

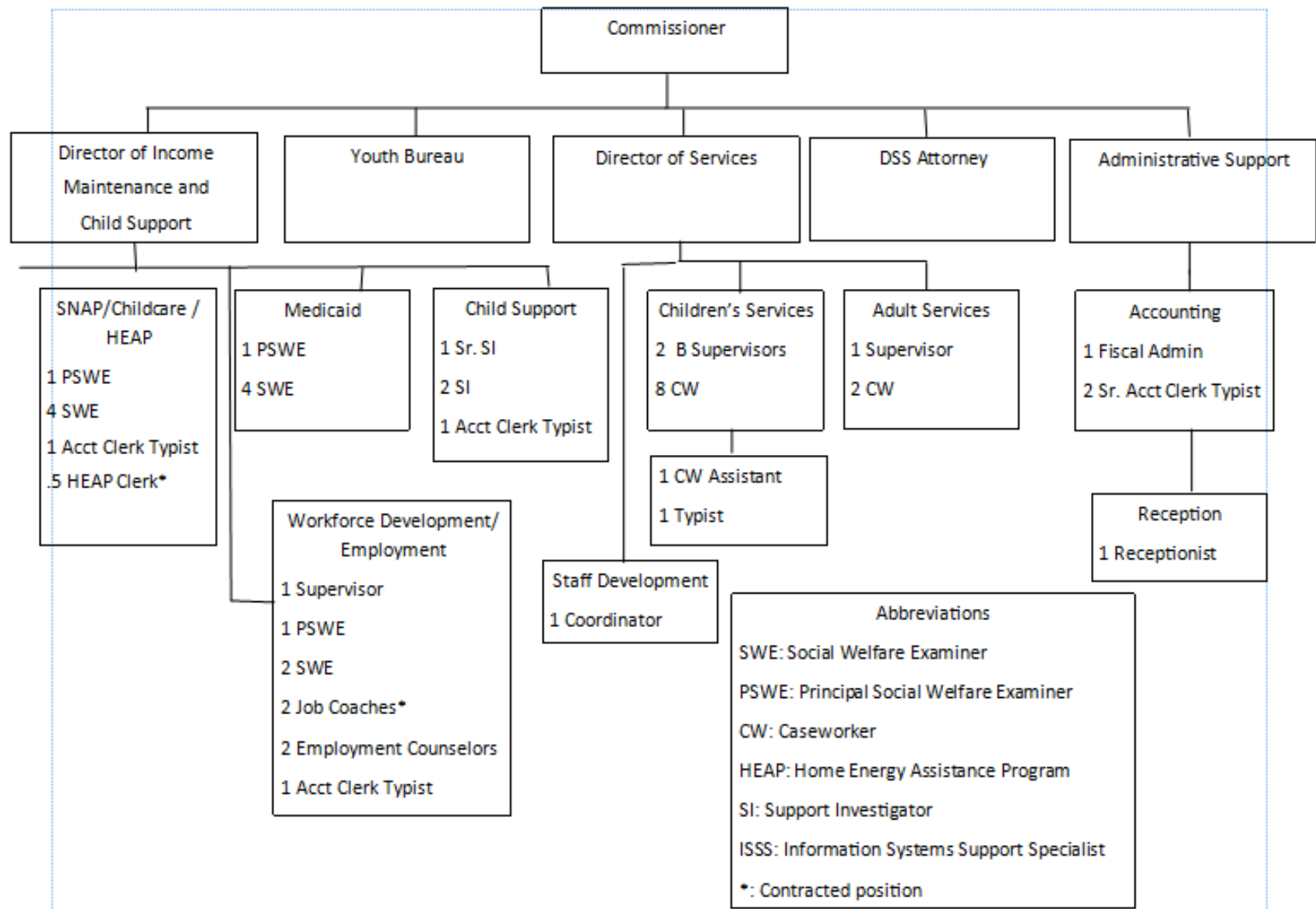
**Yates County Department of Social Services
2017 Annual Report**

Our Vision:

The Yates County Department of Social Services will be recognized as a leader and a partner in building a healthy, safe and caring community through our compassionate and respectful services to individuals and families

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Income Maintenance

Childcare

Childcare is a supportive service that helps to pay part of the cost of childcare. This allows many parents to work, retain their self-sufficiency and become eligible for the Earned Income Tax Credit. The caseload for child care decreased in 2017 with an average monthly caseload of 30 cases.

Home Energy Assistance Program (HEAP)

HEAP is a federally funded program that assists eligible households in meeting their home energy needs. This program helps families maintain heat in their houses, and do furnace repairs and replacements for home owners. During 2016-2017 HEAP season \$780,708 was issued to vendors to pay for heating costs. \$13,254 was spent on furnace repairs and replacements and \$12,562 was spent on the cooling component (air conditions and/or fans). \$51,757 of the administration of the program was federally funded.

