his or her children. Accordingly, applicants for TANF are required to apply for child support whenever there is an absent parent. The Federal Office of Child Support has set mandatory requirements for paternity and support establishment by our office. The team continues to exceed all of these measures.

We partner with the County Attorney's Office, the Ontario County Family Court, and the New York State Department of Taxation and Finance to establish, collect, and enforce our child support orders. In extreme cases, non-custodial parents who are delinquent in their child support payments may face suspension of licenses, forfeiture of assets or incarceration.

Source: State of New York DSS157 Report

Medicaid

The Medicaid Unit is responsible for eligibility determination for several of the programs included in New York's Medicaid program. The primary programs include full Medicaid which pays for all medical care and Chronic Care which pays for nursing home services. Smaller programs cover Medicare premiums, AIDS health insurance premiums, family planning services, Medicaid for the working disabled and for pregnant women. Each program has its own eligibility criteria. Most individuals' Medicaid eligibility is established for 12 months, at which time the individual must renew their case to continue their eligibility.

Medicaid applications continue to trend downward as the state takeover of Medicaid administration progresses. The vast majority of individuals under the age of 65 must apply for Medicaid through the New York State of Health (NYSOH) website (<https://nystateofhealth.ny.gov>). NYSOH uses an applicant's Modified Adjusted Gross Income (MAGI) to establish eligibility, in place of the more complex eligibility rubrics previously required by DOH. Applications that NYSOH deem not eligible for MAGI budgeting are returned to the local district for processing. In October 2017 NYSOH also completed the year-long process of taking over the renewals for this under-65 population in Ontario County. This process is slowly being replicated across New York State.

Chronic Care Medicaid is available for income-eligible individuals who are in need of nursing home placement or medically necessary home care services. The Chronic Care eligibility process

is the most complex of the Medicaid processes, requiring staff to review 60 months of bank records and to conduct data searches for real estate and other assets. The Asset Verification System (AVS), which allows the user access to an individual's bank accounts or real property ownership nationwide, began implementation in March of 2017

Some applicants for Medicaid may need assistance completing their application. Four agencies, Thompson Health, S2AY Rural Health Network, Excellus and Fidelis are certified as Navigators, assisting clients to apply through the Exchange. Anyone in receipt of Medicaid in Ontario County who does not have other health insurance is mandated to enroll in a Managed Care Plan. Five plans are now available to Ontario County residents: Excellus, MVP, Fidelis, United Health Care and YourCare. New York DOH provides an employee from Maximus to provide the required education piece for new Medicaid recipients and to assist them in selecting the managed care plan that best meets their needs.

The Medical Evidence Gathering (MEG) Pilot for Medicaid Disability determinations began in February. Information previously gathered by the local district and forwarded to the Department of Health for a Medicaid Disability determination is now gathered directly by DOH. The Medicaid team remains responsible for processing the renewals of these cases.

It should be noted that the Medicaid numbers reflected in this report do not include all Ontario County residents in receipt of Medicaid. The most recent statistics from the Department of Health (August 2017) show 20,280 Ontario County residents (18.5%) are covered by a Medicaid program.

2017 CASELOAD

**DISTRIBUTION BY MUNICIPALITY
NUMBER OF CASES**

Data from 12/31/17

<i>Municipality</i>	Family Assistance	Safety Net Assistance	Total Temporary Assistance	Non-Public Assistance - Food Stamps Only	Medicaid Only	TOTAL
Bloomfield (V)	3	3	6	79	71	150
Bristol (T)	7	2	9	46	68	114
Canadice (T)	2	2	4	61	54	115
Canandaigua (C)	49	70	119	702	848	1550
Canandaigua (T)	21	43	64	304	355	659
Clifton Springs (V)	6	27	33	160	205	365
East Bloomfield (T)	4	4	8	22	22	44
Farmington (T)	37	24	61	417	443	860
Geneva (C)	107	89	196	1047	1118	2165
Geneva (T)	10	16	26	150	163	313
Gorham (T)	13	3	16	111	116	227
Hopewell (T)	15	33	48	163	367	530
Manchester (T)	15	17	32	196	232	428
Manchester (V)	6	5	11	78	65	143
Naples (T)	2	3	5	65	59	124
Naples (V)	2	4	6	67	84	151
Other	10	66	76	76	435	511
Phelps (T)	3	6	9	112	131	243
Phelps (V)	8	9	17	67	71	138
Richmond (T)	6	15	21	93	112	205
Rushville (V)	0	0	0	31	26	57
Seneca (T)	6	3	9	62	80	142
Shortsville (V)	5	3	8	69	79	148
South Bristol (T)	2	1	3	31	26	57
Victor (T)	5	10	15	170	209	379
Victor (V)	1	4	5	75	77	152
West Bloomfield (T)	5	5	10	78	80	158
Total	350	467	817	4532	5596	10128

