

Human Services Committee



AGENDA - REGULAR MEETING

OSWEGO COUNTY, NEW YORK

Date/ Time: Monday, April 1, 2024 at 2:00 p.m.

Location: Conference Room E - Legislative Office Building 46 East Bridge Street Oswego, New York

COMMITTEE MEMBERS:

Roy Reehil, Chair	Legislator, 5 th District
James Scanlon, Vice Chair	Legislator, 16 th District
Frank Bombardo	Legislator, 7 th District
James Karasek	Legislator, 22 nd District
Kevin Hill	Legislator, 15 th District
Herbert Yerdon	Legislator, 2 nd District
Charles Burger	Legislator, 17 th District

CALL TO ORDER:

Pledge of Allegiance

APPROVAL OF MINUTES:

- Approval of Minutes for the Human Services Committee's regular meeting on March 4, 2024.

RESOLUTIONS:

- HS-1** Resolution Authorizing Budgetary Modification – Department of Social Services/Day Care
- HS-2** Resolution Authorizing Budgetary Modification Department of Social Services to Accept Federal CAPTA/CARA Funds for SFY2023-24
- HS-3** Resolution Awarding Professional Services Contract – RFP 24-DSS-001 – Case Management Assistants

COMMITTEE REVIEW AND DECISIONS:

- None

REPORTING DEPARTMENTS:

- Social Services Update
 - 2023 Annual Report
- Oswego City/County Youth Bureau Program Department Updates
- Veterans Services Department Updates
- Office for the Aging Department Updates

ADJOURNMENT:

Human Services Committee

DRAFT



MINUTES - REGULAR MEETING

OSWEGO COUNTY, NEW YORK

Date/ Time: Monday, March 4, 2024 at 2:00 p.m.

Location: Conference E - Legislative Office Building 46 East Bridge Street Oswego, New York 13126

COMMITTEE MEMBERS:

Roy Reehil, Chair	Legislator, 5 th District	Present
James Scanlon, Vice Chair	Legislator, 16 th District	Present
Frank Bombardo	Legislator, 7 th District	Present
Kevin Hill	Legislator, 15 th District	Excused
James Karasek	Legislator, 22 nd District	Present
Herbert Yerdon	Legislator, 2 nd District	Present
Charles Burger	Legislator, 17 th District	Present

STAFF AND GUESTS:

Brian Chetney	Eric Boozer	Sara Sunday	Phil Church
Stacy Alvord	Marti Babcock	Savannah Wyckoff	Veronica Turner
Gidget Stevens	Sara Finley	Patrick Dewine	Michael Egan
Andrew Eusebio			

CALL TO ORDER:

Regular Meeting of the Human Services Committee was called to order at 2 p.m. by Committee Chair Roy Reehil with the Deputy Clerk of the Legislature present. The meeting commenced with the Pledge of Allegiance.

APPROVAL OF MINUTES:

Motion to approve: Legislator Karasek
Second: Legislator Bombardo
Vote: Unanimous, motion carried

The minutes for the Human Services Committee's Regular Meeting on February 5, 2024, were approved.

RESOLUTIONS:

HS-1 Resolution Authorizing Budgetary Modification – Department of Social Services to Fund Eligibility Verification Assistant Automated System

Motion to amend to include awarding contract language: Legislator Rehill
Second: Legislator Scanlon
Vote: Unanimous, motion carried

Motion to approve as amended: Legislator H. Yerdon
Second: Legislator Bombardo
Vote: 1 opposed Legislator Karasek, Unanimous, motion carried

HS-2 Resolution Authorizing Budgetary Modification Department of Social Services to Accept State Funds for the Rental Supplement Program

Motion to approve: Legislator Scanlon
Second: Legislator Bombardo
Vote: Unanimous, motion carried

HS-3 Resolution Authorizing Budgetary Modification Department of Social Services to Accept Federal Funds for Non-Residential Domestic Violence Services

Motion to approve: Legislator Karasek
Second: Legislator Bombardo
Vote: Unanimous, motion carried

HS-4 Resolution Authorizing Budgetary Modification Department of Social Services for Laserfiche RIO Upgrade

Motion to approve: Legislator Bombardo
Second: Legislator Karasek
Vote: Unanimous, motion carried

HS-5 Resolution Authorizing Budgetary Modification Department of Social Services - Overtime

Motion to approve: Legislator H. Yerdon
Second: Legislator Scanlon
Vote: Unanimous, motion carried