Supplemental Nutrition Assistance Program (SNAP)

The purpose of the federally funded Supplemental Nutritional Assistance Program (SNAP) is to reduce hunger and malnutrition by supplementing the food purchasing of eligible low income individuals. In 2017, \$3,394,447 was distributed to residents of Yates County. In 2017 there were 884 food stamp applications submitted to the department. During an average month 1,331 households were receiving the benefit.

Temporary Assistance for Needy Families/Safety Net

This program helps low income families and individuals enter the workforce and achieve self-sufficiency. In 2017, 654 new applications were filed for cash assistance. Of these, 65 were approved for ongoing cash assistance and 46 were approved for one-time emergency. There were 60 applications that were withdrawn at the client's request. The remaining application that were denied were given the opportunity to receive assistance to find employment, supportive services to maintain employment or referred to other programs/agencies to meet their needs. The average monthly count of active cases was 143, of these cases 56 were "child only" cases. These "child only cases" are benefits to support children that have been abandoned by parents and are being cared for by grandparents, other relatives, or a court appointed guardian.

This program also responds to emergency situations such as homeless, fuel emergencies, utility shut offs and other issues that endanger the health and safety of individuals. In 2017, 135 people were housed in motels, transitional apartments and emergency housing totaling 4,025 nights and the amount spent was \$162,785.

Fraud and Front End Detection System

The purpose of the Public Assistance Fraud Unit is to prevent and detect Welfare Fraud, pursue criminal action against those who obtain benefits they are not entitled to and to recoup those benefits. Fraud prevention is accomplished by having an investigator verify information, often before any benefits are issued. This process is referred to as “front end detection” or FEDS. There were 187 referrals for FEDS or Welfare Fraud during the year 2017. . There were 10 cases that were accepted for prosecution and 2 were convicted. We recovered \$10,334.19 in illegally obtained benefits through those convictions.

The 12-month cost avoidance amount for the public assistance FEDS and fraud cases handled in 2017 was \$440,160. This cost avoidance reflexes the amount of benefits that would have been distributed to individuals had they not been denied assistance, withdrawn their application or been arrested for fraud. Of those 654 applications in 2017 that applied for assistance, 55 were denied or withdrew their application specifically because of the investigation. WE currently have 13 cases that will be submitted to the new DA for possible prosecution.

Work Enrichment

This program continued to be offered to eligible families through a contract with Yates County Cornell Cooperative Extension. Through this program, 127 individuals and families learned strategies for budgeting, purchasing and preparing meals, stress management and parenting skills.

Job Coach

This program offered employable Temporary Assistance recipients additional case management services to assist clients. The role of the Job Coach is to instruct clients in job search, interview skills, resume preparation, and job readiness skills. This position also places and supervises individuals in workfare slots. Once a client becomes employed, the Job Coach will continue to offer supportive services for 3-6 months as needed to retain employment. This position is located in the Workforce Development Office and contracted through ProAction of Steuben and Yates Counties, Inc.

Workforce Development/Employment

The Yates County Workforce Development Office continues its partnership with Ontario, Wayne, and Seneca Counties through the leadership of Finger Lakes Workforce Investment Board (FLWIB). The mission of FLWIB is to improve the economic well-being of job seekers and employers in the region by aligning human potential with opportunities in the workplace. The Workforce Investment and Opportunity Act (WIOA) allows a universal population of adults to access these services. This federal legislation is one source of funding for the department. Other sources include funding from the Department of Social Services and Community Services. The funds are utilized to assist the county's economically disadvantaged worker, the unemployed, and the underemployed worker in increasing their skills and job prospects through training and education.

Employment Services

Workforce Development provided services to 6,503 individuals in 2017. The office maintains a weekly listing of available jobs provided on paper and in electronic format as well as a monthly calendar with expanded services including HSE Classes, Job Club, Orientation for public assistance applicants, Resume Writing, Interviewing, Skills Identification, Career Planning, Employer Expectations, Budgeting, Nutrition, WorkKeys Assessments, On-the-Job-Training, Job Fairs and Recruitments, Interest in Training Workshops and Employment Skills classes. In collaboration with the Department of Labor, we offer Jump Start Your Job Search Classes for the recently unemployed.

Resource Room Services

Yates County Workforce Development operates a resource room for job seekers. The resource room has 6 computers and 10 laptops with internet access, software for career exploration, interest and aptitude tests, resume writing software, a small research library, and local job listings by county. We provide telephones for clients use, copying, faxing, and mailing and resume paper to assist clients with job searches. A job seeker can use the resource room independently or with staff support.

