



SUFFOLK COUNTY

DEPARTMENT OF SOCIAL SERVICES

2018 ANNUAL REPORT

*Steven Bellone
County Executive*

*Frances Pierre
Commissioner*





DEPARTMENT OF SOCIAL SERVICES COMMISSIONER'S MESSAGE



As I am writing this message, I am only in my first few months as the new commissioner of the Suffolk County Department of Social Services. In my first couple weeks on the job, I made it a point to visit each of the Department's service centers, administrative and support offices, and community resource centers throughout the county, and to meet face-to-face with as many of the department's staff as possible. What stands out most to

me in meeting staff is their knowledge, experience, dedication, commitment and genuine desire and enthusiasm for serving the public in delivering services to the County's at-risk community.

Suffolk DSS staff are working hard and have helped the county make some remarkable achievements in the past year. In 2018, Suffolk County has reached its lowest number of children in foster care, increased adoptions and reduced the recurrence of child maltreatment. The number of households in the county relying on Temporary Assistance has decreased and Suffolk's employment participation rate is among the best in the state. In addition, the department has helped over 300 families and almost 100 singles leave temporary housing for permanent housing.

While the number of child support cases has decreased in the past year, child support collections have increased. In the Department's Medicaid Division, we are helping more and more recipients recertify their benefits over the phone instead of having to complete paper recertifications and coming to our centers.

I am proud to be part an agency that has made such great achievements. In addition to our staff, I especially want to thank Suffolk County Executive Steven Bellone and the members of the Suffolk County Legislature for their warm welcome and their ongoing support of the department and our mission.

Enjoy the report!

Mission

The mission of the Department of Social Services is to provide financial assistance and support services to eligible Suffolk County residents in a cost-effective and efficient manner, simultaneously protecting the vulnerable while encouraging their independence and self-sufficiency.



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2018 Suffolk County Legislature

DuWayne Gregory
Presiding Officer
District 15

Robert Calarco
Deputy Presiding Officer
District 7

Tom Donnelly
Education & Human Services Committee Chair
District 17

Monica R. Martinez
Vice Chair
District 9

Al Krupski
District 1

Bridget Fleming
District 2

Rudy Sunderman
District 3

Thomas Muratore
District 4

Kara Hahn
District 5

Sarah S. Anker
District 6

William J. Lindsay III
District 8

Thomas Cilmi
District 10

Steven J. Flotteron
District 11

Leslie Kennedy
District 12

Robert Trotta
District 13

Kevin J. McCaffrey
District 14

Susan A. Berland
District 16

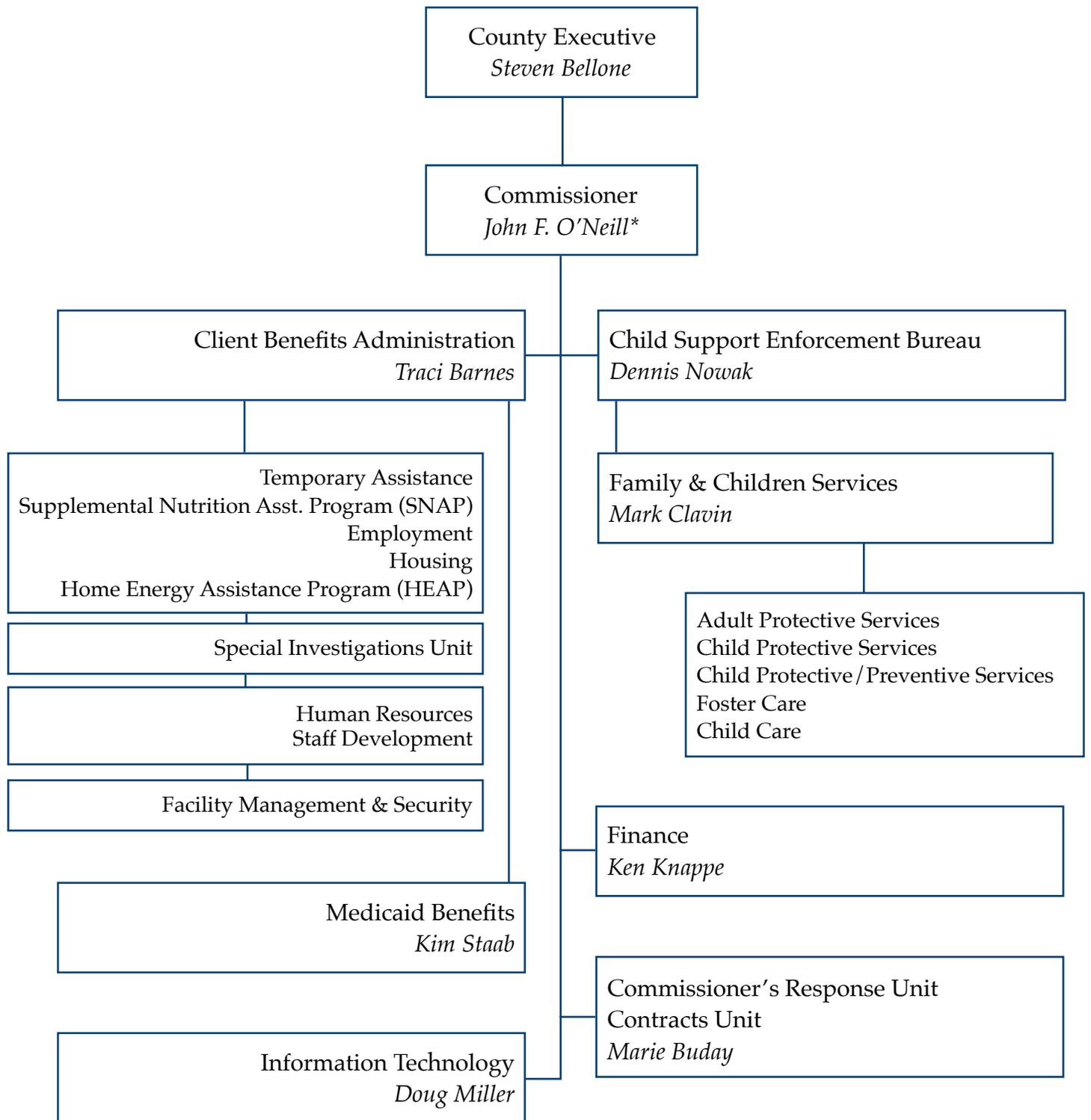
William Spencer
District 18





DEPARTMENT OF SOCIAL SERVICES

2018 Organizational Chart



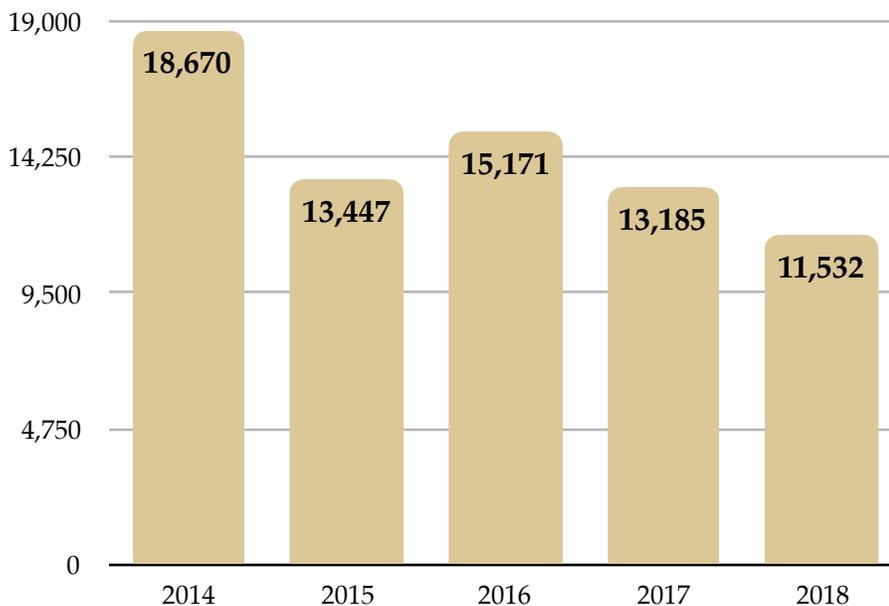
*John O'Neill resigned as Commissioner effective November 2, 2018. Frances Pierre was sworn in as the new Commissioner on April 9, 2019.



DEPARTMENT OF SOCIAL SERVICES COMMISSIONER'S RESPONSE UNIT

The main focus of the Commissioner's Response Unit (CRU) is to provide information to the County Executive's Constituent Affairs Unit, elected officials, consumers, consumer advocates, and other interested parties who contact the Commissioner for information, help or advice regarding the Department's programs.

During 2018, CRU responded to 11,532 contacts. This is down 1,653 contacts or -12.5% from the 13,185 contacts in 2017.



Proactive Homeless Outreaches

The CRU continues to conduct joint homeless outreaches in partnership with the Suffolk County Police Department's Community Relations Bureau (SCPD CRB) and other community organizations, responding quickly when notified of homeless persons in the community needing assistance. In addition to responding to notices of homelessness, the CRU also performs weekly proactive homeless outreaches with the SCPD CRB on a set schedule.

In 2018, the CRU conducted 58 proactive homeless outreaches. During these outreaches, the Department met with 131 persons and helped 120 persons get to a DSS center to apply for assistance. The DSS continues to proactively work with the Long Island Coalition for the Homeless (LICH). Monthly meetings have been established to review those that are chronically homeless in an effort to help them and address their needs.

The Department is a member of the Governance Board of the Long Island Continuum of Care. The Board is a group of community leaders and decision makers that provides strategies and guidance, maximizes funding opportunities, ensures the highest level of service delivery from homeless providers and promotes community-wide commitment to ending homelessness in Suffolk and Nassau Counties. This is another example of the Department's commitment to assist and protect our vulnerable residents.



