

**GREENE COUNTY
DEPARTMENT OF
SOCIAL SERVICES**

2017 ANNUAL REPORT

Department of Social Services

Overall Comparison from 2016-2017

Total local share for Greene County DSS programs and administration in 2017 was \$12,365,929 which represents a decrease of \$221,116 or 1.76% lower than in 2016. The \$12,365,929 actual local share resulted in the agency finishing the year \$1,993,874 under the 2017 adopted budget. This is attributable to savings in administration, local share of Medicaid due to the enhanced Federal Medicaid Matching Rate(FMAP) and the decrease in cases in the Safety Net Assistance Program.

Temporary Assistance: Has 302 cases compared to 365 in 2016.

Supplemental Nutrition Assistance Program(SNAP): Has 3,081 cases compared to 2,793 in 2016.

Child Support Enforcement: Greene County consistency remains one of the top counties each month for child support cases which have health insurance orders.

Fraud/Resources Recovery Unit: Our cost avoidance work has resulted in **\$2,727,024.00** compared to **\$622,096** in 2016

Child Welfare: 85 children were provided foster care services compared to 125 in 2016.

Child Protective Services(CPS): 961 new CPS reports compared to 1052 in 2016, the opioid crisis is taking its toll on our residents.

Protective Service for Adults: 148 new referrals compared to 119 in 2016.

Medicaid: Has 3,428 cases compared to 4,099 in 2016 due to the transition of cases to the exchange.

Homeless Initiative: 261 cases were managed with 248 resolved as compared to 168 cases in 2016. In December of 2017 we had 50 homeless cases compared to 48 in December of 2016 and 14 in December of 2015. Homelessness numbers have grown and the opioid crisis does play a role.

The following pages contain many details.

2017
ELIGIBILITY YEARLY REPORT

The Greene County Eligibility Unit is responsible for evaluating and processing all families and individuals who demonstrate a need for Temporary Cash Assistance, Medical, Supplemental Nutrition Assistance Program (SNAP) formally Food Stamps, Employment, Day Care and HEAP. The unit's main goal is to assist clients in obtaining personal responsibility, self-sufficiency, employment and health care. As of the end of 2017, the unit had processed **4026** applications. The breakdown of case load per program is,

| | |
|---------------------------|-------------|
| Temporary Case Assistance | 302 cases |
| TANF | 130 |
| SN | 172 |
| Medical | 3,428 cases |
| SSI | 1,495 cases |
| MA | 1,933 cases |
| SNAP | 3,081 cases |
| Day Care | 27 cases |
| HEAP | 1,196 cases |

Also under Eligibility is our Child Support Unit, this unit helps establish paternity, establish support orders and collect and enforce support orders. The current case load for this unit is **2,220** cases.

Therefore, our total case load for Eligibility is **8,034** cases.

HEAP

The HEAP Unit administers the federally funded Home Energy Assistance Program. It helps County residents with low income pay their utility and/or fuel bills. In the 2017, 4,579 Greene County households received regular and emergency energy grants totaling \$2,146,288.

Those eligible for HEAP and who have high utility/fuel bills are referred to the Weatherization Program which provides services to replace or improve heating equipment. These households now benefit from energy savings.

This Unit starts processing applications every September and remains in operation as long as the funding remains available. Two (2) contracted workers process all HEAP applications, including those that are taken at D.S.S. and from the Office for the Aging personnel. All Emergency applications are filed at the Department of Social Services.

DAY CARE

The Family Day Care Program assisted four hundred and thirteen (413) families in obtaining day care services during the year. Approximately seven hundred and fifty-four (754) children received services from forty-nine (49) providers who were either registered or informal. The total amount of monies spent on day care for the year 2017 was \$298,632.30.

CHILD SUPPORT ENFORCEMENT AND COLLECTION

The Greene County Support Collection Unit had another successful year in collections, totaling \$4,465,819.78. Paternity establishment, support establishment as well as collections for 2017 have once again exceeded the state requirements.

In spite of the economy, the Support Collection Unit has continued their excellent effort to establish paternity, as well as child support and medical orders.

The Support Unit has a very high percentage of cases in compliance, 97.45% that have paternity, and 91.71% have support orders. We remain one of the top county's for health insurance orders.

The Support Collection Unit will strive to increase collections for 2018 to assist in the reduction of the County's DSS Temporary Assistance caseload as well as increase collections for the Public caseload.

RETRO SSI REIMBURSEMENT

The Greene County Eligibility Unit is also responsible for processing Safety Net (single adult/childless couples) assistance cases who are anticipating the receipt of SSI benefits. Once the recipient is found to be SSI eligible, we coordinate with the Social Security Office, and all previous Temporary Assistance benefits covering the time frame of the retro SSI benefits are reimbursed to Greene County Department of Social Services. For 2017, we have recouped a total of \$239,573 for thirty (45) cases. Of which 71% (\$170,097) is local share.

SUPPORT PROGRAMS

The Eligibility Unit continued a number of Support Programs in 2017. The funding for these programs came from funding entitled Flexible Fund for Family Services (FFFS). The flexibility offers the opportunity for Social Services to address emerging circumstances that

Greene County's low income residents face on a daily basis such as homelessness, maintaining a safe home for their family, work, transportation, day care and child support.

