

**GREENE COUNTY
DEPARTMENT OF
SOCIAL SERVICES**

2020 ANNUAL REPORT

Department of Social Services

When people are hungry, homeless, or vulnerable and need help, they come to local social services offices or staff go to them. When there is a crisis, local districts are on the frontlines assisting the public. Child protective and adult protective caseworkers are first responders in emergencies. The Pandemic during 2020 brought us new challenges of how to serve our clients safely. Overnight the size of our lobby went from 3 rows of chairs to 3 booths built with laptops and staff in another room obtaining federal waivers where needed. Our field staff did investigations using face masks and hand sanitizer to stay safe. We became efficient in technology like zoom, webex, and teams meeting changing our roll-out to serve our clients and all Federal and State mandates. We had staff on teams, in offices, in the field and working at home. We assisted with the EOC duties and had staff members as contract tracers for public health. We fulfilled our mission being available to children, adults, and families who are hungry, homeless, neglected, abused, and vulnerable while in the midst of a raging pandemic that has led to personal losses throughout our communities.

Overall Comparison from 2019-2020

Temporary Assistance: 193 cases compared to 255 in 2019

Supplemental Nutrition Assistance Program(SNAP): 2,506 cases compared to 2,374 in 2019

Each month of the pandemic we have seen the federal government max out benefits.

Child Support Enforcement: The Support Unit has a very high percentage of cases in compliance, 98.24% that have paternity established compared to 98.39% in 2019, and 95.58% have support orders compared to 93.61% in 2019. We remain one of the top county's for health insurance orders.

Fraud/Resources Recovery Unit: Referrals received during 2020 was 1308 compared to 1778 in 2019. Staff work produced a \$1,021,020 cost avoidance compared to \$2,127,432 in 2019. Due to COVID-19 pandemic our numbers have decreased significantly as OTDA suspended our investigations for a few months.

Child Welfare: 57 children were provided foster care services compared to 94 in 2019.

Child Protective Services(CPS): 1059 new CPS reports compared to 948 in 2019.

Protective Service for Adults: 146 new referrals compared to 142 in 2019.

Medicaid: 3,473 cases compared to 3,271 in 2019 the total takeover of eligibility by the state continues. Overall numbers of clients on Medicaid is over 12,200 in our county and over 8,000 are enrolled through the exchange at the State.

Homeless Initiative: 120 new cases compared to 240 in 2019. We had 29 carried over cases for a total of 149 being homeless, 126 of them were resolved. We are still seeing opioid issues and lack of affordable housing as outstanding issues in this population. Our numbers reflect the impact of the housing eviction and utility shut-off moratorium thus we have seen fewer homeless clients. Once this is lifted we anticipate the flood gates to open...

The following pages contain many details.

2020
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 2020, the unit had processed **3,356** applications. The breakdown of case load per program is,

Temporary Case Assistance	193 cases
TANF	98
SN	95
Medical	3473 cases
SSI	1359
MA	2114
SNAP	2506 cases
Day Care	11 cases
HEAP	5,099 benefits

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 **1,651** 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 2020, Greene County households received regular and emergency energy grants totaling **\$2,641,241**.

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 One hundred fifty three (153) families in obtaining day care services during the year. Approximately Two hundred eighty five (285) children received services from twenty four (24) providers who were either registered or informal.

CHILD SUPPORT ENFORCEMENT AND COLLECTION

The Greene County Support Collection Unit had another successful year in collections, totaling \$4,738,263. Paternity establishment, support establishment as well as collections for 2020 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, 98.24% that have paternity, and 95.58% 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 2021 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 2020, we have recouped a total of \$148,953 for (twenty four) 24 cases. Of which 71% (\$105,756) is local share.

SUPPORT PROGRAMS

The Eligibility Unit continued a number of Support Programs in 2020. 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 2020 the Family Development Case Manager worked with **(twenty-two) 22** households throughout the year and was successful in helping these households obtain the needed skills to maintain a safe and clean home.

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 2020, **(two hundred seventy) 270** screenings and **(eighty) 80** monitoring referrals were made to this program.