HS-6 Resolution Authorizing Budgetary Modification Department of Social Services to Accept State Funds for the Safe Harbor Program

Motion to approve: Legislator Scanlon
Second: Legislator H. Yerdon
Vote: Unanimous, motion carried

COMMITTEE REVIEW & DECISIONS:

- Recommendation of Appointees to the Office For The Aging Advisory Council

Motion to approve: Legislator Reehil
Second: Legislator H. Yerdon
Vote: Unanimous, motion carried

REPORTING DEPARTMENTS

- Andrew Eusebio gave an Imagination Library presentation (See handout)
- Brian Chetney provided an Oswego City/County Youth Bureau Program Department Update (See handouts).
- Eric Boozer provided a Veterans Services Department Update (See handout).
- Sara Sunday Provided an Office for the Aging Department Update (See Handout).
- Stacy Alvord and Marti Babcock provided a Department of Social Services update.

ADJOURNMENT:

Motion to adjourn at 3:21 p.m.: Legislator H. Yerdon

Second: Legislator Karasek

Vote: Unanimous, motion carried

DRAFT

Raven Ahart
Deputy Clerk of the Legislature

RESOLUTION NO.

April 11, 2024

**RESOLUTION AUTHORIZING BUDGET MODIFICATION DEPARTMENT OF
SOCIAL SERVICES/DAY CARE**

By Legislator Roy Reehil:

Upon recommendation of the Human Services Committee of this body, with the approval of the Finance and Personnel Committee, be it

RESOLVED, that the County Treasurer be, and he hereby is, authorized to transfer the funds from and to the accounts as shown on the attached budget modification request; and be it further

RESOLVED, that a certified copy of this resolution delivered to the County Treasurer, Budget Office and Human Resources Director shall be their authority to make such adjustments.

RESOLUTION PASSED/FAILED, WITH A VOICE/ROLL CALL VOTE

YES:

NO:

ABSENT:

ABSTAIN:



COUNTY OF OSWEGO
Department of Social Services

Stacy Alvord, MSW
Commissioner

P.O. Box 1320 • Mexico, New York 13114
phone 315.963.5000 • fax 315.963.5477

TO: Human Services Committee, Oswego County Legislature
FROM: Stacy Alvord, Department of Social Services Commissioner
DATE: April 11, 2024
RE: Budget Modification – DAY CARE – OTHER SUPPLIES & EXPENSES

INFORMATIONAL MEMORANDUM

SUBJECT: Budget Modification to cover the increase in the Integrated Community Planning, Inc. contract.

BACKGROUND: The Department of Social Services contracts with Integrated Community Planning, Inc. to provide day care/childcare registration and inspection services. Integrated Community Planning has not had an increase in their contractual amount since 2015 and an increased contract amount was approved for 2024.

These are 100% state funds with no local share other than the Child Care Block Grant (CCBG) Maintenance of Effort (MOE) which is \$41,453 for 2024.

FISCAL IMPACT: Increase the A6055.545500 OTHER SUPPLIES & EXPENSES budget line \$25,600 and decrease the A6055.545500 OTHER SUPPLIES & EXPENSE - LIDC budget line \$25,600.

RECOMMENDATION: Approve this budget modification to transfer \$25,600 to cover the increase in the 2024 ICP contract.

/lfw

COUNTY OF OSWEGO
BUDGET MODIFICATION REQUEST

2024
4/11/2024

ACCOUNT NUMBER			ACCOUNT NUMBER			DESCRIPTION	DOLLAR AMOUNT
ORG	OBJECT	PROJ	ORG	OBJECT	PROJ		
A6055	545500					DAY CARE - OTHER SUPPLIES & EXPENSE	\$ 25,600
			A6055	545500	LIDC	DAY CARE - OTHER SUPPLIES & EXPENSE - LIDC	\$ (25,600)

DEPARTMENT HEAD	DATE
<div> <div> COUNTY ADMINISTRATOR </div> <div> DATE </div> </div>	
<div> <div> CHAIRPERSON </div> <div> DATE </div> </div>	
<div> <div> COUNTY TREASURER </div> <div> DATE </div> </div>	

RESOLUTION NO.