Services

The Services Unit provides an array of programs including protective and preventive services for children and adults, foster care, adoption, supportive family services and long-term care services. As in the other areas of DSS, DSS is required to provide these services and the work is governed by the Office of Children and Family Services (OCFS) and the Department of Health (DOH).

Source: Services Database

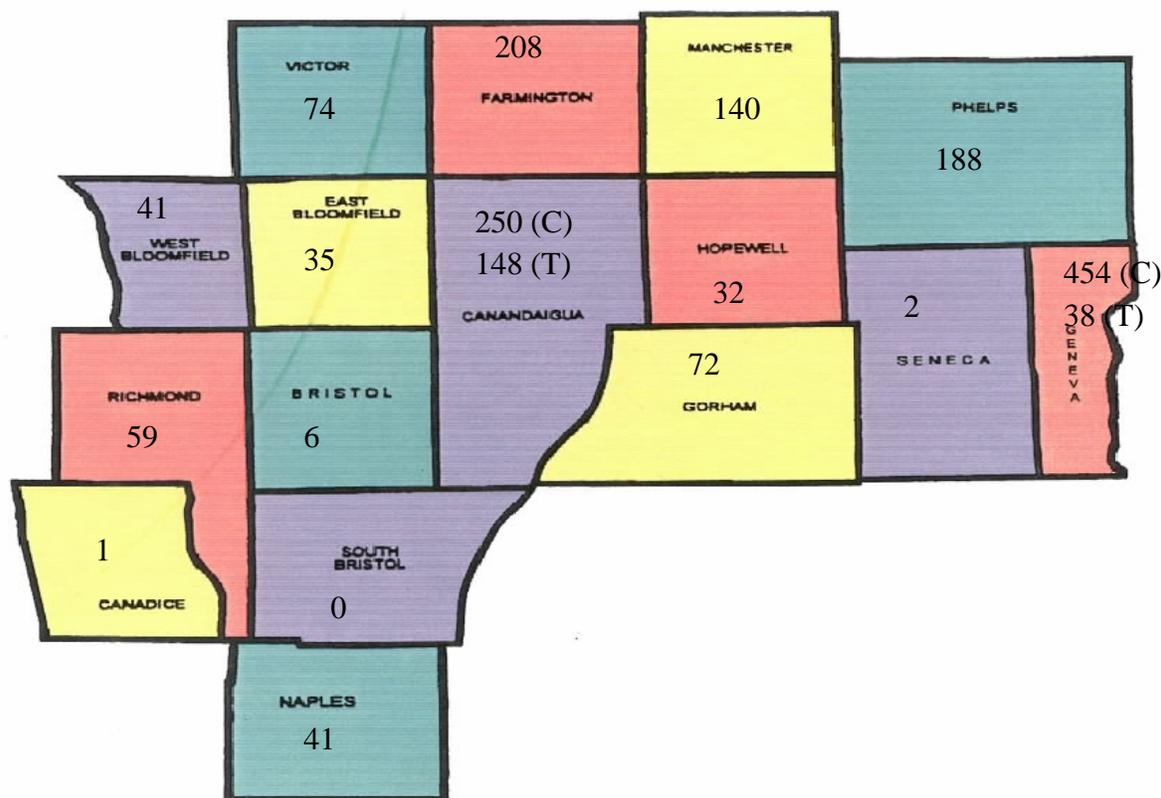
Children's Services represents the lion's share of the work done in this unit. ***Child Protective Services (CPS)*** is the front door to most families receiving services. The CPS team is charged with investigating reports of suspected abuse and maltreatment in family settings. Safety, the likelihood of immediate danger of serious harm, is a primary concept in CPS from the start. Safety assessments must be done at the 24 hour mark, after 7 days and again when the investigation is closed. The investigations must be completed within 60 days and must also include an assessment of the future risk of maltreatment.