Disability Review

The Disability Unit RN/Medical Services Specialist and eligibility staff assist appropriate clients who need Aid for the Disabled (AD) in order to have Medicaid Eligibility. The necessary information is gathered then referred to the State Disability Review Team (SDRT) who make all eligibility determinations, then filtering that information back to the Disability RN to pass on to the Eligibility staff to open the case. The Disability Unit RN assists clients who need to apply for SSI/D benefits. The RN institute's and maintains OMIG Recipient Restriction Program as deemed necessary for client's safety managing Physician, Pharmacy, Hospital and Clinic access for clients. The Disability RN follows all AD Initial referrals and CDR (Continuing Disability Review) and performs system updates with WMS.

2020 Summary Statistics for the Disability Review Team are as follows:	
Cases Reviewed	23
Cases Approved	20
Cases Denied	0
Active Restriction Cases	41
SSI Application Assistance Cases	12

Central Assessment Unit

This unit completes health and social 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. These Nurses review programs that could benefit the client based on the results of the state mandated UASNY assessment system. UASNY cases are increasingly complex and time-consuming as psycho-social and medical issues impact care levels and assessments for all programs are bi-annual. This unit administers the Consumer Directed Personal Assistance Program (CDPAP), Personal Care Aide (PCA) Program, and the Personal Emergency Response System (PERS). The Unit is responsible for any 1915(c) (Children's Waiver) cases that may need AT (Assistive Technology), E-Mod (Environmental Modification), and V-Mod (Vehicle Modification). Staff are also certified to complete Patient Review Instrument (PRI) for nursing home placement. The staff maintain the Assisted Living Program (ALP) medical appropriateness files for a population of clients who would otherwise be placed in a skilled nursing facility. CAU staff work closely with Protective Services for Adults maintaining a caseload of Medically Fragile Guardianships and are active in the community as members of many health-related advisory boards.

Utilization Statistics for 2020 are as follows:	
Referrals	116
Consultations	84
Admissions	59
Discharges	52
PRI (Patient Review Instrument/Screens)	2
Medically Fragile Guardianships	11

Children and Family Services 2020 Annual Report

Child Welfare

A total of **57** children were provided foster care services in 2020; with **14** children directly placed with relatives under Article 10, with **39** children living in foster boarding homes or kinship foster homes and with 4 children residing in institutional foster care settings. Approximately **0** children was placed in Secure Detention in **2020**. 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	2019 carry over	2020New Placements
Voluntary Placement	1	4
Voluntary Surrender	4	3
CPS Removal (Abuse/Neglect)	33	16
JD/PINS	1	0
Art 10 Direct Placement	12	2
Foster care		
Totals	48	25

Of the total number of children in care, **4** were provided with adoptive/KinGap services, which resulted in **4** children being discharged as their adoption was finalized and **0** children were discharged to KinGap There were **62** children receiving adoptive subsidies or KinGap money during the year 2020.

There were **6** children discharged to their parents, **1** discharged to a responsible relative/caregiver, and **1** youth discharged to their own responsibility. As of December 31, 2020, the custody of **62** children remained with Commissioner of Social Services or Article 10 Direct placement and **1** 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 Grade B supervisor, 2 Senior Caseworkers and 4 caseworkers, 1 Social Welfare Examiner and 1 Community Services worker.

Child Protective Services

During the year 2020, the Greene County Child Protective Unit investigated as a lead or secondary Agency, a total of one thousand fifty nine (**1059**) new reports of Child Abuse and Maltreatment. This is an increase from the nine hundred forty eight (**948**) reports investigated in the year 2019. During the 2020 calendar year there were a total of thirty four (**34**) Neglect Petitions filed by the Child Protective Unit. The 2020 Petitions resulted in fifteen (**15**) children being removed from their caretakers.

The Child Protective Unit is staffed by six (6) Caseworkers, three (3) Senior Caseworkers and one (1) Grade B Supervisor.

