

NASSAU COUNTY

Department
of
Social
Services



ANNUAL REPORT 2015

Edward P. Mangano, County Executive

John E. Imhof Ph.D., Commissioner



Nassau County Legislature

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I. Message from the County Executive



A Message from County Executive Ed Mangano:

In presenting the 2015 Annual Report of the Nassau County Department of Social Services to the residents and public servants of Nassau County, I am indeed proud to note that year after year DSS continues to demonstrate itself as one of the most innovative and progressive social services agencies in the nation. As a longtime public servant I most certainly understand the many challenges facing all government agencies today and, in this regard DSS and its entire dedicated staff perform an extraordinary job each and every day addressing the needs of individuals and families throughout our county.

Whether it be receiving special grant awards and accolades for the range and excellence of its children’s services; protecting vulnerable adults through our guardianship programs; processing and completing thousands of public assistance applications monthly within state and Federal mandates; providing shelter for homeless individuals and families; receiving consistently outstanding audit findings from our State oversight agencies; and utilizing the latest advances in information technology for enhanced management operations and constituent services, DSS and its dedicated staff are committed to improving the lives of all Nassau County residents.

We are fortunate to have such a dedicated team of public servants who – along with our DSS Advisory Council, Task Force on Family Violence and DSS Volunteers –each and every day give our residents the message “We care, and we’re here to help.”

The 2015 DSS Annual Report illustrates the breadth and scope of DSS programs and services. It is with pride and appreciation that I thank each and every one of our DSS employees and volunteers on behalf of Nassau County’s 1.3 million residents.

Sincerely,

Edward P. Mangano



II. Message from the Commissioner

I am pleased to present the Annual Report highlighting the programs, services and accomplishments of the Nassau County Department of Social Services (DSS) during 2015.

We continue our mission of serving the most vulnerable citizens in Nassau County in keeping with our local, state and federal mandates of providing social services.

Furthermore, as 2nd Vice President of the New York Public Welfare Association, I am privileged to report that DSS continues to work tirelessly with the other 57 NYS social service districts as well county, state and federal agencies to help meet the needs of more than 250,000 Nassau County residents annually assisted by this Department.

During the year 2015, DSS:

- Identified \$24.3 million in savings from uncovering welfare waste, fraud and abuse;
- Reduced total security deposits paid to landlords from \$1.86 million in 2011 to less than \$27,000 in 2015;
- Provided day care services for 5,600 children in 4,100 working families;
- Administered 102,200 Medicaid cases for over 151,700 individuals (or 11% of Nassau's population);
- Processed 20,000 new applications for Temporary Assistance;
- Provided food assistance (SNAP / Food Stamps) to 35,000 families totaling 65,000 Nassau residents;
- Issued 27,000 HEAP (Home Energy Assistance Program) benefits to Nassau households;
- Investigated 5,800 reports of child abuse or neglect;
- Assisted over 32,000 families obtain child support;
- Logged in over 200,000 registered visitors to DSS offices in Uniondale;
- Sponsored our 8th Mega Job Fair at Nassau Community College with 250 employers and 5,000 job seekers;
- Provided emergency housing for 672 families comprising 2,006 family members and 1,121 single adults;
- Expanded the number of Nassau County Foster Homes to more accurately reflect the multi-cultural needs of families and children;
- Completed a total of 26 adoptions so that children could finally be part of a "Forever Family";
- Awarded an additional \$136,500 from New York State for our Safe Harbour program designed to address trafficked and commercially exploited youth (See Child Protective Services 2015 highlights for details);
- Children's Services Division received awards from "What's Great in Our State: A Celebration of Children's Mental Health Awareness" for the Babies Can't Wait project and the Child Advocacy Champion Award from the Family Focus Adoption Services in recognition of exceptional dedication (See Services to Children 2015 highlights for more details).

By far, the greatest DSS resource is our staff, almost 900 trained and motivated employees. Throughout 2015, DSS staff received many compliments for their dedication and service to Nassau residents. Several of these sentiments are captured in our Resident Feedback section – please take a look to see what your neighbors are saying about DSS staff. I think you'll agree that our DSS staff is second to none when it comes to efficient, caring and respectful customer service.

We are most grateful to the Nassau County Legislature for their support of our DSS programs, especially through their on-going evaluation and approval of more than 200 contracts that enable Nassau County to provide the wide range of services available through DSS.

Finally, we could not present this report without acknowledging with great appreciation the unconditional support and encouragement of County Executive Ed Mangano. The County Executive cares deeply about all of Nassau's children, adults and seniors and has consistently committed himself to supporting programs and initiatives for Nassau's most vulnerable residents.

John E. Imhof, PhD
Commissioner, DSS



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DSS Annual Report



III. Mission Statement

Mission Statement

The Nassau County Department of Social Services is committed to strengthening and preserving families by providing financial assistance and services to residents of Nassau County in accordance with state and federal regulations and laws. DSS is dedicated to providing quality service and maintaining the dignity and respect of those we serve. Specifically, the Department is responsible to:

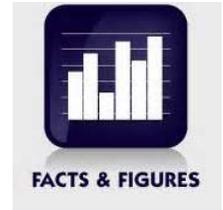
- Provide aid to eligible recipients through the Family Assistance, Safety Net, Day Care, Employment, Supplemental Nutrition Assistance Program (formerly called food stamps), Medicaid and Home Energy Assistance Programs.
- Establish an initial child support obligation of a legally responsible individual through the Family Court, collect support payments, enforce and modify existing support orders.
- Protect children, adults and families by enforcing the mandates of New York State Social Services Law.
- Provide the Department's services without regard to age, race, gender, disability, ethnicity, culture, national origin, religion, sexual orientation or gender identity.



Main office complex for DSS at 60 Charles Lindbergh Blvd., Uniondale, NY



IV. DSS Facts and Figures



Applications

Totals for	2014	2015
Family Assistance	5,432	4,764
Safety Net Assistance	12,355	11,835
SNAP	23,120	22,043
Medicaid	22,615	18,852
Day Care	4,002	4,764

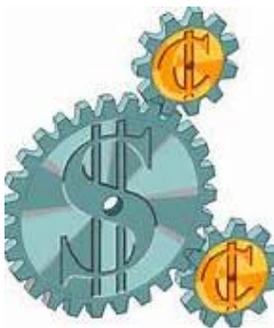
Active Cases

Figures as of:	12/31/2014		12/31/2015	
	Cases	Individuals	Cases	Individuals
Family Assistance	2,909	6,799	2,441	5,662
Safety Net Assistance	4,554	6,842	3,967	6,092
Medicaid (MA+MPE)	91,993	150,265	81,883	131,381
Medicaid SSI	20,099	20,115	20,300	20,315
Family Health Plus	15	45	0	0
SNAP-NPA (Supplemental Nutritional Assistance Program - Non Public Assistance)	35,234	55,211	34,255	53,138
HEAP (Home Energy Assistance Program)	2,756	4,731	2,516	4,319
Services (Primarily Day Care)	5,419	15,554	5,779	16,689
Unduplicated Individuals		209,069		190,197



2014 - 2015 Budget Comparison

	2014	2015	% Change
Administration	\$ 70,198,842	\$ 67,451,273	-4%
Medicaid	\$ 248,230,297	\$ 235,725,135	-5%
Family Assistance	\$ 26,698,019	\$ 26,481,821	-1%
Safety Net Assistance	\$ 39,459,840	\$ 41,390,308	5%
HEAP	\$ 149,797	\$ 299,684	100%
Burials	\$ 225,199	\$ 189,598	-16%
Foster Care	\$ 12,519,197	\$ 12,804,881	2%
Children in State Custody	\$ 5,411,617	\$ 3,264,025	-40%
Juvenile Delinquents/PINS	\$ 2,974,669	\$ 2,513,815	-15%
Non Secure Detention	\$ 575,000	\$ 575,000	0%
Adoption Subsidies	\$ 4,783,927	\$ 4,585,553	-4%
Adoption Fees	\$ 21,568	\$ 82,800	284%
Homemaker Services	\$ 297,640	\$ 304,101	2%
Prevention/Protective Services	\$ 6,662,807	\$ 6,740,091	1%
Independent Living	\$ 315,063	\$ 278,814	-12%
Special Education	\$ 16,990,526	\$ 15,319,566	-10%
Day Care	\$ 58,448,225	\$ 60,944,364	4%
Total	\$ 493,962,233	\$ 478,950,829	-3%



V. DSS Advisory Council

New York Social Services law requires local districts to have an Advisory Council and Nassau County has one of the most active councils in the entire state. The purpose of the Council is to advise the Commissioner concerning programs and policies pertaining to public assistance, medical care and services to children, families and adults. The Council also identifies service gaps in the community, assists the Department in publicizing available programs and helps to educate constituents, service providers and public officials regarding the Department's

policies. Currently there are over 70 members representing hospitals, schools, service providers, non-profit agencies, faith based organizations, and recipients of services. In addition to 3 active sub-committees, the Advisory Council holds two public forums annually. The Public Forum held in October 2015 addressed DSRIP, the main mechanism New York State is using to implement Medicaid Redesign Team's Waiver Amendment. The Council also organized two resource fairs held in October 2015, attended by over 200 staff, to heighten staff's awareness of resources available in the community.

Executive Committee of the DSS Advisory Council

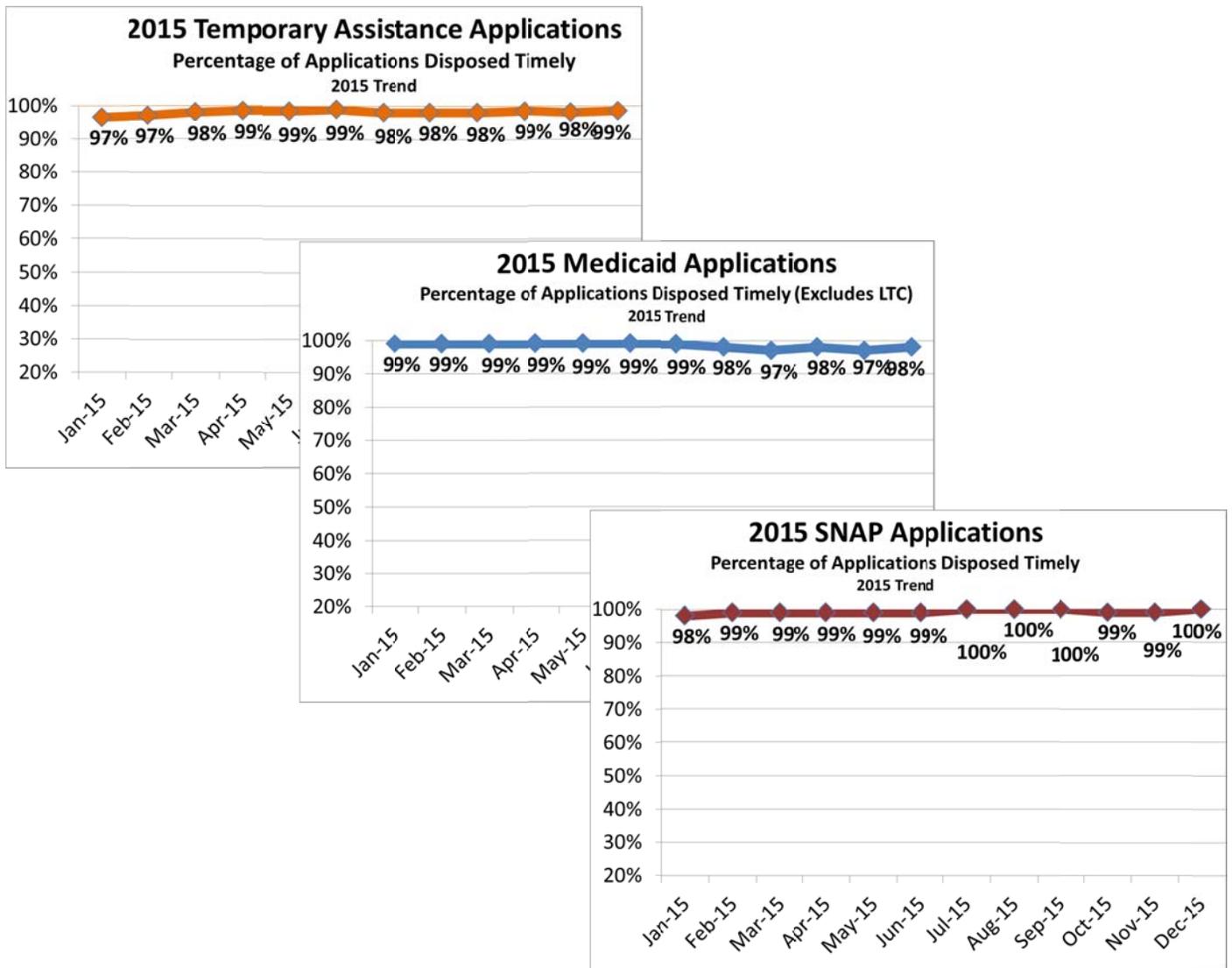


Having a hard time making ends meet? Check your eligibility for economic supports at:
myBenefits.ny.gov



VI. Empire Justice Lawsuit

In 2009, after several years of economic recession characterized by high unemployment rates and 20% yearly growth in Nassau residents applying for assistance, the Empire Justice Center and National Center for Law and Economic Justice, Inc. (collectively referred to as EJ) filed suit on behalf of individuals seeking assistance against the county claiming that the county did not process applications for Temporary Assistance (TA), Food Stamps (SNAP) and Medicaid (MA) on a timely basis. These proceeding resulted in a Federal class action suit (Dowdell v Imhof) filed in 2010 by EJ. In 2011 the County and plaintiffs agreed to enter into a stipulation order and in 2013 the court appointed a Special Master to review the efforts of DSS, implement a corrective action plan, and issue a report to the court. In 2014 with the assistance of the Special Master, DSS and plaintiffs reached an agreement to exclude certain applications from performance measurement where the delay was the result of client fault and set a timely processing performance standard at an average of 96%. In 2014 and 2015 DSS exceeded the standard with performance in 2014 and 2015 of 97.1% and 98.3% for TA; 97.6% and 98.5% for MA; and 97.5% and 99.3% for SNAP. In August 2015, EJ acknowledged that DSS met the performance standard for SNAP.



VII. Lobby

The Department of Social Services is the largest of the Nassau County agencies located in the HHS Building at 60 Charles Lindbergh Boulevard in Uniondale, NY (60 CLB). Other agencies that receive visitors include the Office of Mental Health, Chemical Dependency and Developmental Disabilities Services; Office for the Aging; Office of Youth Services; Office for the Physically Challenged; and the Health Department.

Lobby Status Tracking System

The HHS building registers anywhere from 1,000 to 1,700 visitors per day. To manage the daily visitors to the building, the County employs an HHS Visitor Status Tracking System. The Status Tracking System monitors the progression of visitors from the time they enter the building to the time they leave,

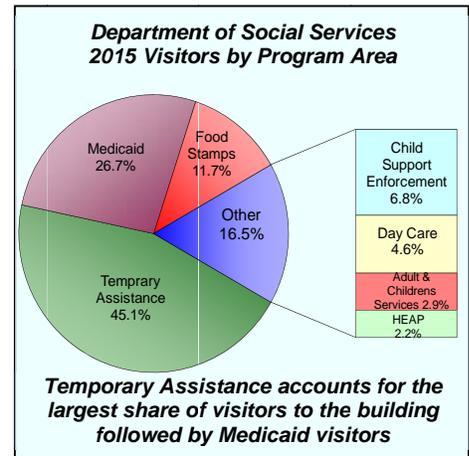
and through each of the services from which they received assistance. Visitors register with the Community Service Representatives at our Welcome Desk where they are logged into the Status Tracking System database. In this way our clients are served in an efficient and timely manner.

During 2015, over 200,000 visitors



to HHS were served at 60 CLB, completing over a quarter of a million activities.

The Lobby Status Tracking System provides management with up-to-the-minute information



on the traffic flow in the lobby.

This information allows management to make daily adjustments in staff assignments to best meet the service needs of our clients. The Status Tracking System also provides data that is used to analyze monthly and yearly traffic cycles as well as longer term traffic patterns and trends. This information is used to help optimize staffing requirements to service our clients on an ongoing basis.