Services for Adults and Dislocated Workers

Adult funded services are available to anyone who is looking for a job, including those who are currently under-employed. Dislocated worker funding is for a specific type of adult who has been laid off or has lost their job due to downsizing, have exhausted their unemployment benefits, or are a displaced homemaker. These services include career exploration activities, skill identification, resume preparation, interviewing skills and techniques, training for demand occupations and On the Job Training. These services help to locate employment or identify retraining opportunities for in demand occupations within current labor markets. Interested in Training Workshops are routinely offered and in 2017, 11 individuals were funded using Training funds. Career Navigator Workshops are offered in support of these efforts, with 9

Yates County job seekers participating in 2017. In collaboration with the Department of Labor, we offer Jump Start Your Job Search Classes for the long-term unemployed. In 2017, 25 individuals participated in the Jump Start Workshop.

On-The-Job-Training

OJT is a program available to employers which allows the employer to be reimbursed up to 50% of the participant's wage for up to six months as a method of covering the costs of training associated with hiring a new employee. It is expected that once the training time is successfully completed, the employer will hire the employee. In 2017, 10 individuals received OJT services.

Business Services

There are a wide variety of services offered to employers through Business Services. These include provision of labor market information, training and retention workshops, information and tax credits, OJT's, job fairs, and recruitment, along with other services provided based on need or interest. Twenty-three Yates County Businesses benefited from services in 2017.

WorkKeys Assessments were conducted monthly as a service to businesses and job seekers seeking this accreditation. Approximately 9 individuals were assessed in 2017.

Youth Programming

Workforce Investment and Opportunity Act (WIOA) provides funding to eligible youth ages 16-24. The goals are to offer comprehensive activities for improving educational and skill competencies and to supply connections with employers. High School Equivalency classes, Post-Secondary Education, mentoring, and other supportive services are offered to youth. Although the local emphasis is on out-of-school participants, we also address in-school youth issues through work with school guidance departments. Youth are also provided with incentives for achievement and both paid and un-paid work experiences. There were 39 youth served through the WIOA Program in 2017. Eight additional Youth who are not WIOA or TANF enrolled were served with assessments, referrals to Access VR, ARC of Yates or Job Corps, HSE preparation class, Literacy Volunteers or participated in workshops or received counseling on resume development, career/education exploration, and support services such as work clothes, tools, gas cards for job interviews or college visits.

Youth achievements include:

- 10 youth earned nationally recognized credentials
- 7 Youth earned High School Equivalency
- 2 earned a professional certificate
- 1 Youth entered higher education
- 18 youth were hired into unsubsidized employment

Summer Youth Employment

The Summer Youth Employment Program offers eligible youth opportunities to explore various occupations, build a work history, and gain local references through summer work experiences at

non-profits, businesses, and governmental offices. The 2017 Summer Youth Employment Program served 38 youth (4 KKP, 34 TANF funded youth). Thirty eight youth attended Financial Literacy classes and completed Persona Sills for Success, and 11 completed the certified Guest Services Professional Course.

Community Services

The Yates County Office of Community Services provides funding that supports the provision of services to youth and adults at risk participating in the WFD Program. These funds provide wages or supportive services for participants not eligible for WIOA funding.

Partners

Workforce Development provides office space and resources for the following partner programs:

New York State JOBS Program

Title V/Pro-Action

The Finger Lakes Workforce Investment Board

Access VR

New York State Department of Labor

Finger Lakes Community College (HSE)

Cornell Cooperative Extension (workshops)

Yates County Public Health (workshops)

Medicaid

Medicaid is the federal/state health insurance program administered by New York State, and funded from federal, state and county revenues. In New York, Medicaid is overseen by the Department of Health. Medicaid assists qualified individuals to obtain health insurance necessary to receive adequate medical care. Medicaid consists of multiple health insurance programs each having their own eligibility criteria and unique benefit package. The Yates County Medicaid Unit is responsible for establishing eligibility for each of the different programs. The workers also monitor the opened cases for changes that may affect client eligibility, make redeterminations of eligibility, and maintain communication with providers, as well as numerous other functions. The average monthly caseload for 2017 was 1,439. Yates County is a mandatory managed care county. There were 646 Medicaid Applications in 2017.

Medicaid for Adults and Children

Individuals may be covered by Medicaid if you have high medical bills, you receive Supplemental Social Security Income (SSI) and/or you meet certain financial requirements. This program includes Chronic Care Medicaid (Nursing Home), Long Term Home Health Care (Nursing Home level but remains in own home), and Medicaid for disabled clients.

Family Planning Benefit Program

The FPBP is a public insurance program for New Yorkers who need family planning services, but may not be able to afford them. It is intended to increase access to confidential family planning services and to enable teens, women and men of childbearing age to prevent and/or reduce the incidence of unintentional pregnancies (age 9-child bearing years).

Medicaid Buy-In for the Working Disabled

The Medicaid Buy-In Program offers Medicaid coverage to people with disabilities who are working, and earning more than the allowable limits for regular Medicaid, the opportunity to retain their health care coverage through Medicaid. This program allows working people with disabilities to earn more income without the risk of losing vital health care coverage. Eligible individuals are 21-64 and are disabled or medically approved up to 250% of the Federal Poverty Level.

Medicare Savings Program

This program is designed to help individuals pay for Medicare Part B and for some of their Medicare Part A premium.

