

Nassau County Department of Social Services

Edward P. Mangano, County Executive

John E. Imhof Ph.D., Commissioner



Annual Report 2012





Nassau County Legislature

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I. Message from the County Executive



A Message from County Executive Ed Mangano:

I am pleased to present the 2012 Annual Report of the Nassau County Department of Social Services. As a longtime public servant, I understand the many challenges facing government, especially during times of economic stress and crises. As the safety net for our county's residents who are facing economic distress, the Department of Social Services and all of its dedicated staff do an extraordinary job addressing the needs of individuals and families throughout our county. Throughout the days and aftermath of Superstorm Sandy, DSS staff was on the front lines and gave their time and effort to help fellow residents get through the worst days of the storm, assisting people to find shelter and insuring that vital social services benefits were not interrupted.

Nassau County DSS has proven to be one of the most innovative and forward-thinking human services agencies throughout the nation, consistently seeking to enhance its services and programs through on-going quality management initiatives that advocate innovation and efficiency in these days of limited financial resources. Of special note is the extensive efforts we have supported to root out Medicaid waste, fraud and abuse. In 2012 DSS fraud investigators uncovered \$18 Million in recipient and provider fraud, waste and abuse across all program areas. On behalf of Nassau County taxpayers we will continue our aggressive efforts to insure that those who try and cheat the system will be prosecuted to the fullest extent permitted by law.

We are fortunate to have such a dedicated team of public servants who along with our DSS Advisory Council and community service providers each day help the most vulnerable members of our community.

I commend each of them for the work they do and thank them on behalf of the residents they serve.

Nassau County cares deeply about its most vulnerable residents and you will be impressed to read of the breadth and scope of DSS' 2012 accomplishments.

Thank you.

II. Message from the Commissioner

I am pleased to present the Department's 2012 Annual Report which describes our programs and services and highlights our accomplishments during calendar year 2012.

DSS experienced multiple challenges during 2012, particularly in the face of growing demands for better access to services, enhanced service coordination, greater cost efficiencies for our taxpayers, and improved accountability in service delivery – not to mention the super storm that impacted the entire region. Summarized here are selected program statistics from 2012:

- Almost 200,000 registered visitors came to the DSS building in Uniondale
- Over 20,000 applications for temporary assistance were processed
- Supplemental Nutritional Assistance Program (SNAP or Food Stamps) were provided to almost 40,000 Nassau families and HEAP (Home Energy Assistance Program) benefits were provided to over 24,000 Nassau households
- DSS administered 103,000 Medicaid only cases for over 156,000 individuals
- Child Protective Services investigated over 6,500 reports
- DSS helped 31,000 families obtain child support
- Day care services were provided for over 4,300 working families

But numbers do not tell the whole story. In 2012 we also started the Homeless Re-stabilization Project, a joint effort between DSS and the Nassau County Office of Housing and Community Development, that transitioned over 50 families and 175 single adults from emergency housing (emergency shelters) into permanent housing. In addition and with the assistance of the County IT department, we used technology to help track the placement of homeless individuals and families. This tracking system improved the effectiveness of managing the emergency shelter assets for homeless residents. Finally in our Children's Services area we started to employ the Family Assessment Response (FAR) as an alternative to traditional child abuse and neglect investigations. Under the FAR protocol, families are engaged through family meetings to help identify areas of concern and work towards a solution. The goal is to support the family and child safety while reducing protective services intakes and recidivism.

How did we do it? Our greatest resource is our staff: DSS boasts almost 900 trained and motivated employees. During 2012, training opportunities and promotions were enhanced; communication was improved through the publication of a HHS Newsletter, and the Employee of the Month program.

Speaking of challenges, along with many other county agencies, DSS helped provide relief to Nassau residents in the aftermath of super storm Sandy. From our assistance programs to staffing relief outposts to our employees who volunteered at community shelters and other relief venues, we did what was needed to help assist our fellow residents.

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

Thank you for taking the time to read our 2012 annual report and please feel free to visit us on the county website at www.nassaucountyny.gov/agencies/DSS/index.html.

John Imhof, Ph.D.
Commissioner, DSS



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DSS Annual Report

III. DSS Overview

Social Services takes a holistic approach to providing the services and benefits needed to help people achieve self sufficiency.

The Department of Social Services is responsible to:

- Provide temporary financial aid to eligible recipients through the Family Assistance, Safety Net, Food Stamp, EAF (Emergency Assistance to Families), EAA (Emergency Assistance to Adults), Employment, Medicaid, Supplemental Nutritional Assistance Program (SNAP) and Home Energy Assistance Programs (HEAP)
- Establish through its Child Support Enforcement Unit an initial child support obligation of a legally responsible individual through the Family Court, collect support payments, and enforce and modify existing support orders
- Provide employment and placement services to prepare public assistance recipients for long term employment;
- Protect children, adults and families by enforcing the mandates of the New York State Social Services Law



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

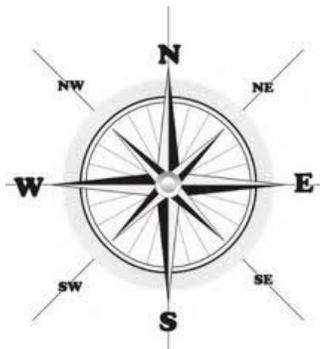




Mission Statement

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, Supplement 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.



V. DSS Facts and Figures



Applications

Totals for	2011	2012
Family Assistance	5,614	5,338
Safety Net Assistance	12,990	11,610
Medicaid	38,502	44,422
Family Health Plus	3,957	3,080
Food Stamps	21,549	22,256

Active Cases

Figures as of	12/31/2011		12/31/2012	
	Cases	Individuals	Cases	Individuals
Family Assistance	3,613	8,483	3,245	7,566
Safety Net Assistance	4,688	6,598	4,363	6,352
Medicaid	60,883	87,558	68,262	100,407
Medicaid SSI	20,221	20,250	20,492	20,519
Family Health Plus	12,673	27,646	13,933	34,729
Food Stamps	32,571	54,222	34,928	57,606
HEAP	3,980	7,265	3,625	6,378
Services	5,803	16,339	5,855	16,413
Unduplicated Individuals		175,661		193,573



2011 - 2012 Budget Comparison

	2011	2012	% Change
Administration	\$ 74,899,602	\$ 65,400,144	-13%
Medicaid	\$ 242,329,528	\$ 247,935,261	2%
Family Assistance	\$ 37,396,183	\$ 33,520,273	-10%
Safety Net Assistance	\$ 41,328,152	\$ 41,124,477	0%
HEAP	\$ 512,064	\$ 132,070	-74%
Burials	\$ 203,871	\$ 253,488	24%
Foster Care	\$ 19,876,377	\$ 18,353,317	-8%
Children in State Custody	\$ 4,947,000	\$ 5,001,500	1%
Juvenile Delinquents/PINS	\$ 9,999,997	\$ 7,491,668	-25%
Non Secure Detention	\$ 493,037	\$ 594,924	21%
Adoption Subsidies	\$ 4,779,664	\$ 5,172,329	8%
Adoption Fees	\$ 32,725	\$ 119,640	266%
Home Maker Services	\$ 1,068,514	\$ 493,456	-54%
Prevention Services	\$ 6,817,558	\$ 6,258,735	-8%
Independent Living	\$ 318,857	\$ 320,250	0%
Special Education	\$ 14,407,530	\$ 15,849,567	10%
Day Care	\$ 55,194,759	\$ 58,456,989	6%
Total	\$ 459,410,659	\$ 448,021,099	-2%



vi. 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. In 2012 the public forum topics included Disproportionate Minority Representation and Medicaid Re-Design.