Artistic rendition of the Nassau County DSS customer service lobby at 60 Charles Lindbergh Blvd. in Uniondale, NY



2015 Highlights

Members of the Department of Social Services, Central Nassau Guidance Center and Long Island University (LIU) Post Campus collaboratively developed The Nassau County Health and Human Services DSS **Customer Satisfaction Survey** for persons

applying or receiving benefits from the Department of Social Services. The data collected measures client satisfaction with DSS policies, procedures, and service delivery protocols. The resulting information will be shared with the Nassau County Commissioner of Social Services with the intent of identifying client

service needs, and to gather feedback on existing procedures used to obtain benefits or services. This information may also be used to make changes in or to come up with alternatives to enhance service delivery to better serve DSS constituents.



VIII. Customer Service

DSS can sometimes be a challenge to navigate.



The Department maintains a Customer Service unit that responds to calls from clients, advocates, family members,

government officials and the community.

Customer Service answers questions and resolves issues directly or forwards the information to the appropriate staff for response and resolution.

The Customer Service staff is available to answer calls during regular business hours **Monday – Friday, 9 a.m. – 4:45 p.m. at 516-227-7474.**

The general DSS information number, **516-227-8519** can be accessed 24 hours per day, 7 days per week.

Legislative staff and government officials can call **516-227-7471** to speak to an Administrative Assistant. A signed release is required to share information regarding constituents or specific case information. Telephones are answered **Monday – Friday, 9 a.m. – 4:45 p.m.**

In addition to the Customer Service unit, New York State maintains a website (www.mybenefits.ny.gov), where residents can explore the services for which they may be eligible.

IX. Emergency Services

In addition to providing services Monday – Friday, 8 a.m. – 4:00 p.m., the Department maintains an emergency services program that operates from **4:00 p.m. to 8:00 a.m. weekdays**, and continuously on weekends and holidays. Emergency services can be reached at **516-573-**

8626 and includes referrals to emergency temporary housing, referrals to New York State for suspected child abuse, emergency fuel arrangements, referrals to appropriate community agencies (if warranted), domestic violence intervention and hotline

information and housing through **WARM BED**, a seasonal program available in the winter months (**1-866-WARMBED**). Several of these programs have income eligibility guidelines which are explained by the emergency service staff responding to calls.



Warmbed Emergency Winter Shelter Program for the Homeless to Begin Thanksgiving Eve
With cold weather approaching, Nassau County Executive Edward P. Mangano today announced that **WARMBED**, Nassau County's Emergency Shelter Relief Program for homeless individuals and families during the winter months, will be activated Wednesday, November 25th, 2015 beginning at 6:00 p.m.

X. Domestic Violence

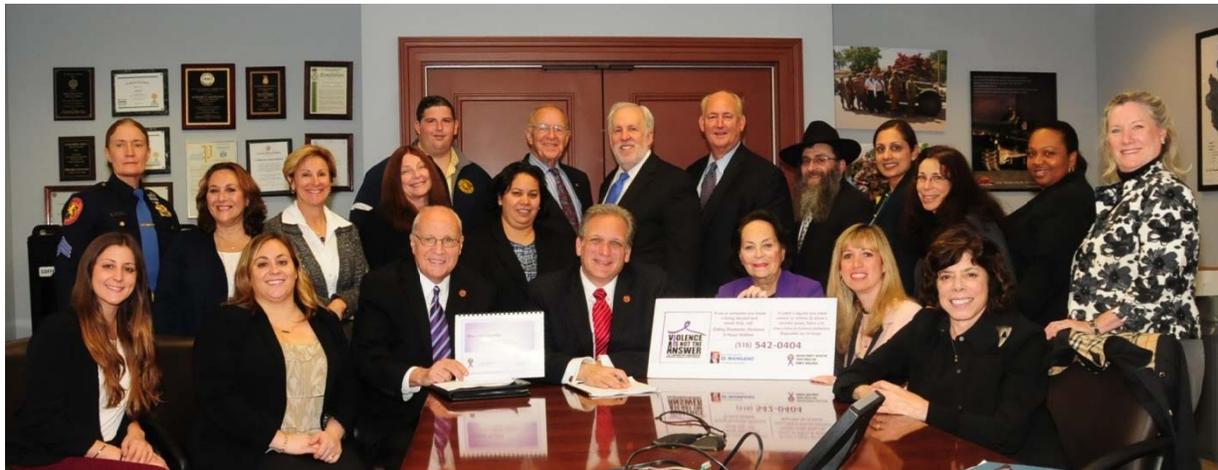
The Department has developed a safe, secure interviewing area for applicants or recipients who are victims of Domestic Violence. The Department helps ensure a victim's ability to remain safe and access services to move towards self-sufficiency. This may include access to emergency shelter at a secure location.

The Department also plays a major role in the County Executive's Family Violence Task Force (FVTF) which brings many of the county's not-for-profit and governmental resources together to focus on family violence policy issues and help raise public awareness of this social problem. DSS Commissioner John Imhof serves as the chairperson of the task force.

The 2015 annual Task Force on Family Violence conference was held on April 17th at Long Island University Post. Through grant funds, the FVTF held a free all-day conference which included a continental breakfast and lunch. There were more than 200 people in attendance. Lanyards and pad folios were also distributed with the Task Force motto, "Violence is not the answer."



Nassau County Family Violence Task Force



If you are a victim of family or domestic violence please call the 24hr hotline at (516) 542-0404...

Domestic Violence Community Resource Directory For all emergencies please dial 911

24/7 DV and Sexual Assault Hotline	(516) 542-0404	Nassau County Family Court	(516) 493-4000
The Safe Center, LI	(516) 465-4700	Nassau County Adult Protective Services	(516) 227-8472
Circulo de la Hispanidad, Inc. - Crisis Intervention	(516) 889-2849	NC Office for the Aging (HELP-LINE)	(516) 227-8900
Child Abuse/Maltreatment Hotline (Albany)	(800) 342-3720	NC Department of Mental Health (HELP-LINE)	(516) 227-TALK
Mandated Reporters	(800) 635-1522	NC Crime Victims Assistance Program	(516) 573-8207
Hispanic Counseling	(516) 538-2613	Spouse Abuse Group Education (SAGE)	(516) 935-6858
NC District Attorney's Office	(516) 571-4967	Department of Social Services General Information	(516) 227-8519
NYS Spanish Domestic Violence Hotline	(800) 942-6908		



XI. Fraud Investigations



The Department maintains an Office of Investigations (DSS-OI). Within the Office of Investigations there are three units: Special Investigations, Contract Investigations and Liens and Recovery. The

Liens and Recovery Unit is tasked with recovering money by filing liens on client owed assets. The Special Investigations and Contract Investigations units work with the Department's benefits program areas and other government agencies to investigate potential waste, fraud and abuse to ensure that taxpayer dollars are utilized to help families and individuals who are truly in need of support.

Examples of fraud:

- Falsely reporting that a parent is absent from the household
- Falsely reporting that a child is in the household
- Intentionally failing to report a change in the household composition
- Intentionally failing to report earnings from employment

- Intentionally failing to report monies from unemployment, disability and social security
- Intentionally failing to disclose bank accounts
- Intentionally failing to disclose marital status

In 2015 DSS fraud investigators uncovered \$24,317,548.36 in recipient and provider fraud, waste and abuse. This includes \$698,288.17 in restitution from the DA's office; \$8,990,869.19 from liens and recoveries and \$14,628,397.00 in cost avoidance. Since January 2011, Nassau taxpayers have been spared a total of \$76.7 Million in Welfare Fraud and Abuse.

\$3.3 Million in Criminal Fraud has been detected referred and recovered through the District Attorney's Office in the last three years.

Office of Investigations joined with the U.S. Department of Agriculture (USDA) whereby fugitives with Felony warrants who receive SNAP (Food Stamps) can have their benefits terminated as well as face arrest, further protecting taxpayer's money and removing felons from the streets.



April 30, 2015

ARRESTS IN JOINT INVESTIGATION TO COMBAT FOOD STAMP FRAUD

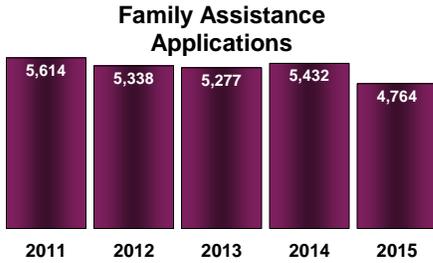
Nassau County Department of Social Services Special Investigations participated in a joint investigation to combat Food Stamp Fraud. Owners and employees at three Nassau stores were arrested for food stamp trafficking scheme that federal officials estimate to total \$1.3 million.

"My administration works tirelessly with State and Federal agencies to root out waste, fraud and abuse of taxpayer dollars," said Nassau County Executive Edward P. Mangano. "These arrests should serve as further warning that anyone who cheats our taxpayers will be apprehended and brought to justice."



XII. Public Assistance

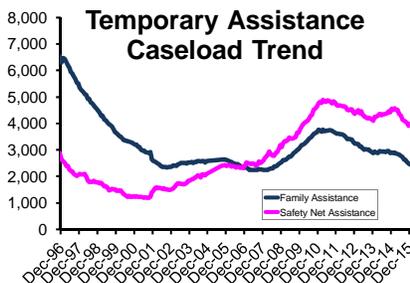
Temporary Assistance for Needy Families (TANF) or Family Assistance is a federal program administered by the New York State Office of Temporary and Disability Assistance (OTDA). Nassau County is the local district that



provides cash assistance to needy families in Nassau that include a minor child living with a parent (including families where both parents are in the household) or a caretaker relative. Family Assistance operates under federal Temporary

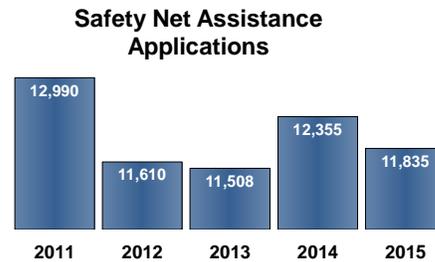


Assistance for Needy Families (TANF) guidelines. Under TANF, eligible adults are limited to receiving benefits for a total of 60 months in their lifetime, including months of TANF-funded assistance granted in other states. Once the five year limit is reached, the household is ineligible to receive any more TANF benefits which in part explains the increases in Safety Net Assistance in New York State (see SNA). The months need not be consecutive, but rather each individual month in which TANF-funded benefits are received is



included in the lifetime count. The counting of this 60-month limit began in December, 1996. Parents and other adult relatives who can work must be working or involved in work-like activities after receiving family assistance benefits for two years, or sooner if the local department of social services decides they can work earlier.

Safety Net Assistance (SNA) was established under the New York State Welfare Reform Act of 1997 to replace the Home Relief program. This program provides assistance to individuals and families who either do not qualify for the federal TANF program or whose TANF benefits have run out. Benefits are provided as cash for 24 months. After 24 months benefits may continue as non-cash payment (vouchers or payments are made directly to vendors).



Those who are not eligible for other assistance programs may be eligible for SNA, including:

- Single adults
- Childless couples
- Children living apart from any adult relative
- Families of persons abusing drugs or alcohol
- Families of persons refusing drug/alcohol screening, assessment or treatment
- Persons who have exceeded the 60-month TANF limit on assistance
- Individuals and families who are eligible for temporary assistance, but who are not eligible for federal reimbursement



Other Public Assistance Programs Include:

Emergency Assistance to Adults (EAA) provides assistance to individuals in receipt of Supplemental Security Income (SSI) who are facing emergency situations such as homelessness, utility or fuel emergencies or other items of need.

Emergency Assistance to Families (EAF) provides assistance to families to meet emergency situations that are sudden, not foreseen and beyond their control. Such needs may include but are not limited to, homelessness, fuel needs and utility shut off. The household must include a minor child who is without immediately accessible resources to meet their needs.

Emergency Safety Net Assistance (E-SNA) provides assistance to persons not eligible for recurring public assistance benefits, EAA or EAF. The individual or family must present an emergency need and be without immediately available income or resources to meet the emergency. The income standard for E-SNA is 125% of the Federal Income Poverty Line.



Home Energy Assistance Program (HEAP) is a federally funded program designed to help low-income households meet the high cost of home energy. Both those who pay separately for heating costs and households whose heat is included in their rent may be eligible for a one time regular benefit. Additionally, households with a heating emergency may also be eligible for an emergency benefit and and/or a Heating Equipment Repair/Replacement (HERR) benefit. The HEAP year generally begins in mid-November and closes in mid-March or when the program funding is exhausted. A cooling component that assists medically needy households with the purchase of air conditioners may also be available during the warmer months. Most benefits are paid directly to the heating/utility vendor. Applications for regular HEAP may be submitted online through myBenefits.ny.gov.



2015 Highlights

In 2015 a major reorganization was undertaken to better serve the unique needs of families and singles. The needs of families can be quite different than the needs of single adults including day care, employment and transportation issues as these residents work towards self sufficiency. Further, families and singles may be eligible for different programs such as TANF or Safety Net Assistance. To better meet the needs of the different groups Social Welfare Examiners had their caseloads restructured to contain all families or all singles. This allows the examiner to focus on the specific needs of one group or the other.

Having a hard time making ends meet? Check your eligibility for economic supports at: myBenefits.ny.gov

A blue banner with a white outline. On the left is a white map of New York with a blue arrow pointing up and to the right. The text is in white and blue.



Meet-and-Greet TA MA and Services

The “FISH! Philosophy” encouraged improving communication and among programs, especially when eligibility programs and services programs work with the same families/individuals. The “Meet-and-Greet” gave a better understanding of what each program can and cannot do within state, federal and local laws/regulations.

Caseworkers, WEX’s and supervisors voluntarily participated in these meetings, where half of the participants changed tables after several minutes and the other half remained.

The first groups to participate included Temporary Assistance new applications, ongoing, utilities, housing, and homeless; Medicaid new applications, ongoing, and chronic care; Child Protective Services registry, investigations, ongoing, and Family Assessment Response; Children’s Services foster care, preventive, and PINS diversion; and Adult Services preventive, protective, family type homes, homeless intervention team and HIV Coordinator.

The participants said that the experience was empowering and a great opportunity to make contacts that will help well into the future!



XIII. SNAP (formerly Food Stamps)

SNAP benefits help low-income households by supplementing their monthly food budget. Eligible households use an electronic benefit card and PIN (personal ID number) to access their benefits at the supermarket checkout counter the same way a debit card is used.

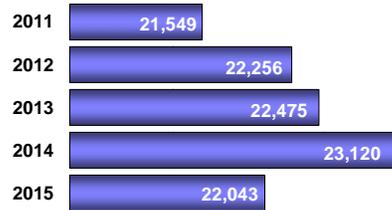


There are many supermarkets throughout Nassau County where clients can use their benefit card. Many TANF and SNA recipients receive Food Stamps as part of their overall public assistance grant.



2015 Highlights

Non-Public Assistance SNAP Applications



- Nassau residents applying for SNAP only (not applying for Public Assistance) increased by over 25% since 2010.
- With continued quality improvement, the SNAP program area improved the timeliness of processing new applications. In 2015 over 99.3% of SNAP applications were processed within the 30 days required by Federal regulation.
- ABAWD (Able Bodied Adults Without Dependents) work requirements will come into effect in 2016. An ABAWD is a person between the ages of 18 and 49 who has no dependents and is not disabled.

XIV. Housing and Homeless Prevention

Housing and Homeless Prevention is coordinated by DSS and the Nassau County Office of Housing and Community Development (OHCD). It works to:

- Assist individuals and families that are homeless or threatened with the loss of stable housing
- Provide emergency shelter
- Move people as quickly as possible to transitional and permanent housing

The SPOT (Shelter Placement Online Tracking) software program continues to manage almost all emergency housing needs. The SPOT system works as a “reservation” system for all emergency shelter placements (motels and shelters) so when clients are placed in

emergency housing DSS knows what shelters/motels are available and the type(s) of accommodations offered. It allows the department to keep better track of all our emergency shelter assets to better plan for future needs.