Adult Protective Services

During 2020 there were **146** new referrals made to Protective Services for Adults (PSA). This was an increase from 2019 **143**. There were **30** open protective cases of which **23** were guardianship cases.

Financial management services were provided to **90** open cases. We were named guardian or temporary guardian for **4** individuals. Throughout most of 2020, a Grade B Supervisor, a senior caseworker, three caseworkers, a shared community service worker and two shared registered nurses staffed the PSA unit.

The priority for 2021 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.

Preventive /JD-PINS Services

During the year 2020, the Preventive Unit provided preventive services and foster care services to 163 children from 85 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 two(2) families from other counties. Out of the 163 children, 14 were PINS/JD/Neglected youth were placed outside of their homes in a Residential, Group Home or Foster home setting. At the end of 2020, 4 children had been returned home, 1 had been discharged to Independent Living, 1 was discharged to relatives and 8 remained in the custody of the Commissioner.

In January of 2020, Greene County DSS became the lead Agency for PINS Diversion services. Referrals are primarily received from GC Youth Bureau, Schools, Probation, as well as a result of a Child Protective Investigation. PINS Diversion is mainly a voluntary program; however, it can be court ordered. The program has an open-ended time frame, with a goal of less than 12 months, based upon the family's cooperation and need for ongoing services. The focus is on helping families divert a youth from further troublesome behaviors, out of home foster care placement and improving parenting techniques. The school remains an integral part of treatment planning with all PINS Diversion youth, with workers making daily calls to all the schools checking on attendance of our youth and monthly reporting of grades.

In 2020, there were 57 youth identified as having behavioral or academic issues that that put them at risk of PINS/PINS Diversion. Out of the 57 youth, there were 27 youth referred to a more intensive PINS Diversion Program with Northern Rivers called the Positive Youth Progression (PYP). The PYP team consists of Master level and Bachelor level workers, that provide weekly in-home services to the family. Greene County had 0 out of home PINS placements for the year of 2020.

The Preventive Unit consists of one Grade B supervisor, two Senior Caseworker and six Caseworkers.

Northern Rivers Family Services Northeast Parent & Child Society- Intensive Aftercare Prevention Program 2020 Annual Statistics Greene County

- During 2020, Northeast Parent & Child Society's Intensive Aftercare Prevention Program (hereafter, IAPP) in Greene County served a total of 20 families, (involving 31 adults and 50 children).
 - Of these 20 families, 1 family (involving 1 adult and 2 children) had an intake with IAPP in 2018
 - Of these 20 families, 7 families (involving 12 adults and 18 children) had an intake with IAPP in 2019.
 - Of these 20 families, 12 families (involving 18 adults and 30 children) had an intake with IAPP in 2020.

- During 2020, 3 families were assessment/consultation cases only and not included in the following statistics
- During 2020, a total of 9 families (involving 15 adults and 22 children) were discharged from Northeast's IAPP services in Greene County.
- The average length of service for the 9 discharged families was approximately 9.5 months.
- Outcome Target #1: The Permanency of youth served will be improved during the course of IAPP services, as demonstrated by:
 - 21 out of 21 youth served with a permanency goal of Prevent Placement did not enter out of home placement at the time of discharge.
 - 1 out of 1 youth with a permanency goal of Reunification was reunified with a parent or other caregiver resource at the time of discharge.
- Outcome Target #2: The Safety of youth served will be improved during the course of IAPP services, as demonstrated by:
 - 9 out of 9 of all families served had decreased instances of indicated reports.
 - 22 out of 22 of all youth served had improved FAST scores in the areas of Family Conflict; Parental Supervision, Incidents of Abuse, Incidents of Neglect
- Outcome Target #3: The Well-Being of families served will be improved during the course of IAPP services, as demonstrated by:
 - 22 out of 22 youth served had improved FAST scores in the areas of Relationships with Mother and /or Father, Family Communication, Natural supports, School Attendance/Achievement, Social Functioning
 - 15 out of 15 caregivers served had improved FAST scores relating to enhanced Parenting in the areas of Involvement with Care, Caregiver Boundaries, Caregiver Emotional Support, Caregiver Knowledge