DSS Advisory Council

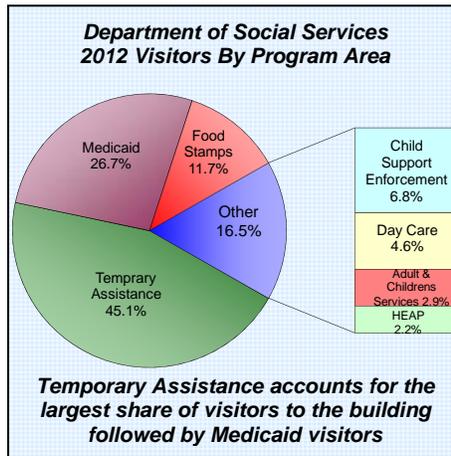


Having a hard time making ends meet? Check your eligibility for economic supports at: **myBenefits.ny.gov**



VII. Lobby Status Tracking System

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 Department of Mental Health, Chemical Dependency and Developmental Disabilities Services; Office of the Aging; Veteran's Services; Youth Board; Office for the Physically Challenged; and Health Department.



System monitors the progression of visitors from the time they enter the building to the time they leave.

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

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, provides an early warning system to alert us to changing trends and patterns and helps us develop plans for meeting our clients future needs.



Lobby Status Tracking System

The HHS building registers about 1,000 visitors per day. To manage the daily visitors to the building, the County employs an HHS Visitor Status Tracking System. The Status Tracking

served in an efficient and timely manner.

During 2012, almost 200,000 visitors to HHS were served at 60 CLB, completing over a quarter of a million activities.



VIII. Customer Service

As with any large organization the department 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 tries to answer questions and resolve issues directly; otherwise staff will forward 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** and can be accessed 24 hrs per day, 7 days per week.

Legislative staff and government officials can call **516-227-7403**, select **option #5** to speak to an Administrative Assistant. Please note, without a signed release of information from the constituent, we are unable to discuss specific client 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 which services they may be eligible. .

IX. Emergency Services

In addition to providing services Monday – Friday, 9 a.m. – 4:45 pm., the Department maintains an emergency services program that operates from **6:00 p.m. to 8:00 a.m. weekdays**, and continuously on weekends and holidays. Emergency services includes referrals to emergency

temporary housing, medical transportation in limited circumstances, 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-WARBED**). Several of these programs have income eligibility guidelines which are explained by the emergency service staff responding to calls.

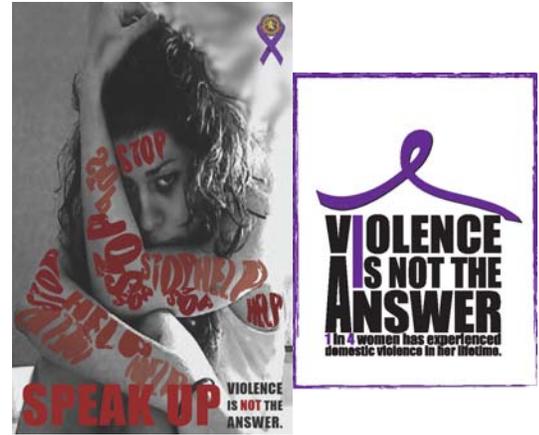




X. Domestic Violence

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 Count Executive’s Family Violence Task Force 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.



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 & Sexual Assault Hotline	(516) 542-0404
NC Coalition Against Domestic Violence	(516) 465-4700
Circulo de la Hispanidad, Inc. - Crisis Intervention	(516) 292-2433
Child Abuse/Maltreatment Hotline (Albany)	(800) 342-3720 (800) (
Mandated Reporters	(800) 635-1522
Coalition Against Child Abuse & Neglect	(516) 747-2966
Hispanic Counseling	(516) 538-2613
NC District Attorney’s Office – Crime Victims’ Advocates	(516) 571-4967

NYS Spanish Domestic Violence Hotline	(800) 942-6908
Nassau County Family Court	(516) 571-9055
Nassau County Adult Protective Services	(516) 227-8472
NC Dept of Senior Citizens (HELP-LINE)	(516) 227-8900
NC Crime Victims Assistance Program	(516) 573-3330
Spouse Abuse Group Education (SAGE)	(516) 935-6858
Department of Social Services General Information	(516) 227-8519



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 resources from estates and overpayments. 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.



- 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 2012 Fraud Investigators uncovered \$18 Million in recipient and provider fraud, waste and abuse across all program areas. This includes \$1.3M in restitution from the DA's office; \$7.8 million from liens and recoveries and \$1.4 in day care cost avoidance. The balance is cost avoidance for miscellaneous activities (e.g., cases not open due to front end detection, MA and TA cases closed due to investigations).

Examples of fraud:

- Falsely reporting that a parent is absent from the household
- Falsely reporting that a child is in the household



Newsday
Nassau social services' fraud unit praised

Nassau DA: 11 charged in benefits fraud

Newsday

<http://www.nassaucounty.com/news/1732200/nassau-county-welfare-fraud-recovered-15028570>

Long Island Now
Mangano: \$1M in welfare fraud recovered

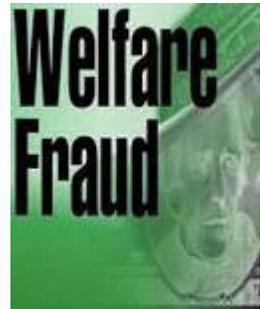
10:59 AM By Sid Cassese



More than \$1 million has been recovered in welfare fraud since the beginning of the year, according to Nassau County Executive Edward Mangano.

"My administration is committed to insuring that only the needs of our citizens receive the assistance to which they're entitled," Mangano said in a news release. "It is infuriating when people ... take food and shelter away from the neediest. Anyone who tries to cheat the system will be approached and prosecuted."

Mangano and the county Department of Social Services said in the release that more than \$1 million had been recovered from Medicaid, Temporary Assistance and Day Care fraud.



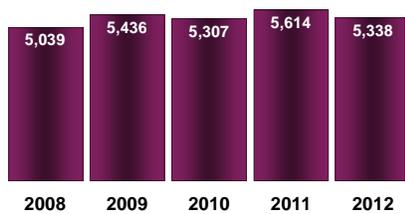


XII. Public Assistance

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. Nassau County is the local district that provides cash assistance to needy families in Nassau that

Family Assistance Applications



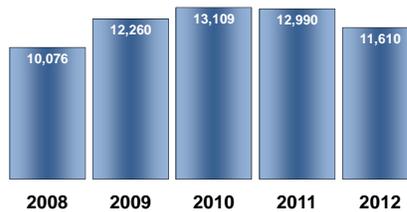
include a minor child living with a parent (including families where both parents are in the

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

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

Safety Net Assistance Applications

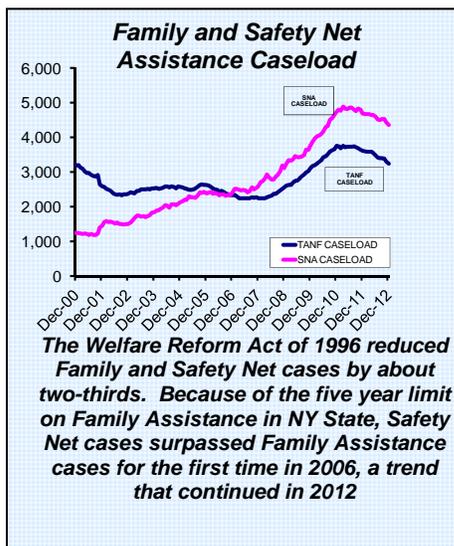


out. Benefits are provided as cash for 24 months. After 24 months benefits may continue as non-cash

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
- Aliens who are eligible for temporary assistance, but who are not eligible for federal reimbursement



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 explain the increases in SNA in New York State (see SNA). The months need not be consecutive, but rather each individual month in which TANF-



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) helps 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 during the program year. The HEAP year generally begins in November and closes in mid-March or when the program funding is exhausted. In 2012 DSS paid out over 25,000 HEAP benefits to Nassau households.



