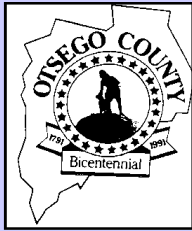




Otsego County Department of Social Services



Annual Report

2007



**Joyce L. Boyd
Commissioner**



**Eve Bouboulis
Deputy Commissioner**



**County Office Building
197 Main Street
Cooperstown, NY 13326**

Departments

- Adoption
- Attorney Office
- Child and Family Services
- Child Protection
- Child Support
- Fiscal
- Foster Care
- Juvenile Justice
- Prevention

Departments

- Adult Protection
- Child Care Subsidy
- Employment Services
- Food Stamps
- H.E.A.P.
- Medicaid
- Temporary Assistance
- Resources



**Meadows Office Complex
144 County Hwy 33W
Cooperstown, NY 13326**

Beginning in 2007 the Annual Report from the Department of Social Services has a new look. It is our intent to provide highlights of the work done throughout the agency in an easier to read format. We hope you will find this information helpful and look forward to your feedback.

*Joyce L. Boyd
Commissioner*

SERVICES

Foster Care

This unit works with children, who are placed in foster care due to abuse and/or maltreatment, and their families. There are three main goals of the unit:

- Safely reunite children with their parents / family resources
- Assist youth to achieve independent living skills
- Adoption

Seven (7) children achieved permanency through adoption in 2007.
Average number of children in foster care - 49.

Child Protective Services

This unit investigates reports of child abuse and maltreatment that are received by the New York State Central Register of Child Abuse and Maltreatment.

- Staff work with families to help make plans to keep children safe
- There were 810 investigated reports in 2007
- CPS participates in the Otsego County Multidisciplinary Team
- Many investigations were conducted at the Otsego County Child Advocacy Center, a child friendly center where children can feel safe and comfortable when disclosing information.

Adult Services

This unit works with vulnerable adults at risk of harm from either neglect or abuse.

- Unit has an ongoing caseload of guardianships, financial management, supportive and preventive services.
- 172 referrals received in 2007

Preventive Services

These units provide caseworker counseling and coordination of outside services to children and families with a goal to keep children in the home.

Family Treatment Drug/Substance Abuse Court – works with families abuse/neglected due to parents alcohol/substance abuse.

- The graduation rate of Treatment Court participants increased with caseworker participation in 2007

Juvenile Justice – works with Probation and potential and/or adjudicated JD/PINS children

- The amount of time JD/PINS youth spent in secure/non-secure detention was reduced by approximately 60% in 2007

Countywide Preventive – works with families throughout the county by providing intervention services to prevent foster care placement.

School Based – works directly with area school districts with offices in the schools by:

- Receiving referrals from the school
- Intervening with early preventive services to prevent abuse/maltreatment, JD/PINS behaviors and foster care placements
- Attending school meetings and participating on school committees to collaborate in meeting special needs of families

Transportation Unit

- Fleet size averaged 16 vehicles
- Total mileage use 326,694
 - 5% Administration use
 - 54% Staff use
 - 41% Transportation driver use

Transportation Unit (continued)

- Driver transports
 - 2% Adult and Child Services
 - 35% Preventive Services
 - 63% Foster Care Services
- Overall cost reduction in 2007 \$4,182.51

CHILD SUPPORT

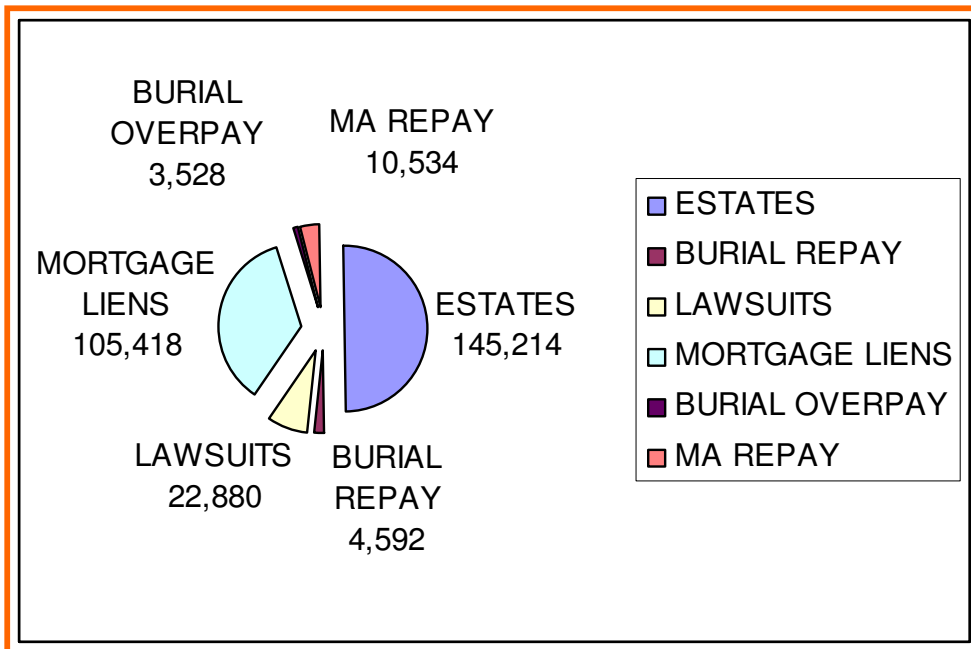
This unit is responsible for maintaining and collecting support for all cash assistance, foster care, and non-cash assistance cases that apply for support services in Otsego County.