The investigation must address the reported allegations, as well as the entire surrounding circumstance of the identified child and any other child found in the household. This normally includes interviews with all family members, collateral sources of information and the obtaining of any records that may be of value. The goal is to keep children safe and in their own homes whenever possible. Removal from the home is the last resort and is used only when there is imminent risk of serious harm and nothing can be done to ameliorate the danger.

During the investigation the caseworker will assist the family to identify areas in which they may need assistance and will make referrals for the family to community agencies. In some cases, the family would be best served by receiving services through DSS. The Department contracts with a variety of agencies to provide specialized services to these families.

Source: Child Protective Database

2017 CHILD PROTECTIVE REPORTS BY MUNICIPALITY
TOTAL: 789



Families who have experienced abuse or maltreatment and go on to receive specialized services through DSS are referred to the *Preventive Services* team. These caseworkers partner with the families and the contracted service providers to address the issues identified during the CPS investigation. This team also assists families in crisis whose children may be at risk of foster care placement due to issues other than abuse or maltreatment. Young people involved with the juvenile justice system or who are demonstrating serious emotional issues may be at risk of foster care placement and so may be eligible for intervention through Preventive Services.

When a child cannot be maintained safely in their own home for any reason, out-of-home placement becomes a necessary intervention. Children may be placed in foster care due to abuse or neglect, or due to their being adjudicated a Person In Need of Supervision (PINS) or a Juvenile Delinquent (JD). The Family Court ordered these children to be placed with the Commissioner of Social Services and a caseworker facilitates placement with a foster family or in a congregate care setting. The guiding principle is that a child should be placed in the least restrictive setting available to meet their needs.

Most children placed with DSS reside with foster families certified by the *Homefinding* team. Homefinding staff assist the caseworker by matching the child coming into foster care with the family best suited to meet his or her needs. Sibling groups are kept together and, unless not permitted by the court, plans for regular visitation are developed immediately to keep the parent-child relationship intact. All foster families have been trained and certified by caseworkers who know each family's strengths and skill sets. Home finders also are available to help address issues which may arise in the foster home and threaten the placement stability.

Once a child is placed in *Foster Care*, the goal immediately becomes to return the child to his or her family of origin or another suitable relative. The caseworker works with the family to address the issues that brought the child into care. At the same time, they help the family identify extended family members who may be a resource for the child should he or she not be able to return home. Most children leave foster care, returning to either their family of origin or another family member.

When a child has been in foster care 12 consecutive months, federal legislation requires that DSS file a petition seeking to terminate the parents' rights, freeing the child for adoption, or demonstrate to the Family Court why the petition would not be in the child's best interest. In some cases, the family may be making progress and simply needs a few more months to complete their work. In others, the caseworker may be working with the extended family to provide a resource. Regardless of the scenario, the goal is to provide children with a safe permanent home as quickly as possible.

When it appears a child will be freed for adoption through a surrender or a termination of parental rights, the Homefinding team works to identify an adoptive resource. Most families who are certified to foster children are also certified to adopt. Here is where the initial matching between a child coming into foster care and the foster family proves to be most critical. Most children in foster care who are freed for adoption are adopted by their foster families.

	CPS Reports	Abuse/Neglect (A/N) Petitions	Juvenile Delinquent (JD) Petitions	Out Of Home Placements			
				A/N	PINS	JD w/ DSS	JD w/OCFS
2017	1613	37	32	21	1	2	1
2016	1578	36	32	19	1	5	0
2015	1471	43	41	20	3	2	3
2014	1564	55	35	45	2	6	2
2013	1586	38	51	32	2	6	1
2012	1646	45	27	29	1	8	0

Source: Foster Care Database

Adult Protective Services (APS) assists adults who have some physical or mental impairment that renders them unable to care for themselves without assistance and they have no one able and willing to assist them responsibly. APS receives referrals for services directly and collaborate with other local agencies to maintain these individuals safely in the community. Adults have the right of self-determination so engagement is a critical skill for these staff members. Only when an individual is deemed unable to understand the risks and consequences of their behavior can the court intervene. In a handful of cases the court may name the Commissioner as guardian or conservator for an individual.