XIII. SNAP (Food Stamps)

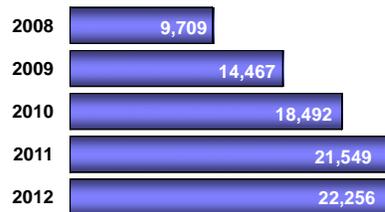
Food Stamps help low-income households by supplementing their monthly food budget.



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.

Non-Public Assistance Food Stamps Applications



As the graphic illustrates, Nassau residents applying for Food Stamps only (not applying for Public Assistance) increased by 130% since 2008.



XIV. Housing and Homeless Prevention

Housing and Homeless Prevention is coordinated by DSS and the NC Office of Community and Housing Development (OCHD). 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

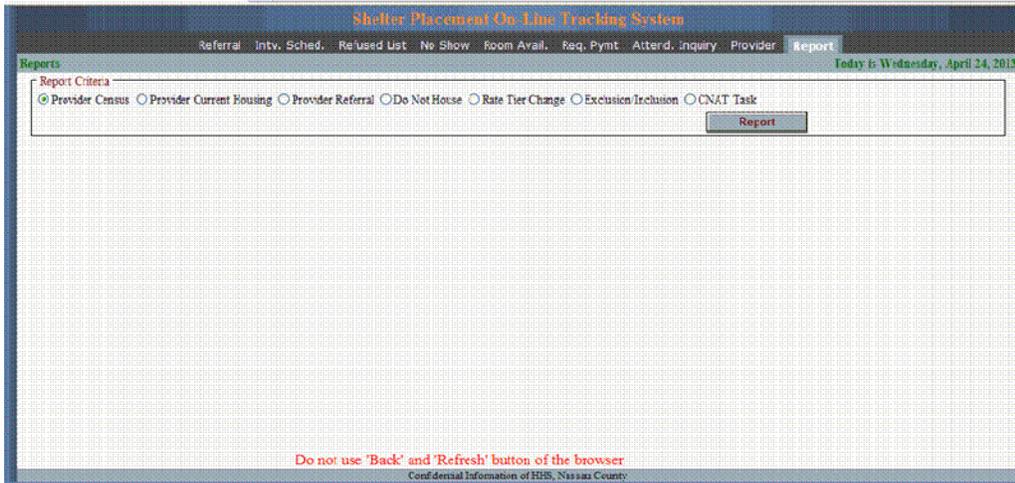


During 2012 motels were successfully incorporated into the SPOT system (Shelter

emergency shelter. The SPOT system works as a “reservation” system for all emergency shelter placements (motels and shelters) so when clients are placed in a shelter 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.

Homeless Re-stabilization Project

Through the Homeless Re-stabilization Project over 50 families and 175 single adults were



moved out from emergency housing into permanent housing saving the county about \$2,000 per month for singles and \$4,200 per month for families. The Homeless Re-stabilization Project is a joint

effort between DSS and the Office of Housing and Community Development. Placement Online System). The expansion of the SPOT system to include motels increases the effectiveness of managing clients in need of

effort between DSS and the Office of Housing and Community Development.

Other Notable Emergency Housing Accomplishments in 2012:

- Saved \$2.5 million in emergency housing costs (shelters and motels) by using technology to monitor and track emergency housing placements, reducing motel fees and revising shelter rates.



- Saved \$1.48M over 2011 expenditures by implementing a new security



agreement for clients seeking housing. Under the new agreement landlords are



issued a surety for security deposits instead of issuing a cash security deposit. Under the surety agreement landlords can claim up to two months' rent for damages and unpaid rent once the tenant vacates the property.

- Increased the collection of past rental deposits by 14% over 2011 and by 180%

Client Rental Deposit Collections



over 2010 (from \$52.3k in 2010 to \$128.4k in 2011 to \$146.2k in 2012).

- Reduced moving and storage costs by \$147,000 over 2011 expenditures by implementing new guidelines for establishing the costs for moving and storage. Moving and storage costs are incurred when a client's housing becomes an issue (eviction, moving,

etc.). As a result of the new guidelines, the housing area reduced moving and storage costs by 20% from \$741,236 to \$594,511).

- DSS Housing team demonstrated tremendous ability to work together with OCHD to get the June 2012 fire victims from 590 Fulton in Hempstead into emergency housing.
- Beginning late October and all throughout November and December Emergency Housing unit was deployed to the Emergency shelters and the Office of Emergency Management due to Hurricane Sandy. Regardless of what time of day or night, weekend or holidays, the team was "spot on" with volunteerism. The excellent team work between DSS/OHCD, Red Cross and FEMA, assisted in identifying alternative housing options and moving 600+ guests out of the crisis center at Nassau Community College and onto recovery.



xv. Employment

As a result of Federal and State welfare reform legislation, TANF and Safety Net public assistance recipients (those without minor



dependant children in the household) are required to actively search for work, show proof of their job search efforts, accept work when it is offered and participate in other work related activities. DSS offers a variety of assistance programs to help recipients achieve self-sufficiency.

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.

Under the mandates of the Deficit Reduction Act of 2005, a number of programmatic changes were instituted in 2006 that continued to be a challenge in 2012 for the employment units throughout the State. Chief among these has been the restriction place on the types of activities counted as work related activities. As a result, New York State counties

have had difficulty meeting the Federal guidelines for work participation rates among TANF recipients. To address these program changes in Nassau and to better meet the needs of our clients in 2012, the



Employment Unit entered into performance based contracts with two community agencies that provide various employment activities to the TANF and Safety Net population. The use of performance based contracts has improved the overall performance of the employment unit and in December 2012, Nassau was ranked fifth in the entire state for clients in employable activities.

Employment Unit 2012 Performance:

- Over 2,700 assessments
- 1,250 referred to a work experience program
- Over 445 placed in full employment
- Over 600 placed in vocational training

2012 Highlights

- Nassau was ranked as one of the top five counties in the state for the percentage of public assistance clients in employment activities. This recognition comes after years of working with contract agencies to provide training, education, job readiness skills, job development and employment opportunities to recipients of social services.



- DSS implemented performance based contracts, for the first time, to define and pay vendors for meeting specific performance milestones. These

contracts were created for the employment vendors as a way to focus attention on client employment activity. 30% of the contract's value is earned by meeting specific performance milestones.

- Two very successful job fairs were held at the Cradle of Aviation. The May 1st job fair attracted over 150 employers and 3,000 job seekers. The October 15th job fair attracted 170 employers and over 3,700 job seekers – veterans got a head start with a 9am admission time while the general public was admitted at 10am. The job fairs were coordinated by the DSS employment unit, the Office of Minority Affairs, and the Nassau County Coordinating Agency for Spanish Americans (C.A.S.A).