Third Party Health Insurance

If you currently pay for health insurance or Medicare coverage or have the option of getting that coverage, but cannot afford the payment, Medicaid can pay the premiums under certain circumstances. The department checks on availability of other health insurance and enters any other client coverage into the subsystem to ensure that Medicaid is the last payer. The

department determines the cost effectiveness of reimbursing client premium of available employer based insurance versus the individual receiving Medicaid benefits only.

Aid to Disabled

Workers in the Medicaid unit collect medical records to send to the state in order to achieve a disability determination. This determination follows the same criteria as the Social Security Administration goes through. This determination helps individuals to be entitled to assistance from the SSA or eligible for Medicaid.

Presumptive Eligibility

This program for pregnant women allows for 45 days of coverage without having to comply with any other program eligibility.

Cost Control

There are systems in place we utilize in order to curb costs associated with Medicaid. The first is our diligent use of the Third Party Health Insurance Program. Calls and written inquiries to insurance providers and employers in 2017 saved an average of \$502,439 per month in Medicaid costs this year.

A total of \$54,474 was recovered in 2017 and applied to the appropriate Medicaid expenses. This recoupment was a result of liens, settlements, overpayments, estates and other miscellaneous returns. After May 1, 2014 a New York State contractor took over these responsibilities. However, the local county continues to be responsible for processing some of the recoveries.

Burials

In 2017, 20 individuals were buried through our Medicaid Program.

As of September 1, 2015 the Medicaid recertification for the families and single/childless couples were taken over for processing by the NYS enrollment center. These individuals had to be under the age of 64, not in receipt of Medicare, and not disabled. The shift of cases from the exchange to LCDSS began if they started receiving Medicare or were no longer Medicaid eligible for the Medicaid department to re-determine eligibility.

As of August 1, 2016 New York State began to shift cases at recertification to the NYS Health Exchange. All aged, disabled, and nursing home cases remain within the county.

Child Support Unit

The mission of the Child Support Program is to assist custodial parents seeking to obtain court-ordered child support for their children. The program will assist in establishing paternity, establish and enforce child and medical support orders, and provide services in a timely and professional manner focused on children.

The money that the Child Support Unit distributed to families assists them in maintaining self-sufficiency. By receiving the child support payments, custodial parents can avoid having to rely on public assistance. The CSU also collects money on behalf of the Temporary Assistance and Foster Care units to reimburse the county for the grant amount that was paid out for the children.

Establishment

The unit assists custodial parents in filing a petition in court for a paternity or child support order and filing petitions for support for children that are receiving Temporary Assistance or in the Foster Care system in Yates County. The CSU also files petitions on behalf of the Medicaid Unit to establish a Medical Order (a court order establishing that a parent must provide health insurance for a child).

Collection

Collection includes daily monitoring of cases, Income Withholding Orders to employers and unemployment benefits, and Medical Executions to employers for non-custodial parents to include child(ren) on their Health Insurance Benefits.

Enforcement

Through the enforcement function, the unit assists custodial parents in filing violation petitions against non-custodial parents for non-payment of the Support Order. The CSU also has automatic enforcement available to carry out the following enforcement actions administratively:

- Driver's License Suspension
- Professional and Recreational License Suspension
- Employer and UIB wage withholding
- State and Federal Income Tax Refund Offset
- Lottery Prize Intercept
- Credit Reporting
- Seizure of Bank Accounts
- Seizure of the proceeds of personal injury claims and workers comp claims
- Referral of cases to the State Tax Department
- US Passport denial

In 2017, the Yates County Child Support Unit had a caseload of 1,057. The total amount of child support collected through the Yates County Child Support Unit in 2017 was \$2,014,209.

There were 260 court filings in the year 2017 by the workers in the support unit: 20 Paternity Petitions, 81 Support Petitions, 152 Enforcement and Modification Petitions, and 7 Reciprocal Petitions (interstate). In 2017, Yates County Child Support Unit SEP (Support Establishment Percentage for orders) performance measure was at 97.82%. The New York State average was 86.93%.

In the Year 2017, the Yates County Child Support Unit continued to address Health Insurance for children. One or both parents are now required to enroll their children on health insurance policies through their employers if available to them at a reasonable cost to keep them off of the local district's Medical Assistance Program. This project is continuing throughout the New York State counties, and Yates County's percentage of cases that include a Health Insurance provision was at 85%. The average percentage in New York State was 60%.

Children's Services

The goal of the Children's Services Unit is to keep children safe within their communities or homes, and to build permanency for children entering the child welfare system.

Child Protective Investigations

This program investigates maltreatment/neglect issues involving children under the age of 18 which are believed to be caused by a parent or a "person legally responsible." Caseworkers meet with the family to assess the conditions leading to the report, as well as any safety and risk issues. Caseworkers work with the family to facilitate services and minimize the risk of future maltreatment of the children. There were 462 investigations in 2017.