DEPARTMENT OF SOCIAL SERVICES

COMMISSIONER'S RESPONSE UNIT

(Continued)



The Commissioner's Office coordinated, with the U.S. Marine Corps Reserve, the 2018 Toys for Tots campaign, a program that collects and distributes holiday toys for underprivileged children up to the age of 16. The primary goal of Toys for Tots is to

deliver a message of hope to less fortunate youngsters that will assist them in becoming responsible and productive citizens.

The Department received nearly 10,000 new, unwrapped toys from the U.S. Marine Corps Reserve alone, as well as coordinating additional toy donations / deliveries from various schools and businesses. The CRU sorted, and with the help of the Department's mail couriers, distributed these toys to our four DSS Service Centers and to the Office of Family and Children Services Administration. The Department provided toys to Suffolk County's homeless children and children in Foster Care, and delivered toys to the four community resource centers as well as local churches to distribute.

Campership Program

Our kids dream of going to summer camp, and DSS helps make those dreams come true. Every year, DSS assists eligible families with providing their children the opportunity to attend summer camp through the CRU's Campership Program.

Campership is a summer camp program for youth; available to children in receipt of Family Assistance. DSS will provide a \$200 maximum subsidy for each eligible child for a one-week program or a \$400 maximum subsidy for each eligible child for a two-week program. The CRU is responsible for compiling and distributing the list of participating camps. The list is distributed to the DSS Service Centers; as clients apply or recertify for assistance, they are made aware of the program.

In 2018, 15 camps participated in the Campership Program, including some overnight/sleep-away camps. Camps offer varying programs/amenities such as age groups, session dates, activities, field trips, meals, snacks, before/after care and transportation.

In 2018, 129 Suffolk County children participated in the Campership Program. It is our hope that as many children as possible can benefit from the program in 2019 and forward.





DEPARTMENT OF SOCIAL SERVICES

COMMISSIONER'S RESPONSE UNIT

(Continued)

11th Annual STAND UP For the Homeless

The Department of Social Services hosted its 11th Annual Stand Up for the Homeless event on Wednesday, August 29, 2018 at the Suffolk County Community College Brentwood Campus. The event was another huge success thanks to the help of many dedicated caring county workers and outside volunteers.

This event assists the County's homeless individuals and families by providing one-stop-shop access to the Department's various programs, community-based resources and services that are available through public and private agencies, as well as a variety of necessary goods and supplies.

The very generous donations from county workers along with the help of over 80 vendors/agencies provided a wide range of necessities and resources including information about employment and education opportunities, health and wellness, and housing assistance.

Free bus transportation to and from the event was provided, with pick-up locations at several sites, including all four DSS service centers, all four community resource centers, and designated community agencies and libraries.

Even with real feel temperatures around 100 degrees on this particular day, the event ran smoothly thanks to the exceptional event organizers and accommodating venue.

Through the generous contributions of goods and services from the community and local organizations, DSS was able to:

- Assist 700 clients
- Provide 1,600 personal care/toiletry kits
- Secure 700 backpacks with school supplies for the children
- Distribute 560 bags of food, each with enough to feed a family
- Obtain 10 large clothing bins of apparel
- Dispense 3,000 diapers
- Provide free dental and vision screenings
- Provide free haircuts and manicures
- Allow each child to pick out a toy of their choice
- Provide free face painting (which the kids loved)

Major contributors included

(in alphabetical order):

Alpha Kappa Alpha Sorority
Brentwood Rotary
Costco (new contributor in 2018!)
Island Harvest
Long Island Cares
Patchogue Lions Club
St. Sylvester's Church
Stony Brook University
School of Dental Medicine
And
School of Ophthalmology
Suffolk Federal Credit Union
UJA Federation



DEPARTMENT OF SOCIAL SERVICES MEDICAID SERVICES

The purpose of the Medicaid Services Division (MSD) is to determine applicants' financial and categorical eligibility for Medicaid (MA) programs and to ensure that all consumers are provided benefits in a timely manner. Medicaid provides payment for essential medical services to eligible Suffolk County residents through a variety of programs including traditional Medicaid, Prenatal Care Assistance Program, COBRA and AIDS Health Insurance Programs, Medicaid Buy-In Program for Working Persons with Disabilities and the Medicare Savings Program.

Affordable Care Act



The Affordable Care Act (ACA) of 2010 expanded Medicaid eligibility for individuals under the age of 65 with income at or below 138 percent of the Federal Poverty Level (FPL), and made changes to the methodology used for determining eligibility for pregnant women, children, parents and caretaker relatives and childless adults under age 65 who are not entitled to Medicare (MAGI eligibility groups). In addition, the ACA provided individuals with options to apply for Medicaid online through New York State of Health (NYSOH), over the phone, by mail or in person through a Navigator or Certified Application Counselor.

Since January 1, 2014, eligibility for Medicaid for most individuals in a Modified Adjusted Gross Income (MAGI) eligibility group has been determined through NYSOH. In April of 2018, NYSOH began allowing consumers to enroll in Health and Recovery Plans (HARPs). Prior to April 2018, consumers in need of these enhanced services were referred back to the Local District to obtain Medicaid through the Welfare Management System (WMS).

On March 5, 2018, NY State Department of Health began transitioning Suffolk County's MAGI-eligible consumers from WMS to NY State of Health. Approximately three months prior to renewal, consumers receive a notice informing them that they must apply via the NYSOH to continue their Medicaid coverage beyond their current authorization end date. This process has continued monthly, and the majority of the transition has been completed. Included in the transition are Temporary Assistance discontinuances, where consumers are entitled to a separate Medicaid determination. MA separate determination applications are now screened and referred to NYSOH at the time of application if consumers meet the MAGI criteria. Non-MAGI consumers (aged 65, Medicare recipients, consumers in a nursing home), are excluded from this transition and will remain with the Local Department of Social Services (LDSS). In addition, there are multiple exceptions which would allow a MAGI consumer to remain with the LDSS, including pregnancy, Managed Long-Term Care, and Waivered Services. Medicaid Administration continues to monitor this process, to ensure consumers are transitioned smoothly, with no lapse in coverage.



DEPARTMENT OF SOCIAL SERVICES
MEDICAID SERVICES
(Continued)

Medical Services Bureau

The Medical Services Bureau is responsible for coordinating the various Medicaid Home Care Programs, including the Personal Care Services plus shared aide, Consumer Directed Personal Assistance Program, Care at Home and Personal Emergency Response Services Program. Home Care is a health service provided to promote, maintain or restore health or lessen the effects of illness and disability.

Immediate Need for PCS/CDPAP

New York State Department of Health revised the Personal Care Services (PCS) and Consumer Directed Personal Assistance Program (CDPAP) regulations effective July 2016 permitting Medicaid applicants and recipients with an immediate need to apply first to the local district for their community based long-term care services, and later transition to Managed Long Term Care. Additionally, the state required that districts conduct concurrent expedited eligibility determinations for Medicaid applicants with an immediate need for PCS/CDPAP. The Division's Medicaid eligibility and home care units used a coordinated workflow process, communicating closely to concurrently determine eligibility for services. During 2018 the Medical Services Bureau received 420 applications for these expedited services, an increase of 193 applications, or 85%, over the 227 applications received in 2017.

Consumer Assistance for the Aged, Blind and Disabled

Suffolk County is completing year 4 of its 5-year grant to provide health insurance enrollment assistance to the aged, blind and disabled populations on Long Island. Our sub-contractor, Nassau-Suffolk Hospital Council (NSHC), provides education, outreach, and facilitated enrollment services to persons applying for government-sponsored health insurance. During the year, the agency continued to expand its outreach in an effort to increase enrollment activity. The ABD-CAP sent representatives to various community outreach events and senior fairs to inform attendees about access to the ABD-CAP Facilitated Enrollers. Enrollment sites were evaluated in both Nassau and Suffolk Counties, and under-performing sites were discontinued. The DSS Program Director continues to work with NSHC's Program Coordinator to explore additional networking opportunities in an effort to increase program awareness throughout Long Island.

The scope of the program has been expanded in late 2018, with additional grant funding added to provide outreach and enrollment assistance to Medicaid applicants and recipients who may be eligible for Medicare coverage. Lists of prospective recipients for this program are received directly from the New York State Department of Health. Call-center staff at our sub-contractor, Nassau Suffolk Hospital Council, provided outreach to over 200 consumers in the 4th quarter of 2018, with 54 consumers providing verification of their application for Medicare benefits.



DEPARTMENT OF SOCIAL SERVICES
MEDICAID SERVICES
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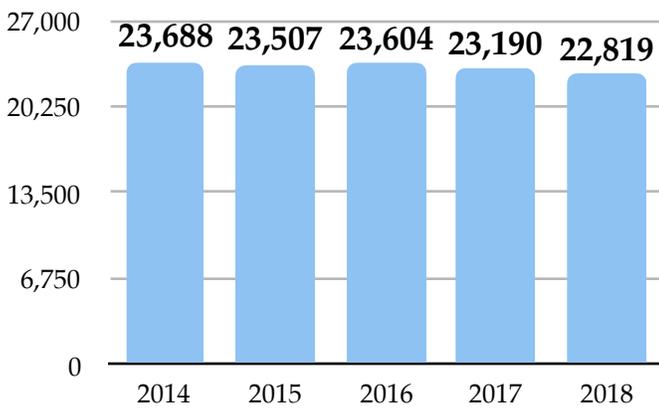
Medicaid Caseload

The number of Medicaid cases under Suffolk DSS decreased by 21,972 cases or -25.4% from 86,493 in January 2018 to 64,501 in December 2018. This is because of the transition of MAGI-eligible consumers to the NY State of Health. This transition process will be completed in 2019, at which point the majority of the MAGI-eligible consumers will have been moved to the NY State of Health (NYSoH Exchange).