Nassau County Executive **ED MANGANO**

JOB FAIR & CAREER OPPORTUNITIES
May 1st, 2012 • 10am



at the
Cradle of Aviation Museum
 1 Davis Ave •

C.A.S.A.
516-572-0750

Department of Social Services
516-227-8656



NASSAU COUNTY EXECUTIVE
ED MANGANO
www.nassaucountyny.gov

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

CAREER & JOB FAIR
October 15, 2012

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



at the
Cradle of Aviation Museum
 1 Davis Ave • Garden City

C.A.S.A. 516-572-0750

Department of Social Services 516-227-8656



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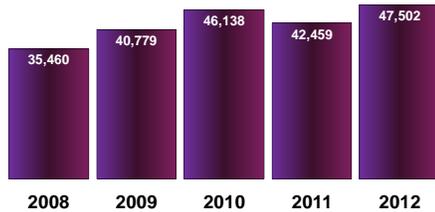

XVI. Medical Assistance

Medicaid 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),

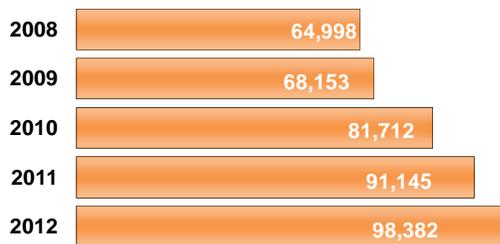
Public Assistance and those who meet the eligibility criteria. In 2012 there was an 8%

increase in the number of Medicaid cases in Nassau County and a 50% since 2008. At the

Medicaid Applications



Medicaid Average Monthly Caseload



end of 2012 the department carried a caseload of 102,687 Medicaid cases insuring 155,655 individuals – well over 10% of the entire population in the County. Based on information from the Governor’s office and the Affordable

Care Act (Obama Care), the state will start taking over a large proportion of the Medicaid cases in 2013 and 2014 that is now handled by DSS.



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
- Family Planning
- Medical and Health Insurance Premium
- Non-Emergency Medical Transportation



2012 Highlights

- In 2012 the Medicaid department was restructured to create two groups, new applications group and recertification/undercare group. A new chief welfare examiner was appointed to head up the newly formed new applications group.



XVII. Children’s Services



Children’s Services is comprised of two main operating units; Child Protective Services and Services for Children. Children’s Services has three primary functions: 1) Investigative and Protective Services for Children, 2) Preventive and Rehabilitative Services, and 3) Support Services. Children’s Services operates under the authority of the New York State Office of Children and Family Services.

Child Protective Services



Child Protective Services is responsible for investigating all allegations of child abuse and neglect received from the New York State Child Abuse Registry. On the average workday in 2012, CPS received 26 reports, each requiring an investigation. On average in 2012, 76% of reports were 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.. Always call 911 if a real emergency exists.



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

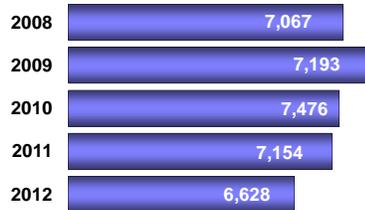
exists, the report is indicated and the family is offered appropriate services. If no credible evidence of abuse or maltreatment is found, the report is unfounded and sealed. The final determination must be made within 60 days.

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



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



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 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 should 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.

2012 Highlights

During the past year, CPS has been very busy with some new initiatives:

Family Assessment Response (FAR)

In October CPS launched its FAR units (Family Assessment Response). This is an alternative

approach to a traditional CPS investigation designed to keep children safe and help families.

When Nassau County receives a report from the State Central Registry regarding child safety concerns, a decision is made to 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.

FAR does not focus on the incident with allegations of Abuse or Neglect, but rather focuses in an engaging the families as partners to

Reporting Child Abuse

**To report Child Abuse or Neglect Call:
1800-342-3015**

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

**After Hours 6 PM to 8 AM, and 24 Hrs
on Weekends and Holidays**

516-573-8629

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

help identify and work through the concerns which have been identified. FAR works on empowering the families and keeping children safe. 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 into the system*

Family Engagement



When CPS believes there is a family difficulty that may or may not have the potential to lead to a removal of a child/ren the worker engages the family and available resources for a Family Meeting. The meeting is to discuss alternatives to having the children placed into Foster Care and /or secure other resources and plans to help stabilize the immediate crises. The goal is to empower families, keeping children safe and reducing the number of Foster Care placements.



In 2012, over 200 Child Protective Services (CPS) investigations were diverted to the FAR (Family Assessment Response) program saving valuable investigative and legal resources as well as saving these Nassau families from having to endure a formal investigation process.

BASSICS

CPS and Services for Children are participating in a pilot project from the State BASSICS (Building a Sustainable Support System in Child Welfare Supervision)

Through the BASSICS model, supervisors will have formal one on one supervision with staff along with regularly scheduled unit meetings. The model is geared to provide staff with the necessary skills needed to perform their job from a frame work of support, education and guidance.

CPS Enhanced Funding

CPS was awarded a grant for \$50,000 for seven months September – March from OCFS to help reduce the work load and overdue determinations of CPS staff.



This money was utilized to hire a Psychiatric SW, CASAC Certified with the appropriate knowledge and skills to work. In consultation with our staff to provided the following support service:

1. Mental Health Assessments
2. Substance Abuse Testing
3. Consultation
4. Referrals
5. Joint Field Visits
6. Assistance with Case Planning
7. Enhancing Coordination with Mental Health and Substance Abuse Services Network

Court Orders

Within the last year CPS Administration began to handle the Family Court Orders in an electronic manner. In the past, all court orders were received by the by the court, and multiple copies were



made for distribution to appropriate staff.

In an effort to centralize all orders, reduce unnecessary paper, and reduce the loss of orders, we imaged all orders into one area in our General Inquiry System. By doing this, all staff involved with the case will have access to the most up to date orders that have been submitted to us by Family Court.

Disproportionate Minority Representation

As part of CPS’s ongoing commitment to DMR,



supervisors participated in the “Knowing Who You Are Training”

through the Casey Foundation. This curriculum helped them to raise awareness in developing a healthy sense of racial and ethnic identity. Supervisors learned how to view themselves as an important factor in dealing with their staff and the youth and families which they service.

Getting to the Root of It...
One day Conference on the Overrepresentation of Minority Children in Foster Care



Services for Children

Services for Children 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 units recruit, train, study, approve/certify, develop, retain, and re-approve/re-certify foster and adoptive families. To inquire about becoming a foster and/or adoptive parent, please call **516 – 227-8284**.



Foster Care. Direct and/or referral services are extended to place into foster care children referred by Preventive Services, Child Protective Services, the Department’s Information, Resources and Referral Unit, or the Courts. These 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 effect 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 neither reunification nor adoption are possible. These older teens are provided with opportunities to develop independent living skills with emphasis on education and/or vocation 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.

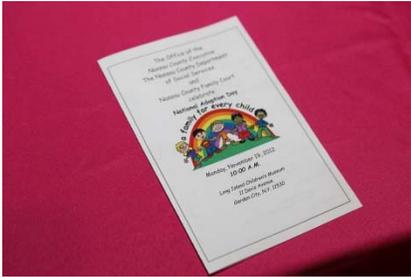
Review and Support. This unit determines eligibility for cases and periodically reviews case documents to insure compliance with laws, regulations and mandates. Staff also coordinates Service Plan Review and Permanency Planning Review conferences and monitor youngsters placed for diagnostic evaluations.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

Institutional Liaison. This Unit acts as liaison to contact 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 NYSOCFS 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 effects

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.



In 2012 DSS finalized the adoption of 31 children 20 of which were finalized at a special ceremony held at the Long Island Children's Museum on National Adoption Day (November 19, 2012).