HEALTHY HOMES

The Department of Social Services, at times, comes in contact with families who are unable to or unwilling to provide a clean, safe home environment. There are situations when the parent lacks the skills needed to maintain a home but more often they lack the resources to purchase cleaning and laundry supplies. Through Community Action of Greene County, service provided is for Family and Community Development (F&CD) staff to work with between ten (10) and fifteen (15) families who have been identified by the Department of Social Services Temporary Assistance or Child Welfare staff that are in need of this service in order to maintain a safe, healthy environment for their family, therefore reducing the risk of foster care placement for their children. F&CD works with the family to educate with a hands-on approach efficient ways of maintaining a clean home. After the initial clean sweep, weekly or bi-monthly home visits take place where families learn how to maintain a clean home. Families are provided with tools and supplies and receive psycho-educational counseling and budgeting resulting in awareness and ability to maintain a clean and healthy home environment. Arrangements have been made with Laundromats to participate in a voucher program so families can keep clothes clean. Counseling focuses on improving self-esteem, identifying and building upon strengths and developing strategies that will incorporate the family unit in the home care process. In 2017 the Family Development Case Manager worked with eighteen (18) households throughout the year and was successful in helping these households obtain the needed skills to maintain a safe and clean home.

DIFFICULT TO SERVE PROGRAM

The Difficult to Serve Program works with TANF Sanctioned Families; these families are when one or both parents are sanctioned due to their non-compliance with employment. These families are identified as families failed by the system. They are sanctioned and receive only benefits for their children. Long-term non-compliance with system initiatives may endanger the quality of life and wellbeing of these individuals and their children. Furthermore these families are at risk of expensive needs, including emergency contact with health/mental health systems, increased substance abuse, multiple legal and criminal involvements including JD PINS and CPS.

Upon receipt of a referral from the Department, the Case manager makes an initial contact by letter and phone introducing the program and announcing an orientation on a specific date and time at DSS. At the orientation, the services are explained including the benefits of participation as well as the responsibilities and expectations. Feedback is encouraged from the participants as to what is needed for successful long-term employment. Ongoing appointments are scheduled at the Department as well as the client's home to work towards and secure the support needed to maintain a plan toward employment and self-sufficiency. This program is subcontracted with Columbia Greene Mental Health Assoc. In 2017, sixty-seven (67) referrals were made to this program.

The Difficult to Serve Program, working through case management, also works with TANF/SN Moe participants that are medically limited, assisting the participants to set goals and meet criteria necessary for them to achieve compliance with DSS and to access community supports that will assist them in achieving a healthy independence within their community. The goal of this program is also to assist parents in this hard to serve target group to engage and coordinate appropriate activities relating to long-term vocational support and to move the families toward self-sufficiency.

This program was subcontracted with Columbia Greene Mental Health Assoc. In 2017, two hundred and thirty-eight (238) referrals were made to this program.

ENHANCED DRUG ALCOHOL PROGRAM

The families of these hard to serve individuals face many complicated problems and situations that are drug and alcohol dependency related issues. The continuations of enhanced services that will coordinate with the existing community resources/services are essential to provide a full continuum of individualized supports for the identified populations. The desired goals are independence from chemical abuse and the development of productive lifestyles. This program was subcontracted with Twin County Alcohol and Substance Abuse Services, Inc. In 2017, six hundred and fifty-seven (657) screenings and two hundred and five (205) monitoring referrals were made to this program.

EMPLOYMENT

We strive to encourage our clients to become self-sufficient. An initial assessment is completed to determine their employability. We refer many clients to the Columbia Greene Workforce Investment Agency. We assist in helping them obtain their high school equivalency, coach in job searches and assign to Work Experience Programs. We can assist in day care issues and employment transportation in order for them to comply with our programs.

Disability Review

The disability review unit prepares and reviews all cases for Aid to Disabled (AD) appropriateness. This includes a denial or approval review process by the Local Professional Medical Director/Physician as a contracted consultant. Agency eligibility staff and the Disability Unit RN/Medical Services Specialist are instrumental in assisting appropriate clients who need help applying for and receiving SSI benefits. Institute and maintain OMIG Restriction Program as deemed necessary for client's safety.

| 2017 Summary Statistics for the Disability Review Team are as follows: | |
|--|----|
| Cases Reviewed | 19 |
| Cases Approved | 16 |
| Cases Denied | 0 |
| Active Restriction Cases | 37 |
| SSI Application Assistance Cases | 21 |

Central Assessment Unit

This unit completes social and health assessments, with cooperation from the primary physician, for any county resident regardless of age or income. These assessments, performed by Registered Professional Nurses, determine an individual's ability to function safely in a non-institutional setting.

There are many programs and services offered through this unit. The Assisted Living Program (ALP) was designed for a population of clients who would otherwise be placed in a skilled nursing facility. Many cases are increasingly complex and time-consuming as psycho-social issues impact care levels. In addition, this unit administers the Consumer Directed Personal Assistance Program (CDPAP), Personal Care Aide (PCA) Program, Personal Emergency Response System (PERS), and Care at Home (CAH) Program. Staff is also certified to complete Patient Review Instrument (PRI) for nursing home placement. CAU staff work closely with Protective Services for Adults and are active in the community as members of many health-related advisory boards.

| Utilization Statistics for 2017 are as follows: | |
|---|----|
| Referrals | 84 |
| Consultations | 71 |
| Admissions | 50 |
| Discharges | 21 |
| PRI (Patient Review Instrument/Screens) | 8 |

Children and Family Services 2017 Annual Report

Child Welfare

A total of **85** children were provided foster care services in 2017; with **18** children directly placed with relatives under Article 10, with **47** children living in foster boarding homes or kinship foster homes and with **10** children residing in institutional foster care settings. Approximately **1** child was placed in Secure Detention in **2017**. These foster children were placed either in the care and custody of the Commissioner of Social Services, or directly with relatives due to the following actions.

| Placement Category | 2016 carry over | 2017 New Placements |
|--------------------------------|-----------------|---------------------|
| Voluntary Placement | 3 | 1 |
| Voluntary Surrender | 1 | 0 |
| CPS Removal (Abuse/Neglect) | 48 | 12 |
| JD/PINS | 1 | 1 |
| Art 10 Direct Placement | 10 | 8 |
| Totals | 63 | 22 |

Of the total number of children in care, **14** were provided with adoptive/KinGap services, which resulted in **5** children being discharged as their adoption was finalized and **5** children were discharged to KinGap. There were **10** children receiving adoptive subsidies or KinGap money during the year.