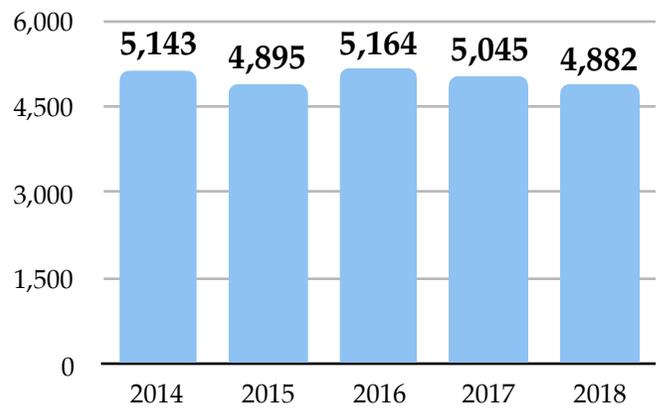
Total Annual Average Caseload*

YEAR	CASELOAD
2018	75,015
2017	86,790
2016	99,139
2015	109,482
2014	124,445

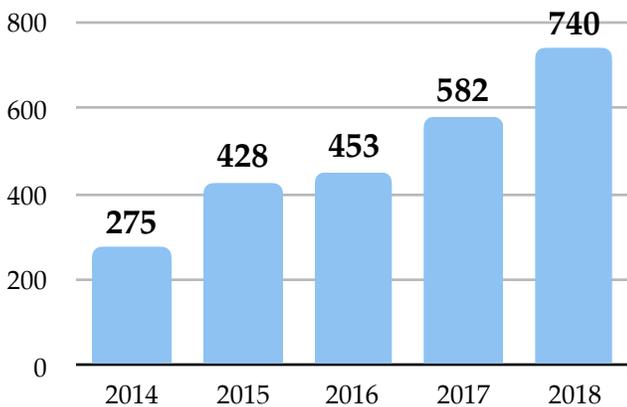
MA/SSI



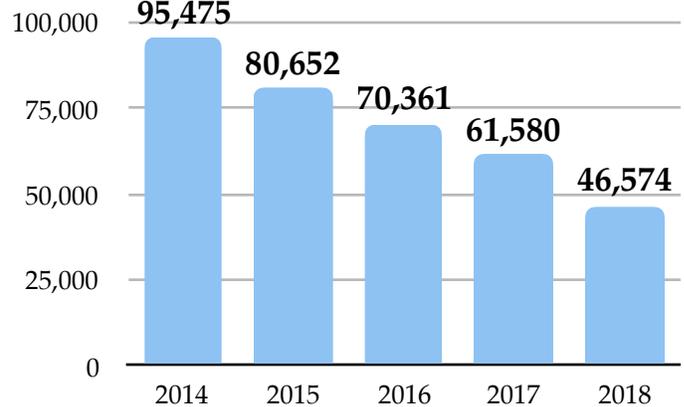
Chronic Care



Managed Long Term Care**



Community/Family Health Plus



*Excludes individuals enrolled via the NYSoH Exchange.

**Effective January 2014 the Chronic Care MLTC unit was created to address the expansion of spousal impoverishment budgeting for the married MLTC population.



DEPARTMENT OF SOCIAL SERVICES
MEDICAID SERVICES
(Continued)

Interdepartmental Efficiencies

The Medicaid Services Division has maintained a Memorandum of Understanding (MOU) with Suffolk County Department of Health Services (SCDOH) since November 2014 to conduct independent medical reviews of Personal Care Services and Consumer Directed Personal Assistance Program cases as per state regulations. During 2018, 125 independent medical reviews were conducted. Prior to the MOU, DSS had a Medical Director on staff in the Medicaid Services Division to conduct these reviews.

Medicaid Telephone Renewals

The Medicaid Services Division received a waiver from the New York State Department of Health to allow Medicaid telephone renewals at the county level. Consumers call to schedule an appointment, and have their Medicaid Renewal completed via a phone call instead of submitting a paper recertification. All calls are recorded for quality assurance. The Telephone Recertification Project continues to serve consumers from the Riverhead and Smithtown Centers, and remains well-received by consumers and advocates. The project includes the entire Community Medicaid caseload, averaging outreach to 2,882 Medicaid consumers a month in 2018. Despite the transition of MAGI consumers from WMS to the NY State Health and the declining Community Medicaid caseload, the number of consumers using this service has increased. The Medicaid Division continues to see a large increase in consumer contacts, which yielded increased interviews. From January 2017 through December 2017 an average of 88 interviews were completed per month. In 2018 Medicaid completed an average of 203 interviews monthly; more than twice the 88 monthly interviews completed in 2017. The increase is due to the local district's phone number now being printed on Client Notification System notices.

Language Library System

Medicaid Administration and a team of Chronic Care Examiner staff have been working with IT over the past year to develop a language library system for Chronic Care Eligibility document request letters. The goal is to allow staff to choose from a list of available text, select the item(s) that pertain to the case, and have the program create a document request based on the information selected. Creating this customizable and standardized document request will streamline the form for consumers and ensure the appropriate verbiage is used by staff to request documentation. Currently, eight Social Service Examiner I's and eight Social Service Examiner II's are piloting the application in the Chronic Care Eligibility Unit. Implementation will allow for consistency and uniformity in documentation requests to ensure greater accuracy in eligibility determinations.



DEPARTMENT OF SOCIAL SERVICES

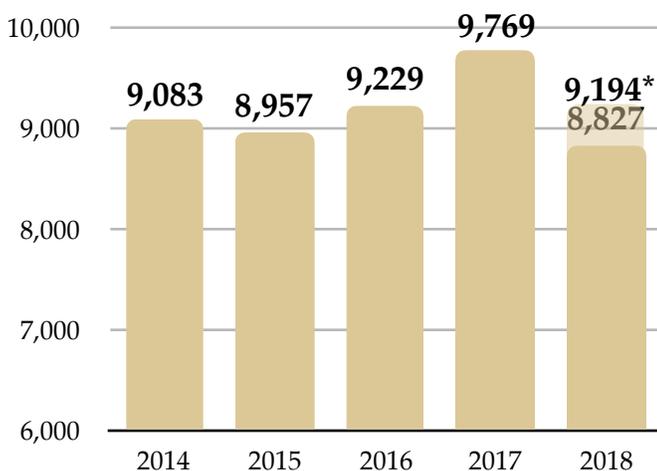
FAMILY & CHILDRENS SERVICES

Through Family and Childrens Services Administration (FCSA), the Department is responsible for the investigation of reports of child abuse and neglect and adult protective services. The division also provides foster care and adoptive services and services for preserving, reuniting or rehabilitating families indicated for abuse or neglect. The division's Child Care Unit administers the County's child care program and authorizes child care subsidies for child protective families, public assistance families, and income eligible families according to eligibility guidelines.

Child Protective Investigations Intake

Suffolk County's Child Protective Services Investigations Bureau (CPS) received 8,827 new reports of child abuse and neglect in 2018, down 942 reports or 9.6% from 2017. As of May 2018, the division no longer includes court ordered investigations (COIs) in the count of new reports. CPS, while ensuring child safety, is investigating these reports through a streamlined process that requires fewer steps to complete. There were 367 COIs investigated by CPS in 2018 that would have brought the total intake count to 9,194 reports for the year if included.

Annual Number of CPS Reports Received
2014 - 2018



*Including COIs as in prior years totals 9,194, without COIs, it would be 8,827.

Recurrence of Maltreatment

CPS is doing a good job of developing appropriate safety plans that are consistent with case circumstances and adequate to alleviating child abuse and neglect. As a result, Suffolk County has the lowest recurrence of maltreatment among the six largest districts in the State and New York City and has the sixth best rate among all New York districts. Recurrence is the rate of receiving a second substantiated report of child abuse and neglect within six months of a prior indication. The most recent data available show that Suffolk County had a recurrence rate of 13.7%, which is, 4.2 percentage points below the NYS average of 17.9%.

CPPS

The Child Protective/Preventive Services (CPPS) Bureau is responsible for the supervision of "indicated" cases of child abuse and neglect and providing services to alleviate and avoid a recurrence of maltreatment. Most cases are court ordered. The bureau also provides voluntary preventive services to families with children at risk of foster care placement. CPPS was responsible for serving 955 families with more than 1,908 children at the end of December 2018. Of these 995 families, 841 or 88% were court ordered and 114 families or 12% received voluntary preventive services. At the end of 2017, 1,006 families or 88% were court ordered and 134 families or 12% received voluntary preventive services.



DEPARTMENT OF SOCIAL SERVICES
FAMILY & CHILDRENS SERVICES

(Continued)

Foster Care

Children come into foster care for a variety of reasons including the illness, death, or incarceration of their parents or as a result of neglectful or abusive family situations. Suffolk County ended 2018 with 526 children in foster care – a decrease of 75 children in care or 12.5% year-over-year. The number of children discharged from foster care in 2018 outpaced the number of admissions. There were 392 discharges compared to 301 admissions. The ratio of discharges to admissions for 2018 was 1.3 children discharged for every child admitted compared to the ratio of 1.1 in 2017 and 1.3 in 2016.