Ongoing Protective/Preventive Services

These cases work towards ensuring the safety of children that are at risk of placement or preventing a return to placement. Caseworkers' responsibilities include, but are not limited to: referrals to needed services, mandated contacts 2 times per month, collateral contacts, writing court petitions and reports, and documentation. There were 57 new cases opened in 2017.

PINS (Persons In Need of Supervision) Diversion

This is a program aimed at addressing youth problems without the necessity of court proceedings. When a youth is ungovernable or habitually disobedient and beyond the control of parents, school or other lawful authority, or fails to attend school as required by law a PINS Diversion referral can be made. The assessment and the plan that follows are implemented by a DSS caseworker with the assistance of a committee comprised of service providers within our community. There were 16 new referrals and 13 PINS Diversion cases opened in 2017.

Foster Care

Foster Care is a program utilized when parents or guardians are unable to care for or keep their children safe in the home. Foster Care takes place in community home settings and higher levels of care such as institutions for children with high needs. Children in institutions are often placed in the custody of the Department of Social Services because they are adjudicated as a juvenile delinquent or as a Person in Need of Supervision (PINS). At the close of the 2017, 14 children were in foster care.

Home-Finding and Recruitment

The Home-Finding Unit offered a Group Preparation and Selection for a Model Approach to Partnership in Parenting (GPSII/MAPP) training in the spring of 2017. This is the class used to train foster parents. One new family was certified as a foster/adoptive family.

Adoption Services

Adoption services are utilized when a biological parent(s) cannot or will not provide an appropriate family home for the child, and when continued foster care is not an appropriate plan

for the child, and then alternative plans are sought for the permanency of the child. There were 4 children freed for adoption in 2016.

Interstate Compact on the Placement of Children (ICPC)

This is not only a law, but also a tool to safeguard children that are placed across state lines to ensure they are protected. An experienced caseworker is assigned the responsibility to complete these requests when received from another state, or when it is necessary for the safety and permanence of a child in New York State to be placed with a relative outside of the state. The department completed 0 ICPC requests from other states in Yates County during 2017.

Adult Services

Programs in Adult Services serve vulnerable adults in our community. The 2016 census reports that Yates County has the highest percentage of adults over the age of 65 (19.3%) when compared to Ontario County (18.9%), Seneca County (18.1%), Steuben County (18.6%), Livingston County (16.8%), Monroe County (16.4%), and Wayne County (17.5%).

Adult Protective Investigations

The opening of an adult protective investigation begins with a referral from someone with information regarding the safety of an adult. There were 41 protective cases in 2017. In order for a protective case to be opened there must be no one else willing or able to assist the adult, the adult must have a mental or physical impairment and need protection from someone or something.

Preventive Services

Preventive cases often start out as Protective referrals but do not meet all requirements. Some are cases that are opened to prevent the adult from reaching a Protective level of need. There are no requirements for these cases only that the client be over 18 years old and in need. There were 7 preventive cases in 2017.

Personal Care Cases

Clients eligible for Personal Care cases must be Medicaid eligible and require an aide for assistance with activities of daily living. There were 2 Personal Care cases in 2017.

Consumer Directed Personal Care

The Consumer Directed Personal Care program is for individuals who need assistance with activities of daily living and who are able to self-direct the aides who are providing their care. Clients also must be on Medicaid. There were 16 Consumer Directed Personal Care clients in 2017.

Financial Management

The Department of Social Services is required to do financial management for Protective cases if there are no Intensive Case Managers or Community Services Support workers and there is a need. However, anyone over the age of 18 can request assistance with financial management and often these services are used in conjunction with other services to prevent protective situations from arising. This is the fastest growing adult service. There were 47 Financial Management cases in 2017.

Guardianship

Guardianship is an option of last resort for clients in Adult Services programs. A guardianship can be for just property, person or both. This is completed with the assistance of the agency attorney. There were 5 clients who we have guardianship of in 2016.

Youth Bureau

The mission of the Yates County Youth Bureau is to promote, establish and maintain a unified system of youth recreation and delinquency prevention programs throughout the County. We do this by providing New York State Office of Children & Family Services funding to fourteen agencies & municipalities that provide programs meeting our mission in Yates County. We also serve as a resource for information on programs, services and events available to youth birth to age 21. A monthly events and activities listing is compiled by the Youth Bureau and shared throughout the community.