**Northern Rivers Family Services
Northeast Parent & Child Society- Positive Youth Progression Program
2020 Annual Statistics
Greene County**

- During 2020, Northeast Parent & Child Society's Positive Youth Progression Program (hereafter, PYP) in Greene County served a total of 18 youth, (involving 17 adults).
 - Of these 18 youth, (involving 17 adults) 18 had an intake with PYP in 2020.
- During 2020, 1 youth was an assessment/consultation case only and is not included in the below statistics

- During 2020, a total of 8 youth were discharged from Northeast's PYP services in Greene County.
- The average length of service for the 8 youth was approximately 9 months.
- Outcome Target #1: The Permanency of youth served will be improved during the course of PYP services, as demonstrated by:
 - 100% of all youth (8 out of 8) served with a permanency goal of Prevent Placement did not enter out of home placement at the time of discharge.
- Outcome Target #2: The Safety of youth served will be improved during the course of PYP services, as demonstrated by:
 - 100% of all youth (8 out of 8) served had decreased instances of indicated reports.
 - 100% of all youth (8 out of 8) served had improved FAST scores in the areas of Family Conflict; Parental Supervision, Incidents of Abuse, Incidents of Neglect
- Outcome Target #3: The Well-Being of families served will be improved during the course of PYP services, as demonstrated by:
 - 100% of all youth (8 out of 8) and caregivers (10 of 10) served either maintained or improved FAST scores in the areas of Relationships with Mother and /or Father, Family Communication, Natural supports, School Attendance/Achievement, Social Functioning
 - 100% (10 of 10) of all caregivers served either maintained or improved FAST scores relating to enhanced Parenting in the areas of Involvement with Care, Caregiver Boundaries, Caregiver Emotional Support, Caregiver Knowledge

2020
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 1297 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 2020 was \$1,016,652.00. Due to COVID-19 pandemic our numbers have decreased significantly as OTDA suspended our investigations for a few months.

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 April 2018, OTDA added SNAP NDNH matches to VED/RFI. 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 1297 alleged fraud cases investigated to completion resulting in the detection of \$0 in welfare fraud. Of that, 0 referrals were dismissed; 1132 referrals involved FEDS and EVRS; 47 fraud referrals were unfounded as intentional fraud; 6 fraud referrals were found \$0; and 0 individuals were reviewed with the District Attorney. Zero (0) of these individuals were referred for criminal prosecution. There were 0 individuals arrested and 0 dispositions received. The amount of fraud involved in these dispositions totaled \$0. Zero (0) 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 \$0. In conjunction with the District Attorney's Office more monies are being recovered when we call-in and meet with clients vs. spending years held up in court due to arrests.

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. Due to the COVID-19 pandemic DA reviews were not held.

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.

Factual Data (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 2020 from recipients determined to have committed a fraudulent activity was \$5,117.42. There was a total of one (1) disqualification from the assistance programs. Of these, one (1) was disqualified from the Temporary Assistance program for twelve (12) months each, realizing a total cost avoidance of \$4,368.00.

Total cost avoidance from disqualifications was \$4,368.00.

REFERRALS RECEIVED

	<u>2020</u>	<u>2019</u>
Fraud Allegations	68	90
Front End Detection	404	707
EVR	728	852
Prison Match	1	9
PARIS Match	86	97
VED/RFI HITS	11	16
EBT Out-Of-State	10	4
Bordering State	0	3
IVES/1099 Tax Match	0	0
TOTALS	1308	1778

REFERRALS COMPLETED

	<u>2020</u>	<u>2019</u>
	53	79
	405	633
	661	719
	1	9
	86	97
	11	16
	10	4
	0	3
	0	0
TOTALS	1227	1560

COST AVOIDANCE

	<u>2020</u>	<u>2019</u>
FEDS	\$ 586,818.00	\$ 1,499,340.00
EVR	429,834.00	624,660.00
DISQUALIFICATIONS	4,368.00	3,432.00
TOTAL	\$ 1,021,020.00	\$ 2,127,432.00

RESOURCES

Locally, we worked 75 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:

Three (3) Lien satisfaction was filed for a total recovery of \$4,998.51.