YEAR	CHILDREN
2018	526
2017	601
2016	585
2015	673
2014	716

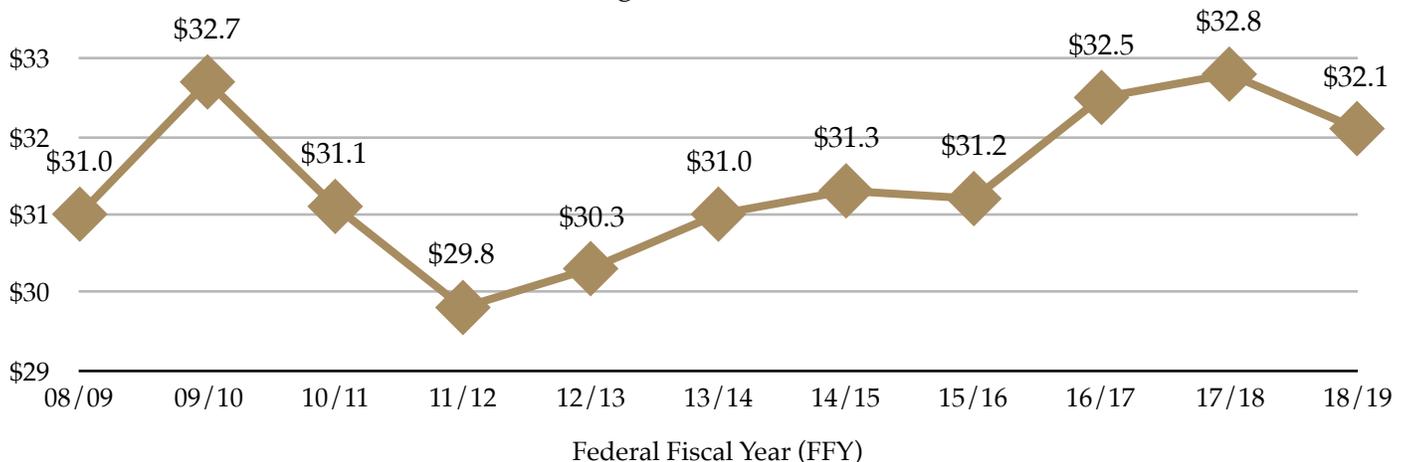
The discharges from foster care included 71 adoptions in 2018. In the past three years from 2015 through 2017, the division's Child Placement Bureau finalized 229 adoptions, equal to the 229 adoptions from the prior three years.

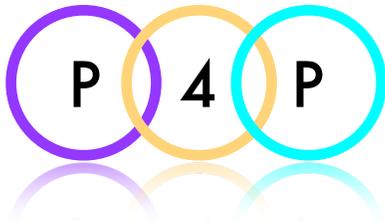


Child Care

Child Care Services are funded through the NYS Child Care Block Grant (CCBG). In order to prevent a projected Child Care Block Grant overage for 2018, the Department of Social Services maintained the child care income eligibility standard for new applicants at 175% of the Federal Poverty Level and to 200% for recertifying applicants.

Child Care Block Grant
 Funding Dollars - In Millions





Partnership for Permanency

Family and Childrens Services Administration (FCSA) has continued its Partnership for Permanency (P4P) team in 2018 to improve outcomes for children in foster care. By definition, foster care is only a temporary placement for children who cannot live with their parents. Through the Partnership for Permanency team, we are looking to improve permanent outcomes for children in foster care including return to family, adoptions, or legal guardianship. In 2018, the P4P team focused on family visitation and the connections between parents and their children in foster care to improve permanency.

After careful planning, FCSA made a comprehensive restructuring of its parent child visitation program. This involved a reorganization of existing staff, who were already providing parent child visitation, into a Family Time Unit which focused on quality visitation positively impacting permanency outcomes. With the new unit, there was implementation of a pilot program using a new family time model that focuses on providing the family with a positive, supportive, family time experience. Cases in which the youngest child was 0-10 years old and was a first-time placement into nonrelative foster care were included in the pilot program. The new model included family time planning meetings within 24 hours of removal, first parent child visitation being scheduled within 48 hours of removal, a focus on visitation in community locations as opposed to DSS offices, engagement of relatives for facilitating visitation, and more frequent visitation.

The implementation of the new model has made a positive impact on the 42 families included in the pilot through November 28, 2018. On these cases, 13 children achieved permanency within 10 months of removal, with 5 discharging from foster care within 3 months of removal. Of the pilot families, 47% were given visitation in the community and 81% had a family time planning meeting in the days that followed removal. With the program changes used in the model, there has been an improved level of communication between the biological parents and the foster parents, providing both the parents and the children with a supportive environment to transition into foster care placement, supervised visitation, and working towards reunification.

As a result of the work done under the Family Time Pilot, several other changes that extend beyond those made on the pilot cases were implemented. The scheduling of visitation on all cases is now done centrally in the Family Time Unit, as the unit serves the visitation needs on all FCSA cases. This has allowed the assigned caseworkers more time to focus the parents on remediating the risk and safety issues that were the catalyst to foster care placement. A scheduler program was implemented, allowing for more efficient use of the community service workers who facilitate visitation. Additionally, a procedure to reassess visitation on all placement cases throughout the

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DEPARTMENT OF SOCIAL SERVICES
FAMILY & CHILDRENS SERVICES
(Continued)

division has been developed and implemented. The new procedure uses a family time assessment tool that is completed three, six and nine months after removal, wherein a consistent set of review points is applied on all cases to determine if the family progresses to less restrictive visitation conditions.

Prior to implementing the noted changes, FCSA's research had shown that parent child visitation clearly plays an important role in determining the outcome of a case. It is evident that the steps which have been taken to improve FCSA's visitation program, are positively impacting the permanency outcomes for the families we serve. 🧒🧒

Safety and Permanency Assessment Review

In April of 2018, the Suffolk County Department of Social Services (SCDSS) partnered with the Spring Valley Regional Office of OCFS to review thirty (30) foster care cases, focusing on one target child per case. The period under review (PUR) for the cases read for this Safety and Permanency Assessment review (SPA) was March 1, 2017 through February 28, 2018. Several strengths were recognized by OCFS.

OCFS recognized assessing the risk and safety of the foster children as a Suffolk County strength. Whether the children were still in foster care, or in a trial or final discharge setting, it was noted that 90% of the cases reviewed had the correct program choice while every case reviewed had the correct safety intervention applied to it. OCFS noted that a thorough risk assessment was identified in 95% of the cases reviewed.

OCFS also noted that finding stable placements for foster children was another Suffolk County strength. Placements were determined to be stable in 95% of the cases reviewed and it was noted that children had two or fewer moves in 86% of the cases reviewed.

Another Suffolk County strength identified by OCFS was noted in the area of permanency planning. OCFS determined that Suffolk County was working toward the appropriate permanency goal in 90% of the cases reviewed. OCFS identified that Suffolk County had made, or exceeded, the required number of casework contacts in 97% of the cases reviewed.

Suffolk County exhibited a strong ability to provide the appropriate services to children, parents, and foster parents. OCFS determined that the parents/discharge resources were being provided with the services necessary for achieving permanency in 92% of the cases reviewed.

Once again it was determined that Suffolk County exhibited a strong ability to locate and engage family members, when children were placed in foster care. Suffolk County located family and was promoting positive familial relationships in 92% of the cases reviewed.



DEPARTMENT OF SOCIAL SERVICES
FAMILY & CHILDRENS SERVICES

(Continued)

Safe Harbour

The Safe Harbour Act of 2008 guaranteed that sexually exploited children would be treated as child victims and offered services that could reduce trauma, hasten rehabilitation and pave the way for better outcomes. The New York State Office of Children and Family Services (OCFS) has awarded funding each year to Suffolk County starting in 2014 to enhance services for sexually exploited children under the Safe Harbour initiative. Suffolk County was awarded \$92,820 to continue its Safe Harbour Program in 2018.

Suffolk County DSS initiated its Safe Harbour program in June 2014 including a contract with EAC Network Inc. (EAC) that hired a Safe Harbour Coordinator. EAC's Safe Harbour Program established a hotline number (631-533-5656) so that calls may be received 24/7 and the Safe Harbour Coordinator is available to provide information, guidance or assistance such as accompaniment into the field to interview a child in coordination with law enforcement and Child Protective Services. Suffolk DSS also designated a Safe Harbour Liaison to coordinate with EAC, OCFS, and other key public and private stakeholders at the local, state and federal levels.

Children suspected of being sexually exploited / trafficked can enter the child welfare service delivery system through a CPS report that results in a voluntary or court-ordered child protective service case or by voluntarily applying for preventive services. Parents/guardians of a trafficked child also can seek PINS Diversion or Alternatives for Youth services. Once involved in these service delivery systems, the child's service needs are assessed and services are provided either directly by Child Welfare staff or via referrals to contract or community based programs including EAC's Safe Harbour Program to address the identified needs. Children suspected of being exploited / trafficked or at risk may also be identified by schools, community-based service providers, family members, friends and neighbors and referred directly to EAC's Safe Harbour program.

During 2018, 81 children were identified and referred to Suffolk's Safe Harbour Program as potential victims of exploitation/trafficking. In total, 303 children have been referred since the program's inception.



SAFE HARBOUR HOTLINE
1-631-533-5656



DEPARTMENT OF SOCIAL SERVICES
FAMILY & CHILDRENS SERVICES

(Continued)

2018 Permanency Summit

In December, the New York State Office of Children and Family Services, Casey Family Programs and the Redlich Horwitz Foundation held their fourth annual Permanency Summit in Albany, NY. The summit is an opportunity for social services districts, Family Court Judges, attorneys, child welfare professionals and others to learn from local and national experts on forging a path to permanency for children in foster care. This year’s summit focused on the these of permanency for older youth in care.



Part of the Permanency Summit includes an annual “Champion of Permanency” awards ceremony for recognizing local county staff who make a significant contribution towards reducing a child’s stay in foster care. This year, the foundation honored among others, Carla Lange, Suffolk’s supervisor of the FCSA Adoption Unit.

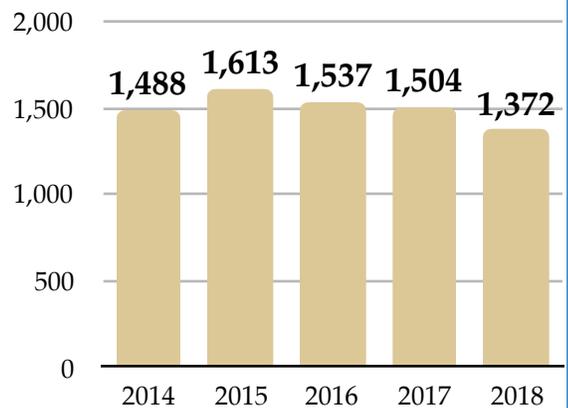
Ms. Lange has always recognized the importance of finding a “forever family” for a child and is a firm believer that every child is adoptable. She is a strong advocate for Suffolk County foster children and has instilled in her workers the belief that there is a match for every child in need of a family. In the five years since Ms. Lange has supervised and managed the Adoption Unit, Suffolk County has finalized 397 adoptions; and, Ms. Lange has assisted her workers in finalizing each.