April 11, 2024

**RESOLUTION AUTHORIZING BUDGET MODIFICATION DEPARTMENT OF
SOCIAL SERVICES TO ACCEPT FEDERAL CAPTA/CARA FUNDS FOR
SFY2023-24**

By Legislator Roy Reehil:

Upon recommendation of the Human Services Committee of this body, with the approval of the Finance and Personnel Committee, be it

RESOLVED, that the County Treasurer be, and he hereby is, authorized to transfer the funds from and to the accounts as shown on the attached budget modification request; and be it further

RESOLVED, that a certified copy of this resolution delivered to the County Treasurer, Budget Office and Human Resources Director shall be their authority to make such adjustments.

RESOLUTION PASSED/FAILED, WITH A VOICE/ROLL CALL VOTE

YES:

NO:

ABSENT:

ABSTAIN:



COUNTY OF OSWEGO
Department of Social Services

Stacy Alvord, MSW
Commissioner

P.O. Box 1320 • Mexico, New York 13114
phone 315.963.5000 • fax 315.963.5477

TO: Human Services Committee, Oswego County Legislature
FROM: Stacy Alvord, Department of Social Services Commissioner
DATE: April 11, 2024
RE: Budget Modification – AFS – OTHER SUPPLIES & EXPENSES – PPCON

INFORMATIONAL MEMORANDUM

SUBJECT: Budget Modification to accept \$70,000 in CAPTA/CARA SFY2023-24 funding.

BACKGROUND: The Child Abuse Prevention and Treatment Act (CAPTA) Comprehensive Addiction and Recovery Act of 2016(CARA) SFY2023-24 allocation provides federal funding through the NYSOCFS to hire or to contract for a full-time or part-time behavioral health consultant, public health nurse, early childhood specialist, peer recovery specialist, and/or parent advocates to work alongside child protective services (CPS) and preventive services caseworkers, to identify and support the behavioral health needs of children and their caregivers who have been affected by substance use.

These funds are used to contract for a full-time behavioral health consultant through the Huntington Family Centers.

These are 100% federal funds with no local share.

FISCAL IMPACT: Increase the A6070.545500 Other Supplies & Expenses PPCON budget line \$70,000 and increase the A6070.446700 Fed Aid Services for Recipients revenue line \$70,000. There will be no local share for 2024.

RECOMMENDATION: Approve this budget modification to accept \$70,000 in Federal CAPTA/CARA funding for CY 2024.

/fw

RESOLUTION NO.

April 11, 2024

**RESOLUTION AWARDING PROFESSIONAL SERVICES CONTRACT –
RFP 24-DSS-001 – CASE MANAGEMENT ASSISTANTS**

By Legislator Roy Reehil:

WHEREAS, the County issued a request for proposal for a vendor to provide Case Management Assistants; and

WHEREAS, in accordance with Oswego County Purchasing Policy, the Oswego County Purchasing Department solicited Requests for Proposals (RFP 24-DSS-001) from multiple qualified firms to provide Case Management Assistants; and

WHEREAS, the Oswego County Department of Social Services and Oswego County Purchasing Department have reviewed the proposals received and determined the proposal from Oswego County Opportunities, Inc., of Fulton, NY 13069 meets the County's needs; and

NOW, THEREFORE, BE IT RESOLVED, that upon the recommendation of the Human Service Committee that the County of Oswego awards the professional service contract for Case Management Assistants, to Oswego County Opportunities of 239 Oneida Street, Fulton, NY 13069, not to exceed \$331,818.00; and be it further

RESOLVED that a certified copy of this resolution delivered to the Treasurer and Purchasing Director shall be their authority to affect the procurement of services.

RESOLUTION PASSED/FAILED, WITH A VOICE/ROLL CALL VOTE

YES:

NO:

ABSENT:

ABSTAIN:



OSWEGO COUNTY PURCHASING

46 E Bridge Street, Oswego NY 13126
 Phone (315)326-6051 Fax (315)342-2468
 Email: Purchasing@OswegoCounty.Com

RFP 24-DSS-001 – CASE MANAGEMENT ASSISTANTS

Name of Company	Location	Proposed Price	Evaluation Rating	Required Documentation PRCS/PIS/SHC/NCC/RFC					
The Salvation Army	73 W 2 nd Street Oswego, NY 13126	\$269,102.00	76.33%	<table border="1"> <tr> <td>X</td><td>X</td><td>X</td><td>X</td><td>X</td></tr> </table>	X	X	X	X	X
X	X	X	X	X					
Oswego County Opportunities	239 Oneida Street Fulton, NY 13069	\$331,818.00	89.33%	<table border="1"> <tr> <td>X</td><td>X</td><td>X</td><td>X</td><td>X</td></tr> </table>	X	X	X	X	X
X	X	X	X	X					