There were **14** children discharged to their parents, **17** discharged to a responsible relative/caregiver, and **5** youth discharged to their own responsibility. As of December 31, 2017, the custody of **63** children remained with Commissioner of Social Services or Article 10 Direct placement and **0** child in the custody of the Office of Children and Family Services. For those youth discharged to their own responsibility, the Department continues to provide supportive services/assistance until the youth is years of age, if desired. Courtesy supervision of out of County/State cases were provided to families.

All children and families were offered after care/preventive services through DSS case management prior to discharge from foster care, to assist the family with the transition of the foster youth back into their homes and community. All foster youth being discharged were also referred to the Greene County SPOA (Single Point of Access) Committee for review of available community resources to help support the youth and family.

The Child Welfare Unit currently consists of one (1) Grade B supervisor, two (2) Senior Caseworkers and six (6) caseworkers, one (1) social welfare examiner and one (1) Community Services worker.

Child Protective Services

During the year 2017, the Greene County Child Protective Unit investigated as a lead or secondary Agency, a total of nine hundred and sixty one (961) new reports of Child Abuse and Maltreatment. During the 2017 calendar year there were a total of thirty two (32) Neglect Petitions filed by the Child Protective Unit. The 2017 Petitions resulted in twenty one (21) children being removed from their caretakers.

The Child Protective Unit is currently staffed by four (4) Caseworkers, three (3) Senior Caseworkers, and one (1) Grade B Supervisor.

Preventive /JD-PINS Services

During the year 2017, the Preventive Unit provided preventive services and foster care services to 132 children from 66 families. These families were referred from Child Protective, Pre-PINS program, Probation, Mental Health, School and local Doctor's offices. We assisted in a secondary role for three (3) families from other counties. Out of the 132 children, 19 were PINS/JD youth placed outside of the home in a Residential or Group Home setting. At the end of 2017, two children had been returned home and re-entered placement, two had been discharged to Independent Living, eight had successfully been discharged home and 10 children remained in the custody of the Commissioner. Four children were provided adoption service and four children were removed under neglect and placed with relatives under a Direct 10 placement.

The Preventive Unit consists of one (1) Grade B supervisor and four (4) caseworkers.

| Placement Category | 2016 Carry Over | 2017 New cases |
|-------------------------|-----------------|----------------|
| JD/PINS | 9 | 10 |
| Art 10 Direct Placement | 0 | 4 |
| Totals | 9 | 14 |

Northeast Parent & Child Society- Intensive Aftercare Prevention Program Greene County 2017 Annual Statistics

- During 2017, Northeast Parent & Child Society's Intensive Aftercare Prevention Program (hereafter, IAPP) in Greene County served a total of 18 families (involving 30 adults and 54 children).
 - Of these 18 families, 2 families (involving 4 adults and 9 children) had an intake with IAPP in 2015.
 - Of these 18 families, 5 families (involving 8 adults and 13 children) had an intake with IAPP in 2016.

- Of these 18 families, 11 families (involving 18 adults and 32 children) had an intake with IAPP in 2017.
- During 2017, 2 families (involving 3 adults and 2 children) were assessment/consultation cases only and are not included in the total aforementioned annual statistics.
- During 2017, a total of 13 families (involving 21 adults and 35 children) were discharged from Northeast's IAPP services in Greene County. Of these 13 families, 1 of them had children with multiple goals.
 - Of the 35 children discharged in 2017, 30 children (from 10 families) had the goal of prevent placement or prevent return to placement
 - Of these 30 children, 27 children (from 10 families) were prevented from placement or prevented from returning to placement
 - Of the 35 children discharged in 2017, 3 children (from 3 families) had the goal of reunification.
 - Of these 3 children, 2 children (from 2 families) were reunified and remained home.
- The average length of service for the 13 discharged families was approximately 8 months.

Protective Services for Adults

During 2017 there were 148 new referrals made to Protective Services for Adults (PSA). There were 46 open protective cases of which 26 were guardianship cases. There were 18 cases in receipt of preventive services and 34 home management service cases. Financial management services were provided to 87 open cases. Legal intervention was necessary in 3 of the cases. In total we were named guardian or temporary guardian for 5 individuals.

Throughout most of 2017, one (1) Grade B Supervisor, one (1) senior caseworker, two (2) caseworkers, a shared community service worker and two (2) shared registered nurses staffed the PSA unit

The priority for 2018 is to continue this unit's commitment to accurately assess the needs of impaired adults and to intervene effectively in order to assist these individuals. This unit's resources and expertise will continue to be focused entirely on achieving positive outcomes for impaired adults regardless of their situation and limitations. As always we will continue to strive to maintain impaired adults safely in the community. We will choose placement in a supervised setting only in those situations where all other less restrictive options have been exhausted.. These efforts will involve but not be limited to identifying impaired adults and providing preventive services as well as crisis intervention services.

In the coming year we plan to focus on those individuals who can only be described as the very aged (85+) as we continue to see an increase in these individuals living in the community. We are also seeing a dramatic increase in the number of young adults (20-30 years of age) who have varying levels of impairment caused by mental illness, alcohol/drug use and/or limited intellectual capacity. As a result, these individuals are unable to navigate the complexities of living independently in the

community and are at risk of harm. In addition, they have few informal supports in the community. Both these groups of impaired adults present special challenges and needs which require comprehensive service coordination in order to maintain them safely in the community. This requires an increased commitment to working collaboratively and creatively with other agencies. At all times, an individual's inherent right to self determination will be respected.