One (1) mortgage lien was filed. Five (5) mortgage liens were discharged. Total recovery was \$38,114.22.

Seventy-five (75) referrals were received on deceased clients regarding their Personal Needs Accounts remaining at the Nursing Homes and \$25,307.69 was recovered.

We also recovered \$75,426.24 involving eleven (11) "miscellaneous" collections which consist of repayment of assistance through pension payments, unreported income, trusts and excess resources.

RESOURCE COLLECTIONS

<u>2020</u>		<u>2019</u>
-0-	Discharge of MRPL	\$ 0
-0-	Release of Claim Against Estate	0
\$ 4,998.51	Satisfaction of Liens	2,124.15
38,114.22	Discharge of Mortgage	26,505.08
25,307.69	Personal Needs Account	20,502.79
<u>75,426.24</u>	Miscellaneous Collections	<u>83,085.34</u>
\$ 143,846.66	TOTALS	\$ 132,217.36

TOTAL COLLECTIONS 2020

\$	5,117.42 (FRAUD)
	<u>143,846.66 (RESOURCES)</u>
\$	148,964.08 TOTAL

FOLLOWING ARE THE CLAIMS COLLECTED BY HMS:

Casualty Claim	\$ 75,458.67
Estate Claims	80,362.55
<u>TEFRA Claims</u>	<u>9,489.75</u>
TOTAL	\$165,310.97

Homeless Initiative

The Homeless Program works as an extension of the eligibility department with two caseworkers that are responsible for working closely with homeless individuals and families ensuring that permanent housing, other supportive services and employment is being secured.

The clients are referred by the Social Welfare Examiner's where upon, one of the two caseworkers, conducts scheduled and unscheduled contacts with the SNA (Safety Net Assistance) & TANF (Temporary Assistance for Needy Families) 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's work 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. These caseworkers are also required to complete annual motel inspections mandated by the state, address complaints and report lack of compliance by the motel to the Department of Health.

In 2020, a total of 120 cases were referred to the program with 29 cases carried over from 2019 with a total of 149 cases being managed. A total of 126 cases were placed in permanent housing or closed for varying reasons. There were 23 remaining cases carried into 2021.

2020 New Cases (105 SNA + 15 TANF)	120
2019 Cases Carried Over	29
Total Cases	149
2020 Resolved Cases	126
Remaining Cases (Carried into 2021)	23

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 net local share for Greene County for all programs and administration in 2020 was \$11,020,544 (unaudited), which resulted in the agency finishing the year \$2,494,686 under the 2020 adopted budget.

Greene County's local share of Medicaid expenses were \$600,404 under budget. This was due to the passage of the Families First Coronavirus Response Act which increased the eFMAP funding during the Covid crisis.

The 2020 County local share cost In The Safety Net Assistance Program, decreased by 33.50% from 2019. This resulted in the County local share coming in under 2020 budget \$548,379.

The combined savings in the Children and Family Services program areas was \$1,304,992. A major factor was that the number of children in care was less than anticipated when preparing the 2020 budget.

The following pages provide a fiscal summary for the year 2020, as well as a detailed analysis of budget results for administrative and program costs.