Adult Protective Services

Adult Protective Services (APS) offers protective services to adults and individuals 18 years or older with mental and/or physical impairments that prevent them from meeting essential needs, such as food, clothing, shelter, and medical care. APS also provides protective services to those who are in a situation where they are harmed or threatened with harm by the actions of themselves or others. This often involves the frail elderly and adults who are physically or mentally disabled, have a serious illness, or are alcohol/substance abusers. This service is voluntary and available to all adults regardless of income and resources.

APS Intake handles calls from concerned professionals and the community covering all of Suffolk County. The Unit handles over 4,000 calls a year, over a third of which become active APS referrals. The remaining callers are provided with information or are directed to agencies that would directly assist both the ‘at risk’ individual and their families. In 2018, APS received 1,372 new referrals - 132, or 9.6% fewer than the 1,504 referrals received the prior year.

**APS Annual Referrals
 2014 - 2018**



APS Representative Payee cases for which APS is responsible for managing income and payments for incapacitated clients, including managing client money to pay for housing, utilities, personal needs, and other necessities. Rep Payee caseload averaged 122 cases in 2018.



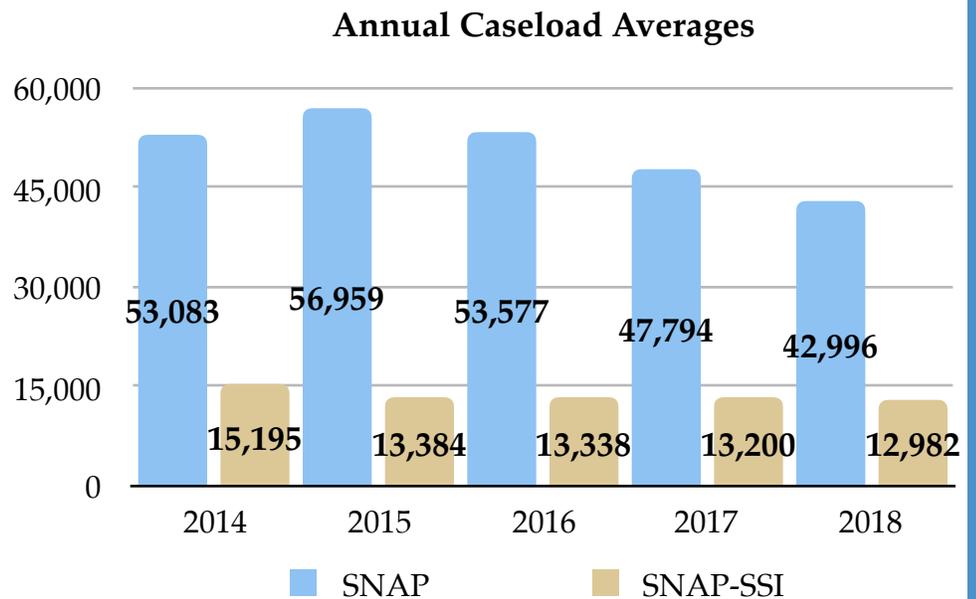
DEPARTMENT OF SOCIAL SERVICES CLIENT BENEFITS ADMINISTRATION

Client Benefits Administration (CBA) provides financial assistance to low income households as they meet their goals to become self-sufficient. The following programs are administered by CBA; Temporary Assistance, Supplemental Nutrition Assistance Program (SNAP), Employment, Housing, and Home Energy Assistance Program (HEAP).

Supplemental Nutrition Assistance Program

SNAP offers nutrition assistance to eligible low income residents. The total SNAP caseload has decreased by approximately 8% from an average of 60,994 in 2017 to an average of 55,978 in 2018. DSS received approximately 2,065 SNAP applications per month, including electronic applications, in 2018 vs. 2,249 per month in 2017, or an 8% decrease. The SNAP caseload decrease can be attributed to the end of the Federal USDA waiver for Able-Bodied Adults Without Dependents (ABAWD). Previously, the ABAWD population was not required to comply with work or training requirements to receive SNAP benefits. This waiver expired on January 1, 2016 and after receiving SNAP benefits for three months in a 36-month period, many SNAP cases were closed due to non-compliance with work, work

activities, or training requirements, which resulted in a decrease in the SNAP caseload. The initial 36 month period ended as of December 31, 2018. An influx of applications and an increase to the SNAP caseload is anticipated in 2019 as many applicants with previously closed cases can reapply.



Supplemental Nutrition Assistance Program Bonus Award

In 2018, CBA received a 100% funded award administered through the United States Department of Agriculture, Food and Nutrition Services (USDA-FNS), through the New York State Office of Temporary and Disability Assistance (OTDA). This award is for the SNAP High Performance Bonus for Best Payment Accuracy and Most Improved Payment Accuracy during federal fiscal year 2015. The amount of the award from OTDA is \$365,086, which will be matched by the USDA-FNS in the amount of \$365,086 for a total of \$730,172. The purpose of the funding is to improve SNAP program administration, to invest in technology, and to prevent fraud, waste, and abuse.



DEPARTMENT OF SOCIAL SERVICES CLIENT BENEFITS ADMINISTRATION

(Continued)

Customer Flow Management System

DSS received a 100% federally funded grant, administered by the United States Department of Agriculture, entitled Supplemental Nutrition Assistance Program (SNAP) Process & Technology Improvement that is aimed at improving service delivery to residents that rely on these benefits for nutritional support. In order to effectively serve SNAP applicants and recipients visiting our Service Centers, DSS installed a customer flow management system for the center lobbies.

The new system is designed to:

- Facilitate lobby traffic flow,
- Streamline service process,
- Increase customer satisfaction, and
- Enhance productivity and accountability of front line employees.

Additionally, the system provides on-demand reporting and analysis that can be used to identify performance gaps. Managers and supervisors can use these reports to monitor trends and prepare for anticipated changes in lobby traffic flow.

Center Managers are realizing an immediate advantage of the new system of having to send less staff to the front windows to manage long lines. It is anticipated that this system will streamline client traffic flow and reduce wait times for consumers. SCDSS continues to seek new opportunities to assist in reengineering current business practices to create program efficiencies to enhance service delivery.

Employment Program

The Suffolk Works Employment Program (SWEP) was implemented and is operated in response to regulations set forth in NYCRR Title 18 Sec 385, as well as policy mandates set forth and distributed by NYS OTDA ADM's, LCM's, and INF's. The SWEP program provides instrumental assistance to families and individuals who seek to attain self-sufficiency using a variety of state sanctioned employment related activities such as vocational training, supervised job search, work experience and unsubsidized employment.

During 2018, TANF and Safety Net Families participated in the following employment activities on an average monthly basis:

- Vocational Training: 20
- Supervised Job Search: 16
- Work Experience: 144
- Unsubsidized Employment: 579

As a direct result of these employment activities, **Suffolk County achieved the 2nd best average participation rate in New York State during 2018.**



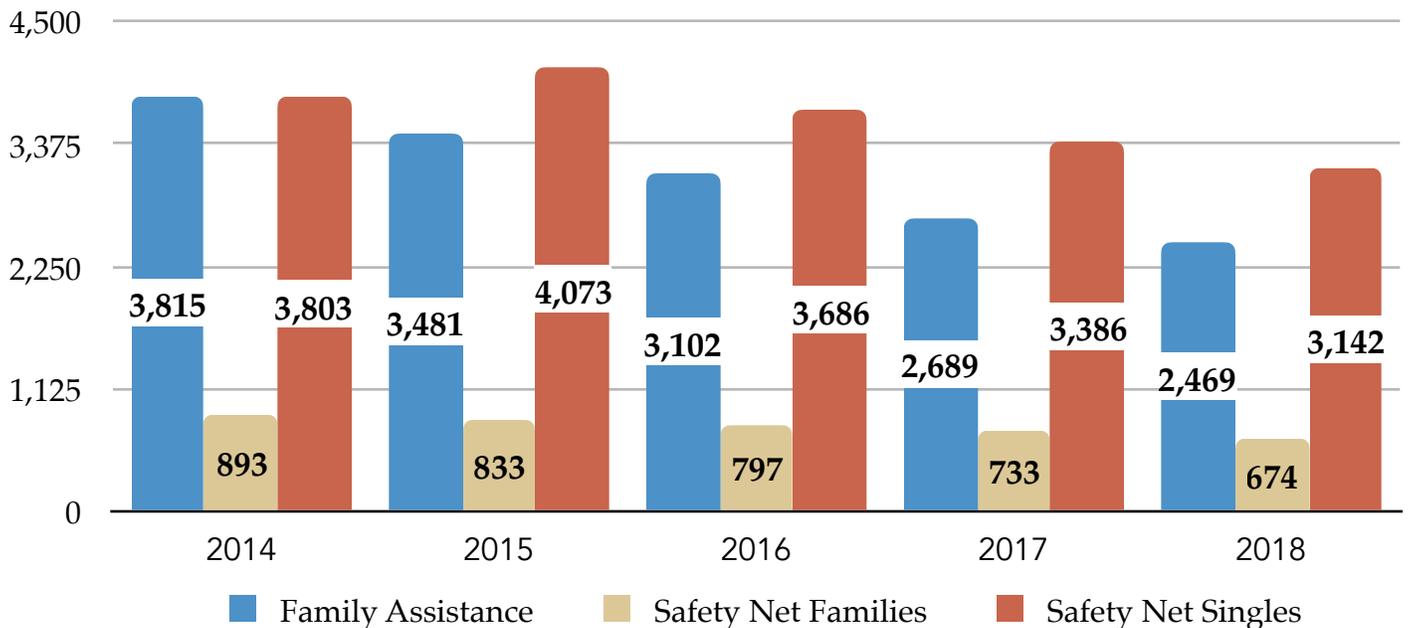
DEPARTMENT OF SOCIAL SERVICES CLIENT BENEFITS ADMINISTRATION

(Continued)

Temporary Assistance

Temporary Assistance (TA) provides for shelter assistance, heating, fuel, electricity and other basic needs and may be provided in the form of cash assistance or restricted payments. TA also provides emergency assistance to those for an urgent need or situation that needs to be immediately addressed.