Universal Housing Services

On the drawing board in 2015 with implementation scheduled for January of 2016, Universal Housing Services will be a major



reorganization of our homeless services. It will bring together many services to help prevent homelessness. This includes help with housing payment arrears and help with eviction. It will also provide educational services to help clients maintain a household such as classes on

household budgeting, classes on how to search for housing and home visits for new tenants. The approach is holistic and addresses a wide spectrum of housing needs

Other Notable Emergency Housing Accomplishments in 2015:

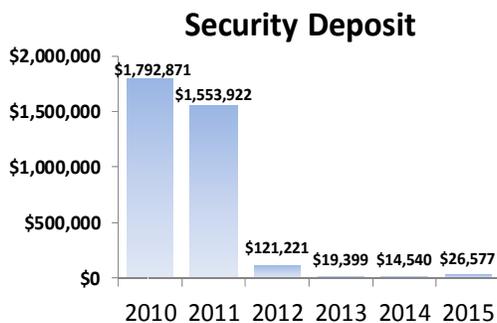
The SPOT system was enhanced to provide additional utility to our workers. Foremost in 2015, SPOT was modified to help workers collect the client share of emergency housing costs. By regulation, clients with income must contribute to their emergency housing costs. The SPOT system displays the share amount when the client comes in to have their emergency housing reauthorized. This enhancement improved collection of the client share by over 100% in 2015 from \$102 thousand in 2014 to \$209 thousand in 2015.

Security Deposit

The department decreased expenditures on cash security deposits by 99% since 2010 by implementing a security agreement for clients seeking housing. Under the security agreement landlords are issued a surety for security deposits instead of issuing cash. With the surety agreement landlords can claim up to two months' rent for damages and unpaid rent once the tenant vacates the property. In 2010 DSS spent \$1.8 million in cash security deposits and in 2015 this amount was reduced to just under \$27,000.

Emergency Housing - DSS/OHCD	
Client contribution towards shelter costs	
2011	\$128,351
2012	\$146,210
2013	\$135,146
2014	\$102,261
2015	\$209,668

The SPOT system was also incorporated into a new application built for Emergency Night Services. This allowed Emergency Night Service workers to find out where shelter space is available for residents that may find themselves in need of shelter after normal business hours.



Perspectives

Stories about the people we serve

Mr. P, a man with multiple physical and mental health issues, came to DSS as homeless and was approved for Temporary Housing Assistance and SNAP benefits in early 2014. He was required to contribute part of his SSD (Social Security Disability) income toward his monthly housing costs (housing share), and was also required to submit a number of medical documents to substantiate his physical and mental health conditions. Due to the severity of these conditions, Mr. P experienced great difficulties in most activities of daily living. He had difficulty paying his housing share and struggled to adhere to the rules and regulations of the various shelters. He struggled to keep his medical appointments and obtain the documentation necessary to maintain his case. In order to best assist Mr. P, over the course of the next year DSS and Office of Housing and Community Development personnel worked in conjunction with his case managers from various outside agencies to identify and assist Mr. P in applying to a Nursing Home Diversion Program. Through the diligent, cooperative efforts of all concerned, Mr. P moved into a supportive housing unit the summer of 2015 and has been living independently ever since.



XV. Employment

Federal and State welfare reform legislation mandate that all employable individuals on public assistance engage in one or more work activities:

- Job Search
- Work Experience
- Employment
- Vocational Education
- Community Service



Nassau County DSS's Employment Unit administers the work activities.

The Employment Unit is composed of four areas:

1. Family Assistance (FA) provides assistance to single parents who are required to engage in work activities. The FA Employment Staff worked closely with contracted vendors to monitor cases and provide supportive services for client participation. The FA employment staff also conciliates and sanctions those clients who are non-compliant. FA Employment Staff along with vendors EOC and NADAP, FECS and NADAP WEP all worked together to assist the client to become self-sufficient and be able to sustain that sufficiency.



2. Safety Net (SNA) – The SNA Unit provides supportive services for single individuals and two parent families to engage in work activities. They also sanction non-compliant clients which can lead to full case closures.
3. Job Development – The Job Developers conduct weekly job search classes and

assist individuals to obtain employment. They conduct a series of JRT workshops to prepare individuals for job fairs. The Job Developers and JRT staff play an integral role in the job fair.

4. Conciliation/Fair Hearing - EAC provides administrative support for the Conciliation process for those clients who are non-compliant. Employment staff participates in both the conciliation process and Fair Hearings. The Fair Hearing unit has an impressive record of being affirmed in 95% of the decisions which result in employment and benefit sanctions.

The Nassau County Department of Social Services Employment Unit helps public assistance recipients obtain employment, job counseling and employment related training. The DSS Employment Unit provides a direct service to local employers by conducting pre-employment activities such as client assessments and employee screening. Employers who hire DSS clients are eligible for tax credits.

To accommodate the needs of our constituents and to address current state and federal program mandates, the Employment Unit continues to have performance based contracts with three community based organizations that provide various employment related services to the TANF and Safety Net population and enrolls them in various work activities. The use of performance based contracts has improved the overall performance of the Employment Unit.



2015 Highlights

Employment

- The DSS Employment Unit had a busy and productive year. Meetings were held with the Marriott Hotel and the DOL (Department of Labor) to discuss OJT (on the job training) for housekeeping positions. DSS clients were screened and referred for interviews, with several obtaining positions. DSS employment staff also met with the company ABBA for On the Job Training with the New York State Storm Recovery Project
- The Job Development/JRT Units hold daily groups for supervised job search. They recruited the following companies to meet with the clients and talk about their employment openings:
 1. Temp positions
 2. Self Help Community
 3. NYS Storm Recovery
 4. Local 25 IBEW
 5. U.A. Plumbers Local Union No. 200
 6. United Brotherhood of Carpenters and Joiners of America
 7. Int'l. Union of Operating Engineers Local Union No. 138, 138A, 138B and 138C
 8. General Building Laborers' Local No. 66 Training Fund
- Employment supervisors met with vendors EOC and NADAP to discuss the 2015 direction and new programs. Regular monthly meetings were held throughout the year with other vendors.
- Planning for the 2015 Summer Youth Employment Program began in March with a meeting for professional staff involved in recommending participants. Ultimately, there were thirty-eight participants for the summer program, an increase of ten from the previous year. The Nassau County Parks Department once again provided the work sites for the participants at nine of the county parks. Participants were required to attend a workshop each week that provided a skills base for future employment. The program ran from the end of June through mid-September.
- The Employment Unit is also working with veterans to help them obtain employment. They are given preference in their job search. The Veteran Employment Task Force met several times throughout the year with the purpose of addressing veteran employment



issues. DSS attended several Veteran Stand Downs in Hempstead and Freeport.

Perspectives

Stories about the people we serve

Client M.G had been unemployed for two and a half years. M.G. and her three sons ages 5, 9, and 15 were living (doubled-up) in a 2-bedroom home with her mother.

DSS referred M.G. to Career Paths TANF Employment Services. M.G. completed an Initial Assessment and an Individualized Employment Plan where she shared her hope of furthering her education in the field of Social Work. Supervised Job Search activities led to a temporary, part-time, assignment as an Administrative Assistant. At the conclusion of the temporary job she resumed Supervised Job Search and also participated in the Displaced Homemakers Program and Job Readiness Training.

The client's 9 year old son had behavioral issues and she was often times called 3-4 times a week to pick him up from school. M.G. was referred to BOCES and their psychiatrists, counselors and social workers. Her son successfully enrolled in BOCES and his behavior improved.

A job lead resulted in a full-time Administrative Assistant position. The team at Career Paths TANF Employment Services also assisted client in moving a step forward with her career goals by introducing her to an online Social Work school. Career Paths TANF Employment Services once again transitioned a client from Welfare to Workforce.

Safety Net and WEP Programs

- 723 recipients entered into Part-Time or Full-Time Employment
- 2,541 referrals to Work Experience Program
- 23 new Work Experience Program sites developed
- Approximately 350 placements in vocational and educational training programs
- The DSS Employment unit finalized its transition plan to administer the Work Experience Program (WEP) internally as opposed to the previous method of outsourcing this task to an outside contracted vendor. As of 1/1/16, the WEP program will begin to be administered in-house.



Family Assistance

- In 2015 the FA Employment Unit staff worked closely with the contracted vendors NADAP, EOC FECS and NADAP WEP. Our common goal is to assist welfare recipients to go from welfare to work. As we work with together with the vendors we are helping welfare recipients quickly obtain employment and the education necessary to gain the types of employment opportunities that lead to permanent economic self-sufficiency.
- In 2015, the Family Assistance Employment Unit staff consists of eight welfare examiners and one supervisor. The welfare examiners maintain a caseload averaging two hundred clients each. Case maintenance involves referring clients to vendors and the issuance of supportive services, ie, childcare, transportation, clothing allowance, etc., so that the client can participate in employment activities. The FA Employment staff must prepare conciliations and fair hearings folders when clients fail to participate in required employment activities. They gather pertinent information for the DSS fair hearing representative to present cases on behalf of DSS.
- This year the FA Employment staff worked on audits throughout the year. We were audited by the OTDA (New York State Office of Temporary Disability Assistance) for a work verification review and the Nassau Case Review. These two audits were conducted on site and at the same time. FA Employment staff was extremely busy maintaining caseloads and accommodating the auditors. During the year we also worked on audits required by the state as well as in-house audits with the vendors to constantly improve the audit process.
- In 2014, the FA Employment staff started a new project: The Work Number project. This project was continued in 2015 with much success. Using the Work Number, we continue to obtain employment verification that we use for participation purposes, budgeting purposes and for audit purposes. It helps to keep the vendors, TA and FA Employment staff on the same page when it comes to rate of pay and how many hours a client is working. Being on the same page has resulted in less errors when being audited.

- In 2014, the FA Employment staff started a project called “Long Term Sanction Project”. This project was continued in 2015 with much success. We continue to call in clients who have been on an employment sanction six months or more to find out how they are maintaining without receiving their benefits. We have been able to engage many of the long term sanctioned clients into employment activities and closed many of the cases of long term sanctioned clients who do not come in for their appointment, which is an eligibility requirement.
- In 2015, the FA Employment staff conducted weekly three step orientation classes where FA clients were assessed and informed of required participation in employment activities. Clients were informed of supportive services and vendor agencies that they will meet with. The FA Employment staff will continue to conduct these weekly classes in 2016.
- In 2015, the FA Employment staff participated in required trainings by DSS and OTDA.

DCAP

The DCAP process identifies people receiving benefits in Nassau who are disabled and eligible to received disability benefits from the Social Security Administration. This process represents significant savings to Nassau taxpayers.

- Interim Assistance reimbursement year to date total = \$919,645.00
- Aid to Disabled category approvals = 408
- Requests for Aid to Disabled category from Medical Directors = 407
- DCAP referrals for SSI/SSD in 2015 = 272
- SSI applications sent to SSA in 2015 = 180
- SSI approvals from DCAP cases in 2015 = 121



XVI. Behavioral Health Unit

- The Behavioral Health Unit designates Credentialed Alcohol And Substance Abuse Counselors (CASAC's) to conduct drug and alcohol assessments of Temporary Assistance applicants as part of the employability process.
- The Behavioral Health Unit CASAC's all hold advanced degrees and licensure beyond the CASAC designation.
- Clients in need of drug and alcohol treatment are referred to OASAS (Office of Alcohol and Substance Abuse) licensed treatment programs under a DSS treatment mandate.
- Clients in need of treatment are deemed either employable with treatment as part of their employment plan or temporarily unemployable. The employment unit monitors the treatment of those found employable. DCAP and Behavioral Health monitor those found unemployable until they become employable.

requiring treatment, 220 were sent inpatient and 1,573 were sent to outpatient treatment.



- For 2016, we will be revamping our assessments to use the Addiction Severity Index (ASI), which is a more accurate clinical assessment. We will also be using the LOCADTR 3.0 to determine levels of care. This is to increase our compliance with OTDA in reference to the requirement for our CASAC's to make and approve of all level of care determinations.
- Bridges Pilot Program. The Bridges Pilot program provides emergency housing for people in recovery. While emergency shelters provide a safe supervised environment, the special needs of people in recovery may not be addressed adequately by a shelter. To enhance the services offered to our homeless residents in recovery and improve the prospect of recovery, DSS partnered with the Bridges organization to make available five beds that will be used to house homeless residents in recovery for up to 120 days. The Bridges offers a supportive environment to address the needs of this population. In 2015 DSS placed 16 clients who spent anywhere between 1 and 120 nights.

Perspectives

Stories about the people we serve

RI is a single male in his mid-30's with a long history of drug dependence. He was released from a 3 year incarceration in early January 2015 and applied for Temporary Assistance. He was in the shelter system and soon relapsed to drug use. In late March he entered and completed the 28 day inpatient rehab at NUMC. Upon return to DSS, the emergency housing unit referred him to the Behavioral Health Unit to be assessed for a new homeless shelter pilot program started in 2015 for people in recovery. RI was placed at the Bridges pilot program in late April. One month later when he came back for re-authorization, he requested to see the worker from Behavioral Health. He told her how his life has changed and gave her a big hug. RI stayed at the Bridges pilot program until late July and then stayed there an additional 4 months on a room and board basis. In late November, he relocated to another sober home where he can remain up to a year. He has remained sober since completion of rehab in April and is actively seeking employment. Once employed, he can begin to save money to move to his own housing. RI credits his placement at Bridges in April with assisting him in maintaining sobriety and turning his life around.

- For calendar year 2015, the Behavioral Health Unit screened 775 clients who did not require further assessment or did not require treatment. The unit assessed 1,793 clients who were sent to treatment. Of those



XVII. Employment Job Fair

In October, DSS and CE's office hosted the County Executive's 8th Mega Job Fair at Nassau Community College in Garden City. Over 5,000 people and 250 companies attended the Job Fair. DSS Volunteer Services was also present with its Dress to Impress room, providing appropriate interview clothes for job seekers. There also were computers to help veteran applicants with their resumes or to assist applying for jobs on-line. The veterans had a special time from 9AM – 10AM to interview with employers before the general visitors were admitted. More than 200 veterans attended the job fair! Surveys have been sent out to provide feedback and we are in the process of receiving and evaluating them to determine how many job seekers actually obtained employment as a direct result of the Job Fair.

Nassau County Executive **ED MANGANO** invites you to a

MEGA JOB FAIR

October 23rd, 2015

Veterans Admission starts at 9:00am
General Admission 10:00am-2:00pm

at the
NASSAU COMMUNITY COLLEGE GYM
 1 Education Drive • Garden City
FREE PARKING & ADMISSION

C.A.S.A. 516-572-0750
Department of Social Services 516-227-8656



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Perspectives

Stories about the people we serve

I had the opportunity to assist a young woman Mrs. K who attended the Job Fair last year and was preparing for a job interview. She called me and told me she had been homeless with young children and needed a job, but had no clothing.

We arranged to meet at our Eisenhower office where I have the "Dress to Impress" program. I was able to assist her with lovely business attire and she later called me to tell me she got a job. With that I invited her to come back to get some additional clothing.

A few months later we began our Holiday Program and I called her and asked if we could have her family adopted for the holidays. She was overjoyed. We were able to provide the family with lovely gifts and the family had a joyous holiday. She told me her job was going well and she moved into permanent housing. Today she is employed, she has housing and her children are doing exceptionally well. I think this is truly a success story. With help and kindness from the community Mrs. K. was able to move forward.

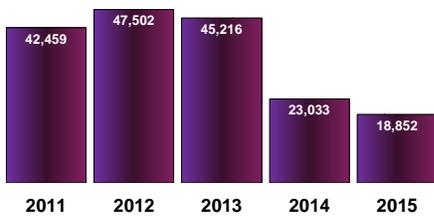
The Social Services Volunteers of Nassau County, Inc. assisted at the Mega Job Fair with the Dress to Impress room. The volunteers were able to provide business appropriate clothing for many people attending the job fair. They received wonderful feedback and a few of the people who were helped came back to say they obtained jobs for the holiday season. Also, the volunteers were happy to be able to assist many jobless veterans with clothing needs.



XVIII. Medical Assistance

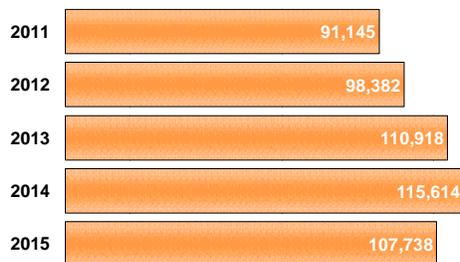
Medicaid (MA) provides assistance to Nassau County residents who do not have the means to pay for medical care. Individuals who are eligible include those in receipt of SSI (Supplemental Security Income), Public Assistance and those who meet New York State’s eligibility criteria.

Medicaid Applications



In 2015, the number of MA (Medicaid) applications decreased by 18%. This is attributable to the state takeover of several types of MA applications. Although the state has taken responsibility for some MA application types they have yet to take over the undercare (case maintenance) responsibility for these types that already exist. As a result while applications handled in Nassau have decreased, the number of cases maintained by Nassau continues to increase.