	2017	2018	2019	2020	2020	2020	Savings/ (Shortfall)
	<u>Actual</u>	<u>Actual</u>	<u>Actual</u>	<u>Requested</u>	<u>Adopted</u>	<u>Actual</u>	
6010.1 Admin-Personal Serv.	4,048,953	4,225,720	4,508,727	4,805,656	4,805,656	4,682,800	122,856
6010.2 Admin-Equipment.	27,933	97,020	74,539	80,000	80,000	80,687	(687)
6010.4 Admin-Contractual.	953,787	950,565	1,002,001	1,099,700	1,099,700	919,016	180,684
6010.8 Admin-Employee Benefits	<u>2,168,922</u>	<u>2,323,645</u>	<u>2,093,982</u>	<u>2,176,071</u>	<u>2,176,071</u>	<u>2,177,650</u>	<u>(1,579)</u>
Total Appropriations	7,199,595	7,596,950	7,679,249	8,161,427	8,161,427	7,860,153	301,274
2401.1 Interest & Earnings	0	989	1,533	2,000	2,000	301	(1,699)
2770.1 Repayments	16,404	14,409	17,352	15,000	15,000	18,069	3,069
3610 State Aid	917,016	948,515	933,391	1,041,418	1,041,418	957,216	(84,202)
4610 Federal Aid	2,486,913	2,534,030	2,551,886	2,767,965	2,767,965	2,454,792	(313,173)
4611 SNAP Admin	616,454	593,316	625,073	655,400	655,400	649,576	(5,824)
4615 Flex Fund For Family Serv (FFFS)	<u>2,075,977</u>	<u>2,227,520</u>	<u>2,087,105</u>	<u>2,225,000</u>	<u>2,225,000</u>	<u>2,366,466</u>	<u>141,466</u>
Total Repayments & Revenues	6,112,764	6,318,779	6,216,340	6,706,783	6,706,783	6,446,420	(260,363)
Local Share-Administration	1,086,831	1,278,171	1,462,909	1,454,644	1,454,644	1,413,733	40,911
6055.4 Day Care - Non Title XX	305,884	231,799	261,063	225,000	225,000	140,809	84,191
1855 Repayments	1,812	0	0	0	0	0	0
3655 Federal & State Aid	<u>288,127</u>	<u>218,980</u>	<u>242,062</u>	<u>203,300</u>	<u>203,300</u>	<u>125,744</u>	<u>(77,556)</u>
Total Repayments & Revenues	289,939	218,980	242,062	203,300	203,300	125,744	(77,556)
Local Share-Day Care	15,945	12,819	19,001	21,700	21,700	15,065	6,635
6070.4 Services for Recipients	541,989	546,181	560,837	768,460	768,460	755,512	12,948
1870 Repayments	0	0	0	0	0	0	0
3670 State Aid	1,212,580	1,229,125	1,586,138	1,488,705	1,488,705	1,559,451	70,746
4670 Federal Aid	<u>188,012</u>	<u>139,968</u>	<u>209,661</u>	<u>150,000</u>	<u>150,000</u>	<u>174,006</u>	<u>24,006</u>
Total Repayments & Revenues	1,400,592	1,369,093	1,795,799	1,638,705	1,638,705	1,733,457	94,752
Local Share-Services for Recipients	(858,603)	(822,912)	(1,234,962)	(870,245)	(870,245)	(977,945)	107,700
6100.4 Medical Assistance-Capped	9,377,435	9,313,334	9,456,684	9,398,256	9,398,256	8,627,853	770,403
1801 Repayments	389,556	187,448	277,632	320,000	320,000	219,284	(100,716)
3601 State Aid	(89,615)	(91,882)	(138,800)	(75,000)	(75,000)	(109,640)	(34,640)
4489 Stimulus FMAP Increase	0	0	0	0	0	0	0
4601 Federal Aid	<u>(86,269)</u>	<u>(87,955)</u>	<u>(138,804)</u>	<u>(75,000)</u>	<u>(75,000)</u>	<u>(109,643)</u>	<u>(34,643)</u>
Total Repayments & Revenues	213,672	7,611	28	170,000	170,000	1	(169,999)
Local Share-Medical Assistance	9,163,763	9,305,723	9,456,656	9,228,256	9,228,256	8,627,852	600,404