2017
ANNUAL REPORT
FRAUD/RESOURCES RECOVERY UNIT
GREENE CO. DEPT OF SOCIAL SERVICES

Staff: 1 Resource Consultant; 1 Examiner; 4 (Part Time) Investigators

Our Unit plays a major role in reclaiming tax dollars through the many avenues available to us. Sources of recovery come from our Resource Unit, our Fraud Unit, by cost avoidance measures through our Front End investigations (FEDS and EVRS) and by disqualifications from our assistance programs and restitutions paid as a result of welfare fraud.

This year, Greene County continues to participate in the Estate, Casualty and TEFRA Recovery Program with Health Management Systems (HMS). Greene County works together with HMS to provide resource leads and answer any questions, as well as providing any further documentation they may need to pursue recovery. The Local District continues to pursue some remaining Medicaid resources, but we are now primarily concentrating on Temporary Assistance liens, recovery of personal needs accounts, burial reimbursements, and miscellaneous payments.

FRAUD

This year our Fraud Unit received 929 referrals to be investigated. Fraud allegations are generated through referrals from within our Agency, the State (OTDA and OMIG), or from the general public. The Case Examiners also refer cases under the Front End Detection System (FEDS) or the Eligibility Verification Review (EVR) process. The FEDS and EVR cases are investigated prior to case opening and, if founded, the case is usually denied by the examiner resulting in cost avoidance.

The FEDS and EVR referrals are required to be completed within ten (10) working days. The advantage of these referrals is cost avoidance when the case is denied or benefits are reduced due to the positive results of the investigation. Our cost avoidance for FEDS and EVR referrals for the year 2017 was \$2,701,896.00.

Our Unit also receives referrals from State driven matches. These State matches include: the Prison Match from the Department of Corrections which alerts us to incarcerated clients; the PARIS Match which covers the Temporary Assistance, Food Stamps and Medicaid Programs and determines if an individual is receiving assistance in more than one County/State at the same time; the Federal Prison Match whose purpose is to remove incarcerated individuals from assistance programs for which they are ineligible; the OTDA Recipient Fraud Match System (RFMS) which forwards Fraud allegations to the Local Department of Social Services (LDSS); and the VED/RFI report which could alert us to unreported income. In 2014, the State developed 2 new referral matches which include the EBT Out-Of-

State match and the Bordering State match which also both determine if assistance is received in more than one state.

There were 859 alleged fraud cases investigated to completion resulting in the detection of \$103,219.59 in welfare fraud. Of that, 11 referrals were dismissed; 718 referrals involved FEDS and EVRS; 147 fraud referrals were unfounded as intentional fraud; and 8 individuals were referred to the District Attorney. One (1) of these individuals were referred for criminal prosecution, which involved \$712.00 in welfare fraud. There were 0 individuals arrested and 16 dispositions received. The amount of fraud involved in these dispositions totaled \$21,020.00. Nine (9) individuals were called in for an Agency Conference after the District Attorney review to discuss the fraud overpayments and to sign the Repayment and Disqualification Agreements. These individuals were not criminally prosecuted as the overpayment amounts were minimal and no false instruments were involved. The amount of fraud dollars involved in these clients called in was \$14,438.50.

We continue to refer our non-paying "call- ins" (clients who were not prosecuted but signed repayment agreements) back to the District Attorney for prosecution. We have had some success acquiring repayment/disqualification agreements and payments by certified mail from the clients who have moved out of jurisdiction and are not able to be extradited.

We are currently using several websites which are very helpful in our investigations. The first is Accurint (LexisNexis) whose services allow us to locate individuals, perform property searches, obtain deed information throughout the United States and search voter registrations to assist us in locating individuals. These are just a few of the services offered by Accurint to assist us in our daily investigations.

DMV (Department of Motor Vehicles) allows us to conduct record searches, particularly registered vehicles.

GIS (Geographical Information Systems) enables us to ascertain whether a client owns any property in Greene County.

The Work Number (TALX) allows us to search present and/or past employers of certain clients.

CBC Innovis often helps with clients' history such as past or present employment, real estate owned by clients, and address history. It also allows us to view clients' credit reports which can be helpful in ascertaining if their bills are paid up to date.

We are also connected with the National Insurance Crime Bureau, ISO. This service allows us to search records of all insurance companies that our clients may be involved with to determine if our clients are collecting funds from an insurance company while fraudulently receiving social service benefits. It also enables us to ascertain if a client has a lawsuit pending upon which we can file a lien.

Another service we utilize is Electronic Disqualification Recipient System (EDRS) which is through the USDA. Access to this system allows us to check anywhere in the United States to see if a client has had previous food stamp disqualifications elsewhere. This could result in longer periods of food stamp disqualifications if this is discovered.

The total amount collected for the year 2017 from recipients determined to have committed a fraudulent activity was \$28,617.61. There were a total of thirteen (13) disqualifications from the assistance programs. Of these, two (2) were disqualified from the Temporary Assistance for Needy Families Programs one (1) for six (6) months, realizing a total cost avoidance of \$1,656.00 and one (1) was disqualified for twelve (12) months for a cost avoidance of \$3,312.00. Twelve (12) individuals were disqualified from the SNAP program. Of these, eleven (11) were disqualified for twelve (12) months for a cost avoidance of \$16,800.00 and one (1) was disqualified for twenty-four (24) months for a cost avoidance of \$3,360.00

Total cost avoidance from disqualifications was \$25,128.00.