Medicaid Average Monthly Caseload



At the end of 2015 the department carried a caseload of 102,183 Medicaid cases insuring 151,696 individuals, or 12% of Nassau County’s total population.

In October of 2013 the State began the takeover of processing Medicaid applications as part of the Affordable Care Act (Obama Care). The state planned to fully take over a large proportion of the Medicaid cases in 2014 and 2015.

Medicaid Pays for the Following:

- In-Patient Care in Hospitals
- Out-Patient Care at Hospitals
- Physician Services
- Clinic Services
- Pharmacy
- Skilled Nursing Home Care
- Long Term Home Health Care
- Personal Care Aides
- Child Teen Health Program
- Mental Health Counseling Services
- Family Planning Services
- Medical and Health Insurance Premium
- Non-Emergency Medical Transportation
- Assisted Living Program

2015 Highlights

In 2015, the New York State Department of Health (DOH) once again delayed its goal of moving Medicaid Cases from the County to the Health Benefit Exchange, resulting in higher than expected caseloads. The Medicaid Unit continues to receive daily reports from the Health Benefit Exchange of individual cases requiring either application or renewal processing and works closely with them to ensure that all clients receive the appropriate coverage, without any interruption or delay.

Beginning April 2015 consumers entering a nursing home for long term placement are required to remain in or enroll in a managed long term care plan. The intent is to provide consumers with a person centered Plan of Care and Case Managers to meet specific needs.

Perspectives

Stories about the people we serve

In April of 2015 we were notified of a situation in which one of our Medicaid clients, a child in receipt of SSI benefits, was denied his medication by his managed care plan. The case was immediately referred to a supervisor in the Managed Care unit for review. The supervisor took on the very difficult task of navigating among the managed care plan, the treating physician, the case manager, the pharmacy and the child’s mother while trying to understand and overcome the roadblocks preventing the child from receiving his medication. It took an entire week of negotiations but the DSS supervisor persevered and went above and beyond her responsibilities to ultimately ensure that this important prescription was filled.



XIX. Children’s Services

Children and

Children and Family Services are comprised of two main operating units; Child Protective Services and Services to Children. Children and Family Services have three primary functions: 1) Investigative and Protective Services for Children, 2) Preventive and Rehabilitative Services, and 3) Support Services. Children and Family Services operate under the authority of the New York State Office of Children and Family Services (OCFS).



2015 Highlights

Mobile Technology

All on-call staff and field staff in APS, CS and CPS are using iPads which allows access to case records remotely. The iPad usage has provided caseworkers with greater flexibility as they can look up information securely on their devices without having to come to the office between field visits. Each iPad is installed with local applications in order that workers can access forms without having to carry hard copies.

Disproportionate Minority Representation

As one of five original New York State counties to apply for and be awarded a grant for a Disproportionate Minority Representation (DMR), DSS has continued to refine and enhance its DMR program. Currently, DSS is partnering with OCFS to provide Race Equity training to all Child Welfare staff. This training is expected to be completed in 2016.



XX. Child Protective Services

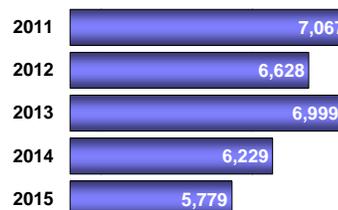
Child Protective Services (CPS) is responsible for investigating all allegations of child abuse and neglect received from the New York State Central Registry. In 2015, the average number of CPS reports received daily was 23, each requiring a safety assessment, and referral to the FAR program or a full investigation. On average 78% of reports are unfounded – a figure which has changed little over the past few years.

Who Can Make a Report?

Anyone can make a report if they are suspicious that a child under 18 years of age is being neglected or abused. The source of the report is kept confidential and can be anonymous unless they are considered a mandated reporter who is required by law to report. 911 should always be called if a real emergency exists.



**Child Protective Services
Annual Total Intakes (Reports)**



What Happens After a Report Is Made?

The investigation of a report begins within 24 hours and is a fact-finding process that includes interviewing, observing, and information gathering. Its purpose is to protect the child, determine the validity of the allegations, evaluate



any condition of abuse or maltreatment that was not reported, and determine the services necessary to ensure the protection of the child and reduce the degree of future risk to the child.

The investigation includes a safety assessment of all children in the home, whether or not they are actually named in the report. The final step in an investigation is the determination of whether the report is "indicated" or "unfounded". If some credible evidence of abuse or maltreatment exists, the report is indicated and the family is offered appropriate services. If no credible evidence of abuse or maltreatment is found, the report is unfounded and sealed. The final determination must be made within 60 days.

Allegations fall into the following four categories below:

1. **Physical abuse** takes place when a child is hit, punched slapped, whipped, beaten or burned and injuries such as abrasions, bruises, lacerations, bleeding, burns, or fractures occur. The physical injury is not accidental and it causes or creates a substantial risk of death, or serious or protracted disfigurement or protracted impairment of physical or emotional health or protracted loss or impairment of the function of any bodily organ.
2. **Neglect** takes place when a parent who is financially able, or offered financial means or other means to meet a child's health and safety needs, does not provide basic care such as food, clothing, shelter, education, medical care, medication, or adequate supervision.
3. **Sexual abuse** takes place when a child is touched by a parent or caretaker for the purpose of gratifying sexual desire; when the child is encouraged or forced to

touch the parent or caretaker for the purpose of gratifying sexual desire; when a child is engaged or attempted to be engaged in sexual intercourse or deviant sexual intercourse; forced or encouraged to engage in sexual activity with other children or adults; exposed to sexual activity or exhibitionism for the purpose of sexual stimulation or gratification of another; permitted to engage in sexual activity which is not developmentally appropriate and results in the emotional impairment of the child; or used in a sexual performance such as a photograph or video tape.

4. **Emotional abuse** takes place when a parent or caretaker's pattern of behavior has a harmful effect on the child's emotional health or well-being. The effect can be observed in the child's abnormal performance or behavior and there is substantial impairment in the child's ability to function normally due to the parent or caretaker's conduct. For example a child who is repeatedly isolated, frightened, embarrassed, belittled, or threatened manifests symptoms of impact such as aggressive

Reporting Child Abuse

**To report Child Abuse or Neglect Call:
1800-342-3720**

**Mandated Reporters Should Call
1800-635-1522**

**For information about reporting child
abuse and neglect please call
516-227-8133**

or self-destructive behavior, inability to think and reason, inability to speak and use language appropriately, extreme passive behavior, extreme social withdrawal, psychosomatic symptoms, or severe anxiety. A mental health professional is called upon to assess the child to determine that the child's impairment is causally linked to the acts or omissions of the parent or caretaker.



Nassau County receives and investigates reports of abuse or maltreatment 24 hours per day, 7 days per week. The New York State Central Registry transmits all reports to the Nassau Child Protective Services Program Office located at 60 Charles Lindbergh Blvd., Uniondale, NY daily between the hours of 8:00 AM and 6:00 PM. After 6 pm, reports are received through our Emergency Services unit.



Safe Harbour Project

Nassau County established the Safe Harbour Project through funds received through the New York State Office of Children and Family Services. The project was established to address the needs of sexually exploited children in the Child Welfare System and to provide short term safe placement, crisis intervention and other appropriate services as needed.

A sexually exploited child refers to any person under the age of 18 who has been subject to sexual exploitation because he or she is a victim of sexual trafficking or the crime of compelling prostitution.

As Human Trafficking is a relatively new and emerging issue, emphasis is being made to raise public awareness in the community and amongst social service providers, schools, legal, law enforcement, medical professionals and county residents. The Department is also aware that social service and mental health providers may not be adequately trained to respond to child victims of trafficking and may not have established policies and protocols to serve the population appropriately. Resources may not be well coordinated. In order to meet the needs of this population, we set out to:

1. Identify commercially sexually exploited youth
2. Train staff and contract agencies
3. Educate the public
4. Establish a central point for referrals and service delivery

2015 Highlights

Family Assessment Response (FAR)

October 2015 marks three years since Nassau County launched its initial FAR (Family Assessment Response) Units. In 2015, the FAR program received 948 new intakes, an increase over last year; further reducing the number of families involved with traditional CPS investigations.

When Nassau County receives a report from the State Central Registry regarding child safety concerns, a decision is made to either initiate a traditional CPS investigation or engage the family in a Family Assessment Response. The decision is based upon stated guidelines and the families' willingness to engage in services.

Perspectives

Stories about the people we serve

The client's case was called into the State Central Registry (SCR) for allegations of educational neglect. The client resides with her mother, step-father, younger sister and her 4 children, ages 7, 6, 5 and 3 months old respectively. The client had a FAR case about 6 months prior and said she would rather have her case in the FAR unit than an investigative one. The client stated that aside from her 6 year old son's excessive absences from school, he had a tendency to become physically aggressive and the client realized the importance of her son going for a psychiatric evaluation. She stated that her frustrations often led to her smoking marijuana. The client was not employed but found it difficult at times to look for employment because she had to care for her children. Within two weeks a subsequent case was called into the SCR with allegations of inadequate guardianship, lack of supervision and client's drug/alcohol misuse. The client agreed to accept a referral for preventive services, daycare and drug/alcohol counseling. Prior to the caseworker closing the case, it was discovered that the client and her family were going to be evicted from their home unless they were able to pay rent arrears in the amount of \$8000. The workers were able to meet with the client's public assistance worker. The Department agreed to pay for the arrears which would enable the client and her family to remain stabilized in the home.

FAR does not focus on the incident with allegations of Abuse or Neglect, but rather focuses on engaging the families as partners to help identify and work through the concerns



which have been identified. The goals of FAR are:

1. *Help keep children safe*
2. *Empower Families*
3. *Provide needed services*
4. *Help families to identify their strengths*
5. *Reduce the number of cases coming into CPS*
6. *Reduce the recidivism of cases*

Family Engagement

When CPS believes there is a family problem or issue that may or may not have the potential to lead to a removal of one or more children, the worker engages the family and available resources for a Family Meeting. The meeting is to discuss alternatives to placing children into Foster Care, to secure other resources and develop plans to help stabilize the immediate crises in the family. The goal is to empower families, keeping children safe and reducing the number of Foster Care placements. In 2015, 948 Child Protective Services (CPS) investigations were diverted to the FAR (Family Assessment Response) program saving investigative and legal resources as well as eliminating a formal CPS investigation.

BASSICS

CPS and Services to Children participated in a pilot project from the State BASSICS (Building a Sustainable Support System in Child Welfare Supervision). The model is geared to provide staff with the necessary skills needed to perform their job from a framework of support, education and guidance. Although the pilot project has ended for the BASSICS program, CPS and Services to Children continues to be committed to practicing the BASSICS Model of formal one-on-one supervision with the staff along with regularly scheduled meetings.



Substance Abuse Evaluator

In April, 2014 CPS was able to secure a contract to rehire a Substance Abuse Evaluator. This person is able to go out into the field with

caseworkers to complete substance abuse testing. The evaluator has been able to assist with case planning.

Parenting Group

In 2015, several caseworkers who have their LMSW (Licensed Master of Social Work) came together under the supervision of the CPS Director to enhance their knowledge and clinical skills for professional growth in the field of social work; while working towards their (Licensed Clinical Social Worker) certification. This group has developed a 10-12 week parenting skills program for clients in receipt of Child Protective Services and or Services to Children (Partners in Parenting). This is a first for DSS whereby the clients are learning and engaging with their caseworkers in a partnership.

Training Units

During the course of the year, CPS trained new caseworkers. Eight workers successfully completed the training prior to being transferred into other units.

Safe Harbour Project

In 2015 the Nassau County DSS Children's Services Division was awarded an additional \$136,500 in grant money from the New York State Office of Children and Family Services (OCFS) New York State for our Safe Harbour program designed to address trafficked and commercially exploited youth. Nassau County's Safe Harbour Project is a County-wide, coordinated, multi-system, long-term strategy to enhance the identification, protection and service delivery for children who are victims of human trafficking and commercial sexual exploitation, and to provide services to best meet their individual needs.

The steering committee continues to grow with community partners.

Public Awareness campaign has increased with the production and distribution of Brochures and the design and placement of a Public Service Announcement of NICE Bus Cards provided with the assistance of New York State Assemblyman David McDonough.

Since 2014 126 adolescents have been identified as possible Human Trafficking victims.



CPS/Domestic Violence Collaboration Project

Collaborative work in cases where child abuse/neglect and domestic violence coexist is a key to providing effective intervention for families. CPS and Domestic Violence work together to improve coordination between the domestic violence and child abuse service systems, promoting safety interests of all family members.

The Domestic Violence specialists, staff members from Circulo de Hispanidad, are a resource for CPS staff. She is available for case consultations, to assist in safety planning, participate in home visits with the caseworkers, and provide ongoing service to adult victims and their children in addition to offering Safe Center services, including legal assistance, advocacy, children's counseling and emergency housing.

The CPS caseworker is a resource for DV staff in explaining regulations and laws regarding Child Protective Services, specifically the role of the mandated reporter and definitions of abuse and neglect. The caseworker works closely with the DV specialist in establishing safety plans and strategizing around DV issues. Each professional discipline draws on the resources and expertise of the other, in order to work towards safety and protection for the family.

In 2015, the DV Specialist was able to go out on 51 cases and help engage the family in the necessary services and supports.

Behavioral Health Specialist

At the end of August 2014, CPS was able to secure a grant through OCFS to employ a Behavioral Health Specialist. The role of the Specialist is to go out into the field with the CPS caseworkers to assess and identify any mental health concerns regarding the child's legal guardian or care taker.

In December 2015 two part time Behavioral Health Specialists were employed and have been completing mental health assessments and helping with case planning.



XXI. Services to Children

Services to Children (also referred to as Children's Services), is responsible for several service areas including Preventive Services, and Adoption Services.

Preventive Services Support Services.

Concrete services (i.e.: day care, homemaking, budgeting, advocacy, etc.), casework counseling and referral services are provided to eligible families by contracted agencies in order to avert placements of children outside their homes, enhance family functioning and/or expedite reunification of children in care with their biological families. Eligible families include those at some risk of foster care and pregnant and/or parenting adolescents.



PINS (Persons In Need of Supervision)

Diversion Program. Services are provided to families in crisis, through contract agencies, whose children might be experiencing truancy, gang involvement, running away from home and substance abuse issues in order to prevent/avert the filing of a PINS Petition and placement outside the home.

Phone number for Information and Intake: **516 – 227-8404**

Foster Care Services



Foster and Adoptive Resource Development.

The staff in this unit recruits, trains, studies, approves/certifies, develops, retains, and re-approves/re-certifies foster and adoptive families. To inquire about becoming a foster and/or adoptive parent, please call **516 – 227-7613**.

Foster Care. Children enter foster care mainly through Child Protective Services via a Family



Court order. The foster care units work intensively with the children and their foster parents to stabilize the placements, to assure that all of the children’s needs are being met, and to establish productive birth-parent/child visits. These units also extend immediate concrete casework counseling and referral services directly to birth parents in an attempt to reunite them as soon as possible with their children and to lessen the time the children spend in foster care. Those children and families not reunited quickly despite intensive efforts, receive continued concrete casework counseling and referral services as long as extended foster care is necessary. Ultimately, these units ensure the safe reunification of children with their birth families, free for adoption children who cannot be safely returned to their birth families, or refer older teens for Independent Living services where reunification or adoption are no longer possible. These older teens are provided with opportunities to develop independent living skills with emphasis on education and/or vocational services and to establish permanent family connections.

PINS Placement (Persons In Need of Supervision).

This unit coordinates contracted agencies’ foster home, group home, and residential treatment center services for court placed PINS youngsters who require residential services and/or therapeutic foster care due to their higher levels of needs and/or asocial behaviors.



Review and Support. This unit determines eligibility for cases and periodically reviews case documents to insure compliance with laws, regulations and mandates. Staff also coordinates Service Plan Review and Permanency Planning Review conferences and monitor youngsters placed for diagnostic evaluations. This unit manages and oversees all audits and reviews of Children and Family Services cases and coordinates OCFS Connections system for Nassau County.

Institutional Liaison. This Unit acts as liaison to contract agencies that provide placement services to Nassau County foster children, making referrals and visiting the facilities to insure appropriate care is provided to Nassau County children. The unit monitors contract compliance, reviews contracts for accuracy, facilitates new contracts when needed, and records and tracks any reports of institutional abuse involving Nassau County foster children. The unit also monitors Nassau County children, in OCFS custody, who were placed in group homes and residential treatment centers as Juvenile Delinquents.