SHC=Sexual Harassment Certification; PRCS=Proposer Reply Cover Sheet; PIS=Proposer Information Sheet; NCC=Non-Collusion Certification; RFC= Resolution for Corporations

Solicitation Process: RFP 24-DSS-001 was publicly advertised in the official newspaper, on Bidnet, and on the Oswego County website on February 9, 2024. It was also sent directly to the following five (5) vendors:

Catholic Charities	Liberty Resources	Oswego County Opportunities
The Salvation Army	Victory Transformation Center	

Number of Responses: Two (2)

The Salvation Army	<p>Pro</p> <ul style="list-style-type: none"> Known agency which has a long history of assisting customers living in poverty. <p>Con</p> <ul style="list-style-type: none"> Less staff assigned to project; not tailored to fit specific request – intention is to expand a current project.
Oswego County Opportunities	<p>Pro</p> <ul style="list-style-type: none"> OCO is familiar with Case Management programs to assist the homeless population. Has 70% of staff identified for the project, all of which have experience and knowledge of the DSS model and requirements. <p>Con</p> <ul style="list-style-type: none"> None

Proposals Reviewed By:

Gidget Stevens, Jacquelyn Robinson, Karryn D. Anthony

Evaluation Summary: The evaluation committee reviewed and rated the proposals according to the criteria listed on the attached schedule. The Committee recommends awarding the contract to **Oswego County Opportunities**.

Recommended Actions: Oswego County Purchasing Department certifies that the solicitation complies with Oswego County Purchasing Policy and New York State General Municipal Law. The Purchasing Department recommends awarding the contract.

Evaluation Comparison
RFP 24-DSS-001 CASE MANAGEMENT ASSISTANTS

Total Points	Evaluation Criteria	The Salvation Army Oswego, NY 13126			Oswego County Opportunities Fulton, NY 13069		
		G.S.	J.R.	K.A.	G.S.	J.R.	K.A.
40	Experience & Capabilities	38	30	25	40	38	35
30	Management Outline and Project Approach	28	20	15	30	28	25
10	Business & Organization	10	10	5	10	10	8
20	Cost	18	15	15	19	15	10
100	Total Points	94	75	60	99	91	78
Rating per Evaluation		76.33			89.33		

G.C. = Gidget Stevens

J.R. = Jacquelyn Robinson

K.A. = Karryn D. Anthony



2023 Oswego County Department of Social Services

100 Spring Street
Mexico, NY 13114
(315) 963-5000

➤ 2023 Annual Report

Governance and Administration

Legislator Roy Reehil, Committee Chair
Legislator Jay Scanlon, Vice Chair
James Weatherup, Chair of the Board of Legislators
Phil Church, County Administrator

The mission of the Oswego County Department of Social Services is to strengthen families, assure safety, promote self-sufficiency, and improve the quality of life in our community.

The Department of Social Services (DSS) continued to rebuild our workforce in 2023. An increased retention rate along with the NYS Civil Service waiver of the test for critical positions, which included Caseworkers and Social Welfare Examiners, assisted in filling critical positions. Given the lack of experienced and tenured employees across all divisions, there is a need for closer supervision and for our experienced staff to carry a higher than recommended case-load. Average vacancy rate for Caseworkers in 2023 was 21%, and the average vacancy rate for Social Welfare Examiners was 17.6%.

Notable in 2023 was the creation of a new county department for Workforce Development, formerly hosted by DSS. DSS continues to administer Employment Services under the division of Integrated Services to clients who receive public assistance. These clients are mandated to participate in activities to achieve self sufficiency. This is excellent timing given the changes that will occur in the next several years with the use of technology to integrate all programs, including employability services. This new Integrated Eligibility Services (IES) web based software will replace the Welfare Management System (WMS) that has been used since the 1970's. IES will create efficiencies and eliminate the duplication of efforts across programs in determining eligibility. Planning is underway on how to best integrate employment services with financial assistance programs.

Caseloads across all of the divisions of DSS are stable, as evidenced by the data presented in this report. Impacts in our operations by changes in federal and state laws have increased the activities and requirements, specifically in Adult & Family Services and Integrated Services. Pandemic waivers have been lifted, thus DSS is implementing all pre-pandemic regulations. An increase in the number of individuals and families presenting with complex needs requires our front line workforce to develop new skill sets in order to provide for a high risk population.