REFERRALS RECEIVED

| | <u>2016</u> | <u>2017</u> |
|---------------------|-------------|-------------|
| Fraud Allegations | 226 | 140 |
| Front End Detection | 505 | 586 |
| EVR | 175 | 203 |
| Prison Match | 11 | 11 |
| PARIS Match | 81 | 82 |
| VED/RFI HITS | 3 | 0 |
| EBT Out-Of-State | 0 | 13 |
| Bordering State | 0 | 0 |
| IVES/1099 Tax Match | 0 | 0 |
| TOTALS | 1001 | 1035 |

REFERRALS COMPLETED

| | <u>2016</u> | <u>2017</u> |
|--|-------------|-------------|
| | 169 | 141 |
| | 385 | 524 |
| | 147 | 194 |
| | 11 | 11 |
| | 81 | 82 |
| | 3 | 0 |
| | 0 | 13 |
| | 0 | 0 |
| | 0 | 0 |
| | 0 | 0 |
| | 796 | 965 |

COST AVOIDANCE

| | <u>2016</u> | <u>2017</u> |
|-------------------|----------------------|------------------------|
| FEDS | \$449,132.00 | \$ 2,045,496.00 |
| EVR | 148,946.00 | 656,400.00 |
| DISQUALIFICATIONS | 24,018.00 | 25,128.00 |
| TOTAL | \$ 622,096.00 | \$ 2,727,024.00 |

RESOURCES

Locally, we worked 79 referrals this past year in our Resource Unit. As of July 1, 2011 we refer all leads involving Medicaid claims to HMS to file liens and pursue appropriate recoveries.

Resources recovered **locally** this year include:

Five (5) Lien satisfactions were filed for a total recovery of \$38,745.51

Four (4) mortgage liens were filed. Five (5) mortgage liens were discharged. Total recovery was \$38,745.51

Seventy nine (79) referrals were received on deceased clients regarding their Personal Needs Accounts remaining at the Nursing Homes and \$42,909.64 was recovered.

We also recovered \$2,739.75 involving two (2) "miscellaneous" collections which consist of repayment of assistance through pension payments, unreported income, trusts and excess resources.

RESOURCE COLLECTIONS

| <u>2016</u> | | <u>2017</u> |
|---------------------|---------------------------------|---------------------|
| -0- | Discharge of MRPL | \$ 0 |
| -0- | Release of Claim Against Estate | 0 |
| \$ 3,938.65 | Satisfaction of Liens | 10,134.98 |
| 2,539.80 | Discharge of Mortgage | 38,745.51 |
| 17,267.16 | Personal Needs Account | 42,909.64 |
| <u>6,295.20</u> | Miscellaneous Collections | <u>2,739.75</u> |
| \$ 30,040.81 | TOTALS | \$ 94,529.88 |

TOTAL COLLECTIONS 2017

\$ 28,617.61 (FRAUD)
94,529.88 (RESOURCES)
\$ 123,147.49 TOTAL

FOLLOWING ARE THE CLAIMS COLLECTED BY HMS:

| | |
|---------------------|----------------------|
| Casualty Claim | \$ 45,556.92 |
| Estate Claims | 185,919.01 |
| <u>TEFRA Claims</u> | <u>150,811.53</u> |
| TOTAL | \$ 382,287.46 |

Homeless Initiative

In September 2009, the Staff Development Coordinator was assigned the responsibility to develop the Homeless Initiative Program and to provide direct supervision over the new caseworker responsible for motivating the Safety Net Assistance (SNA) homeless population into permanent housing and employment.

In 2010 the Temporary Assistance for Needy Families (TANF) homeless population was included under this caseworker's responsibilities.

The clients are referred by the Social Welfare Examiner's where upon the caseworker conducts scheduled and unscheduled contacts with the SNA & TANF clients on a weekly basis to assist with goal setting, referrals, advocacy, permanent housing and motivation for conducting employment search to order to promote self sufficiency. The caseworker works in collaboration with the eligibility department, children & family services staff and other community based agencies that also includes maintaining a rapport with area landlords to establish a list of available low income rental properties.

In 2017, a total of 261 cases were referred to the program with 43 cases carried over from 2016 with a total of 304 cases being managed. A total of 247 cases were placed in permanent housing or closed for varying reasons. There were 57 remaining cases carried into 2018.

| | |
|-------------------------------------|-----|
| 2017 New Cases (220 SNA + 41 TANF) | 261 |
| 2016 Cases Carried Over | 43 |
| Total Cases | 304 |
| 2017 Resolved Cases | 247 |
| Remaining Cases (Carried into 2018) | 57 |

Administration/Accounting

The Accounting Unit is responsible for monitoring and processing all cash receipts and disbursements of the department, and for the proper recording of all agency expenditures and revenues to The County Treasurer's Office. This includes administrative expenses as well as payments made on behalf of clients served in the various program areas.

In addition to auditing authorizations and processing payments, the accounting department is responsible for the timely preparation and submission of all monthly and quarterly claims to the appropriate state agencies for maximum reimbursement of federal and state aid. Other functions of the unit include financial management case reconcilements, bank reconcilements, maintenance of employee time and attendance records, and preparation and submission of the agency payroll.

The Accounting Unit is under the supervision of The Director of Administrative Services, who is responsible for the preparation, submission, and monitoring of the agency's budget. The remaining staff includes one accounting supervisor, one principal account clerk, two senior account clerks, and one account clerk/typist.

Total local share for Greene County for all programs and administration in 2017 was \$12,365,929 (unaudited) which represents a decrease of \$221,116 or 1.76% lower than in 2016. The \$12,365,929 actual local share resulted in the agency finishing the year \$1,993,874 under the 2017 adopted budget. This very favorable outcome is primarily attributable to savings in administration and in three program areas.