Adoption Services

Adoption. Casework counseling, referral, and concrete services are provided directly to children freed for adoption and their foster and/or adoptive families until adoptions are legalized. This unit provides for adoption subsidies where



appropriate and prepares the documentation required for the legalization process. Direct and referral services are provided to match children with adoptive families in cases where the foster family is not adopting, to maintain the Prospective Adoptive Parent’s Registry, to register freed children with the NYSAS Adoption Registry and with Children Awaiting Parents (CAP) Book, to administer the Subsidized Adoption Program, to respond to the Adoption Information Registry and to handle post-legalization issues.

Babies Can’t Wait. In a collaborative effort known as Babies Can’t Wait (formerly The Right Start for Babies) Services to Children works with Nassau County Family Court and the Adelphi University Institute for Parenting to provide services to the 0-5 year old foster care population and their offending parents. The initiative is a trauma focused developmentally informed program that provides intensive Mental Health



Treatment to the maltreated 0-5 foster care population and their offending parents in order to heal the damage caused by the abuse/neglect. The main purpose is to achieve expedited safe and lasting permanency, reduce re-entry rates and reduce, or eliminate when possible, the moves of very young children from home to home while in foster care. Both Nassau County DSS and Nassau County Family Court have restructured their existing programs to provide a dedicated neglect/abuse judge and a dedicated 0-5 Foster Care Unit.

come to the Family Meeting and has also transported birth parents to DSS when public transportation is unavailable. Children’s Services is measuring the length of time toward permanency with the goal of return to parent, discharge to a fit and willing relative or adoption, to measure the success of Family Meetings as a tool to achieve expedited permanency.

Innovations in Family Recruitment Grant

Nassau County DSS Children’s Services Foster and Adoptive and Homefinding Units joined with OCFS in their application for a federal grant for the recruitment of foster parents. OCFS was

Perspectives *Stories about the people we serve*

The Children’s Services Foster Care program participated in a unique and heartwarming reunification in 2015. John, a one year old child entered foster care having been removed from Martha R., his 18 year old birth mother who was undocumented. From the information staff was able to gather, this 18 year old had been a victim of human trafficking and had suffered abuse and neglect herself as a young person. Due to her undocumented status, she was not entitled to housing, until such time that her son could be reunified with her. Children’s Services staff attempted multiple out of the box plans for housing, and also connected her with an Immigration support agency and an Immigration attorney. Eventually staff succeeded in having her housed at Momma’s House and she participated in dyadic treatment with her toddler at Adelphi Institute for Parenting. As her progress increased, staff referred her to NAFI, our in home Therapeutic Preventive Services provider, who partnered with foster care staff and her clinician at Adelphi to successfully discharge John to her. As with all Babies Can’t Wait discharge cases, foster care provided the post discharge supervision in place of CPS and she successfully completed her term of supervision and remains successfully and safely parenting her son John, who is doing great



granted the Innovations in Family Recruitment Grant award in October 2013 and, as partners with OCFS, Nassau receives assistance throughout the 5 years of the grant. The federal grant monies are intended for two phases. In the first phase, OCFS plans to develop a blue print which will include a systematic process for gathering and assessing data about the recruitment in Nassau County, to then develop strategies to address the challenges. In the second phase, the strategies will be implemented and reviewed for effectiveness. The hope is that materials will be developed that can be used in Nassau County and then throughout New York State. During the collaborative planning of the grant application, OCFS stated that Nassau County will have a recruitment consultant, described as a Permanency Specialist by OCFS, at our disposal for approximately 80% of the time in years one and two, 60 % in year three and then lowered again over the last two years of the grant.

Family Engagement. Children’s Services participates in the Family Engagement initiative through Family Meetings which are held with the birth families within 5 days of placement into foster care. The birth parents and those individuals that they identify as supports are invited to the Department by the Family Engagement Specialist (FES). This invitation comes about via a home visit to the birth parent by the FES. The FES provides Metro Cards for the participants that are willing to



2015 Highlights

Babies Can’t Wait Award

The Children’s Services Division received an award from "What’s Great in Our State: A



Celebration of Children's Mental Health Awareness" on their latest initiative, the Babies Can't Wait project. The award was presented to Nassau County's Babies Can't Wait honorees on May 5th in the Huxley Auditorium at the New York State Museum in Albany, NY by a New York collaborative which consists of The New York State Office of Mental Health, The Council of Children and Families and the Governor's Early Childhood Advisory Council, The Early Care and Learning Council, The National Alliance on Mental Illness-New York State, The Schuyler Center for Analysis and Advocacy, The Capital District Child Care Council and Families Together in New York State.

Adoption Award

The Child Advocacy Champion Award was presented to the DSS Adoption Unit by Family Focus Adoption Services to recognize the unit as having shown the dedication and willingness to do whatever it takes to support children and their needs. While Family Focus has worked with more than half the counties throughout New York State, they presented this award to DSS, stating that the Nassau County Department of Social Services' Adoption Unit stands out as "true champions in child welfare."

Educational Stability

The purpose of the Educational Stability initiative is to provide better educational outcomes for children in foster care by limiting disruptions and multiple moves of children among school districts. As a pilot county for OCFS, DSS is at the forefront of the Educational Stability Initiative in New York State. The Social Services Program Coordinator, the Children's Services Director and an Assistant Director attended Endless Dreams Training, along with School District representatives from around Nassau County for the Educational Stability Initiative on January 9, 2015. There was also an Endless Dreams conference held on Thursday, June 11, 2015 attended by Children's Services staff representing Foster Care, Preventive Services and PINS

Diversion. Former youth in foster care and foster parents also spoke. As a follow up to the June 11th meeting, the Director of Children's Services joined the Director of CPS and the Social Services Program Coordinator to present information on PINS Diversion, Preventive Services, Foster Care, CPS Investigations and the FAR Program to representatives of school districts from Nassau County. Over 100 school personnel attended this event which took place on September 28, 2015. All of these events were held at the Nassau BOCES George Farber Administrative Center, located at 71 Clinton Road, in Garden City.

Innovations in Foster Family Recruitment Grant

Children's Services held Foster Family Recruitment Fairs at the Long Island Children's Museum, located at 11 Davis Avenue Garden City, in February, April and July. The forums drew a variety of individuals and families interested in fostering children involved in the Child Welfare system throughout Nassau County. Recruitment efforts have also continued with newspaper ads, radio broadcasts and participation in related events and fairs. DSS continues to partner with OCFS on the Federal Diligent Recruitment Grant and meet with WRI (Welfare Research, Inc.) on a monthly basis. WRI and Child Trends conducted their annual Focus Meeting with Children's Services staff on 12/10/15-12/11/15, at DSS.

Children's Holiday Party

Members of Children's Services staffed the 38th annual Holiday Party for children in foster care, held at the Marriott Hotel on 12/29/15. As in years past, Children's Services provided all the gifts to children ages 12-21 who attended the party. In 2015, Mr. and Mrs. Santa Claus presented 83 gift cards ranging from \$20 to \$25 to each child.



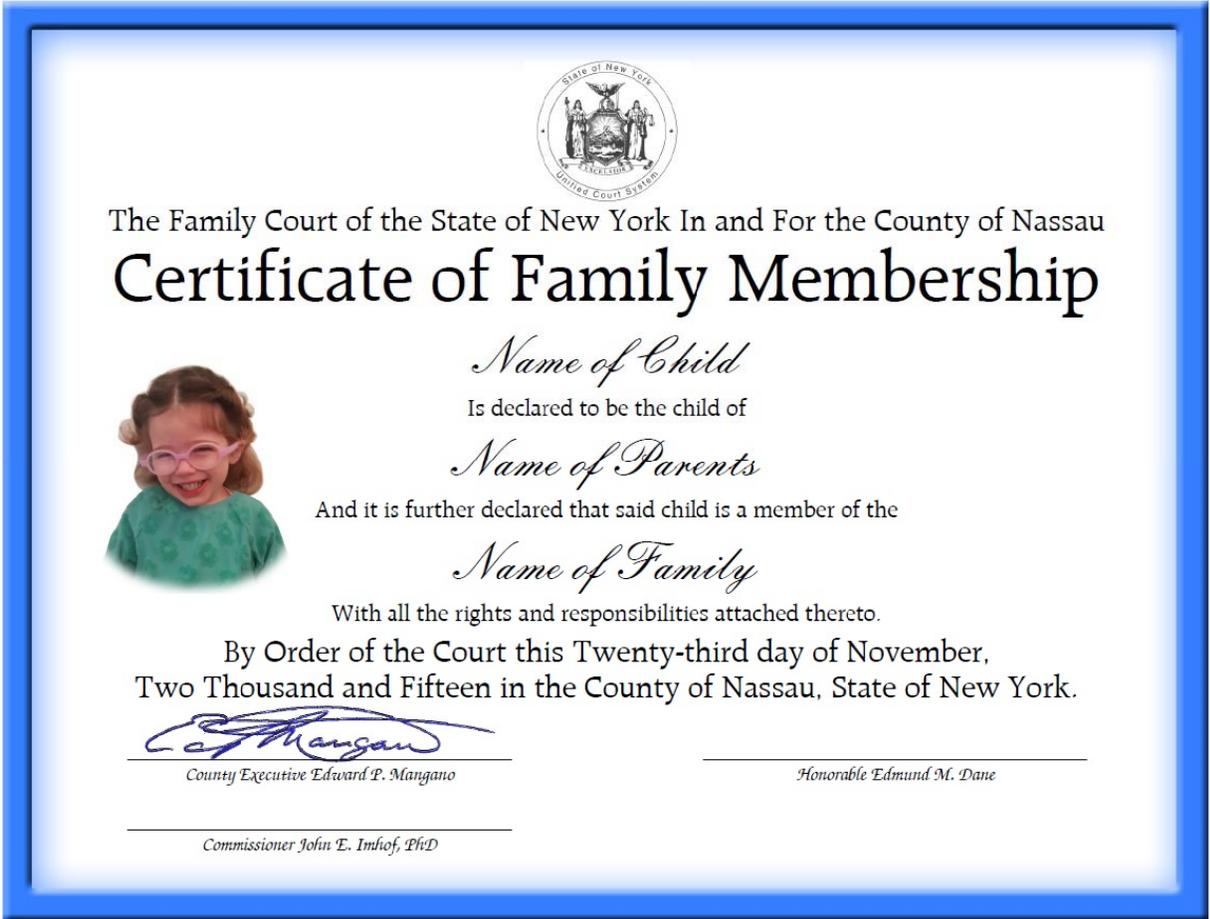
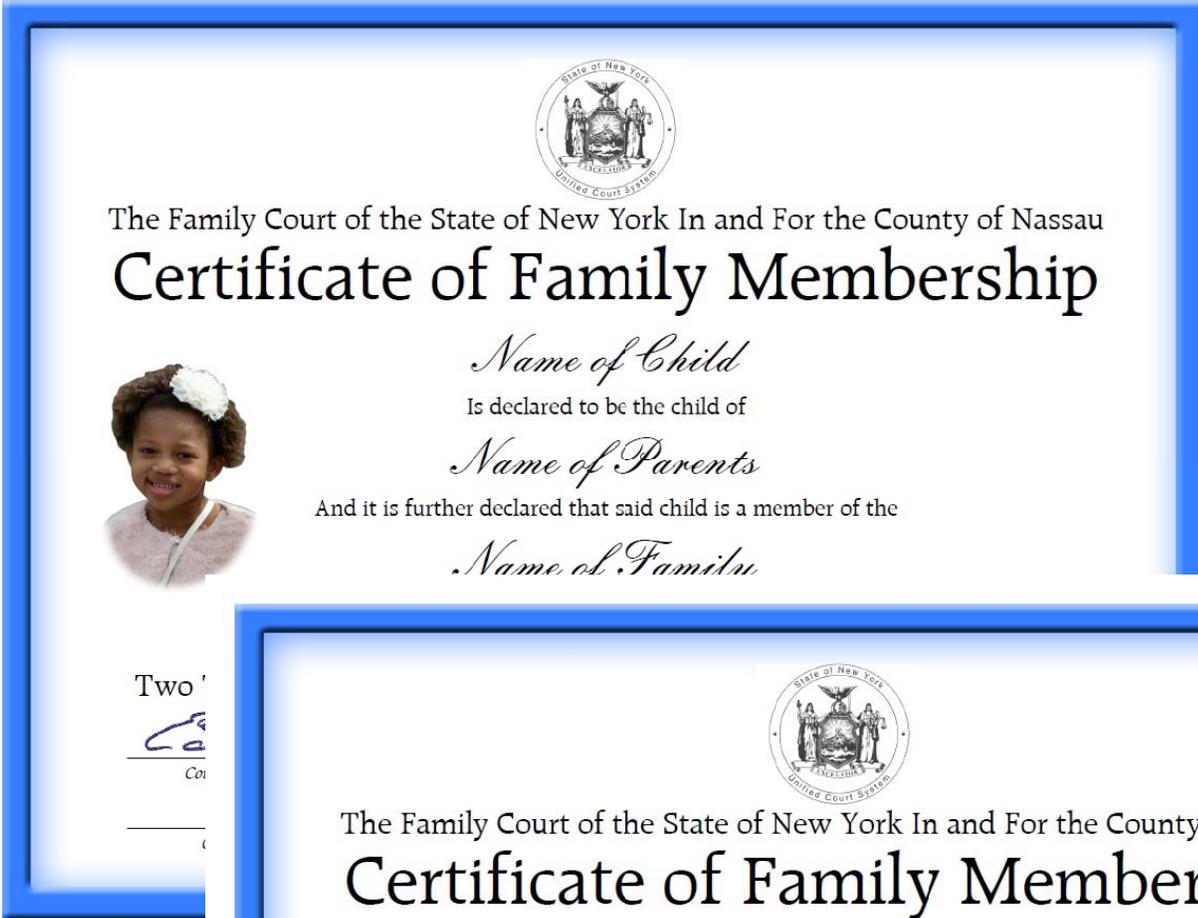
National Adoption Day – The Creation of Forever Families

Nassau County DSS' celebration of National Adoption Day, took place at the Long Island Children's Museum, on Monday, November 23, 2015, at 10 am. Seventeen adoptions of children in foster care through DSS were finalized on that date. The media attended this event and interviewed two teenage sisters who spoke about their excitement at having a "forever family."



Forever Family Certificates

Examples of the Forever Family Certificates presented to the newly adoptive families from the Nassau County DSS celebration of National Adoption Day that took place at the Long Island Children’s Museum, on Monday, November 23, 2015.



Child Abuse Prevention Month – April

DSS Children’s Protective Services (CPS) in partnership with Girl Scout Troop 1011 decorated the Theodore Roosevelt Executive and Legislative Building in Mineola with pinwheels in recognition of Child Abuse Prevention Month. Pinwheels have become a national symbol intended to raise public awareness of child abuse and neglect. On April 9th, “Wear Blue Day” also raised awareness of Child Abuse Prevention efforts. “Violence is Not the Answer” is a message to get out to all our communities and recognizing Child Abuse Prevention month is a reminder that youth should be able to grow up happy, without fear of abuse or neglect.

If you know a child who may be abused or neglected, you can call the New York State Central Registry toll free at 1-800-342-3720. Calls made by non-mandated reporters can be anonymous. In situations of imminent danger, dial 911.



Pinwheels for Prevention, County Executive Mangano, Girl Scout Troop #1011 leaders and members, DSS employees along with CPS Director Feingold, Social Services Commissioner Imhof; and Wear Blue Day, April 9, 2015.





XXII. Adult Services

Mission - To assist vulnerable adults, 18 and over, in accordance with local, state and federal laws and regulations, who reside in the community and are at risk due to neglect, self-neglect, abuse and/or financial exploitation. We strive to reduce or remove those elements of risk that impede the individual's ability to meet their essential needs. We recognize the individual's right to self-determination and offer the least restrictive intervention as we carry out our mission.



Adult Protective Services (APS) accepts all referrals of adults over the age of 18 years who are alleged to be abused, incapable of caring for



themselves because of a physical or mental incapacity, or neglected and/or financially

exploited by others and have no one willing or able to assist them responsibly. APS uses a case management approach to provide financial management, and refer for counseling, medical and other services (for example, Meals on Wheels and day programs). Services are provided free, without regard to one's income. Anyone making a referral to APS in good faith is protected from civil liability.