Annual Caseload Averages

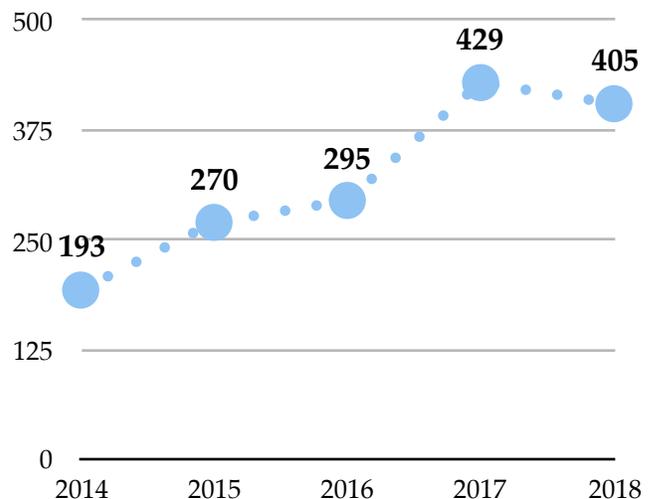


Temporary Housing Assistance

DSS provides emergency housing assistance as well as promotes permanency for families and individuals. The Housing Unit assisted 405 families and individuals with transitioning from emergency housing to permanent housing in 2018.

An increase to the shelter allowance in 2017, attributed to the increase in clients transitioning to permanent housing by 36.6%, from 295 in 2016 to 405 in 2018. It is important to note this was achieved while fair market rent for a family of 4 increased by 16% from \$2,350 in 2016 to \$2,726 in 2018.

Housing Permanency 2014 - 2018





DEPARTMENT OF SOCIAL SERVICES CLIENT BENEFITS ADMINISTRATION

(Continued)

The Key of Excellence Award

Each year, the Long Island Coalition for the Homeless hosts its Keys for the Homeless Conference. The conference offers a day-long opportunity to network with corporate and non-profit housing developers, funding sources, service providers, government officials, representatives from government agencies, and vendors in various fields and is attended by over 400 people. At their 30th annual conference held on November 2, 2018, the Coalition presented its “Key of Excellence Award” to the Suffolk County Department of Social Services Central Housing Casework Unit. The award is the highest honor bestowed by the Coalition. The Casework Unit, which promotes permanency and independence for homeless families and individuals, was recognized for reducing the homeless population resulting in a regional decrease.



Prisoner Reentry Program

CBA was awarded a competitive grant in the amount of \$100,000 from NYS OTDA for the implementation of a Prisoner Reentry Program for our homeless clients. Suffolk County was one of only two counties in New York to receive this grant. This program provides Intensive Case Management (ICM) for individuals that are being released from New York State prisons. The objective of this program is to reduce recidivism by providing ICM and supportive services to this population to ensure they obtain and remain in stable permanent housing.



DEPARTMENT OF SOCIAL SERVICES
CLIENT BENEFITS ADMINISTRATION

(Continued)

Home Energy Assistance Program (HEAP)

The Home Energy Assistance Program (HEAP) provides heating assistance to low income families and individuals. HEAP Benefit amounts and income guidelines change annually and directly affect the number of benefits issued as well as the dollar amount of these benefits. The HEAP benefits by season are reflected in the table below.

HEAP SEASON	# OF BENEFITS ISSUED	AMOUNT OF BENEFITS
Oct. 2017 - Sept. 2018	55,783	\$16,091,784
Oct. 2016 - Sept. 2017	49,522	\$13,526,539
Oct. 2015 - Sept. 2016	46,894	\$14,169,332
Oct. 2014 - Sept. 2015	53,861	\$17,138,102
Oct. 2013 - Sept. 2014	49,448	\$17,522,071



Delivery System Reform Incentive Payments (DSRIP) ~ Health Homes

Since January 2017, CBA has been working collaboratively with Medicaid and Family and Children Services, to identify individuals and families residing in Temporary Housing who have multiple chronic conditions; including mental health and substance abuse disorders resulting in a high demand and use of Medicaid benefits. Once identified, referrals to Health Homes Systems are made. Appropriate supportive housing resources are recommended to aid these individuals and families in overcoming barriers while preventing temporary housing recidivism. Health Homes provides integrated and coordinated care for Medicaid clients. The Department has expanded the DSRIP initiative to include referrals to a nursing home diversion program. The Nursing Home Diversion Program offers supportive housing with enriched services to individuals who qualify for nursing home level of care to receive coordinated individual services to obtain and maintain permanent housing. Since 2017, the Department has referred 126 individuals to a Health Homes Provider.



DEPARTMENT OF SOCIAL SERVICES CHILD SUPPORT ENFORCEMENT

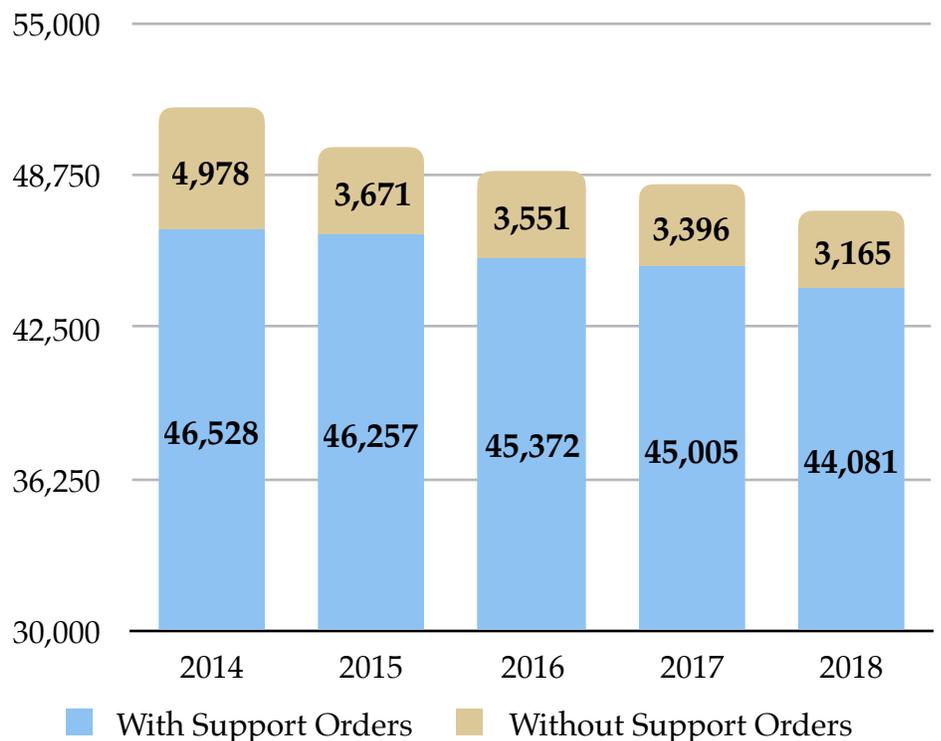
The purpose of the Child Support Enforcement Bureau (CSEB) is to ensure that custodial parents of children in Suffolk County receive child support owed to them by their child’s non-custodial parent. Child Support regulations allow the following actions:

- Establishment of the legal obligation to support - May include court ordered paternity testing.
- Locating a non-custodial parent - May include system searches, research on social media, obtaining assistance from the Department’s Special Investigations Unit, or inquiries through the Department of Motor Vehicles.
- Establishment of the amount of support - Includes methods and terms of payments.
- Collections - Collection and disbursement of monies associated with an order must be monitored, once the support order is established.
- Enforcement - Involves activities to enforce collection of support, including income withholding and other available enforcement techniques including but not limited to NYS Lottery Intercept, collections from tax refunds, and suspension of driver’s license.

Child Support Collections

YEAR	AMOUNT
2018	\$159,933,596
2017	\$158,416,615
2016	\$160,212,065
2015	\$159,993,097
2014	\$157,610,939
2013	\$155,765,637
2012	\$152,902,095
2011	\$151,894,862
2010	\$148,833,045
2009	\$143,981,027

Annual Caseload Averages





DEPARTMENT OF SOCIAL SERVICES
CHILD SUPPORT ENFORCEMENT
 (Continued)

Key Performance Measures

The Federal Office of Child Support Enforcement (OCSE) has established five key performance measures that each state must meet to receive the maximum amount of incentives available:

1. Paternity Establishment Performance Level (PEP)

- Measures the establishment of legal paternity for children on caseload.
- Federal goal is 80%; Suffolk’s percentage for PEP was 96.43% in December 2018, up from 95.55% in December 2017.

2. Support Order Establishment Performance Level (SEP)

- Measures the % of court ordered cases to total caseload.
- Federal goal is 80%; Suffolk’s percentage for SEP was 93.93% in December 2018, up from 92.82% in December 2017.

3. Current Collections Performance Level

- Measures current support collections to current support obligations.
- Federal goal is 80%; Suffolk’s percentage was 66.92% in December 2018, up from 64.67% in December 2017.

4. Arrearage Collection Performance Level

- Measures % of cases with arrears due with a collection made.
- Federal goal is 80% cumulative for the FFY ending 9/30/17; Suffolk’s percentage was 54.82% in September 2018, up from 54.42% in September 2017.

5. Cost Effectiveness Performance Level

- Measures all IV-D dollars collected to all IV-D dollars expended.
- To date, there has been no definitive direction from NYS DCSE on how to calculate this performance measure.

The NYS Division of Child Support Enforcement (NYS DCSE) continues to distribute a share of those incentive funds to local districts based on their percentage share to total collections statewide.