- Gather information to help establish paternity, file support order, and enforce existing orders issued by Family and Supreme Court.
- 2813 active cases in 2007
- \$5,884,907.09 was collected by the Support Collection Unit.
- \$254, 513.24 was reimbursed to DSS for cash assistance, foster care, and Medicaid.
- Paternity establishment rate 97.46%
- Support establishment rate 92.82%

RESOURCE AND RECOVERY

Recoveries must be pursued from the estate of an individual in receipt of Medicaid at the age of 55 years or older.

Recoveries for 2007 - \$292,164



- Resources must pursue collections for MA, PA, HEAP, Safety Net Overgrants and Day Care Overgrants per NYS Department Regulations
- The Resource unit processes Indigent Burial applications. In 2007 there were 34 burials with a total cost of \$89,144.84.
- Third party health insurance is also verified by this unit. Providers bill the third party health insurance prior to billing Medicaid. Total savings not paid by Medicaid in 2007 was \$888,128.53.

MEADOWS COMPLEX STAFF



INCOME MAINTENANCE

Temporary Assistance

(Cash Assistance, Food Stamps, Medicaid, Homeless Services, HEAP)

- Processed 2131 applications for cash assistance, Food Stamps, Medicaid
- Unit carried 1851 active cases in 2007
- Housing continued to be an important issue in 2007
- Housing caseworker assisted homeless population with:
 - Independent living plans
 - Furniture assessments
 - Remove/postmove inspections for security deposits
 - Moving expenses
 - Acting liaison for landlords, clients, and other service workers.
 - Collaboratively works with multiple agencies to assist with temporary and permanent housing
- Housing Processed 422 referrals with:
 - 217 – sheltered / 205 - pending evictions
- Housing Caseworker serves as the DSS Domestic Violence Liaison.
- Local policy assisted ineligible homeless with extension of services to evaluate possible Adult Protective needs.
- \$55,809 in retroactive benefits issued due to Doe v. Doar lawsuit during 2007.
- Audit and Quality Improvement Team found Otsego doing excellent job with food stamp over issuance claims.
- HEAP vendors were directly paid by the State
- HEAP Benefits available / case totals:
 - One (1) regular benefit (3084 cases)
 - One (1) emergency benefit (1935 cases)

Medicaid Unit

(Medicaid, Family Health Plus and SSI Medicaid)

- Total caseload 4872 cases
- Continued to assist clients in outreach offices located at Bassett Healthcare Cooperstown and A.O. Fox Hospital in Oneonta
- Mandatory Managed Care went into effect in May 2007 with 38% of eligible recipients enrolled by December 31, 2007
- Facilitated enrollers continued to assist applicants for Family Health Plus and Child Health Plus in community-based settings
- As a result of the Luberto vs. Daines case, Medicaid case transfers to/from other counties was implemented. Medicaid recipients who advise the county they are moving to another county will have Medicaid coverage in their new county of residence without reapplication.

Employment Unit

- Created a common resource area for clients to utilize computers, phones, faxes and internet to assist in searching for employment.
- Participated in Intensive Case Management/Home Visit Program designed to help non-compliant clients with additional support
- Received incentive money for meeting State mandated Work Participation Rates

Daycare Unit

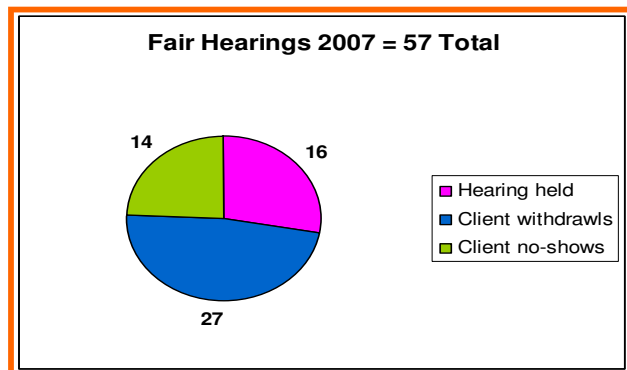
- Catholic Charities worked with Office of Children and Family Services to register licensed child care providers and legally exempt providers.
- Carried a caseload of 107 with 202 children receiving subsidy

Clerical Unit

- Implemented an automated phone system to assist callers with prerecorded answers to basic questions such as directions to the office and hours of operation. This allowed calls that needed direct attention from the worker to be acted upon more timely.

Fair Hearings

- The Department continues to have an excellent record of resolving client concerns and supporting issues brought to Fair Hearing.
- Of the 16 fair hearing held before an Administrative Law Judge, the Department was upheld in 14 cases.



PERSONNEL

Total number of positions: 140

- Vacancies due to promotions within the department – 9
- Vacancies due to a new job outside the department or returning to college – 10
- Vacancies due to other - 14
- 34 new staff hired
- 33 staff resigned

STAFF DEVELOPMENT

Staff Development continues to provide a variety of training opportunities to staff in all program areas. State and locally sponsored training, as well as in house training is utilized through:

- Teleconferences
- Regional meetings
- Learnlinc
- Consortiums
- Continuing Education with contracted area colleges

During the year the department supported 162 staff members and foster parents attending various training programs.

ACCOUNTING

- Maintained accounts for approximately 55 clients and made payments totaling \$472, 733 on their behalf.
- \$746,228 in day care payments were made during 2007.
- HEAP expenditures for 2007 were \$1,045,279.
- Overall expenditures for the department were \$23,593,755.
- Total revenues for 2007 \$12,099,844.