The Youth Development Program funding received by Yates County has stayed level for the last several years. We are now given a baseline amount and each year wait to see if the State will again designate an 'add-on' for Youth Development funding. In 2017, fourteen programs shared in the \$28,448 final allocation to Yates County. These programs provided a program application in response to the RFP in early 2016. The Youth Board adopted preliminary allocations in April 2015. Following the adoption of the NYS Budget and notification of the additional funds for our Youth Bureau, contracts were drawn up and agencies and municipalities were notified of their 2015 allocation. Allocations ranged from \$500 to \$3,000.00. (See table)

The 2017 Youth Board included thirteen adult members and two student members representing Dundee, Penn Yan, Milo, Jerusalem, Potter and Starkey. The Board met a total of nine times over the course of the year. We had booths at the Fairy Tale Festival in Dundee, The Yates County Fair, Touch of Christmas in Dundee, and StarShine in Penn Yan which were staffed by the Youth Board members. Our Board members are active in youth sports, the local libraries, Girl Scouts, Girls on the Run, local fire departments and school clubs and athletics at Penn Yan Academy and Dundee Sr. High.

This was the sixth year the Yates County Distinguished Youth Award was presented. The structure was changed to adjust for a declining number of nominees and Benedict DeMoras (Penn Yan)was recognized as the distinguished youth in 2017.

The Youth Bureau continues to serve as the lead agency for Girls on the Run in Yates County. Our partnerships with Yates Cultural and Recreational Resources (YCRR) and Our Town RoCKS continue to be successful. We received grant funding from the Yates Community Endowment, the Rochester Health Foundation and Yates TB and Health. YCRR acts as our fiscal agent for two of the grants.

Girls on the Run had a total of 14 girls completed the program which included a Celebratory 5k held in Addison with all the other teams from the Southern Tier. It was a well attended event.

The table below represents the number of youth served in 2016 per the Program Annual Assessments, a comparison of attendance figures as reported in 2015 and, the amount of Youth Bureau funding allocated for each program.

Program Annual Assessments (The information below was taken from the Annual Assessment each program completes.)	Actual 2016	Projected 2017	Actual 2017	Funding Received
Big Brothers Big Sisters	82	80	110	\$1,350
Rushville Reading Program	75	50	45	\$700
Dundee Library	265	250	270	\$1,400
Kids Adventure Time (Kinship)	20	60	19	\$2,000
Kids Rights to Personal Safety (SHFL)	2736	1080	1303	\$1,400
Child and Family Resources	44	40	30	\$1,500
Yates Youth Services (ProAction)	11	25	13	\$1,560
The Fatherhood Connection*	N/A	18	18	\$600
Our Town Rocks (S2Ay Rural Health Network)	N/A	300	287	\$1,980
Summer Recreation	338	306	275	\$9,800
Dundee Summer Recreation	40	40	35	\$2,600
Jerusalem Summer Recreation	82	82	100	\$3,000
Middlesex Swim Program	100	100	20	\$400
Penn Yan Summer Recreation	71	71	65	\$3,000
Torrey Summer Recreation	45	45	55	\$800
Youth Bureau Admin	0	0	0	\$6,2578
TOTALS	3,571	2,209	2,370	\$28,448

Staff Development

Staff Development has 6 primary functions in the department.

Planning

The Staff Developer is included in the management team involved in the long and short-term planning of the agency. The Staff Developer will also plan and schedule agency training to support the agency mission and goals. Periodic agency or unit specific needs assessments are important aspects of the planning process.

Resources

The Staff Developer has knowledge of an assortment of local, regional and statewide resources to access when planning. The Staff Developer identifies and manages resources to accomplish the agency mission and goals.

Training

The Staff Developer ensures staff receives training on how to do their job or on new tools to do their job better, in accordance with the goals and objectives of the agency. Most often the Staff Developer accesses internal or external resources to provide staff with trainers who are experts in the subject matter.

Evaluation

The Staff Developer provides an evaluation process to assure that all training fulfills the objectives identified.

Administration

There are many administrative activities necessary to fulfill local and state requirements. Of primary importance are entries into the STARS system that tracks employee training history and is used in fiscal claiming for Federal and State reimbursement of training expenditures.

Management

Management of the content areas (Planning, Resources, Training, Evaluation and Administration) unites the staff development program into a cohesive element of the organization.

In 2017, 100% of the staff at DSS attended 1 or more trainings. Staff attended a total of 454 hours of trainings in 2017. This number does not include local trainings hosted by community agencies, staff meetings, or individual coaching received. CPS on-call staff was 100% compliant with the recommended 6 hours of in-service training required by NYS.

Reception

The reception area of the Department serves as the point of entry to the agency with both walk-in traffic as well as a large volume of telephone inquiries. It is within this unit that most people will be served by information, routed to the appropriate personnel, and begin the application process for persons seeking various assistance or supports.

The DSS front desk handles and directs a large volume of phone contacts and physical visits to the Department. In 2017, 2,963 telephone calls were received. Also, in 2017, a total of 9,023 physical visits were made to the Department's front desk.

The DSS receptionist has other duties, which may include office equipment maintenance, replacement of lost or inoperable EBT cards, assisting with application registration, taking care of the DSS daily mail, administering and collecting customer satisfaction forms and feedback forms, and other administrative duties as requested.

A Reception Team was created in 2016 which consists of the additional 5 clerical staff in DSS. They serve as back-up to the main DSS Receptionist. One team member is cross-trained in doing application registration. Two others are cross-trained in taking care of the mail, and issuing replacement EBT cards.