	<u>2017 Actual</u>	<u>2018 Actual</u>	<u>2019 Actual</u>	<u>2020 Requested</u>	<u>2020 Adopted</u>	<u>2020 Actual</u>	<u>Savings/ (Shortfall)</u>
6106.4 Adult Homes-Special Needs	0	0	0	1,000	1,000	0	1,000
3606 State Aid	0	0	0	<u>1,000</u>	<u>1,000</u>	0	(1,000)
Local Share - Special Needs	0	0	0	0	0	0	0
6109.4 Family Assistance	1,871,496	2,014,055	1,870,992	2,100,000	2,100,000	1,538,904	561,096
1809 Repayments	193,126	136,853	125,345	145,000	145,000	283,989	138,989
3609 State Aid	0	0	0	0	0	0	0
4609 Federal Aid	<u>860,872</u>	<u>1,205,084</u>	<u>955,184</u>	<u>1,033,000</u>	<u>1,033,000</u>	<u>741,327</u>	(291,673)
Total Repayments & Revenues	1,053,998	1,341,937	1,080,529	1,178,000	1,178,000	1,025,316	(152,684)
Local Share-Family Assistance	817,498	672,118	790,463	922,000	922,000	513,588	408,412
6119.4 Foster Care	4,442,424	4,158,813	3,716,495	4,250,000	4,250,000	3,451,092	798,908
6119.4 Committee on Special Ed.	<u>1,247,341</u>	<u>1,383,453</u>	<u>1,285,447</u>	<u>1,431,675</u>	<u>1,431,675</u>	<u>739,988</u>	691,687
6119.4 Total Child Care Approp.	5,689,765	5,542,267	5,001,942	5,681,675	5,681,675	4,191,080	1,490,595
1811 Child Support Incentive	59,100	57,944	50,332	59,000	59,000	52,785	(6,215)
1819 Repayments	976,825	696,987	719,461	700,000	700,000	456,520	(243,480)
3619 State Aid-Adopt Subs & FCBG	2,365,118	2,204,664	2,526,659	2,380,000	2,380,000	2,009,170	(370,830)
4619 Federal Aid	1,377,839	1,392,423	1,248,994	1,360,000	1,360,000	931,158	(428,842)
4661 Federal Aid - Title IV-B Funds	<u>8,933</u>	<u>41,623</u>	<u>36,904</u>	<u>50,000</u>	<u>50,000</u>	<u>44,395</u>	(5,605)
Total Repayments & Revenues	4,787,815	4,393,641	4,582,350	4,549,000	4,549,000	3,494,028	(1,054,972)
Local Share-Child Care	901,950	1,148,625	419,592	1,132,675	1,132,675	697,052	435,623
6123.4 Juvenile Delinquents	68,458	197,522	17,526	1,120,000	1,120,000	17,186	1,102,814
1823 Repayments	2,735	1,245	0	0	0	310	310
3623 State Aid	<u>17,718</u>	<u>8,494</u>	<u>8,559</u>	<u>909,800</u>	<u>909,800</u>	<u>6,899</u>	(902,901)
Total Repayments & Revenues	20,453	9,739	8,559	909,800	909,800	7,209	(902,591)
Local Share -Juvenile Delinquents	48,005	187,783	8,967	210,200	210,200	9,977	200,223
6129.4 State Training Schools	0	253,565	41,258	75,000	75,000	6,750	68,250
Local Share - State Training Schools	0	253,565	41,258	75,000	75,000	6,750	68,250