**Paternity Establishment
Performance Level****

YEAR	PEP%
2018	96.43%
2017	95.55%
2016	95.22%
2015	94.88%
2014	94.28%

**Federal Goal is 80%

**Support Establishment
Performance Level****

YEAR	SEP%
2018	93.93%
2017	92.82%
2016	93.02%
2015	92.67%
2014	91.73%

**Federal Goal is 80%



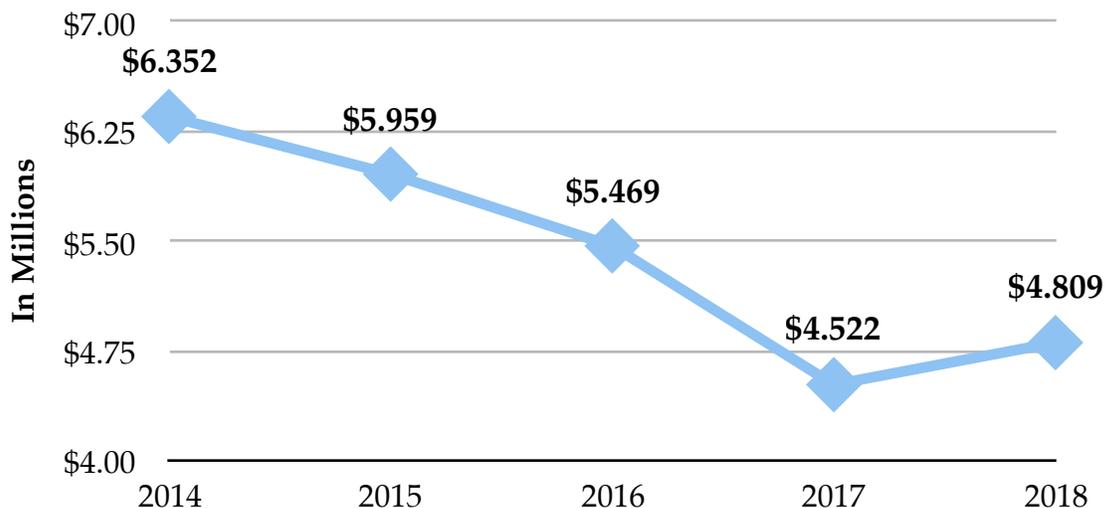
DEPARTMENT OF SOCIAL SERVICES CHILD SUPPORT ENFORCEMENT

(Continued)

Undistributed Collections (UDC)

Districts collecting child support payments are expected to forward payments to custodial parents for Non-Temporary Assistance cases. In some cases, such as when a custodial parent cannot be located, payments cannot be forwarded and remain undistributed. The same may be true of a non-custodial parent who is due a refund. The average amount of undistributed child support collections (UDC) in Suffolk County was at a high of \$6.352 million in 2014. The amount has decreased to an average of \$4.809 million at the end of 2018, a decrease of \$1.5 million or 24% in undistributed collections.

UDC Annual Averages 2014 - 2018



MAKE-A-WISH® CSEB's Annual Fundraiser - Breaking Records!

It has always been the mission of CSEB and its employees to improve the lives and welfare of the children of Suffolk County. Since 1989, CSEB has been fundraising for Make-A-Wish. What started out as a simple, general raffle has evolved into a Chinese Auction that boasts over a 100 prizes. Over the years, CSEB has raised over \$50,000 and has aided in granting many wishes for Suffolk County Children, including multiple trips to Walt Disney World. **2018 was no different; CSEB raised a record breaking \$6,503 for the Make-A-Wish Foundation, up \$1,412 from 2017, or 27.8%.** Cayde is a 2 ½ year old boy and was diagnosed with Langerhans cell histiocytosis cancer (LCH cancer) who will have his wish granted to give Mickey a high-five, when he and his family go to Disney! It is through the generosity of many, many vendors, and a dedicated group of staff at CSEB that we are able to keep this tradition alive and growing.



DEPARTMENT OF SOCIAL SERVICES SPECIAL INVESTIGATIONS UNIT



Fraud Investigations

The Special Investigations Unit (SIU) is responsible for the review and investigation of fraud complaints and allegations on behalf of the Suffolk County Department of Social Services. SIU's primary function is to ensure that the expenditure of public funds is only for those who are legally entitled to receive these benefits. Through a variety of mandated programs and local initiatives, SIU investigators save taxpayer dollars by uncovering fraud of unreported assets, income, household composition, dual assistance, fraudulent vendor billing, misuse of funds, and the filing of false applications.

Front End Detection System (FEDS)

FEDS is a State mandated fraud prevention program for Temporary Assistance and Child Care applications designed to identify ineligibility and to eliminate potential overpayments prior to case acceptance and ongoing assistance. Cases referred to FEDS must meet referral guidelines and appropriate State-approved indicators. FEDS investigations comprise approximately 27% of the total workload in the Special Investigations Unit. Cases denied as a result of a FEDS investigation result in Cost Avoidance savings.

UNCOVERED	2014	2015	2016	2017	2018
Backend Fraud Investigations Completed	300	379	471	628	616
Fraud Uncovered (in Millions)	\$1.7	\$0.9	\$2.0	\$2.4	\$2.7
FEDS/CC-FEDS Cases Completed	2,212	2,911	2,452	1,941	1,730
Realized Cost Avoidance from FEDS Denials (in Millions)	\$7.3	\$7.9	\$9.0	\$7.2	\$5.4
Cases Referred to Suffolk County DA for Criminal Action	53	30	68	49	78



DEPARTMENT OF SOCIAL SERVICES
SPECIAL INVESTIGATIONS UNIT
 (Continued)

Program Integrity and Local Initiatives

SIU uses various databases to match individuals receiving assistance. A review and investigation of each report is necessary and require appropriate action. These audit investigations will determine if case closure is appropriate. Cost avoidance savings is obtained through case closures resulting from investigative findings. These matches include:

- **Prison Match** - Each month a list is received from the Division of Criminal Justice Services (DCJS) and The Department of Correctional Services (DOCS) of incarcerated individuals who are seemingly in receipt of cash and/or food stamp benefits in New York State.
- **Interstate PARIS Match** - Each quarter the Public Assistance Reporting Information System (PARIS) is reviewed to locate individuals who are in receipt of public assistance benefits in other states and may be ineligible to receive cash and/or SNAP benefits in New York State.
- **Media/Incarceration Match** – A monthly, locally developed data match which uses media sources to identify individuals who were reported recently arrested. This information is then cross referenced with local databases such as the Welfare Management System and the Medicaid Recipient Incarcerated Database to identify if those arrested are in receipt of subsidy benefits in Suffolk County.
- **Electronic Benefit Transaction (EBT) Out of State Match** – Each quarter the EBT match is reviewed to identify individuals who redeem their cash and SNAP benefits via their EBT card 100% out of state during a calendar quarter.

TEMPORARY ASSISTANCE/SNAP	2017	2018
Prison Match - Case Closings	167	117
Cost Avoidance	\$446,706	\$404,148
Interstate (PARIS) Match - Case Closings	529	665
Cost Avoidance	\$2,467,424	\$3,193,740
Media/Medicaid Incarceration (MMI) Database Match - Case Closings	251	153
Cost Avoidance	\$662,172	\$368,112
EBT Out of State Match - Case Closings	4	11
Cost Avoidance	\$84,108	\$213,576
MEDICAID, CHILD CARE AND/OR HEAP	2017	2018
Interstate (PARIS) Match - Case Closings	468	540

Note: Although the State does not report cost avoidance savings; case closings from the PARIS data match project occur each year in the Medicaid program.



DEPARTMENT OF SOCIAL SERVICES INFORMATION TECHNOLOGY

Information Technology manages the PC and network helpdesk, and creates and maintains the technological environment at the Department's various sites.

Development Accomplishments

Mobile Application

The purpose of the application, once downloaded, is to provide pertinent work related alerts to staff and the ability to access the internal staff phone directory. This was completed with the assistance of two student interns and the IT Team; they developed, tested, and launched a mobile application accessible through both the Android and IOS versions in December 2018.

Housing – ILP Tracking

DSS clients that find the need to enter the DSS shelter system should be transitioning to self sufficiency and therefore are required to complete an Independent Living Plan (ILP) which assists with the transition to permanency. Previously, the ILP was prepared by the shelter staff and faxed to DSS, which was difficult to manage and track. DSS developed a Web application for the shelter providers to submit ILPs electronically and a secondary application for DSS Housing to use to create ILPs for facilities not equipped to create and submit their own. Additional functionality was added so that administrative staff can track ILP activity more efficiently.

Emergency Operations Center

In the event of a natural disaster, or other emergency, DSS is often asked to send a representative to the County Emergency Operations Center (EOC) in Yaphank. This could be for a few hours, or over a period of a couple days, and takes the worker away from their work at DSS. That said, the Department's IT Team configured a "Pop Up EOC" and, when needed, communications can be set up in the Mary Gordon Building in anticipation of an active storm season, or any incident that requires emergency response. Additionally, IT created a guide for users to access the applications through the network. The system provides multiple benefits to the DSS administration and staff. The administration will have the ability to monitor operations of the department and if necessary communicate from one location and gather information from the County's EOC during an incident while additional DSS staff are stationed in the County EOC in Yaphank. Resource requests and service modifications can be handled in real time while the administration is in contact with staff in the EOC.

Network Reporting System Policy

The Suffolk County Department of Information Technology has been using the WhatsUp Gold system for over ten years to monitor the County's network infrastructure to determine failures and outages during the weekend or after hours. DSS is now using the WhatsUp Gold system as well. The WhatsUp Gold system allows for automatic alerting of pertinent staff when an outage occurs and that in turn helps IT remediate it faster.