The Workforce front desk handled 6,503 physical visits that were made to the unit.

The Workforce Receptionist has other duties as well, which include the ordering of office supplies for the entire agency, scanning & indexing TA/SNAP documents, maintaining logs for workshop participation and work placements, maintaining calendars for meeting rooms, taking care of the Workforce daily mail, weekly job leads, and other duties as requested

Accounting

The Yates County Accounting Unit is responsible for maintaining all accounts for the Department of Social Services, which includes writing checks and receipting money coming into the Department as well as filing all claims to obtain maximum State and Federal reimbursements.

We currently track 14 Program Expenditure accounts and 44 Program Repayment/Revenue accounts. These are broken down into 25 sub accounts. These are claimed monthly on the RF2, RF4, and RF8 claim forms and receive various levels of Federal & State funding depending on the individual program.

Our Administrative accounts consist of 65 Personnel/Fringe accounts and 42 Contractual accounts. We have 13 staff members from our Temporary Assistance Unit and our Support Collection Unit doing time studies each quarter. These accounts are broken down further into 10 different object of expense codes and currently 15 separate functional areas. Claims are processed monthly on the RF2A, RF17 & RF8 claim forms and receive various levels of Federal & State funding.

We track 22 separate Federal & State revenue accounts, as a result from claims submitted from our Program and Administrative accounts.

Our Trust accounts consist of 4 T53 accounts. The T53B Adult Services Case Management ledgers consisted of 46 cases in 2017. These are the cases that we are rep-payee for. Also, the T53D Medicaid Pay-In cases consisted of 57 separate cases. Each of these case balances are carefully monitored between the Accounting Unit, the Adult Services Unit and the Medicaid Unit. We also maintain a T53C and a T53E account for tracking miscellaneous funds coming into the agency.

It is the Unit's responsibility to balance these accounts each month with the Treasurer's office as well as tracking any unsettled claims, outstanding grant balances and contracts with other agencies.

It is also the responsibility of the Accounting Unit to maintain the security of EBT replacement benefit cards and to serve as back up to the receptionist in charge of issuing these cards as requested by clients.

The supervisor of the unit is also responsible for serving as a back-up LAN admin for the County IT department with regards to Social Services, updating & monitoring the security rights of DSS staff as needed. She also supervises the Reception Area.

There are two Sr. Account Clerk positions in the Accounting Unit. One clerk is responsible for tracking & updating all agency contracts. The other clerk is also responsible for doing the accounting for the Workforce Development Unit with regards to DSS, KKP & WIOA funding.

All three staff members also serve as BICS operators for the agency.

Please see attachment A for expenditures.