Source: Adult Protective Log Book

An adult with disabilities may be able to maintain a relatively stable life as long as someone else manages their finances. ***Adult Preventive Services*** are provided to individuals in receipt of federal benefits, often at the request of the Social Security Administration. The Commissioner becomes the representative payee and caseworkers and Accounting staff see that the individual's rent and utilities are paid and their other basic needs are met within their budget.

Some individuals with significant health issues require some assistance to enable them to remain safely at home. If the individual receives Medicaid, they may qualify for home care services. The ***Personal Care*** team receives these referrals from physicians and, partnering with community home health agencies, completes an assessment of the individual's abilities, needs and resources. Services may include personal care aides, nursing care, personal emergency response units or a combination of these services to enable the individual to avoid hospitalization or nursing home care. The care plan is reevaluated semi-annually or whenever there has been a change in the person's circumstances. Care may be provided by a community agency with certified aides or by individuals hired directly by the client and paid through a fiscal intermediary agency.

Source: Intake Database

On a daily basis, the DSS staff provides *Information and Referral* services to Ontario County residents looking for information about services available through the Department or through other community agencies. The Department maintains relationships with a variety of community agencies to ensure that staff has the most current information about services available throughout the county.

Accounting

Accounting is responsible for all accounting functions of the department, including preparing claims for federal/state reimbursement, processing vendor payments, maintenance of trust accounts/assets, recoveries, repayments, burials and preparation of the Department's annual budget.

Total expenditures for 2017 were \$48,514,887. County cost of the total expenditures was \$23,120,082 or 47.7%. Each program has its own reimbursement strategy for program costs and administrative costs. For example, Safety Net benefit costs are reimbursed 71% but the administration receives no reimbursement. Family Assistance benefits and administration are fully reimbursed. Other programs, such as HEAP, have no direct county cost.

Source: 12/31/17 HTE 310

Data Source: 12/31/17 HTE 310

Source: 12/31/17 HTE 310

Accounting staff track and monitor a variety of program areas, large and small, such as expenses related to housing the homeless and those related to indigent burials.

More than half of the Department's County cost is attributable to *Medicaid*. New York State determines each county's contribution to the Medicaid program and the county pays its "share" every week. All costs incurred by Medicaid recipients beyond the County's contribution are covered by the state and federal sources. The "return on investment" of the Medicaid share is approximately 10:1. Medicaid funding to health care organizations supports the range of medical services to low-income, the elderly and the disabled resident of Ontario County. It also provides employment to health care professionals and support staff at these organizations.