Adoption Subsidy. 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.

The Right Start for Babies. In a collaborative effort known as The Right Start for Babies Children's Services works with Nassau County Family Court and the Adelphi University Institute



for Parenting to provide services to 0-4 year old foster care population and their offending parent. The initiative is a trauma focused developmentally informed program that provides intensive Mental Health Treatment to the maltreated 0-4 foster care population and their offending parent, in order to heal the damage caused by the abuse/neglect and thereby achieve expedited safe and lasting permanency. Both Nassau County DSS and Nassau County Family Court have restructured their existing programs to provide a dedicated neglect/abuse judge and a dedicated 0-4 Foster Care Unit.

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. 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 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 goals of return to parent, discharge to a fit and willing relative and adoption, to measure the success of Family Meetings as a tool to achieve expedited permanency.

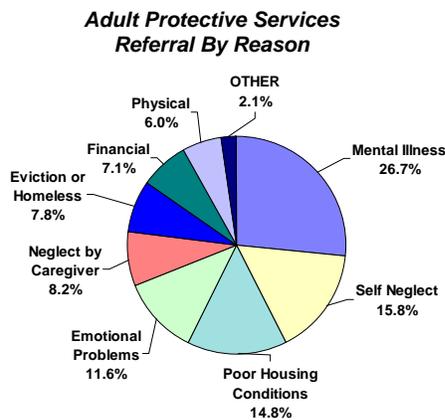


XVIII. Adult Services

Mission - To assist in accordance with local, state and federal laws and regulations those vulnerable adults, 18 and over, 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 and enjoy a quality of life. 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. A caseworker will visit the person in his/her home within 24 hours if the allegation is life threatening or within three working days if non-life threatening. APS uses a case management approach to provide homemakers, counseling, financial management services, and medical services. 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, homemaking 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 helping 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 Department of Senior Citizen Affairs 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 their 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.

To date the Department has received 78 referrals and has serviced 47 incapacitated persons through the Guardianship Program.

Homemaking Services program provides for in-home care for adults who need assistance with their activities of daily living. The goal is to prevent or delay placement in nursing homes or other institutions.



XIX. Child Support Enforcement

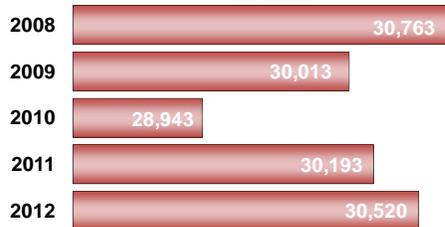
Child support services are available free of charge to any parent, guardian, or caretaker of a child for whom



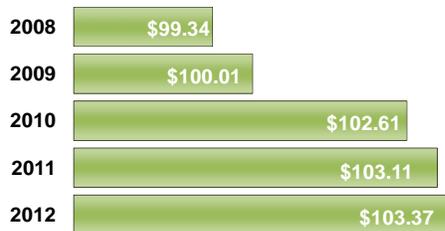
child support is needed. Filing for child support from non-custodial parents is part of the application process for

Public Assistance and Medicaid. Applicants for or recipients of Public Assistance are automatically

**Child Support Enforcement
Average Number of Open
Cases**



**Child Support Enforcement
Amount Collected (In Millions)**



provided with support services unless otherwise indicated.

The Office of Child Support Enforcement 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.

In 2012 the CSE unit played an instrumental role in the apprehension of the number one most wanted deadbeat parent in the country. This deadbeat parent was arrested in the Republic of the Philippines, was deported to Los Angeles where he was taken into custody by federal marshals and appeared in federal court in Central Islip NY.

From the Office of the Inspector General, U.S. Department of Health & Human Services **MOST WANTED DEADBEAT: ROBERT SAND**

Robert Sand, from Nassau County, New York, was arrested on December 17, 2012, at Los Angeles International Airport after being deported from the Philippines. Sand, the Government's Most Wanted deadbeat parent, has a total delinquent support payment of more than \$1.2 million for his three children from two marriages. Sand has been ordered to pay child support since 1996. Arrest warrants for Sand were issued in 2000, 2002, and 2010 on charges of failure to comply with a court order and failure to pay child support.

In addition, a Federal indictment was issued for Sand in 2009 on two charges of failure to pay child support. According to the Federal investigation, Sand has made several attempts to elude his child support obligations, including under-reporting his income and moving from New York to Florida and then to Thailand. Sand was living in Thailand. Sand had previously been arrested in Thailand and charged with possession of a false British passport and breach of contract.



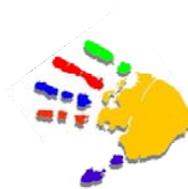
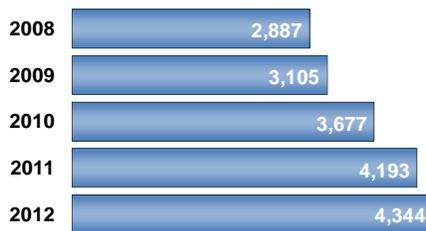


XX. Day Care

DSS, child care is provided to families on public assistance and working families in Nassau who meet income guidelines for subsidies. Various kinds of child care are available throughout Nassau County.

process applications within 30 days of application had a positive impact on the population served. Working families were able to access child care subsidies in a reasonable timeframe, allowing them to obtain and retain employment.

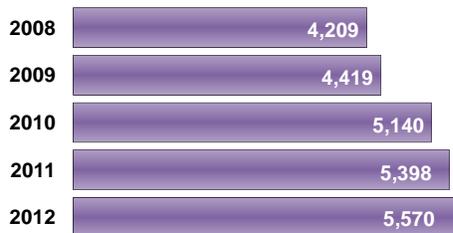
Average Number of Child Care Cases



For 2012, the Child Care Division 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 less than

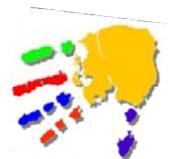
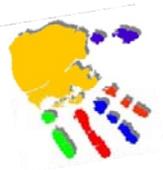
Average Number of Children in Day Care



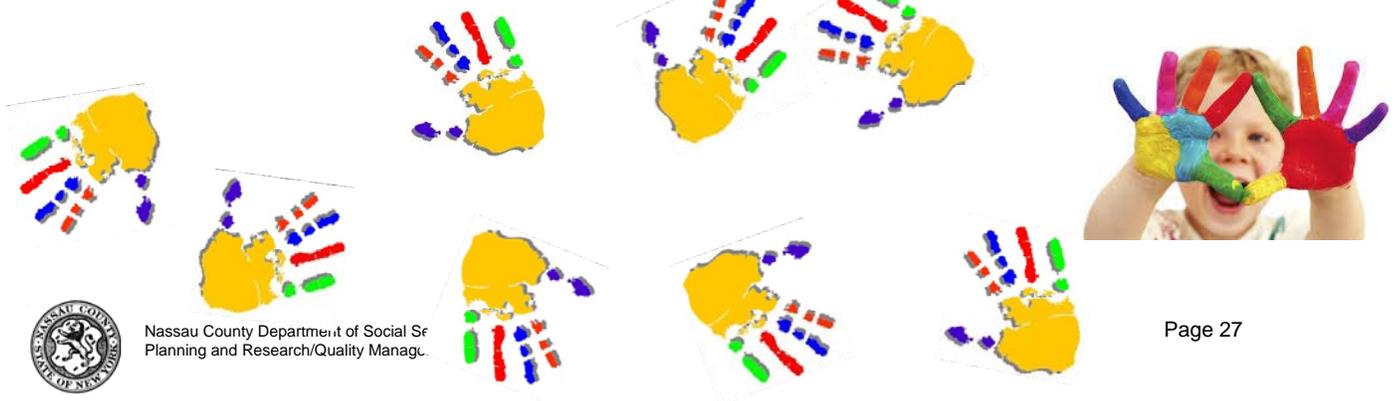
30 days. Meeting the agency mandate to

2012 Highlights

- Reduced the maximum income limit for day care eligibility from 275% of the Federal Poverty Level (FPL) to 200% of FPL. In addition, tighter standards were implemented to control for fraudulent applications especially applications claiming off the books or self employment income.
- Received a Day Care Fraud Grant for \$100k from New York State to enhance Nassau County activities to address child care subsidy



fraud. Funding was used to hire 1.5 FTEs Investigator staff via contract to enhance recipient & provider fraud investigation activities.



xxi. 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 Coalition Against Child Abuse and Neglect (CCAN).