Staff turnover, along with a corresponding drop in fringe benefits costs, were the main reasons for our administrative local share finishing \$812,822 under budget.

Greene County's local share of Medicaid expenses were \$436,237 under budget primarily due to an adjustment/reconciliation of the enhanced Federal Medicaid Matching Rate (FMAP) that was included in The Federal Affordable Care Act. This enhanced FMAP began in 2014, and continued to grow in 2015 through 2017.

In The Safety Net Assistance Program, the monthly average number of cases declined from 228 in 2016 to 219 in 2017. In addition, repayments increased by 47% in 2017. These two factors resulted in the county local share coming in under 2017 budget by \$134,776.

Finally, there were seventy-two children in foster care when the 2017 budget was being prepared, and we budgeted for a monthly average of seventy-seven. The actual monthly average in 2017 was sixty. Due to this lower than anticipated number of children in care, we were able to finish the year \$586,050 under in the children and family services program areas.

The following pages provide a fiscal summary for the year 2017, as well as a detailed analysis of budget results for administrative and program costs.

| | 2017 Adopted Budget | 2017 Actual | 2017 Actual Over/Under Adopted Budget |
|--------------------------|---------------------------|------------------------|--|
| Appropriations | \$29,298,653.00 | \$27,139,302.00 | \$2,159,351.00 |
| Less Repayments | 1,411,120.00 | 2,068,210.00 | 657,090.00 |
| Less State & Federal Aid | <u>13,527,730.00</u> | <u>12,705,163.00</u> | <u>(822,567.00)</u> |
| Local Share | <u>\$14,359,803.00</u> | <u>\$12,365,929.00</u> | <u>\$1,993,874.00</u> |

Brackets indicate over budget for appropriations and local share and under budget for repayments and aid.

| | 2016 Actual | 2017 Actual | Change | Percent Change |
|--------------------------|------------------------|------------------------|---------------------|-------------------|
| Appropriations | \$27,098,611.00 | \$27,139,302.00 | (\$40,691.00) | -0.15% |
| Less Repayments | 1,350,055.00 | 2,068,210.00 | 718,155.00 | 53.19% |
| Less State & Federal Aid | <u>13,161,511.00</u> | <u>12,705,163.00</u> | <u>(456,348.00)</u> | <u>-3.47%</u> |
| Local Share | <u>\$12,587,045.00</u> | <u>\$12,365,929.00</u> | <u>\$221,116.00</u> | <u>1.76%</u> |

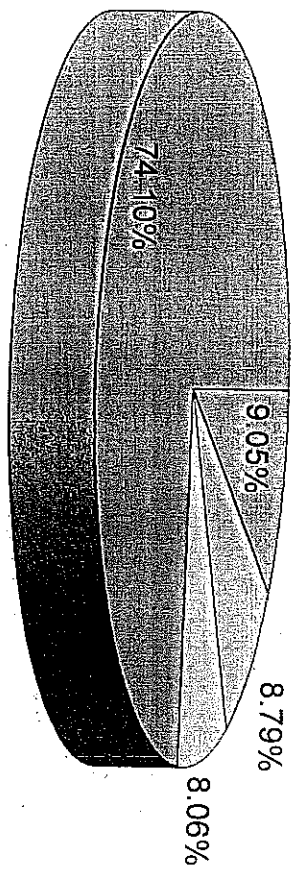
Negative indicates increase for appropriations and local share and decrease in repayments and aid.