Adult Preventive Services provides help for those adults who demonstrate a need for assistance in managing their activities of daily living.



Services may include medical and/or psychiatric support services, and financial management services.

Family-Type Homes for Adults provides a family living situation for adults who need supervision and care. Caring people open their homes to adults that are mentally or physically impaired who do not require the skilled care of a nursing facility.

Adult Financial Management Services is available for adults who are not able to manage their finances. It ensures the proper use of a person's income and resources and prevents the mismanagement and financial exploitation of those funds by others.

AIDS Services Coordinator is responsible for ensuring that people who have been diagnosed as having HIV/AIDS receive all of the services and benefits for which they are entitled from DSS and the many public and private community based agencies.

Post Institutional Services program coordinates with the Department of Mental Health and New York State private psychiatric hospital units to ensure the proper discharge of patients into the community with the necessary social service support.

Guardianship Program In 2009 the Department of Social Services in collaboration with Nassau County Supreme Court, New York State Office of Children and Family Services, the Nassau County Bar Association Elder Law Committee and Office for the Aging initiated a County



Guardianship Program for incapacitated adults who require court appointed guardians. Nassau County Supreme Court

appoints a guardian when it is determined that an adult is unable to provide for his or her personal needs and/or property management. The guardian's responsibilities can include arranging personal necessities such as food, clothing, shelter and health care. It can also include managing the property and financial affairs of the incapacitated person. If a person needing a guardian lacks sufficient assets to pay





guardianship fees and has no other responsible person available to serve in that role, a referral is made to DSS. DSS conducts an investigation and determines whether a services case can be opened. Based on the department's assessment, the court makes a finding as to whether a DSS vendor can act as the guardian for the incapacitated individual. If so, one of two contracted vendors is appointed guardian and assists the incapacitated person to live comfortably and safely while maintaining as much independence as possible.

In 2015, APS filed 17 new adult guardianship petitions. There were 15 new appointments made during the calendar year. In total, 52 adults were served by Guardianship in our district. Only four other counties in New York State have a larger number of guardianship cases than Nassau (one of the four is New York City).

2015 Highlights

IRRS, (Customer Service)

In 2015, Information, Resource and Referral Services (IRRS), a Customer Service unit was transferred under APS. This unit offers a full range of informational services to all residents of Nassau County. The services include referrals for: children's preventive, PINS (person in need of supervision) and Adult Services (protective and preventive). Anyone can call the number (this includes neighbors, family, the person themselves, community agencies, hospitals, schools, law enforcement, etc.) to obtain information and learn what services may be



available within the County. Additionally, the unit can assist with referrals for crisis and emergency intervention which includes: child or elder abuse, domestic violence, employment, fuel services, homelessness, Medicaid and SNAP. Staff are available Monday-Friday, 9 a.m. – 4:45 p.m. The unit is designed to accept referrals over the phone by calling 516-227-1498 or 516-227-8762.

Homeless Intervention Team (HIT)

The Homeless Intervention Team (HIT) conducts homeless outreach throughout Nassau County on a regular basis with assistance from local, state and MTA police, as well as various non-profit agencies. People who notice homeless individuals in their communities can call Customer Services/HIT and identify the location and time of day the homeless were seen. HIT will go to these locations to try and engage the individuals. HIT evaluates the person's situation and history to determine whether they may be eligible for assistance through DSS, Mental Health Case Management, Housing, Veterans Affairs, Office of the Aging, OPWDD or non-profit agencies.

In 2016, the HIT team will go "hi-tech" with new software is being developed to help track the homeless reached through their intervention.

World Elder Abuse Awareness Day

For the second year, DSS participated in World Elder Abuse Awareness Day on June 13, 2015 by wearing purple, the color officially designated to represent all anti-domestic and family violence educational programs and initiatives. APS initiated this awareness campaign by giving out wrist bands and educating staff and clients regarding the severity of Elder Abuse in every community.

Perspectives

Stories about the people we serve

James was a chronically homeless male who stayed in different train stations for many years. In October 2015 he came to DSS and applied for and was granted shelter placement. He did not go to the shelter and chose to remain homeless. After meeting with James a few more times, he went to the hospital for his medical condition, decided to attend rehab and has remained sober. He now has a room in Hempstead and is working to help support himself.



“Wear Purple” National Elder Abuse Awareness Day, June 2015



XXIII. Nassau County Re-entry Task Force

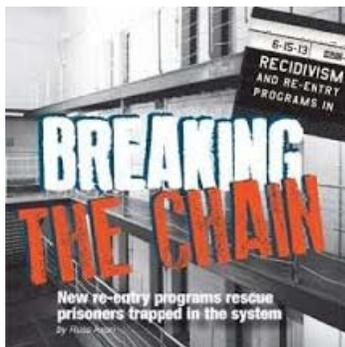
With the generous assistance of the New York State Division of Criminal Justice Services (DCJS), Nassau County established its County Re-entry Task Force (CRTF) in 2006. The Task Force has created a comprehensive re-entry

COMING HOME A Resource Guide for Re-entrants and Their Families



program which emphasizes the utilization of collaborative case management treatment strategies using a multi-disciplinary approach and

partnerships with government agencies, not for profits and service providers. The focus of the program has three (3) components, which include (1) providing linkage to Concrete services (Case Management) for the participant reentering from a New York State or Nassau County correctional facility who has had or continues to have a drug and/or alcohol abuse or dependency issue, (2) providing short-term intervention for the reentering



participant and his/her family and (3) identification of service gaps and advocacy for the development and improvement of services required for participants reentering our communities.

Participants who are reentering the community face barriers which can impact their ability to reintegrate in a positive manner. The Re-entry staff is dedicated to assisting participants to successfully reenter the community, decreasing the potential for recidivism.

The vision: “Reduce Recidivism”

The Vision of the Nassau County Re-entry Task Force is to provide a greater level of safety for Nassau County residents by assisting offenders with reintegration into the community and back to their families. Support from the Task Force will

provide offenders with the opportunity to become responsible, productive and contributing residents of Nassau County and reduce the risk of recidivism.

Perspectives

Stories about the people we serve

This young man first came to the attention of the Nassau County Re-Entry Task Force (CRTF) during a monthly orientation session held at the Department of Corrections and Community Supervision (DOCCS) aka Parole. The young man expressed his frustration with the transition to the community process. He explained that he had been looking for work by locating prospective employers, providing his résumé, dressing appropriately and participating in interviews. Despite his efforts, his failure to secure employment frustrated him. He was angry, upset and considered returning to his prior criminal behavior that had led to several incarcerations. After orientation, staff met individually with this young man. He was encouraged to attend monthly employment workshops. His résumé was revised to include his work experience while incarcerated and Re-entry staff worked with him on how to conduct himself in an interview and respond to questions that might be uncomfortable or challenging such as “What crime were you convicted of?” The CRTF located a job opening for a cook at a local eatery. This eatery is “felony friendly”, which means having a felony conviction was not, in and of itself, a hindrance to employment. The young man worked at the eatery for about 3 months then moved on to his current position where has been employed as a line cook for about 4 months. This young man recently contacted the Task Force to confirm if Re-entry staff could be used as a reference for a culinary position that he had applied for at a local college. His goal is to become a five star chef! If hired at the college, he can go to school with a reduced tuition rate thereby assisting him in reaching his goal. He continues to be positive about his future and grateful to the CRTF for helping him become successfully reintegrated into society.

To obtain more information regarding the Nassau County Re-entry Task Force, contact the CRTF Coordinator at 516-227-7025.



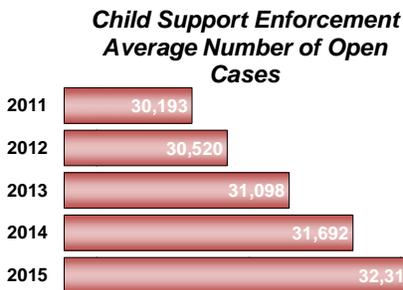
XXIV. Child Support Enforcement

Child support services are available free of charge to any parent, guardian, or caretaker of a child for whom child support is needed. Filing for child support from non-custodial parents is part of the application process for Public Assistance and Medicaid. Applicants for or recipients of Public Assistance are automatically provided with support services unless otherwise indicated.



The Office of Child Support Enforcement (CSE) works to:

- Locate non-custodial parents.
- Establish paternity for children by assisting both parents with the signing of a voluntary acknowledgment of paternity or through family court by filing petitions to establish paternity. Genetic marker or DNA testing may also be used to aid in making a determination about paternity.



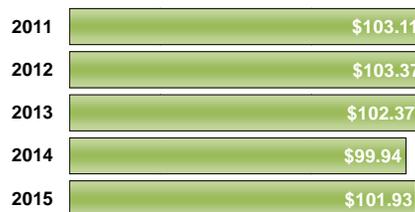
- Obtain support orders from court, including provisions for health care coverage.
- Enforce unpaid child support: All individuals obligated to pay child support obligations through the Office of Child Support Enforcement are subject to any and all enforcement measures available.
- Review support orders for increased support based on cost of living adjustments.
- Modify child support orders based on changes in circumstances.

The above services may be applied to orders originating in other states and countries.

2015 Highlights

- Final implementation of the new Automated State Support Enforcement and Tracking System (ASSETS) as the portal for all child support applications (Statewide) and sole operating system for all NYS CSE.
- Nassau County Child Support Collections for

Child Support Enforcement Amount Collected (In Millions)



2015 totaled \$101,926,203, an increase of 1.99% over last year's collections,.

- 2704 petitions for child support were filed in 2015.
- 32,485 child support cases were open at the end of 2015.

Perspectives

Stories about the people we serve

Mr. P pays Child Support through Nassau County. When he lost his position he came to us for help because he was eager to get back to paying his Child Support. Mr. P worked closely with our vocational staff to update his resume, job leads and job application assistance. Mr. P was sent to Security Training which he completed along with his CPR Certification. Mr. P lined up interviews once his license was approved. He has obtained a Security position with a local school district at the beginning of the year. He will continue to search for weekend work to supplement his income and has been making regular child support payments since.

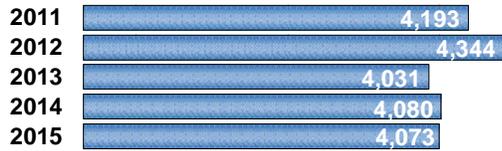
- Nassau Child Support Enforcement was one of the eight local districts chosen to participate and share in funding from the Office of Temporary and Disability Assistance (OTDA). OTDA issued approximately \$400,000 in funding amongst the eight social services districts to operate a Non-Custodial Parent Employment (NCP) Program. The funds available through the



XXVI. Day Care

The DSS Child Care Unit is responsible for determining eligibility and authorizing subsidies to income eligible working families as well as families in receipt of public assistance, child protective services, preventive services to avoid placement in foster care, and children with

Average Number of Child Care Cases

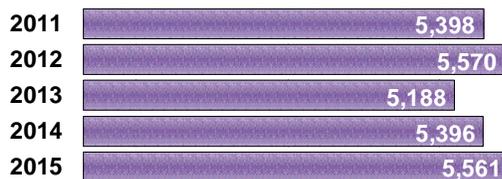


special needs in Nassau County. Over 5000 families and 15,000 individuals received assistance through the unit in 2015. The unit also administers the child care summer camp program for Temporary Assistance and Foster Care children. Over 2000 children were authorized to attend summer camp for at least a two week period in 2015, many for the first time!



The Child Care Unit is also responsible for authorizing and monitoring payments to over 900 OCFS licensed day care centers, group and family day care providers, and legally-exempt group, family, and in-home providers. The

Average Number of Children in Day Care



forementioned entities represent a significant and growing entry-level employment resource for employable public assistance recipients transitioning into the workforce. Processing payments timely enables these Nassau small-business owners to meet their payrolls so that ex-

Perspectives

Stories about the people we serve

Ms. P's child care case was opened and closed frequently for non-compliance or eligibility changes while she was in receipt of Temporary Assistance (TA). She frequently had to come to DSS to reapply to receive receive cash assistance, SNAP, Medicaid, and Child Care services.

In meetings and discussions with her Child Care worker, Ms. P shared her documentation regarding the reasons for her multiple job terminations. The worker conveyed that there were avenues other than reapplying for TA that would make her eligible for child care while pursuing employment or training, so face-to-face recertification appointments and job search verification meetings would not be necessary.

Ms. P. entered a training program geared toward non-traditional employment for women where she would be trained as a welder. Through the efforts of the child care worker, she was approved for child care in lieu of TA. Ms. P. completed her training and was hired by an employer as a welder. Ms. P. now has a skill that will enable her to maintain steady employment in a field that will open doors for higher paying employment. Equally important – Ms. P. no longer has to take time off from work to come into DSS.

recipients of public assistance can maintain self-sufficiency and support their families with dignity.

For 2015, the Child Care unit continued to meet its mandate to expeditiously provide day care subsidies to working families. The average number of days between application registration and disposition consistently remained under the mandated 30-day processing limit. Successfully fulfilling this mandate means that working families were able to quickly access child care subsidies, allowing them to obtain and more successfully retain employment, knowing their children are being cared for in a safe and nurturing environment.

2015 Highlights

The Child Care unit served as the pilot program for the testing of the new digital document drop off center. Digital drop off allows clients to bring documents to the agency where they are immediately scanned and sent electronically to the worker. This new process replaces workers making copies of documents that will save resources and bring efficiency to document



processing. While some kinks still need to be worked out, it is anticipated that the digital drop off center will be rolled out to other programs in the near future.



2015 also saw the successful implementation of new OCFS provider fraud regulations. Through collaboration with OCFS, DSS fraud investigators and child care staff, six providers received

warnings and payment rejections as a result of the new process. One provider who failed to correct identified billing improprieties was disqualified from participating in the subsidy program for a period of five years.

The department increased outreach efforts to child care providers through written correspondence, visits to centers, and additional meetings with The Child Care Council of Nassau and CSEA Voice, the union representing group and family day care providers.

Child Care Council of Nassau

The department works closely with the Child Care Council of Nassau and other non-profit community groups to help make day care available to working families in Nassau.

XXVII. Human Resources

Overview

The staff of the Department of Social Services' Human Resources Office (HR) carries out the day-to-day operations of a very busy personnel office, and completes administrative research assignments on special projects, as needed. On an ongoing basis, the HR section assists department employees on a wide range of issues, and addresses employee questions and concerns regarding various HR related matters, some of which include inquires pertaining to: Salary/Benefits, Health/Dental/Optical Insurance coverages, Flexible Spending Accounts (FSA),



Health and FLEX Open-Enrollment Periods, New York State Retirement System issues, employee Transfer Requests, Equal Employment Opportunity Policy (EEO) and Reasonable Accommodation requests, Workplace Violence Prevention Program, Workers' Compensation procedures, Work Schedules, Personnel File maintenance, etc.



HR staff also advises DSS managers and supervisory staff to provide the section supervisors with guidance on the proper implementation and administration of Human Resources and Departmental Programs, Policies, and Procedures.

In addition to carrying out the important work of assisting and advising department employees, HR processes various personnel actions and completes assigned special projects as directed by DSS Administration. HR supervisory staff advises the Commissioner and his senior staff on the status of current HR issues/projects and the processing of approved personnel actions.



Included among the many day-to-day responsibilities handled by HR Office staff in 2015, are the following: employee benefit program enrollments, implementation of approved alternate work schedule requests, processing of employee transfer requests, processing of EEO Reasonable Accommodation requests and Workplace Violence Incident reports, completion



of forms related to filed Workers' Compensation incident reports, and updating of employee NUHRS and personnel records as necessary. The HR office also maintains and posts Open-

Competitive and Promotional Civil Service Exam Announcements, canvasses Civil Service Lists to fill approved positions, conducts new employee HR orientation, processes employee title changes and separations, and maintains employee personnel and medical files.

In the course of regular business, DSS Human Resources staff has established and maintains effective working relationships with officials and staff of several Nassau County Offices and Agencies, including the following: NC Office of Human Resources, NC Civil Service Commission, Office of the County Comptroller, NC Office of Labor Relations, Office of the County Attorney, NC Office of Equal Employment Opportunity, NC Office of Risk Management.