Daily operations and major activities include lobby status tracking, Network Administration of the NYS 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.

The Information Technology group has been involved in dozens of projects completed in 2012.



Some of the more notable accomplishments for 2012 are highlighted below.

2012 Highlights

- Upgraded and consolidated to new ES7000

cluster and web farm, saved on licensing and maintenance of 5+ servers, while providing the option of off-site backup and recovery without additional cost

- Successful Application migration from the antiquated Adult Services Financial Management Systems (ASFM) to an off the shelf product called Rep Payee Manager with included check printing and picture storage for APS clients
- Migration of critical Cognos reports to SQL Reporting Services (SSRS) which leverages the existing SQL licenses for no additional cost. County IT Staff is gaining training and experience to both maintain the new SSRS environment and ability to independently create reports – Ongoing
- Expansion of Mileage Application created for DSS to Health Department, so they can benefit the same time savings and efficiencies for their field work staff
- Shelter Placement On-line Tracking system roll-out of tiered rates for Shelters and addition of Motels to the system
- Implemented a new scan area (Court Orders) for CPS which provided an online central repository and easy immediate access (48 hour turnaround) for caseworkers



- Worked with NYS OCFS CCTA implementation team to achieve full automation and 100% provider web submittal enrollment for the County
- OCFS Portable Technology pilot (iPADs for

casework contact) -- 12 iPADs some with Bluetooth keyboards were deployed to Foster Care staff to improve efficiency with casework contacts



- Report Review Data Center -- All printed reports were reviewed for need and delivery in alternate formats. Printing reduction resulted in \$1000 paper cost savings for DSS
- JDC cutover to Nassau County network to migrate users to Nassau County network and redeployed HSEN equipment locally
- Deployed 175 PC's with Windows 7, provided by the Office of Temporary and Disability Assistance (OTDA) for use by staff administering TA, SNAP, HEAP and/o Employment programs.



- Status Tracking ARC (Assessment & Referral Center) – Developed a seamless automated process to facilitate the unique partnership with the DHS & DSS to assure that those in need of behavioral health care receive easy access to mental health and physical health care services utilizing the Status Tracking System
- Phone voice mail migration to NUMS– In progress
- OCFS Video Conferencing for Special



Services Hearings - Equipment install complete and currently available for use with SH taking precedent. Programmatic Implementation expected to take place in the next few months. OTDA is looking to have the same set up with an approximate ETA of 3rd quarter of 2013 or early 2014

- LIPA Access: Worked with NCIT and LIPA to allow DSS staff access LIPA information via their current computer, reducing duplicative equipment
- Application Tracking System – Allows for on-line inquiry to pending applications for All Program Areas (except Services) – In development with expected production date of 3/27/13 for DSS Admin Staff, Directors, AD's and Supervisors
- Doc B System – Automated Form and Tracking system for client required documentation needed to establish programmatic eligibility – Pending



- VOIP Phone Pilot – Modernize the phone tree for the Commissioner's help desk, Medicaid and IRRS with queuing, informational messages while on hold. Data would provide insight into call trends and improve customer service – pending
- Microsoft Windows 7 – Office 2010 Upgrade – In progress





XXII. Human Resources

DSS HR assists the department’s supervisory staff in the administration of various programs & policies as they pertain to Human Resources matters, and advises the Department’s senior staff on the status of pending projects & initiatives.

The month of January 2012 began what turned out to be an extremely busy & challenging year for the DSS HR section. During the first month of 2012, HR completed processing of the 12/30/11 lay-offs of 106 DSS employees, and the demotions in job title of another 76 employees; HR subsequently handled resulting tasks pertaining to processing of the laid-off employees’ continuation of insurance coverage, severances, and related matters. During this very difficult period and continuing thru the balance of 2012, the HR department assisted Senior staff & Program Directors in discussion and implementation of restructuring and/or reorganization of certain program units, review of employee productivity with consideration to assigning employees additional work activities, changes in employee work schedules, and redeployment/transfer of employees and supervisory staff as necessary and where possible, all for the purpose of trying to meet each Program’s staffing needs. In light of the fiscal challenges faced by the County, the thrust of the Department’s efforts to return some of the laid-off workers and restore job titles of the demoted employees were realized by optimizing personnel staffing grant-funding opportunities. Happily, by 2012 year end, DSS HR was able to process approvals the department had secured to return to DSS employment a total of 72 of the 106 laid-off employees, and to fully restore 42 of the 76 demoted employees to their original job titles.



Below are some of the other major initiatives/programs undertaken in 2012, which involved the HR department:

- In 2012, the HR processed a limited number of approvals for new promotions, including urgently needed first level supervisory staff, as well as limited hiring for specific critical positions including positions in direct customer service in SNAP/Food Stamps, Medicaid, Temporary Assistance, etc.

- DSS HR processed the County Executive’s Transfer of Function authorization, to transfer a total of 34 Juvenile Detention Center employees to the Department of Probation effective 1/1/12.
- In 2012, the DSS HR office and the Department’s administrators undertook the task of reviewing applicable County and Department policies & procedures, as well as provisions of the Collective Bargaining Agreement, pertaining to various HR related issues. This is being done in coordination with County HR and with the Office of Labor Relations. The Department’s goal is to have in place clear and consistent policies & procedures that are in keeping with the provisions of the CBA, as well as to have such policies & procedures clearly communicated, understood, and adhered to by all department employees. It is anticipated that the overall review of policies & procedures will be completed in 2013.
- In 2012, the HR dept coordinated processing employee applications for the Nassau County Separation Incentive, thru 8/31/12.
- The HR dept. processes employee requests to participate in the Nassau County Voluntary Furlough Program. Since program implementation, thru December 2012 a total of 32 employees applied for the Voluntary Furlough, of which 19 applications were approved.
- HR has assisted in the continued successful DSS Program “Employee of the Month”. In calendar year 2012, a total of 12 employees who were nominated by their co-workers for this special recognition were selected as an “Employee of the Month”.
- The DSS HR office continues to address the day-to-day operations of a very busy personnel office. DSS HR staff assists employees with their questions & concerns pertaining to a wide range of employment and benefit information.



xxiii. Employees of the Month in 2012

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 your fellow workers! Here are the 2012 employees of the month:

Jan Kevin Kelly



May Roslyn Silipo



Sept Carolyn Rodriguez



Feb Evelyn Dantzer



June Sandra Perez



Oct Nancy Hoehn



March Florence Hayward



July Nuttalee Nosworthy



Nov Diana Faherty



April Claribell Benka-Coker



Aug Maria Piscitelli



Dec Regina Monteleone



XXIV. Planning & Research/Quality Management

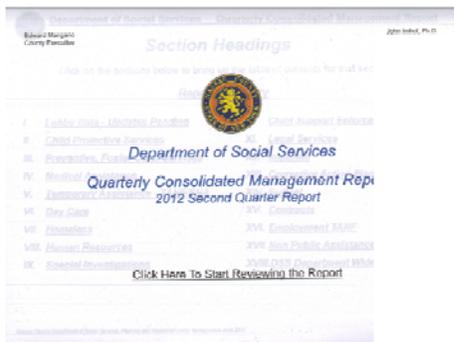
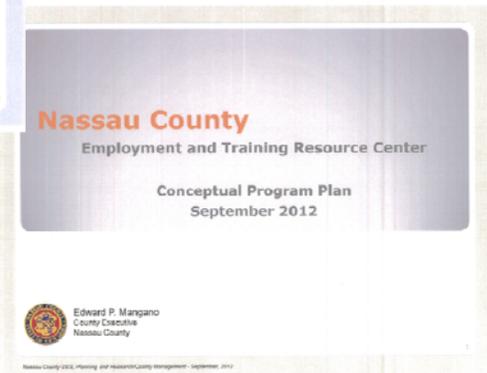
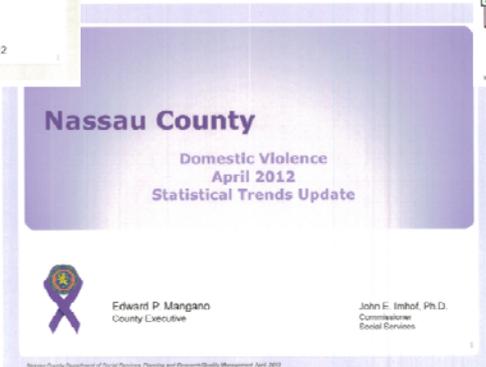
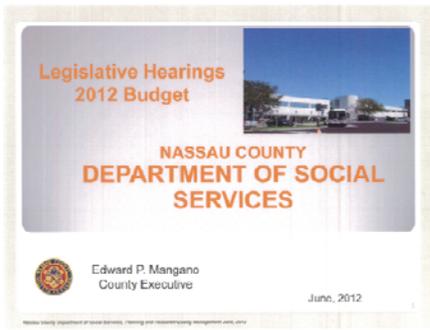
Nassau is the first County to create and implement a Division of Quality Management within New York State DSS.

This unit works to:

- ensure effectiveness and efficiency of all DSS operations
- coordinate initiatives including the development of unit-specific standards, policy and procedures
- provide fiscal and contract monitoring
- maintain ongoing review of Corrective Action Plans
- manage data flow and analysis

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 2012 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; development of the MOU with emergency housing shelters that featured a payment rate that reduces over time; day care rate revisions; contracts; domestic violence task force; disproportional 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.

Below are featured some of the cover pages from various reports produced by the Quality Management Group in 2012.



Department of Social Services

Adult Protective Services

Current and Retrospective Review
April 2012





xxv. Staff Development and Training

Staff Development is responsible to: provide Orientation to new staff; plan training for new and experienced staff; register staff for training and arrange for reimbursement of travel expenses; provide training related to technology; prepare and monitor training evaluation; promote opportunities for professional growth; complete State Training Needs Assessments with the various program areas at DSS; maintain a resource library; coordinate placement of social work interns; plan training for Foster Parents; award Tuition Remission credits to DSS staff; and award Tuition Reimbursement from the Social Work Education Consortium to Child Welfare staff pursuing their Masters in Social Work.



2012 Highlights

- In the Aftermath of Hurricane Sandy, three, two-hour lunch and learn sessions were provided to support staff at 60 CLB in November and December 2012. The speakers were Norman J. Fried, PhD, Psychotherapist, Counselor and Author of “The Angel Letters”, David Hymowitz, currently coordinator of Project Hope and Bill Solz, LCSW, CASAC, and NASW Nassau Chapter Social Worker of the Year 2013.
 - At the request of the Office of Risk Management, Staff Development trained 769 DSS staff on “Trips, Slips, and Falls” and “Bed Bugs.” The training on “Bed Bugs” was in response to a PESH violation.
 - As part of the NYS Disproportionate Minority Representation (DMR) Pilot, cultural competency training supported by Casey Family Program, “Knowing Who You Are,” was completed by 46 supervisors, Assistant Directors and Directors in Children’s Services and CPS in May 2012. “Bridges Out of Poverty” training also supported by the DMR Pilot was presented to 54 DSS staff and community stakeholders in March 2012.
- Staff Development offered training for Child Welfare staff on 11 topics that are strongly recommended in the OCFS Child Welfare Training Sequence guide during 2012.
- Training on “Confidentiality and Information Security Awareness,” “Workplace Violence Prevention,” and “EEO Training” was provided to newly hired staff, WEPs, interns, and volunteers on an on-going basis during 2012.
- Staff Development provided on-going training to Shelter Providers on “SPOT.”
- 100% of CPS staff completed their six-hour, in-service mandatory training requirement in 2012.
- An onsite offering of “Welfare to Work Core Training” was provided to DSS and vendor staff in June 2012 and again in October 2012.
- Training on “Child Care Subsidies for Fraud Investigators” was provided by the State in March 2012.
- In July 2012, Raquel Wolf, NCOEM, presented two, lunch hour sessions on “Emergency Preparedness” to HHS staff at 60 CLB.
- In cooperation with the Department of Human Services, training on “Opioid Overdose Prevention,” was provided to 54 HHS staff in September 2012.
- Training on “Third Party Health Insurance” was presented to 96 Medicaid staff.
- An “Employability Code Refresher” was presented by OTDA to 105 TA, SNAP, and Employment staff in September 2012.



Source: National Training Laboratories, Bethel, Maine





xxvi. Community Outreach Services

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

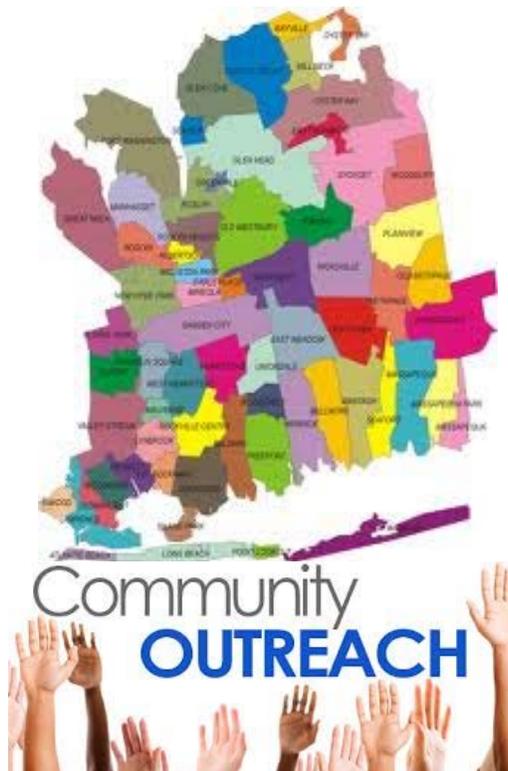
which they are entitled. The importance of having this information will greatly assist residents of Nassau County. Program staff from the Department are available upon request to travel throughout Nassau

County to conduct presentations and informational forums on the various programs offered by the department.