Although caseloads are stable in our financial assistance programs, there was a marked increase of almost 20% in the number of homeless individuals and families presenting at DSS in 2023. In 2022, 900 citizens presented as homeless compared to 1,120 in 2023. There is also insufficient temporary shelter and permanent supportive housing beds available in Oswego County. Oswego County's Homeless Housing Coalition, of which DSS is an active partner, continues their work on increasing our community's capacity to serve the homeless. There has been gains over the last few years with several faith based organizations providing for the care of the homeless.

I am grateful to serve with an incredible group of professionals who take mission to heart. I witness each and every day small miracles. We seek to instill hope and a path to a healthy interdependence within our community. DSS serves our most vulnerable citizenry and is the safety net for those who are most in need.

DSS Leadership Team

Commissioner
Stacy Alvord, MSW

Deputy Commissioner
Marti Babcock

Administrative Assistant
Tiffany Timmins

Director of Community Services
Nicole Kolmsee

Director of Services
Sarah Finley

Director of Integrated Services
Gidget Stevens

Director of Financial Management
Lorraine Wontkowski

Coordinator of Child Support
John Ferry

Respectfully Submitted, Stacy Alvord

STAFF DEVELOPMENT & ADMINISTRATIVE SERVICES

Marti Babcock, Deputy Commissioner

Staff Development

150 positions were filled in 2023, through both new hires and promotions. A total of 53 workers exited DSS in 2023, many who were unable to complete the probationary period. This is an unprecedented amount of positions to onboard, set up specialized training, and provide supervision and oversight for.

The total number of state mandated training hours completed in 2023 were 10,509 as compared to 8,017 in 2022—or a 24% increase. This includes both virtual and in person training. There is intensive state training provided for Social Welfare Examiners and Caseworkers, as well as other positions throughout DSS.

Locally, our Staff Development Coordinator conducts orientations for newly hired employees, facilitates or arranges for training needed by our workforce which includes trauma informed interventions, safety in the workplace, technical training specific to job duties, identification and intervention for clients with substance use disorders, and many other topics critical to

their roles in the community. All courses/hours must be logged/built in a state data base and attendance recorded.

Overall DSS made gains in recruiting and retaining its workforce in 2023. In January 2023 DSS had 78.5 vacancies or 21.4% of our workforce. By the end of December 2023 there are 44 vacancies or 11.5% of our workforce. Out of the 44 vacancies, 12 are Social Welfare Examiner positions and 12 are Caseworker positions. These two critical front-line positions continue to be a challenge to recruit and retain.

It is evident that the increase in wages for caseworkers as of 1/1/2023 made an effective impact. The waiver by NYS Civil Service for testing in essential positions had a positive impact on recruitment. Currently, the biggest pressure point in staffing is within the ranks of Integrated Services.

Average vacancy rate for Caseworker positions in 2023 was 21%; average vacancy rate for Social Welfare Examiner was 17.6%.

Balint Groups to Support Supervisors

Balint groups are used in health and human service agencies to provide an opportunity to develop insight into the interpersonal aspects of professional practice. Balint groups were held quarterly in 2023 for supervisors as a strategy to improve supervisor/worker relationships. DSS seeks to improve management's response to the challenges faced by our front line workers through the foundation of servant leadership.

Servant leadership is about making the goals clear and then rolling your sleeves up and doing whatever it takes to help our workforce succeed in meeting mission. Balint groups reduce supervisors feeling isolated and influences the culture of the agency. Consistent application of policies and procedures are also addressed. It is notable that Deputy Commissioner Babcock presented this best practice at a state conference.

Lifelong Learning at DSS

There are many changes that occur year to year in Social Services due to new federal and state regulations, as well as advances in technology. OCDSS has a sophisticated on boarding of new employees, as well as assuring mandated training is completed. All local social services districts are provided state funding for a Staff Development Coordinator (SDC). Tracking and documenting ongoing training in a state data base is critical. The OCDSS SDC works with each division to provide local initiatives pertinent to

the unique needs of their workforce. The SDC is a certified trainer and provided in 2023:

- *Bridges Out of Poverty 6 1/2 day sessions and*
- *Personality Dimensions 7 1/2 day sessions)*

As well as the onboarding and orientation of over 150 employees including new supervisor training.

Our employees are the most valuable assets at OCDSS. Their abilities, knowledge, and experience can't be easily replaced. We place emphasis and importance on the many contributions of our workforce.