In addition to the ongoing HR staff responsibilities noted above, following are some of the other issues/programs which involved DSS Human Resources Office in calendar year 2015:

Staffing

DSS staff headcount at the beginning of 2015 was 826, consisting of 767 Full-Time and 59 Part-Time employees. Total DSS headcount at the end of 2015 was 811, consisting of 754 Full-Time and 57 Part-Time employees. This represents a net headcount decrease of 15 positions during calendar year 2015.

Positions were filled across various job titles in 2015. Where possible and where opportunities existed, the department sought to fill entry-level vacancies as well as a limited number of approved promotional positions. Approval to fill positions was secured through the Civil Service Commission, Office of Management and Budget, and the County Executive's Office. Of particular note, hiring was completed for the critical job title of Social Welfare Examiner I Bilingual, with 14 new bilingual eligibility workers hired in 2015. Also, 10 new full-time caseworker staff were hired for Child Protective Services in 2015. Prior to hiring the new caseworkers, HR staff secured required candidate fingerprint/background criminal history check clearances, state registry clearances as well as the other necessary civil service and budget authorizations. In addition, in 2015 there were 10 new part-time employees (casework and clerical) added to staff. A limited number of approved promotions were implemented in 2015, including employee promotions to the job titles of: Social Welfare Examiner II, Caseworker II, Clerk II, Clerk-Typist II, Attorney Assistant II, and Training Specialist II. Also, several employees were promoted to new supervisory positions, across various job titles.



XXVIII. Information Technology Systems

DSS works in partnership with the NC Information Technology group and is charged with managing day-to-day operations and support for approximately 1,600 users that comprise Health and Human Services, in addition to users located at various offsite locations including the Office of Emergency Management (OEM), Court Liaison Unit, and The Safe Center.

Daily operations and major activities include lobby status tracking, Network Administration of the New York State Human Services Enterprise Network (HSEN), user support of state, county, and local systems including supporting over 1,500 personal computers, application development and maintenance, hardware and software installation and troubleshooting general user problems.



Perfusion of Technology

Within any large organization there are rivers and tributaries of information and data, and DSS is certainly

perfusion [per-fu'zhun]

1. the act of pouring through or over

no exception. The 2015 highlights below illustrate the many ways DSS has leveraged technology to insure better command of and improve analytical assessment of available data and information for management and quality improvement purposes. From deploying iPads so caseworkers can more efficiently record their fieldwork responsibilities, digitalizing documents to expedite application processing and integrating the utilization of Information Technology, 2015 witnessed DSS making lightning advancements in using technology for all aspects of the department's direct services and supportive operations.

2015 Highlights

- Rolled out over 100 iPads to various staff. Most iPads were delivered to field caseworkers. In combination with developing iPad versions of software that are used by caseworkers in the



office, the office went to the field with the caseworkers. This included versions of software used by workers daily such as General Client Inquiry, SPOT, Personnel Lookup.



- Expanded the Document Management Software, eDOCS DM, to maximize our work product through improved collaboration, organization, control and retrieval. The software enables DSS Staff to capture, organize, locate and share Word, PowerPoint, Excel documents in a secure, integrated environment with audit logging.
- eForms (Electronic Forms) - Developed application for Mobile Devices (iPads, etc.) to assist caseworkers with completing Nassau County or Federal and State mandated forms in the field using iPads. Allows signature capture to reduce paperwork on visits. Improves efficiency of fieldwork and allows a centralized repository for forms and allows supervisors and co-workers access to forms that were completed in the field
- Language Access Plan (LAP) – Selected foreign language keyboards and discussed possible storage location to assist staff with forms translation.
- SALIENT – Transitioned from Private to State system
- Shelter Placement Online Tracking (SPOT) enhancements:
 1. Implemented Tier rate across the board (sliding scale); Segmented room rate based on family size
 2. Added Client Share calculation for tracking and reporting
- Emergency Night Service Application - Implemented the Emergency Night Service application that enables staff to record and track calls and review dispositions; provides the capability for entry/tracking of housing authorizations via the Shelter Placement Online Tracking System; provides forms automation for on-line data entry and submission and hosts a data repository for reporting and data analysis. Application is accessible from the iPad and desktop.



- Nassau Electronic Data Repository – Day care Pilot - Implemented Upfront Scanning that allows documents dropped off by DSS clients to be scanned and digitized (instead of a paper copy) and accessed by Day Care staff electronically, improving efficiency while reducing paper use and lost documents.
- Status Tracking – Enhanced front end application to efficiently track timeframes of the various tasks involved in the TA New Applications process.
- Enhanced Report Access - Developed process to import scheduled email reports into TREAT, reducing email burden on staff and archiving reports centrally. Also staff can recall reports directly, reducing IT manpower needed to rerun missing reports. Additionally the system automatically captures and categorizes new reports, without manual intervention from IT staff, making it a completely automated solution.
- Electronic Document export – Exports imaged documents requested by legal/FOIL/subpoena to PDF, eliminating manual printing of documents by line staff.
- Setup pre-defined email alias to allow applications to be able to locate an email address for a user irrespective of name changes (28xxx@hhsnassaucountyny.us).
- Enhanced the Child Care Time and Attendance (CCTA) data import routine to improve CCTA reporting capabilities.
- Transitioned critical morning Data Center Jobs to Bethpage Data Center to improve morning job efficiency.

The DSS Information and Technology Team



XXIX. Planning and Research/Quality Management

Beginning in 2006 Nassau was the first county in New York State to create and implement a Division of Quality Management within its Social Service department.



This unit works to:

- ensure effectiveness and efficiency of all DSS operations
- coordinate initiatives including the development of unit-specific standards, policy and procedures
- maintain ongoing review to insure implementation of Corrective Action Plans
- manage statistical information, data flow and analysis
- provide quarterly reports to the County Executive

The Quality Management group participates in most initiatives that the Department undertakes. The group has been a leader for understanding efficiency, technology, organizational effectiveness and cost savings. In 2014 some of the more notable initiatives included development of the SPOT system (Shelter Placement On-line Tracking system) to help keep track of homeless emergency shelter resources; contracts; Task Force on Domestic Violence; Disproportionate Minority Representation; development of performance based contracts for employment vendors; and countless reviews of departmental program data to help support and guide administration policy and action.

The unit manages all departmental contracts which include over 500 day care contracts and dozens of other contracts for the various services utilized by the Department. The unit tracks these contracts and facilitates their processing within the Department and throughout the County's approval process.

Finally, the unit is responsible for procuring all new services for the Department following the County's competitive procurement procedures. This involves developing, issuing and publicizing Requests for Proposals (RFPs) and evaluating RFP responses so that the services purchased provide optimum value in meeting the needs of Nassau residents.

SWOT Analysis

As you work through each category, don't be too concerned about elaborating at first. Just capture the factors you believe are relevant in each of the four areas. Once you are finished, reorder the items in each category from highest priority to low

<p>Strengths <small>(internal, positive factors)</small></p> <p>Strengths describe the positive attributes, tangible and intangible, of your organization/area. These are within your control.</p>	<p>Weaknesses <small>(internal, negative factors)</small></p> <p>Weaknesses are aspects of your area that detract from the value you offer or place you at a disadvantage.</p>
<p>Opportunities <small>(external, positive factors)</small></p> <p>Opportunities are generally external attractive factors that represent reasons for your area to exist and prosper.</p>	<p>Threats <small>(external, negative factors)</small></p> <p>Threats are generally external factors beyond your control that could put your area at risk. You may benefit from having contingency plans for them.</p>



Edward Mangano
County Executive

John Imhof, Ph.D.
Commissioner



Department of Social Services
Quarterly Consolidated Management Report
2014 Fourth Quarter Report

[Click Here To Start Reviewing the Report](#)

SOCIAL SERVICES VOLUNTEERS OF NASSAU COUNTY

We Help



An artistic rendition of the volunteer office in Eisenhower Park

Contact: 516-227-7411

Finding Permanent Housing For Families and Singles



NASSAU COUNTY DEPARTMENT OF SOCIAL SERVICES

NYPWA Conference
July 2014



Edward P. Mangano
County Executive

John E. Imhof, Ph.D.
Commissioner

Nassau County

Domestic Violence
2014 Statistical Trends Update
October, 2014



Edward P. Mangano
County Executive

John E. Imhof, Ph.D.
Commissioner
Social Services



XXX. Office Services

NO JOB TOO TOUGH!



Office Services (OS) is responsible for the collating of the many application packets for our clients, New York State and County forms, all mail related functions, photocopying for the agency, monthly mailings, unit moves, the setting up of tables and training rooms, telephones, vehicles and drivers, building equipment, pulling and the distribution of supplies, paper and forms. OS is also responsible for the purchasing and receiving for DSS, fixed asset control, ordering and distribution of client benefit cards and Metro Cards. OS is the liaison between DSS staff and the building manager and cleaning staff. On a daily basis, Office Services answers numerous requests for supplies, photocopying, classroom and table set ups, equipment repairs and handles complaints and requests for building related issues.

Record Room

The Record Room bar codes and tracks thousands of client folders and stores, retrieves and delivers client case folders to workers as requested. The Record Room coordinates the pick-up and deliveries of client folders from our off site record storage vendor. They work closely with the Imaging Department to successfully scan the client files to make them available online. The files are then boxed, bar coded and sent to the storage facility.

Record Clearance

Performs clearance functions of client applications to determine if a client is already in the DSS system, assigns new case numbers if required and handles emergency requests from all program areas.

Data Entry Pool

The Data Entry Pool enters data from client applications into the Welfare Management System. They work closely with Children's Services entering data for their program areas. They also do homemaking billing and process returned Common Benefit Identification Cards (CBIC).



2015 Highlights

- The Record Room has worked with IT to institute a daily match program which helps to ensure that the Record Room data is a match for the items imaged and uploaded to the General Client Inquiry (GCI) system.
- Office Services purchased new training tables for the Computer Lab and assisted IT in their set up for Staff Development, creating a more professional atmosphere and learning environment.
- Office Services is heavily involved in the ongoing Language Access Plan (LAP) Forms Translation Project. In an effort to increase accessibility to all county residents, Office Services has been managing the effort to make all VITAL county forms available in the six languages identified by the County Executive's office.
- Assisted in resettling the Work Experience Employment Program (Formerly NADAP – previously FECS) into the DSS building.





XXXI. Staff Development

Staff Development is the training unit of the Department of Social Services dedicated to providing an extensive array of educational and training opportunities for staffs' professional and personal growth. Included in its responsibilities is the provision of orientation to new staff; planning and registering training for new and experienced staff and, when appropriate, arranging for reimbursement of travel expenses; promoting opportunities for professional growth; completing State Training Needs Assessments with the various program areas at DSS; maintaining a resource library; coordinating placement and participating in the supervision of social work interns; awarding Tuition Remission credits to DSS staff; and awarding Tuition Reimbursement from the Social Work Education Consortium to Child Welfare staff pursuing their Masters degree in Social Work.



2015 was indeed a busy year for Staff Development!

2015 Highlights

- Through a contract with OCFS, Margaret Burt, Esq., presented onsite, half day trainings on “Conditional Surrenders” and “Case Law Regarding: Res Ipsa Injuries; Sex Offender in the Home; and Settlement Options for Abuse and Neglect Petitions in Family Court.”
- Staff Development arranged for the CLEs (i.e., Continuing Education) through the County Attorney’s Office for Attorneys from Family Court in Nassau and Suffolk.
- Facilitated training programs from the SUNY Albany Professional Development Program (PDP).
- In compliance with new ADMs (Administrative Directives from the State) delivered webinars to child welfare staff on : Supporting Normative Experiences: Applying the Prudent Parent Standard; Preventing Sex Trafficking and Strengthening Families Act; Human Trafficking/Commercial Sexual Exploitation of Children: An Overview; Child Welfare Requirements for Identifying and Working with Sex Trafficking Victims.”
- Using training funds available through Nassau County’s Safe Harbour Project, Staff Development contracted with trainer Steven L. Procopio, ACSW, LICSW to provide four, half day training sessions to staff and to Nassau County mental health professionals and educators on the topics of childhood sexual abuse, sexual assault and commercial sexual exploitation of male victims.
- With our county partners at the Department of Human Services (DHS), Staff Development provided training on “Mental Health First Aid” and “Youth Mental Health First Aid” onsite to DHS and DSS staff.
- Staff Development registered and arranged for travel reimbursement for new welfare examiners to attend the new worker institutes for SNAP; Institute for Temporary Assistance; and Selected Topics from ITAP.
- Staff from all the DSS emergency shelters were trained on the new “SPOT” (Shelter Placement and Online Tracking) system that tracks homeless shelter placements.
- 433 DSS staff were trained on “DSS’ Language Access Plan.”
- Half day sessions of "The FISH! Philosophy" were held, which focuses on breaking down barriers, attitudes, building teamwork and working co-operatively for the benefits of the clients and the agency as a whole.



XXXII. Legal Services

Legal Services

The DSS legal team consists of Agency Attorneys and Deputy County Attorneys assigned to the Department. These lawyers perform vital specialized client counseling on behalf of the Department. The areas served by the legal services bureau include but are not limited to the following program areas of the Agency:

- Commissioner’s Office/DSS Administration;
- Adult Protective Services and Guardianship Support;
- Medicaid and Medical Assistance;
- Liens and Recovery;
- Services to Children and Families;
- Foster Care;
- Child Protective Services (CPS);
- Day Care and Employment;
- Special Investigations;
- Public Assistance;
- SNAP;
- Housing and Homeless Prevention;
- Planning and Research;
- Systems;
- Staff Development;
- Labor and Human Resources.



variety of pending and procedural matters. Attorneys are in contact with the Nassau County Comptroller’s Office with regard to expenditures, the allocation of funds and scheduled audits which take place at regular intervals. DCAs (Deputy County Attorneys) and Agency Attorneys are in contact with the Nassau County District Attorney and law enforcement with regard to issues of suspected fraud. As well, DCAs in this bureau routinely work with their fellow DCAs in other bureaus of the County Attorney’s office.



- All petitions regarding the County Guardianship program as well as matters that are placed on the Surrogate Court’s calendar are drafted by DCAs and agency attorneys who then represent the County in these matters. Attorneys will also prepare emergency access orders under Section 473-c to facilitate the Adult Protective Services function with respect to protecting the lives and safety of vulnerable adults, including seniors and those who are believed may be incapacitated or otherwise at risk.
- Guardianship petitions pursuant to Article 81 of the Mental Hygiene Law are prepared to protect an alleged incapacitated person against financial exploitation, foreclosure, and the potential dire consequences of living in the community without the capacity to fend for themselves. In these matters, DSS Legal Bureau attorneys file a special proceeding with the DSS Commissioner acting as “petitioner”. Attorneys as well draft Family Offense Petitions to protect elderly clients.
- Attorneys evaluate complex legal documents for Medicaid compliance. These include Wills, Deeds, Accountings, Special Needs Trusts, Supplemental Needs Trusts, Irrevocable Medicaid Trusts, Revocable Trusts, Medicaid Personal Service Contracts and Medicaid Promissory notes. Attorneys advise the Medicaid program as to whether or not individual trusts or promissory notes are in compliance with federal and state regulations. Furthermore, attorneys advise as to whether or not the trusts shelter the assets purportedly marshaled to the trust or make assets available to the Medicaid program, on either an income or a resource basis.
- Attorneys actively assist the Agency’s Liens and Recovery Division in the collection of monies owed the County in Social Services lien recoveries and

Duties and Responsibilities:

Attorneys represent the Agency in legal and administrative proceedings, including but not limited to: Administrative Fair Hearings conducted by New York State Office of Children and Family Services (OCFS) and New York State Office of Temporary Disability Assistance (OTDA); matters before the New York State Supreme Court, the Nassau County Surrogate, Nassau County District Court and in conjunction with General Litigation Bureau before Eastern District of New York.

Among the duties consistently performed by DCAs and Agency Attorneys are:

- Attorneys serve as in-house counsel to the DSS Commissioner, DSS Executive Staff, DSS Administration, the Directors of each Division within DSS and DSS employees on a wide variety of matters ranging from the analysis of legal documents submitted to the Commissioner for signature to reviewing correspondence, legal documents and mail received on a daily basis in order to determine the appropriate resolution/distribution/assignment of same.
- Attorneys serve as liaisons between the Agency and other County Departments and State Offices. Attorneys are in routine and regular contact with OCFS and OTDA in Albany regarding a large



pursue these recoveries in proceedings in Surrogate's Courts. In appropriate cases, attorneys represent the Agency as a necessary party in Surrogate Court to vindicate Agency stakeholder concerns with respect to APS, Medicaid compliance, and Medicaid/public assistance reimbursements.