Data Source: 12/31/17 HTE

ANALYSIS OF PAYMENTS TO MAJOR MEDICAID PROVIDERS

GROSS DOLLARS - 2017

Institutions receiving over \$1,000,000 of gross Medicaid dollars

	Provider	2017			2016
		Grand Total	Category Total	Category Description	Category Total
1	Blue Choice/Blue Choice Option	\$ 50,088,855	\$ 38,628	Case Management Plans	\$ 330,138
			\$ 50,050,227	Managed Care	\$ 54,878,952
2	Finger Lakes DDSO	\$ 16,935,456	\$ 16,935,456	HCBS Waived Services	\$ 15,146,462
3	Ontario County ARC	\$ 14,728,046	\$ 13,446,752	HCBS Waived Services	\$ 14,049,575
			\$ 1,281,294	Case Management Plans	\$ 1,092,263
4	NYS Catholic Health Plan, Inc.	\$ 10,563,338	\$ 10,555,792	Managed Care	\$ 7,703,561
			\$ 7,546	Case Management Plans	\$ -
5	MVP Health Plan, Inc/Preferred Care	\$ 6,123,017	\$ 10,813	Case Management Plans	\$ 28,862
			\$ 6,112,204	Managed Care	\$ 6,354,470
6	MM Ewing Continuing Cr Ctr Ad	\$ 5,788,045	\$ 5,783,129	SNF	\$ 6,257,155
			\$ 4,916	Other	\$ 5,007
7	Icircle Services of the Finger	\$ 5,440,556	\$ 5,440,556	Managed Care	\$ 4,049,116
8	Excelsus Health Plan Inc	\$ 4,845,672	\$ 4,845,672	Managed Care	\$ 1,712,370
9	Strong Memorial Hospital	\$ 3,865,666	\$ 3,409,012	Hospital Inpatient	\$ 3,206,570
			\$ 403,899	Hospital Outpatient	\$ 543,561
			\$ 7,310	OP Methadone Clinic	\$ 52,014
			\$ 25,809	Drugs/Supplies	\$ 38,326
			\$ 18,805	Clinic-Freestanding	\$ 79,705
			\$ 6	Other	\$ 4
			\$ 111	Case Management Plans	\$ 5,349
10	Clifton Springs Hospital	\$ 3,476,040	\$ 2,887,186	SNF	\$ 3,432,810
			\$ 306,698	Hospital Inpatient	\$ 2,753
			\$ 282,156	Hospital Outpatient	\$ 544,965
11	Living Ctr At Geneva South/North	\$ 3,265,111	\$ 3,265,111	SNF	\$ 3,767,438
12	Center for Disability Rights	\$ 2,619,837	\$ 2,571,298	Personal Care - Regular	\$ 2,996,959
			\$ 2,056	Case Management Plans	\$ 2,055
			\$ 46,483	LTHHC Waived Services	\$ 60,164
13	Ontario Operations Assoc LLC	\$ 2,404,390	\$ 2,404,390	SNF	\$ 3,172,115
14	United Healthcare of NY Inc	\$ 2,336,625	\$ 2,336,625	Managed Care	\$ 1,296,856

15	Finger Lakes UCP	\$ 1,601,998	\$ 261,447	Clinic-Freestanding	\$ 387,379
			\$ 74,144	LTHHC Waived Services	\$ 50,300
			\$ 56,644	Early Intervention	\$ 39,964
			\$ 869,580	HCBS Waived Services	\$ 1,418,678
			\$ 19,667	Other	\$ -
			\$ 320,516	Case Management Plans	\$ 8,540
16	F.F. Thompson Hospital	\$ 1,314,882	\$ 754,253	Hospital Inpatient	\$ 655,062
			\$ 2,632	Other	\$ 43,792
			\$ 557,997	Hospital Outpatient	\$ 631,339
17	Elm Manor Nursing Home	\$ 1,130,240	\$ 1,130,240	SNF	\$ 1,180,735
18	Soldiers and Sailors Hospital	\$ 1,076,343	\$ 1,017,542	SNF	\$ 1,193,615
			\$ 52,735	Hospital Inpatient	\$ 22,260
			\$ 6,066	Hospital Outpatient	\$ 12,910
19	Lakeview Mental Health ICM MH	\$ 1,025,740	\$ 950,133	Rehab Other Total	\$ 1,046,085
			\$ 75,607	Case Management Plans	\$ 904,716

Source: MARS 4th Quarter, MARS19 Report

**ONTARIO COUNTY DEPARTMENT OF SOCIAL SERVICES
SUPPORT TO COUNTY DEPARTMENTS
JANUARY 1, 2017 – DECEMBER 31, 2017**

Funding for many other departments flows through the DSS budget. In 2017 \$2.9 million funded other departments as noted.

Probation Workfare and Child Support	\$319,893.00
County Attorney	\$1,057,211.00
Probation COPS	\$479,651.76
Information Services	\$296,273.26
Finance	\$261,372.26
Archives	\$2,795.43
Sheriff Department	\$148,969.80
Courier Services	\$43,706.50
Vehicle Maintenance	\$14,634.09
Printing/Copying	\$9,823.39
Mail	\$53,752.22
Office for the Aging	\$133,718.00
Health Finance	\$124,413.00
TOTAL	\$2,946,213.71