	<u>2017 Actual</u>	<u>2018 Actual</u>	<u>2019 Actual</u>	<u>2020 Requested</u>	<u>2020 Adopted</u>	<u>2020 Actual</u>	<u>Savings/ (Shortfall)</u>
6140.4 Safety Net	1,920,353	1,930,735	1,659,254	1,966,000	1,966,000	1,217,784	748,216
1840 Repayments	357,652	302,028	260,254	290,000	290,000	283,786	(6,214)
3640 State Aid	426,407	468,697	380,131	473,000	473,000	258,806	(214,194)
4640 Federal Aid	<u>17,070</u>	<u>11,856</u>	<u>52,538</u>	<u>12,000</u>	<u>12,000</u>	<u>32,571</u>	20,571
Total Repayments & Revenues	801,129	782,581	692,923	775,000	775,000	575,163	(199,837)
Local Share - Safety Net	1,119,224	1,148,154	966,331	1,191,000	1,191,000	642,621	548,379
6141.4 Home Energy Assist. Program	25,145	20,189	18,842	30,000	30,000	17,768	12,232
1841 Repayments	70,996	85,113	89,551	80,000	80,000	97,215	17,215
4641 Federal Aid	<u>(45,851)</u>	<u>(64,927)</u>	<u>(69,218)</u>	<u>(50,000)</u>	<u>(50,000)</u>	<u>(79,447)</u>	(29,447)
Total Repayments & Revenues	25,145	20,186	20,333	30,000	30,000	17,768	(12,232)
Local Share - H.E.A.P.	0	4	(1,491)	0	0	(0)	0
6142.4 Emergency Assist for Adults	139,182	257,148	196,603	300,000	300,000	144,139	155,861
1842 Repayments	4	0	0	0	0	430	430
3642 State Aid	<u>67,862</u>	<u>127,849</u>	<u>98,110</u>	<u>150,000</u>	<u>150,000</u>	<u>71,857</u>	(78,143)
Total Repayments & Revenues	67,866	127,849	98,110	150,000	150,000	72,287	(77,713)
Local Share - EAA	71,316	129,299	98,493	150,000	150,000	71,852	78,148

Summary

Appropriations	27,139,302	27,903,745	26,764,250	29,826,818	29,826,818	24,517,936	5,308,882
Repayments	2,068,210	1,483,016	1,541,460	1,611,000	1,611,000	1,412,689	(198,311)
State Aid	5,205,213	5,114,442	5,636,250	6,572,223	6,572,223	4,879,503	(1,692,720)
Federal Aid	<u>7,499,950</u>	<u>7,992,938</u>	<u>7,559,323</u>	<u>8,128,365</u>	<u>8,128,365</u>	<u>7,205,201</u>	<u>(923,164)</u>
Total Repay & Rev.	14,773,373	14,590,396	14,737,033	16,311,588	16,311,588	13,497,393	(2,814,195)
Local Share	12,365,929	13,313,349	12,027,217	13,515,230	13,515,230	11,020,544	2,494,686

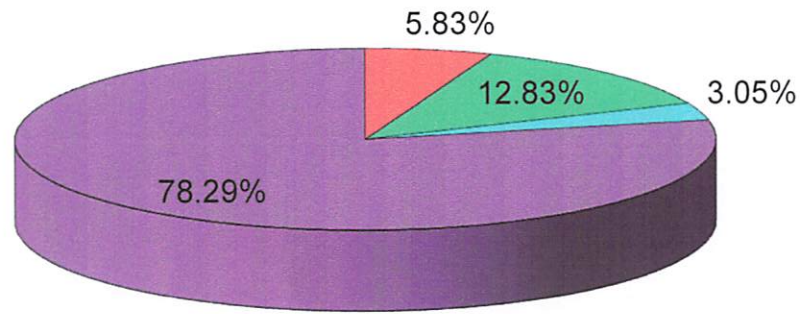
	2020 Adopted Budget	2020 Actual	2020 Actual Over/Under Adpoted Budget
Appropriations	\$29,826,818.00	\$24,517,936.00	\$5,308,882.00
Less Repayments	1,611,000.00	1,412,689.00	(198,311.00)
Less State & Federal Aid	14,700,588.00	12,084,703.00	(2,615,885.00)
Local Share	<u>\$13,515,230.00</u>	<u>\$11,020,544.00</u>	<u>\$2,494,686.00</u>

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

	2019 Actual	2020 Actual	Change	Percent Change
Appropriations	\$26,764,250.00	\$24,517,936.00	\$2,246,314.00	8.39%
Less Repayments	1,541,460.00	1,412,689.00	(\$128,771.00)	-8.35%
Less State & Federal Aid	13,195,573.00	12,084,703.00	(\$1,110,870.00)	-8.42%
Local Share	<u>\$12,027,217.00</u>	<u>\$11,020,544.00</u>	<u>\$1,006,673.00</u>	<u>8.37%</u>

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

2020 Local Share Distribution



■ Safety Net	5.83%
■ Administration	12.83%
■ Family Assistance & Services	3.05%
■ Medical Assistance	78.29%