2017 Annual Report - Yates Cty Social Services													
	Actual Expenditures	Gross Expenditures	2017 A/P	Minus 2016 A/P	Actual Expenditures	Prior Year Refunds	Refunds	Total Expenditures minus Refunds	Claim	Federal Share	FFFS Fed. Share	State Share	Local Share (plus Chargebacks)
A6010.1	Personal Services	2,043,896	77,245	(75,216)	2,045,925	0	9,802	2,036,123					
6010.2	Furniture/computer/copier/vehicles	28,924	16,887	0	45,811	0	0	45,811					
A6010.41	Contractual Expenses	463,525	74,579	(46,846)	491,258	0	6,545	484,713					
	Local Share Chargebacks	23,450	0	0	23,450	0	0	23,450					
A6010.58100	FICA/Medicare	150,115	5,681	(5,517)	150,279	0	0	150,279					
A6010.58303	Medical Insurance CSEA	281,164	0	0	281,164	0	0	281,164					
A60105.8305	Medical Insurance Non Union	46,978	0	0	46,978	0	0	46,978					
A9080.15	Sick Bank Personal Services	2,047	0	0	2,047	0	0	2,047					
A9080.81	Sick Bank FICA/Medicare	147	0	0	147	0	0	147					
	Worker's Comp	49,516	0	0	49,516	0	0	49,516					
	Retirement Expense	282,281	0	0	282,281	0	0	282,281					
	Maintenance in Lieu of Rent	294,975	0	0	294,975	0	0	294,975					
	A87 Costs	156,735	0	0	156,735	0	0	156,735					
	ADMINISTRATIVE TOTALS	3,823,753	174,392	(127,579)	3,870,566	0	16,347	3,854,219	RF2A	1,426,668	710,788	1,090,469	626,294
A6055.54303	Day Care	202,704	25,857	(18,982)	209,579	751	22	208,806	RF-2	200,956	0	5,889	1,961
A6070.54302	Counseling Contract	63,714	2,115	(8,371)	57,458	0	0	57,458	RF-2	47,643	0	0	9,815
A6070.54303	Day Care	618	0	0	618	0	0	618	RF-2	293	0	0	325
A6070.54304	Family Aid	75,630	3,236	(5,163)	73,703	0	0	73,703	RF-2	64,538	0	0	9,165
A6070.54318	Validation Contract	0	0	0	0	0	0	0	RF-2	0	0	0	0
A6070.54387	Housing Subsidy	0	0	0	0	0	0	0	RF-2	0	0	0	0
A6101.54311	Medical Assistance	391	0	0	391	0	62,388	(61,997)	RF-2	30,122	0	31,875	(123,994)
A6102.54312	MMIS	4,237,338	0	0	4,237,338	0	0	4,237,338	NA	0	0	0	4,237,338
A6109.54305	Family Assistance	465,837	3,718	(6,546)	463,009	0	9,627	453,382	RF-2	452,660	0	0	722
A6109.54305	EAF	26,984	0	(2,517)	24,467	0	1,593	22,874	RF-2	23,910	0	0	(1,036)
A6109.54305	S-EAF	67,173	220	(9,416)	57,977	0	0	57,977	RF-2	0	143,211	0	(85,234)
A6109.54305	CC-EAF	101,718	3,127	(15,955)	88,890	0	11,072	77,818	RF-2	0	(61,534)	0	139,352
A6109.54305	EAF J/P	121,971	48,874	0	170,845	0	450	170,395	RF-2	0	133,146	0	37,249
A6109.41809	SCU Collections	0	0	0	0	0	42,519	(42,519)	NA	0	0	0	(42,519)
A6109.54305	Excess Support Arrears	269	0	0	269	0	0	269	RF-2	0	0	0	269
A6119.54307	Child Care	83,783	7,520	(8,209)	83,094	0	(4,294)	87,388	RF-2	7,492	0	124,743	(44,847)
A6119.54307	Adoption Subsidy	68,580	6,166	(5,806)	68,940	0	0	68,940	RF-2	22,266	0	28,814	17,860
A6119.54307	Child Care Independent Living	1,300	0	0	1,300	0	0	1,300	RF-4	1,040	0	0	260
A6123.54310	CW-J-P	102,931	0	(15,623)	87,308	0	2,738	84,570	RF-2	0	0	130,576	(46,006)
A6123.54310	Detention	23,726	0	0	23,726	0	0	23,726	DFY-14	0	0	11,479	12,247
A6123.54310	CW-JP-IL	578	0	0	578	0	0	578	RF-4	464	0	0	114
A6129.54316	State Training	136,751	0	(136,751)	0	32,915	0	(32,915)	N/A	0	0	0	(32,915)
A6140.54314	Safety Net	556,153	6,193	(8,030)	554,316	0	86,857	467,459	RF-2	0	0	130,707	336,752
A6141.54308	Home Energy Assistance Program	14,442	0	0	14,442	0	44,601	(30,159)	RF-8	(13,864)	0	0	(16,295)
A6142.54319	EAA	17,098	0	(532)	16,566	0	0	16,566	RF-2	0	0	8,287	8,279
A6010.41811	SNAP Incentive-repayments by clients	0	0	0	0	0	6,671	(6,671)	NA	0	0	0	(6,671)
A6010.41811	SNAP Treasury Offset	0	0	0	0	0	109	(109)	NA	0	0	0	(109)
A6010.41811	SNAP FNS-46 billing	0	0	0	0	0	0	0	NA	0	0	0	0
A6010.41811	DSS 3214 claim settlement memo	0	0	0	0	0	(12,519)	12,519	NA	0	0	0	12,519
A6010.41811	SCU Tax offset	0	0	0	0	0	86	(86)	NA	0	0	0	(86)
A6010.41811	SCU Collections	0	0	0	0	0	22,643	(22,643)	NA	0	0	0	(22,643)
A6010.41811	SCU Adj. of Actual to Reported Incentive	0	0	0	0	0	0	0	NA	0	0	0	0
	PROGRAM TOTALS	6,369,689	107,026	(241,901)	6,234,814	33,666	274,563	5,926,585		837,520	214,823	472,370	4,401,872
A649	IV-D Disregards	34,860	2,802	(2,959)	34,703	34,703	0	0	N/A	0	0	0	0
	GRAND TOTALS	10,228,302	284,220	(372,439)	10,140,083	68,369	290,910	9,780,804		2,264,188	925,611	1,562,839	5,028,166
T53B	Rep. Payee cases	651,832	0	0	651,832	662,752	0	(10,920)	N/A	N/A	N/A	N/A	N/A
T53C	Miscellaneous	563	0	0	563	563	0	0	N/A	N/A	N/A	N/A	N/A
T53D	Medicaid Pay in	37,912	0	0	37,912	35,133	0	2,779	N/A	N/A	N/A	N/A	N/A
T53E	Foster Care Donations	1,122	0	0	1,122	1,331	0	(209)	N/A	N/A	N/A	N/A	N/A
	T53 TOTALS	691,429	0	0	691,429	699,779	0	(8,350)					