Informational presentations are available for all services provided by the Nassau County Department of Social Services. Such services include:

Adoption, Adult Services, AIDS Services, Child protective Services, Child Support Enforcement, Day Care, Domestic Violence, Emergency Services, Employment for Temporary Assistance Clients, SNAP, Temporary Assistance, Home Energy Assistance Program, Housing and Homeless Prevention, Medicaid, Medicaid Managed Care, Services to Children and Families, and Temporary Assistance Fraud.

All speakers are provided at no charge as a service to the residents of Nassau County.



xxvii. Legal Services

The DSS legal team is comprised of attorneys who work directly for DSS and attorneys assigned to DSS from the County Attorney's Office. No matter where



they come from, attorneys in the Legal Services Department serve as in-house counsel to the Department of Social Services. In this capacity, they represent the Agency in judicial proceedings and

administrative forums. Attorneys provide legal support to the Office of the Commissioner, the Department's administration, the directors of each division within the agency and to staff making sure that Department policy is in compliance with Federal, State and local law.

Attorneys are responsible for providing legal counsel to the following program areas:

- Adult Protective Services;
- Services to Children and Families;
- Foster Care;
- Child Protective Services
- Day Care and Employment;
- Special Investigations;
- Medicaid and Medical Assistance;
- Resources and Recoveries;
- Public Assistance;
- Housing and Homeless Prevention;
- Labor and Human Resources.

2012 Highlights

Attorneys have been actively engaged in representing DSS in contractual matters, restructuring and consolidating existing contracts, in order to maximize value for Nassau County so as to achieve savings for the Agency. This review, done in conjunction with DSS Administration and program directors, is an integral



part of the county-wide process to reduce costs and expenditures.

During 2012 the DSS Legal Department started to vigorously defend the Agency in fair hearing proceedings attempting to make sure that agency determinations are upheld. To this end, nearly a third of all fair hearing convened under the administrative review process conducted by the Office of Temporary Disability and Assistance (OTDA) have had counsel present. Of further import, attorneys have been actively involved with the process of Reconsideration wherein unfavorable decisions by an Administrative Law Judge are subject to internal review by OTDA and have had unfavorable determinations reversed.

In light of the sensitive nature of the issues presented in Office of Children and Family Services (OCFS) fair hearings, it is the policy of the Agency to have an attorney present to represent the County in such proceedings. Nassau is one of the few counties in New York State that provides such effective representation to its Department of Social Services with regard to this administrative review process.



The DSS Legal Department's Volunteer Attorney program continues to provide on-going value and additional legal support services to the Agency at no additional cost to the County. Initiated last year and consisting of recent graduates from area law schools, the Volunteer Attorney program has enable the legal staff to expand the range of functions and tasks that it can assume. In addition to the benefit DSS has derived from this effort, volunteers have gained valuable work experience and have been able to find full-time, outside employment on average within six-months of coming to the Agency.



xxviii. Volunteer Services

Established in 1983, the Social Services Volunteers of Nassau County run 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

2012 Highlights

- Dress to Impress: provided business attire to more than 140 men and women who are going on job interviews and seeking employment
- Holiday program for children in foster care: gave out more than \$1,000 in gift certificates and \$2,500 in toys to children in foster care at the annual holiday party. This year marked the party's 35th year.
- Boy Scout and Girl Scout troops in Nassau County ran food drives to assist our clients and fill the food pantry for emergencies that arise.
- The book exchanges with various schools in the county has helped us place books in our DSS playroom as well as the supervised visiting rooms. The children visiting the building are encouraged by our volunteers to take a book home with them.
- Children in foster care, child protective services and temporary assistance received brand new beautiful coats, hats and scarves along with new sweatshirts and active wear through the wonderful efforts from the Kids Helping Kids program.
- Many schools and companies throughout the county assisted volunteer services through the adopt-a-family and toy drive program. Companies and schools received a family's



profile (identifying family composition, ages, gender & clothes sizes), and they shopped for the family, buying brand new clothing and toys for the children as well as clothing and coats for the adults. They also provided baskets full of non perishable foods, with gift cards for the families to



purchase for a festive meal. In many cases, they provided entertainment for the families such as movie tickets, fast food restaurants, fun zone tickets, and sporting events.

- Volunteers Services works closely with students who receive community service credits for hosting toy drives. The new toys collected are distributed to children in families receiving temporary assistance, children living in shelters, children in foster care and youth identified by staff or voluntary agencies as in-need.
- The monthly boutique in the workplace has proven to be a valuable fundraising event. This event is run by volunteers and through their efforts, many families have benefitted with new furniture, mattresses and various household items. With these monies, food certificates, diapers, and other needs are purchased.
- Through the volunteer website, many companies, organizations and individuals donate small household appliances, linens, dishware, and silverware to individuals and families who do not have such items. Sometimes large furniture is donated if we can place it right away.



XXIX. Resident Feedback and Kudos to DSS Staff



We are pleased to present some excerpts from a few of the several hundred commendation letters received in 2012 from residents of Nassau County complimenting DSS staff for their outstanding customer service.

- “Ms. E has aided me in preventing what could have been a catastrophic problem.” (signed Mr. N)
- “I wish to thank your staff for their diligence and professionalism in the handling of my problem and its conclusion. I completely understand the pressures of DSS and the thousands of people you help on a daily basis. And I understand that things do take time in rectifying. I just want you to know that I appreciate all the efforts of your staff.” (signed Mr. G)
- “I just wanted to thank you (Ms. B) for your kindness, compassion and humanity...thanks to you, my daughter and I are safe and in a clean environment” (signed Ms. H)
- “Mrs. W helped to get me back on my feet with good advice and a kind ear.” (signed Ms. H)
- “This has been a very stressful as well as overwhelming and confusing time for me, but Ms. H’s kindness and compassion made all the difference for myself and my mom.” (signed Ms. S)
- “I would like to thank all of the staff at Nassau County Social Services in Uniondale for helping me with all my social services needs and my one shot deal. Once again



- please thank Mrs. M...from the bottom of my heart thank you.” (signed Mr. H)
- “As a customer service specialist for over 35 years of service, and having experienced the service rendered by your staff, I am obligated to write this letter to say thanks for all the service rendered in the service for my mother-in-law.” (signed Mr. Y)
- “I wanted to let you know that I believe Ms. D to be a true asset to your agency, especially considering praise to your caseworkers by the public is probably a seldom occurrence.” (signed Mr. P)
- “Navigating through Social Services is always a daunting experience when you are emotionally distraught and fragile. Mrs. M is very dedicated to her job and I think you are fortunate to have her as your employee. Her patience, diligence and encouraging manner helped this process run smoothly.” (signed Ms. B)
- “Ms. S came to my assistance.... In my opinion, she has gone above and beyond. I have rarely if ever met someone as professional, knowledgeable about her duties, and truly caring, nor as generous with her time in always making herself available to answer my questions and concerns.” (signed Ms. J)

Additionally, DSS staff received letters of commendation from the professional community:



- “In my 24 year career as a school social worker, I have never met such a caseworker. Ms. A has both knowledge and compassion in helping children” (signed Ms. S, school social worker)
- “Ms. H is always respectful and demonstrates high level of professionalism towards our staff and the disabled children’s parents....in all my years of experience working with various state, federal and local agency personal I have never come across someone like Ms. H so devoted to her job



- and helping individuals in need of support/services.” (signed Ms. K, representing a not-for-profit agency)
- “Ms. S actually takes the time to explain the new (child care) system and how it works. She has been wonderful with helping to resolve some of these issues. Once again, it is a pleasure to work with someone as dedicated, professional and knowledgeable as Ms. S.” (signed Ms. W, child care provider)