| | 2014 | 2015 | 2016 | 2017 | 2017 | 2017 | 2017 | Savings/ (Shortfall) |
|--|------------------|------------------|------------------|------------------|------------------|------------------|------------------|-------------------------|
| | Actual | Actual | Actual | Requested | Adopted | Adopted | Actual | (Shortfall) |
| 6010.1 Admin-Personal Serv. | 4,307,821 | 4,196,732 | 3,855,923 | 4,401,020 | 4,473,559 | 4,473,559 | 4,048,953 | 424,606 |
| 6010.2 Admin-Equipment | 35,804 | 52,113 | 80,724 | 29,500 | 52,097 | 52,097 | 27,933 | 24,164 |
| 6010.4 Admin-Contractual | 1,094,694 | 1,045,856 | 958,655 | 1,108,500 | 1,111,221 | 1,111,221 | 953,787 | 157,434 |
| 6010.8 Admin-Employee Benefits | 3,406,227 | 2,538,706 | 2,258,267 | 2,392,936 | 2,732,776 | 2,732,776 | 2,168,922 | 563,854 |
| Total Appropriations | 8,844,546 | 7,833,407 | 7,153,569 | 7,931,956 | 8,369,653 | 8,369,653 | 7,199,595 | 1,170,058 |
| 2770.1 Repayments | 25,876 | 18,610 | 17,826 | 16,000 | 16,000 | 16,000 | 16,404 | 404 |
| 3610 State Aid | 1,107,295 | 1,023,138 | 926,844 | 1,010,000 | 1,010,000 | 1,010,000 | 917,016 | (92,984) |
| 4610 Federal Aid | 2,602,872 | 2,656,308 | 2,440,247 | 2,652,000 | 2,652,000 | 2,652,000 | 2,486,913 | (165,087) |
| 4611 SNAP Admin | 745,557 | 642,664 | 591,166 | 632,000 | 632,000 | 632,000 | 616,454 | (15,546) |
| 4615 Flex Fund For Family Serv (FFFS) | 2,960,566 | 2,087,826 | 2,200,290 | 2,160,000 | 2,160,000 | 2,160,000 | 2,075,977 | (84,023) |
| Total Repayments & Revenues | 7,442,166 | 6,428,546 | 6,176,373 | 6,470,000 | 6,470,000 | 6,470,000 | 6,112,764 | (357,236) |
| Local Share-Administration | 1,402,380 | 1,404,861 | 977,196 | 1,461,956 | 1,899,653 | 1,899,653 | 1,086,831 | 812,822 |
| 6055.4 Day Care - Non Title XX | 287,541 | 281,518 | 338,929 | 350,000 | 350,000 | 350,000 | 305,884 | 44,116 |
| 1855 Repayments | 335 | 40 | 180 | 120 | 120 | 120 | 1,812 | 1,692 |
| 3655 Federal & State Aid | 255,025 | 246,602 | 316,382 | 322,380 | 322,380 | 322,380 | 288,127 | (34,253) |
| Total Repayments & Revenues | 255,360 | 246,642 | 316,562 | 322,500 | 322,500 | 322,500 | 289,939 | (32,561) |
| Local Share-Day Care | 32,181 | 34,876 | 22,367 | 27,500 | 27,500 | 27,500 | 15,945 | 11,555 |
| 6070.4 Services for Recipients | 539,559 | 531,310 | 549,982 | 545,000 | 545,000 | 545,000 | 541,989 | 3,011 |
| 1870 Repayments | 585 | 90 | 0 | 500 | 500 | 500 | 0 | (500) |
| 3670 State Aid | 1,018,269 | 1,271,995 | 1,110,948 | 1,150,000 | 1,150,000 | 1,150,000 | 1,212,580 | 62,580 |
| 4670 Federal Aid | 188,375 | 172,605 | 169,473 | 155,000 | 155,000 | 155,000 | 188,012 | 33,012 |
| Total Repayments & Revenues | 1,207,229 | 1,444,690 | 1,280,421 | 1,305,500 | 1,305,500 | 1,305,500 | 1,400,592 | 95,092 |
| Local Share-Services for Recipients | (667,670) | (913,380) | (730,439) | (760,500) | (760,500) | (760,500) | (858,603) | 98,103 |
| 6100.4 Medical Assistance-Capped | 9,790,441 | 9,266,532 | 9,385,740 | 9,600,000 | 9,600,000 | 9,600,000 | 9,377,435 | 222,565 |
| 1801 Repayments | 476,307 | 260,923 | 331,763 | 200,000 | 200,000 | 200,000 | 389,556 | 189,556 |
| 3601 State Aid | (213,859) | (131,134) | (98,849) | (100,000) | (100,000) | (100,000) | (89,615) | 10,385 |
| 4489 Stimulus FMAP Increase | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 4601 Federal Aid | (213,866) | (131,139) | (98,760) | (100,000) | (100,000) | (100,000) | (86,269) | 13,731 |
| Total Repayments & Revenues | 48,582 | (1,350) | 134,154 | 0 | 0 | 0 | 213,672 | 213,672 |
| Local Share-Medical Assistance | 9,741,859 | 9,267,882 | 9,251,586 | 9,600,000 | 9,600,000 | 9,600,000 | 9,163,763 | 436,237 |

| | 2014 Actual | 2015 Actual | 2016 Actual | 2017 Requested | 2017 Adopted | 2017 Actual | Savings/ (Shortfall) |
|---|------------------|------------------|------------------|-------------------|------------------|------------------|-------------------------|
| 6106.4 Adult Homes-Special Needs | 0 | 0 | 0 | 1,000 | 1,000 | 0 | 1,000 |
| 3606 State Aid | 0 | 0 | 0 | 1,000 | 1,000 | 0 | (1,000) |
| Local Share - Special Needs | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 6109.4 Family Assistance | 2,534,782 | 2,265,010 | 2,235,124 | 2,316,000 | 2,286,000 | 1,871,496 | 414,504 |
| 1809 Repayments | 233,699 | 242,827 | 161,102 | 190,000 | 190,000 | 193,126 | 3,126 |
| 3609 State Aid | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 4609 Federal Aid | <u>1,238,803</u> | <u>871,061</u> | <u>1,014,255</u> | <u>1,010,000</u> | <u>1,010,000</u> | <u>860,872</u> | <u>(149,128)</u> |
| Total Repayments & Revenues | 1,472,502 | 1,113,888 | 1,175,357 | 1,200,000 | 1,200,000 | 1,053,998 | (146,002) |
| Local Share-Family Assistance | 1,062,280 | 1,151,122 | 1,059,767 | 1,116,000 | 1,086,000 | 817,498 | 268,502 |
| 6119.4 Foster Care | 4,531,639 | 3,729,070 | 4,213,117 | 4,500,000 | 4,500,000 | 4,442,424 | 57,576 |
| 6119.4 Committee on Special Ed. | <u>533,938</u> | <u>715,511</u> | <u>1,022,454</u> | <u>1,018,000</u> | <u>1,018,000</u> | <u>1,247,341</u> | <u>(229,341)</u> |
| 6119.4 Total Child Care Approp. | 5,065,577 | 4,444,581 | 5,235,571 | 5,518,000 | 5,518,000 | 5,689,765 | (171,765) |
| 1811 Child Support Incentive | 50,681 | 55,474 | 59,423 | 55,000 | 55,000 | 59,100 | 4,100 |
| 1819 Repayments | 547,600 | 517,127 | 492,972 | 610,000 | 610,000 | 976,825 | 366,825 |
| 3619 State Aid-Adopt Subs & FCBG | 1,988,898 | 2,370,005 | 2,637,968 | 2,560,000 | 2,560,000 | 2,365,118 | (194,882) |
| 4619 Federal Aid | <u>1,774,408</u> | <u>1,229,107</u> | <u>1,311,506</u> | <u>1,465,000</u> | <u>1,465,000</u> | <u>1,377,839</u> | <u>(87,161)</u> |
| 4661 Federal Aid - Title IV-B Funds | <u>49,492</u> | <u>103,191</u> | <u>161,119</u> | <u>55,000</u> | <u>55,000</u> | <u>8,933</u> | <u>(46,067)</u> |
| Total Repayments & Revenues | 4,411,079 | 4,274,904 | 4,662,988 | 4,745,000 | 4,745,000 | 4,787,815 | 42,815 |
| Local Share-Child Care | 654,498 | 169,677 | 572,583 | 773,000 | 773,000 | 901,950 | (128,950) |
| 6123.4 Juvenile Delinquents | 344,922 | 246,378 | 185,998 | 367,000 | 367,000 | 68,458 | 298,542 |
| 1823 Repayments | 4,202 | 2,731 | 1,896 | 4,000 | 4,000 | 2,735 | (1,265) |
| 3623 State Aid | <u>12,741</u> | <u>698</u> | <u>26,855</u> | <u>20,600</u> | <u>20,600</u> | <u>17,718</u> | <u>(2,882)</u> |
| Total Repayments & Revenues | 16,943 | 3,429 | 28,751 | 24,600 | 24,600 | 20,453 | (4,147) |
| Local Share -Juvenile Delinquents | 327,979 | 242,949 | 157,247 | 342,400 | 342,400 | 48,005 | 294,395 |
| 6129.4 State Training Schools | 0 | 13,282 | 0 | 54,000 | 54,000 | 0 | 54,000 |
| Local Share - State Training Schools | 0 | 13,282 | 0 | 54,000 | 54,000 | 0 | 54,000 |