Staff Development

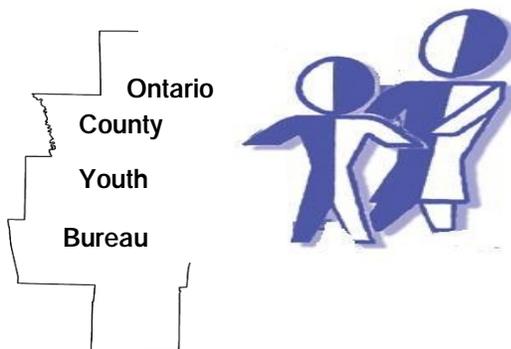
Employees are the Department's greatest asset and we believe in offering a variety of training opportunities. The residents we serve face complex challenges and training provides staff with the tools needed to assist our clients in moving forward. Each program area has its own basic technical trainings as well as more advanced courses beyond the state's mandated minimums. Contracts with Empire State College and Finger Lakes Community College provide the mechanism to bring in trainers to address additional critical issues. Trainings in 2017 included Advanced Issues in Forensic Interviewing, Substance Abuse Trends and Impact on Family Dynamics, Motivational Interviewing, Child Support Accounting and Mental Health First Aid, among others.

While training targeting program issues is critical to employee competence, staff development also includes opportunities for broader development. Other sessions included Conflict Resolution, Coaching for Performance and Critical Thinking. Depending on the funding source, the Department opens these courses to other County Departments and the not-for-profit community as space allows.

Technology has changed the face of training. More and more courses are being offered via computer-based training and webinars. The classroom portion of the recent revision of the Child Welfare Foundations training, for example, relies heavily on computer-based training the employee is required to have completed prior to the classroom training. This gives flexibility to staff and decreases the time traveling as well as time spent out of the office.

The child welfare community across the country experiences significant turnover in its staffing due to high caseloads and emotionally demanding work, among other factors. The Social Work Education Consortium Rochester Region is a collaboration of counties and the Office of Children and Family Services whose goal is to "stabilize and professionalize the public child welfare workforce" with education, training and workshops. In collaboration with the consortium, Ontario County has been able to host a variety of trainings intended to provide professional development for child welfare staff.

The Coordinator is the liaison with Finger Lakes Community College and Empire State College. Both educational institutions have contracts with the Department of Social Services that allow employees to earn college credits toward a degree program or to enhance skills related to the job. Both contracts provide excellent opportunities for staff to further their education while continuing to work. A number of staff have moved into different positions within the Department and the County after receiving a degree through these programs.



Ontario County Youth Bureau mission is to advocate for all Ontario County youth by striving to identify, promote and evaluate a system of services that support positive youth development. The Youth Bureau operates under the Department of Social Services in the Ontario County Government. It channels New York State Office of Children and Family Services funds within the county, and assists with the development of programs and services for children and young people under the age of 21.

The Youth Bureau has an Advisory Board that helps guide our work. The Ontario County Board of Supervisors appoints this citizen-driven advisory group, which includes six youth. The board and its committees meet regularly to set priorities, review funding applications, and offer guidance to the Bureau. This important community involvement enhances our ability to identify and help meet the on-going needs of children and youth. Additionally, the Youth Bureau and Board attended events such as the Festival of Nations or tabling at several school and agency events which reach thousands of children and families annually.

The Youth Bureau established a Positive Youth Development Coalition made up of 35 individuals. These individuals represent a total of twenty-five organizations, communities and/or agencies. This coalition has successfully worked together to create an updated resource packet of programs, events, activities, services, etc. for youth and families with youth. This resource packet will be available electronically for all agencies and county departments as well as on our new webpage for the community at-large. We also have included a 44 page booklet of Acronyms and Jargon associated with many of the services for youth and families. A second booklet of Acronyms and Jargon has been provided specifically for LGBTQ.

The Youth Bureau with the help of Bob Smith from IT Department has designed a new Youth Bureau Webpage where the resources can be found along with current events happening in the community for youth and their families.

The Youth Bureau continued to provide consultant services to the Geneva School District Attendance Initiatives. This collaborative effort uses data analysis to identify and implement strategic priorities to increase awareness and mobilize the community to address this important issue. Chronic absences and truancy are primary indicators of risk of failing to graduate among students. In 2017 we proudly added Head Start and the High School. Youth Bureau now works with all five school buildings. Patterns of absenteeism which may begin as early as pre-school are known to cause learning gaps which by sixth grade are predictors of failure to graduate. Early interventions which address barriers to school attendance combined with a social

marketing campaign to influence social norms are expected to improve outcomes for students. These efforts produced an increase in attendance to 94% for the year.