- Article 10, Article 6 and Article 7 petitions under the Family Court Act that are initiated by Nassau County are drafted at DSS. These include emergency removal petitions pursuant to the Family Court in matters involving child abuse and neglect; access orders to see the child if access is refused; access orders to the home to do a home assessment, if access to the home is refused; prepare Orders of Protection on an expedited emergency basis when required.
- Attorneys consult with the CPS and Foster Care workers and supervisors on an ongoing basis providing advice and guidance. Attorneys participate in Child Protective Services investigative conferences including "face to face" interviews if counsel is going to be present.
- The Adoption and Safe Family Act ("ASFA") provides for rigorous deadlines with respect to presenting petitions to terminate parental rights (TPR petitions) in cases where children are confined to long term Foster Care placements. Once a child comes into foster care, ASFA requires that a decision be made to quickly match parents with services designed to address the problems that led to the child's placement in care. ASFA also requires that a decision about whether the child can be safely returned home or should be moved toward adoption. The Department must petition to terminate parental rights if the child has been in foster care for 15 or more of the past 22 months.
- A key aspect of ASFA is the requirement that a Permanency Hearing be held in Family Court once a child has been in care for 12 months (and, if necessary, at 12-month intervals after that).
- Attorneys have been defending DSS in fair hearing proceedings where benefits were either terminated or

reduced. Attorneys represent the Department in conferences and administrative hearings in order to make sure that Agency determinations are upheld. Approximately a quarter of all fair hearings conducted by OTDA to determine either the client's eligibility or the sufficiency of the benefit provided have had either a DCA or an Agency Attorney present. Furthermore, the DSS Legal Services Bureau has been actively involved with the process of Reconsideration wherein unfavorable decisions by an Administrative Law Judge are subject to internal review by OTDA and on numerous occasions the DSS Legal Services Bureau has had unfavorable determinations overturned.

- Attorneys also handle the disclosure of agency records, freedom of information requests and subpoena compliance. Specifically, Attorneys advise the Agency in the capacity of privacy officer and freedom of information officer, and have responsibility for addressing FOIL (Freedom of Information Law), HIPAA, (Health Insurance Portability and Accountability Act) and similar confidentiality and public information concerns.
- DSS recognizes the importance of effective and accurate communication between its employees and the community they serve. It is the policy of DSS to take reasonable steps to provide timely and meaningful access for persons with Limited English Proficiency (LEP) to the services and benefits that DSS provides to the degree practicable. The Legal Unit has been extraordinarily active in assisting the Department with the implementation of the DSS Language Access Plan (LAP). This policy has been developed to implement the requirements of NYS OTDA ADM 06-ADM-05 and Nassau County Executive Order numbers 67-2013 and 72-2013 which seek to ensure that applicants and recipients with limited proficiency with the English language have equal access to all benefits, programs and services provided by DSS for which they are eligible, including Childcare, SNAP, HEAP, Medicaid, Temporary Assistance and Child Support programs.



XXXIII. Volunteer Services

Established in 1983, the Social Services Volunteers of Nassau County (VS) conduct programs throughout the year for individuals and families in need. The holiday and other programs include:

- Thanksgiving Assistance
- Toy Distribution
- Foster Children's Holiday Party
- Adopt-A-Family
- Back to School
- Dress to Impress

2015 Highlights

- The “Dress to Impress” program at the Special Activities Center (SAC) building assists clients from DSS, as well as the Safe Center, veterans, Re-Entry, Hempstead Works, NADAP and all those who have emergency needs with necessary clothing items. The generous support of the DSS staff and the community is helping Volunteer Services (VS) to help others.
- The 2015 camp program was a huge success this year. VS was able to assist in sending many children off to enjoy a summer camp experience. Children in Foster Care or on Temporary Assistance are eligible for camp.



event gave the volunteers a great deal of exposure for the VS program and services for those in need.

- In August and December VS worked with the



Henry Schein company, who did a Back to School and Holiday of Cheer program for the DSS children. They purchased school clothing and pack backpacks filled with school supplies and in December they gave the children a wish list for holiday gifts.

- When school begins, VS enlists the assistance of many of the schools and key clubs in the community to assist with the holiday programs, including “Toy Drives for Children” and “Adopt a Family.” This year 85 families were adopted including military families.
- This year with the help of volunteers 180 toy bags with brand new toys were given to families.
- VS hosted a Holiday Party for children in foster care with the help of schools and the community. VS has many volunteers that

Perspectives

Stories about the people we serve

VS had the opportunity to assist a gentleman who had returned to the community, was living in a shelter and wanted to get a job and his own place to live and move on with his life. He was an extremely tall man, and getting clothing for him was a real challenge. VS got in touch with a contact at Men’s Warehouse and explained the problem. The contact searched around and was able to find clothing enough to suit this gentleman. He was overjoyed and could not believe how nice people are and that they go out of their way to help the less fortunate. He mentioned that all he needed was a chance and he would prove to himself that he could succeed and maybe someday pay it forward.

- In June of 2015 the County Executive and DSS commissioner, along with many volunteers, assisted with the ribbon cutting ceremony for the new SAC building. There was wide media coverage and a lovely story placed in the newspaper. This wonderful



give their time at the holiday party and each child that attended received a gift. Santa really enjoys the young children, taking photos with them and seeing the joy in their eyes as he gives them their gift. The craft tables are provided by many Girl Scout and Boy Scout troops who fundraise to provide crafts for the children. The party is hosted at the Marriott Hotel in Uniondale.

- VS continues to host monthly boutiques. These boutiques are attended by staff and the monies raised benefit the needy that the department serves in emergency situations.
- The Social Service Volunteers are always working on new projects and recruiting new volunteers. VS has brochures that are available to those interested in volunteering for DSS.

Foster Care Holiday Party at the Marriot Hotel Grand Ballroom in Uniondale, NY



XXXIV. Community Outreach Services

The DSS Office of Community Outreach is designed to inform the communities of Nassau County of the services that are available for our residents. DSS



administers many social service programs established and funded at the federal, state, and local government levels.

The objective of the Office of Community Outreach is to broaden public knowledge of our programs and procedures, as well as to improve client access to benefits to which they are entitled. Having this important information will greatly assist residents of Nassau County. Program staff from DSS are available upon request to travel throughout Nassau County to conduct presentations



and informational forums on the various programs offered by the Department.

Informational presentations are available for all services provided by DSS. Such services are provided at no charge.

2015 Highlights

The 2015 Nassau County Summer Food Service program distributed 65,217 meals to children throughout Nassau County.



XXXV. Employees of the Month in 2015

Since 2007, the HR department in conjunction with the Commissioner’s Office reviews recommendations made by supervisors and co-workers regarding the exemplary performance of various employees. After a comprehensive review, one employee is selected each month as the Employee of the Month. And the honor comes with a few perks including lunch and a parking spot, not to mention the pride that comes from being recognized by their fellow workers! To date 101 DSS staff have been selected as “Employee of the Month”. Here are the 2015 employees of the month:

January
Linval Cunningham

February
Laura Noto

April
Elizabeth Efthimiou

May
Diane Kushins

June
Tressa Davis

July
Linda Duffy

August
Anna Patton

October
Douglas Pratt

November
Deborah DeStefano

December
Renee Pearson

March
Sharon McMillan



XXXVI. Resident Feedback and Kudos to DSS Staff

In addition to our Employees of the Month, the following DSS staff were acknowledged by letters and phone calls to the Commissioner’s office praising their exemplary service to the residents of Nassau County.

We list their names in our 2015 Annual Report with pride and appreciation!



Kathryn Bailey	Systems/0186
Suzanne Barkolas	Child Support/1752
Alice Barr	Medicaid Recert/2423
Thomas Brooks	Planning and Research/0170
Linval Cunningham.....	CPS FAR/4123
Tressa Davis	TA New Applications/1240
Linda Duffy	Medicaid Recert/2422
Elizabeth Efthimiou.....	Chronic Care/2405
Judy Gallo	APS/4113
Beverly Garza.....	MA Phone Unit/2432
Adrian Gottlieb.....	MA/2411
Yrbin Gustave.....	Chronic Care/2406
Eisha Hall	Day Care/4231
Thanh Hoa Le.....	MA/2424
Rochelle Holden	Day Care/4233
Judith Josefsberg	Foster Care/4225
Diane Kushins	Day Care/4231
Annetta Lee	DCAP/1601
Warren Lewton	Systems/0186
Xuyen Ly	Systems/0180
Lisa Manganello	Chronic Care/2405
Maierita Marino.....	MA/2440
Anitha Mathew.....	MA/2414
Sharon McMillan.....	TA New Applications/1240
Laura Noto.....	Accounts Client Benefits/0274
Anabela Oliveira	MA/2424
Anna Patton.....	Employment/1681
Renee Pearson	New Certs/1242
Kerry Reckson.....	TA New Certification/1242
Teika Ross	Housing Support/0252
Susan Salerno-Sverdlin.....	Systems/0180



Resident Feedback

We are also pleased to present some excerpts from a few of the commendation letters received in 2015 from residents of Nassau County complimenting DSS staff for their outstanding customer service.

Medicaid: “Ms. M, I want to thank you again for the courteous attention you always give me when I need your assistance. More people should handle themselves as professionally and politely as you do. You are an absolute asset to the Nassau County Department of Social Services.”

Temporary Assistance: “A special thank you to Ms. P for all your help in my time of need. I’m sure you have touched many lives for the better. You are a special person and a wonderful case worker.”



Adult Protective Services: “Yesterday I called Adult Protective Services in regard to an elderly friend (who lives alone and could not be reached for days). I spoke with Ms. G who was understanding, kind and helpful. She directed me on how to call for a “well check” and as it turned out, happily, my friend is okay. This note is to commend and thank Ms. G for her professionalism.”

Housing Support Services: “I am writing to express my profound appreciation for one of your workers, Ms. R. I applied for mortgage arrears assistance, where I met this wonderful young lady

who was so polite, courteous and professional. I am a widower who recently lost my husband suddenly and is now in dire need of assistance. Ms. R took the time to explain all about the program in depth and was also very sympathetic of my situation. This experience has lead me to believe there are still good people left in this world.”

Child Support: “I’m writing this letter to express my gratitude for the kindness that one of your child support investigators has shown me. Ms. B was extremely thorough at correcting the problems on my account and making sure that I was totally satisfied with everything. She even took the time to listen to my problems due to my extremely difficult divorce and promptly returned my phone calls, as well as sending me all of the required paperwork. She is an extreme asset to the organization and I greatly appreciate the time and kindness she has given me.”

Day Care: “I would like to take the time out to say how wonderful and accurate, as well as punctual, Ms. H has been. She always responds to telephone calls and is on top of her work. It has been very stressful to come to the office with children or to take off work when I can’t afford to do so, but Ms. H, with her kind heart, always works with me. It’s a real pleasure to have her as my Day Care worker. Truly incredible.”

XXXVII. Nassau County DSS and the New York Public Welfare Association (NYPWA)

Since 1931, Nassau County Department of Social Services has been an active member of the New York Public Welfare Association (NYPWA).

Founded in 1869, NYPWA is the oldest public welfare association in the United States and its role is to independently represent New York’s 58 local social services districts while offering a variety of opportunities for the exchange of ideas, development of new initiatives and refinement of existing programs and services. The NYPWA is an active partner with government agencies, associations and community organizations, and provides information, policy analysis and technical assistance to federal, state and local policymakers as well as direct support to local social service districts.

The Nassau County Department of Social Services original name was The Department of the Poor from 1915-31, and from 1931 – 1955 the Department of Public Welfare. Modern day DSS came into existence in 1955.

DSS Commissioner Dr. John Imhof has been an active member of NYPWA since the beginning of his tenure as DSS Commissioner in 2006. In 2015, Commissioner Imhof, who formerly served as 3rd Vice President and two previous terms as the Long Island representative for NYPWA , was elected unanimously by his 57 fellow commissioners as the 2nd Vice President of the NYPWA Executive Board for 2015-2016.

Nassau County’s on-going participation in NYPWA insures that DSS maintains an on-going dialogue and communication with all statewide county social service departments and through its many collaborative initiatives and lobbying efforts insures that Nassau County and DSS remain in the forefront of local, state and Federal social services initiatives.



XXXVIII. Commissioners in Department History



Claude C. VanDeusen
1931 - 1935



Edwin W. Wallace
1935 - 1955



Commissioner Robert D. Campbell
1956 - 1961

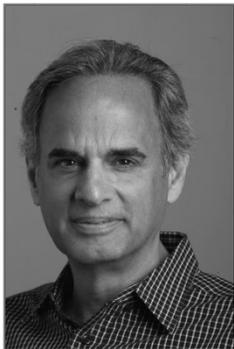


Commissioner John E. Imhof
2006 - Present

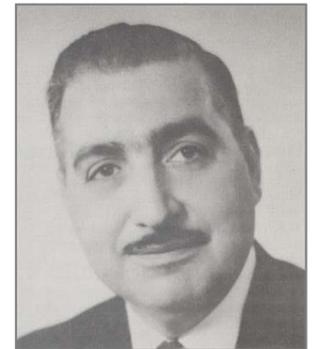
Pictured here are the ten individuals serving as County Commissioners in the 85 years from 1931 to the present. Mr. VanDeusen's title was actually Superintendent of the Poor, and Mr. Wallace was the Superintendent of Public Welfare. Mr. Campbell was the first to hold the title of Commissioner of Social Services beginning in 1956.



Commissioner John J. McManus
1961 - 1964



Commissioner Robert Sherman
2000 - 2005



Commissioner Joseph S. Barbaro
1965 - 1971



Commissioner Irene Lapidez
1993 - 1999



Commissioner Joseph A. D'Elia
1973 - 1992



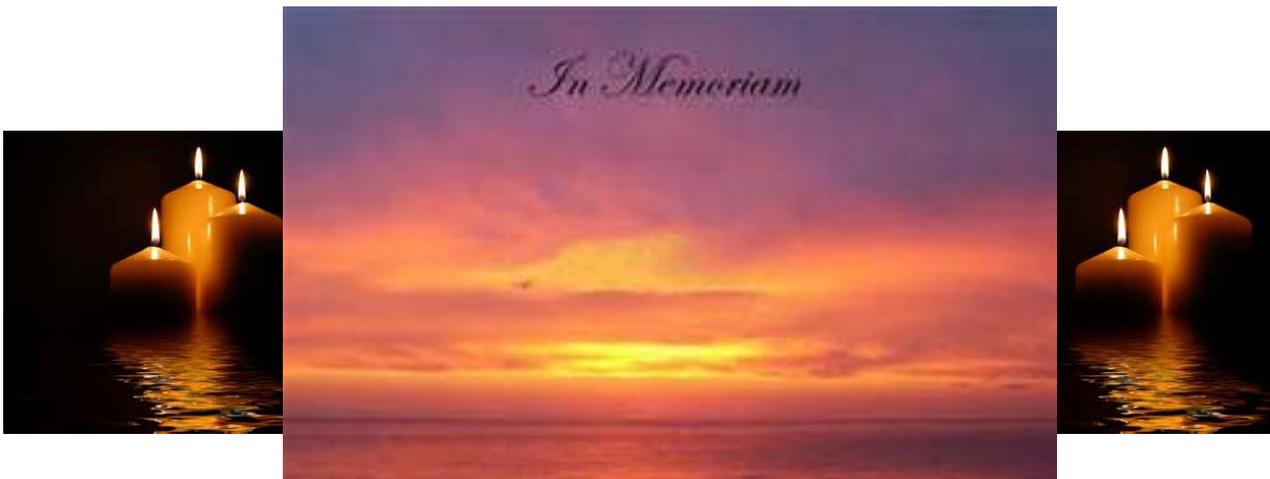
Commissioner James M. Shuart
1971 - 1973



XXXIX. In Memoriam

We wish to acknowledge the passing of those DSS staff who were lost to us during 2015. We respectfully honor their memory and years of dedicated service to the residents of Nassau County.

Linda Burrell	20
Barbara Daly	11
Jacqueline Drake.....	5
Brenda Gilliam.....	11
Kerima Vega.....	23
Susan Weir – Yager	13
Cheryl McGovern (retired 2011)	23
Michael Riccio (retired 1995)	21
Allean Spears (retired 2002)	31



NASSAU COUNTY
Department of
Social Services

Nassau County Department of Social Services
Planning & Research / Quality Management Department