| | 2014 <u>Actual</u> | 2015 <u>Actual</u> | 2016 <u>Actual</u> | 2017 <u>Requested</u> | 2017 <u>Adopted</u> | 2017 <u>Actual</u> | Savings/ <u>(Shortfall)</u> |
|------------------------------------|-----------------------|-----------------------|-----------------------|--------------------------|------------------------|-----------------------|--------------------------------|
| 6140.4 Safety Net | 2,369,144 | 1,887,204 | 1,866,039 | 2,000,000 | 2,000,000 | 1,920,353 | 79,647 |
| 1840 Repayments | 340,186 | 315,695 | 186,661 | 235,000 | 235,000 | 357,652 | 122,652 |
| 3640 State Aid | 532,287 | 418,059 | 466,131 | 501,000 | 501,000 | 426,407 | (74,593) |
| 4640 Federal Aid | <u>53,902</u> | <u>26,459</u> | <u>7,359</u> | <u>10,000</u> | <u>10,000</u> | <u>17,070</u> | <u>7,070</u> |
| Total Repayments & Revenues | 926,375 | 760,213 | 660,151 | 746,000 | 746,000 | 801,129 | 55,129 |
| Local Share - Safety Net | 1,442,769 | 1,126,991 | 1,205,888 | 1,254,000 | 1,254,000 | 1,119,224 | 134,776 |
| 6141.4 Home Energy Assist. Program | 70,706 | 66,277 | 16,782 | 70,000 | 70,000 | 25,145 | 44,855 |
| 1841 Repayments | 100,173 | 92,296 | 97,582 | 100,000 | 100,000 | 70,996 | (29,004) |
| 4641 Federal Aid | <u>(31,878)</u> | <u>(30,202)</u> | <u>(86,865)</u> | <u>(30,000)</u> | <u>(30,000)</u> | <u>(45,851)</u> | <u>(15,851)</u> |
| Total Repayments & Revenues | 68,295 | 62,094 | 10,717 | 70,000 | 70,000 | 25,145 | (44,855) |
| Local Share - H.E.A.P. | 2,411 | 4,183 | 6,065 | 0 | 0 | 0 | 0 |
| 6142.4 Emergency Assist for Adults | 129,436 | 95,830 | 130,877 | 108,000 | 138,000 | 139,182 | (1,182) |
| 1842 Repayments | 53 | 146 | 650 | 500 | 500 | 4 | -496 |
| 3642 State Aid | <u>64,694</u> | <u>47,616</u> | <u>65,442</u> | <u>53,750</u> | <u>53,750</u> | <u>67,862</u> | <u>14,112</u> |
| Total Repayments & Revenues | 64,747 | 47,762 | 66,092 | 54,250 | 54,250 | 67,866 | 13,616 |
| Local Share - EAA | 64,689 | 48,068 | 64,785 | 53,750 | 83,750 | 71,316 | 12,434 |
| Summary | | | | | | | |
| Appropriations | 29,976,654 | 26,931,329 | 27,098,611 | 28,860,956 | 29,298,653 | 27,139,302 | 2,159,351 |
| Repayments | 1,779,697 | 1,505,959 | 1,350,055 | 1,411,120 | 1,411,120 | 2,068,210 | 657,090 |
| State Aid | 4,765,350 | 5,246,979 | 5,451,721 | 5,518,730 | 5,518,730 | 5,205,213 | (313,517) |
| Federal Aid | <u>9,368,231</u> | <u>7,627,880</u> | <u>7,709,790</u> | <u>8,009,000</u> | <u>8,009,000</u> | <u>7,499,950</u> | <u>(509,050)</u> |
| Total Repay & Rev | 15,913,278 | 14,380,818 | 14,511,566 | 14,938,850 | 14,938,850 | 14,773,373 | (165,477) |
| Local Share | 14,063,376 | 12,550,511 | 12,587,045 | 13,922,106 | 14,359,803 | 12,365,929 | 1,993,874 |

2017 Local Share Distribution



- Safety Net
- Administration
- Family Assistance & Services
- Medical Assistance