The 2017 Youth Recognition Awards honored thirty Ontario County youth and one adult on Tuesday, April 25th at the Ontario County Safety Training Facility in Canandaigua. We had over 140 family members and dignitaries in attendance. The awards presentation was sponsored and facilitated by members of the Ontario County Youth Board and the Youth Bureau Director, Marsha Foote. Our guest speaker was Susan Gray Jones, Esq. who was Ontario County Bar Association’s 2016 Attorney of the Year. Youth were being recognized for their character, citizenship and fortitude in spite of obstacles and challenges. The Honorable Craig Doran Youth Advocacy Award was awarded to Len DeFrancesco for his years of service, investment and dedication in working with youth. The youth of the Advisory Board presented the youth and adult recipients. They demonstrated well their ability to be leaders.

Below depicts the youth served by program and funding.

Agency	Program	Annual youth served	Funding Allocated
Boys and Girls Clubs of Geneva	Youth Development Program	410	\$10,000
Cornell Cooperative Extension	Young Adults Adventure Camp	28	\$6,480
Safe Harbors of the Finger Lakes	Girls Circle/Boys Council	353	\$9,000
Partnership for Ontario County	Ontario County Youth Court	57	\$11,178
Big Brother Big Sister of Greater Rochester	Community and School Based Mentoring	210	\$9,000
Victor Parks and Recreation	CIT and Leadership Program	22	\$1,200
Clifton Springs Library	Read to Succeed	114	\$2,500
Town of Richmond	Town of Richmond Recreation	735	\$8,500
Family Counseling of the Finger Lakes	ACEs Counseling	130	\$10,000
Canandaigua Salvation Army	George M. Ewing Youth and Family Center Drop-in Program	94	\$6,000
Legal Assistance of Western NY	Educational Law Advocacy Project	36	\$4,850

Family Counseling of the Finger Lakes	LGBTQ Youth Program	28	\$2,555
Child and Family Resources	Young Parents/Project Promise	43	\$2,500
Safe Harbors of the Finger Lakes	Youth Empowerment Group Program		\$11,178
Total		2260	\$87,535

GLOSSARY

- CC Chronic Care- medical assistance coverage for people in long-term care, i.e. nursing homes
- DOB Department of the Budget
- DOH Department of Health
- DOL Department of Labor
- FA Family Assistance-a federally funded cash program that provides temporary assistance to needy families that include a minor child living with a parent
- FFFS Flexible Fund for Family Services
- HCBS Home Community Based Services- non-medical services that can be provided to certain individuals to keep them in the community, paid by Medicaid through a waiver
- JD Juvenile Delinquent- a person over seven and less than sixteen years of age who has committed an act that would constitute a crime if committed by an adult
- MA Medical Assistance-a program to assist low-income persons in obtaining and paying for medical care
- MMIS Medicaid Management Information System- a computerized system for claims processing which also provides information upon which management decisions can be made
- OCFS Office of Children and Family Services
- OPWDD Office for People with Developmental Disabilities
- OTDA Office of Temporary and Disability Assistance
- PCA Personal Care Aide- some or total in home assistance for certain populations with personal hygiene, dressing, feeding, nutritional and environmental support and health-related tasks

- PINS Person in Need of Supervision- a juvenile under the age of 18 who is a habitually truant, or is incorrigible, ungovernable, or habitually disobedient and requires supervision or treatment.
- SN Safety Net-non federally funded cash program for adults, childless couples, children living apart from relatives, families of persons found to be abusing drugs or alcohol, families of persons refusing drug/alcohol screening assessment or treatment, persons who have exceeded the 60 month limit.
- SNAP Supplemental Nutrition Assistance Program - a federally mandated program with the purpose of reducing hunger and malnutrition by supplementing the food purchasing power of eligible low income individuals. Previously known as Food Stamps.
- SPOA Single Point of Accountability
- SSI Supplemental Security Income- a federally supported and administered benefit program for eligible individuals or couples who are 65 or over, or who, regardless of age, are certified blind or certified disabled
- TA Temporary Assistance- temporary help for needy adults and children. Temporary Assistance Programs include Family Assistance and Safety Net Assistance.