DEPARTMENT OF SOCIAL SERVICES INFORMATION TECHNOLOGY (Continued)

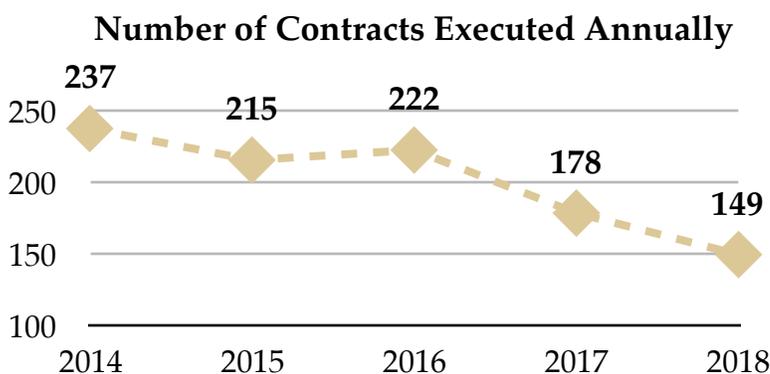
Medicaid/Client Benefits Address Mismatches

In August 2017, at a meeting with the Smithtown Medicaid Unit, the question was asked, “If a client changes his mailing address with a Client Benefits worker, can this change go across all divisions through the welfare management system?” To alleviate documentation going to the incorrect address after the client moves, IT created an address mismatch report on the Reports Dashboard that either division can run at will. The report was designed to help correct the address disparity between divisions and lists address mismatches between the divisions’ cases based on recent activity, this went into production in December 2018.



DEPARTMENT OF SOCIAL SERVICES CONTRACTS UNIT

The Contracts Unit administers approximately 410 contracts including MOUs, Interagency agreements and grants on behalf of the Department. This includes contract analysis, compliance and budget maintenance and tracking and reporting of certifications of insurance. Additionally, the Unit works with the Divisions to prepare requests for proposals/qualifications when needed.



Beginning in 2014, an effort was made to load level contract expiration dates, i.e. - smooth out the peaks and valleys of the number of contracts that will expire during a calendar year and at year end. Contracts now have terms greater than one year and expire at different times throughout the year; this explains the decrease in the number of contracts executed per year.

Request for Proposal/Qualification

The Contracts Unit administered one Request for Qualification (RFQ) and two Request for Proposal (RFP) in 2018:

- RFQ for Overnight Placement and Safe Beds Facility Services - this resulted in 2 contracts.
- RFP for Personal Emergency response Services - this resulted in one contract.
- RFP for Electronic Mobile Document Management Solution - proposals are still being evaluated.



DEPARTMENT OF SOCIAL SERVICES FINANCE

Finance consists of three units: Administration, Revenue, and Expenditures.

The Administration Unit handles all areas within Finance and performs many Department-wide and interdivisional functions. In addition, Finance Administration is responsive to the fiscal concerns of the program Divisions.

The Revenue Unit consists of three key units:

- Assets and Resources - A&R Unit's function is to identify and secure real property liens.
- Federal and State Aid Claims - The Federal & State Aid Claims Unit must continuously adapt to a changing fiscal environment relating to both Suffolk County and New York State revised fiscal systems and financial reporting requirements.
- Collections - The Collections Unit is responsible for collecting refunds and recoveries, as well as maintaining the accounts receivable subsidiary system for landlord security deposits and other debts.

The Expenditure Unit consists of the accounts payable units. Complying with Federal, State and Local Laws to issue payments for the many program areas within the Department is complex. In addition, the Unit provides fiscal information and documentation to various Departments within the County. The Unit also provides the Department's Special Investigations Unit with payment authorization documentation to assist in fraud investigations.

Administration

The Administration component of the Finance division oversaw the Department's \$632.5 million Adopted budget for 2018, and is directly responsible for coordinating the Department's Operating and Capital Budget Requests.

Finance Administration, with its Shelter Review Unit, continues to update policies and procedures to formalize and strengthen the reporting requirements for Shelter Providers. Further changes implemented in 2018 included: reporting to DSS Finance monthly payroll costs, documenting rent payments, and submitting financials on a regular basis to properly monitor expenses versus the approved shelter budgets. The Review Unit also has reviewed budgeted staffing costs implanting a turn over savings factor to more accurately budget the contracted provider's needs.

The Finance Administration was chosen to participate in the New York Welfare Association's presenting at the Fiscal Policy Dialogue which included discussing effective financial management processes and fiscal strategies related to evolving state policies. Suffolk County DSS Finance also presented on the recently created "Indigent Burial Assistance Eligibility Wizard" and the online application process to better assist families during one's most difficult time.

The Finance Division is also participating in New York State Office of Temporary Assistance and Disability's Integrated Eligibility Systems. With the changes to the State System, Finance is working with the other divisions to create a more efficient process in issuing payments related to temporary assistance clients.

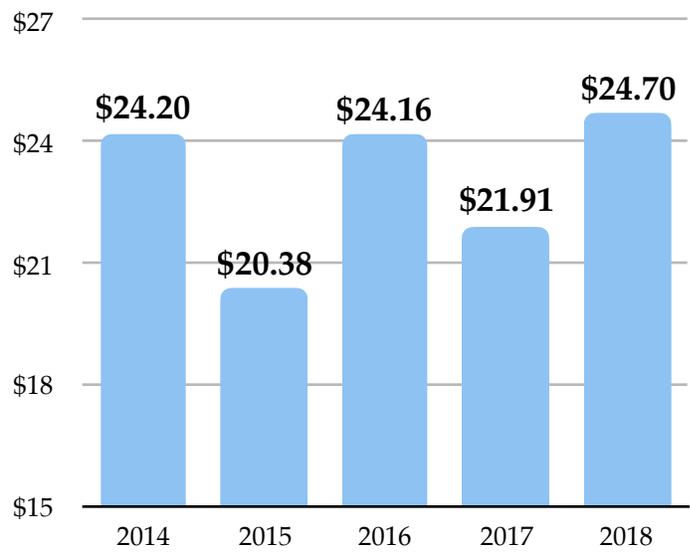


DEPARTMENT OF SOCIAL SERVICES
FINANCE
(Continued)

Revenue

The Revenue Unit brought in an excess of \$313 million in revenue in 2018. The Division aggressively sought recoupments and money owed from vendors and former clients through an internal collection process as well as using an outside collection agency. Collections increased by \$2.7million in 2018, or 12% more than 2017. The A&R Unit, recovered \$491,000 more in funds owed back to Suffolk County, this represents an increase of over 10%. The Finance Division continues to work with program areas to strategize on maximizing revenue as well as timely filing of claims with the State to secure State and Federal dollars owed to Suffolk County.

**Total Annual Collections - in Millions
(Recoupments)**



Burial Application

The Assets & Resources (A&R) Unit within the Finance Division accepts applications for burial assistance, but had no way of tracking the applications. The IT Unit worked with A&R to develop a program where A&R could track applications. The program allows for tracking the application; whether it is approved, denied, or in process and allows for backup documentation to be uploaded with the application. This went into production in June 2018.

Expenditure

The Accounting Unit processed over 150,000 vouchers and more than 260,000 checks and stayed consistent with processing timely payments. The Expenditure Unit remained steadfast in compliance for all payment processing subject to Local Laws. The average days for payment of child care vendors as well as not-for-profits were below 29 days throughout the year.



DEPARTMENT OF SOCIAL SERVICES PERSONNEL & SUPPORT SERVICES

Personnel & Support Services

The Personnel and Supportive Services Division includes the following units: Human Resources, Facilities Management, Security, Special Investigations Unit and Staff Development. Administrative support is provided to allow the other Divisions to focus on their core missions.

Human Resources

The Human Resources Unit oversees the maintenance of official personnel records, processes all employee hiring, handles employee relations inquiries, maintains the employee database, updates employee manuals, and handles inquiries regarding sick leave, workers' compensation, and other employment related issues. The Department currently staffs 1,329 full-time employees.

HR ACTIONS COMPLETED

New Employees Hired	77
Promotions Processed	47
Separations from Service*	105
Temporary Employee Appointments	450

*47% of separations were due to retirements

Staff Development

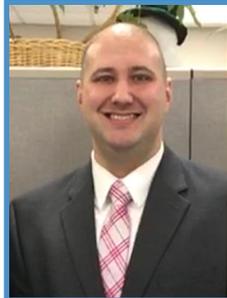
It is the responsibility of Staff Development to review and coordinate training topics and facilitate training offering deliveries for all Divisions within the Department. Training allocations from the NYS Office of Temporary Disability, the NYS Office of Family and Children Services, and the NYS Department of Health primarily provide program specific training institutes and topic training to support the implementation of regulatory compliant training curriculum for all permanent local district staff. Additionally, the State offices provide Social Services Workforce Development Skills topics and Computer Skills topics needed to enhance performance skills of all employees. Staff Development maintains a comprehensive training database to track and manage training needs and outcomes. At the district level, direct classroom training is provided to staff by Staff Development, including: Employee Orientation topics (Sexual Harassment & Discrimination, Americans with Disabilities Act, Confidentiality, Language Interpretation), Mandated Reporter Overview for DSS employees, Civil Service Compliant Interviewing Skills, Defensive Driving, and other topics as needed. Additionally, Staff Development coordinates, facilitates and tracks the training offerings provided by dedicated Training Staff in other divisions. In 2018, a combined (state and local district) total of 319 topics were offered, resulting in 5,361 training sessions attended by our staff.



DEPARTMENT OF SOCIAL SERVICES EMPLOYEE OF THE MONTH

January 2018

Michael Sweet
Social Services Examiner I
CBA / Oser Avenue



August 2018

Pauline Cimaszewski
Programmer Analyst
IT / Mary Gordon Bldg.



February 2018

Laurie Wallace
Clerk Typist
Medicaid / Riverhead Center



September 2018

Teresa Cintron
Social Services Examiner I - SS
CBA / South West Center



March 2018

Sara Alves
Social Services Examiner II
CBA / South West Center



October 2018

Anita Horan
Office Assistant
CBA / South West Center



June 2018

Lawrence Deleonardis
Social Services Examiner I
CBA / South West Center



November 2018

Joseph Frankino
Office Systems Analyst II
IT / Mary Gordon Bldg.



July 2018

Linda Fraioli
Social Services Examiner I
Medicaid / Wireless Center



December 2018

Elizabeth Mattiucci
Senior Office Assistant
CSEB / MacArthur Bldg.