STAFF DEVELOPMENT & ADMINISTRATIVE SERVICES (continued)

Information Technology (IT)

The Deputy Commissioner partners with Central Services to assure that the needs of OCDSS workforce and operations are met. Given the many state networks accessed in day to day operations, a strong collaborative relationship is evident. The complexities and unique needs of OCDSS, as well as providing for over 300 workers, requires a team from Central Services co-located in our Mexico office. There are also several OCDSS positions (Computer Services Specialists) imbedded in our two biggest divisions—Integrated Services & Adult and Family Services. OCDSS provides revenue to Central Services, both through the Cost Allocation Plan (CAP) and a state approved MOA for services unique to DSS. OCDSS receives 75% federal / state reimbursement for these infrastructure costs. The Deputy Commissioner develops and implements operational procedures in the use of computers, storage, networking and other physical devices, infrastructure and processes to create, process, store, secure and exchange all forms of electronic data. There are over a dozen different databases / case processing systems, each unique to the variety of programs and services hosted by DSS.

Highlights in 2023:

- ⇒ Northwoods was contracted to provide training and recommendations to optimize our use of Traverse. Community Services Workers were hired, trained and imbedded in the division to assist in document scanning, retrieval, and clerical supports.
- ⇒ Most divisions within DSS will be impacted when NYS ITS launches a new Integrated Eligibility System (IES). The Director of Integrated Services and key personnel in the unit are part of the planning group with NYS ITS and NYS OTDA. OCDSS is preparing for a shift in operational procedures.

Administrative Services Highlights

A new Administrative Assistant was hired in the Commissioner's Office in 2023. This key position addresses concerns that are presented by community members and elected officials in accessing services and to assist in removing barriers for constituents when possible.

A new Contract Management system was launched by Purchasing Department. This is still a work in process at DSS given the numerous contracts managed. The Administrative Assistant has taken the lead to work with OCDSS Directors in complying with new operational procedures and use of new software.

The Deputy Commissioner **conducted exit interviews** to those leaving employment with OCDSS. This data is valuable in addressing concerns presented. There is a high participation rate and overall exiting workers praised the culture of the agency and had faith in management. Wages and high workload / caseloads are often cited as reasons for leaving.

The Administrative Assistant coordinated the production of three **public service videos** in partnership with two videographers—one to recruit caseworkers, one to recruit foster parents, and

one that was orchestrated by the Child Protection Advisory Council to promote community child protection.

2023 provided opportunities for OCDSS to partner with Building & Grounds to update bathrooms at DSS that were in a state of disrepair. We commend the professionalism and workmanship of the B & G team.

B & G also is in the planning stages of developing a new parking lot to expand capacity. In 2023 the land was cleared and engineers hired to produce a plan for drainage, lighting, curbs, etc. This project is critical to provide the parking capacity needed for the workforce and citizens who visit the office.

DSS made progress in 2023 to **electronically archive** hard copy files in Child Support and Adoption using Laserfiche software. This allowed us to tear down the rolling racks and develop new office space for the Medicaid unit—using 100% reimbursement for the office equipment. The expansion allowed for Fraud Investigators to join their colleagues in Integrated Services.

A large conference room on the second floor was converted into offices for the new Sobriety Treatment and Recovery Team (START) for Children's Services.

For a child born to unmarried parents, there is no legal relationship between the father and the child. This legal relationship can be established either by completing a voluntary Acknowledgment of Parentage form or by filing a paternity petition in court. Child support staff assist unmarried parents to complete and file a voluntary Acknowledge of Parentage form. If there is any doubt about the identity of the father, child support staff assist either parent to file a paternity petition for the court to determine the identity of the father. This determination is made using DNA tests.

- \$14.2M was collected in child support on behalf of children in 2023**

The child support enforcement program has legislative authority to collect child support, including past-due child support (arrears) and to obtain medical coverage through a variety of administrative procedures. A notice is sent to the noncustodial parent explaining the procedure, providing a deadline and instructions to comply with or challenge the action. Several different kinds of enforcement actions may occur at the same time, based on the dollar amount of debt or the length of time debt has been accruing. Of the enforcement actions that can be taken, the most used is the NYS driver's license suspension or income tax refund intercept in order to collect child support.

- Of the \$14,214,498 collected in 2023:

- ⇒ 91% of the monies were distributed directly to families
- ⇒ Over \$1.1M was collected as reimbursement of Temporary Assistance, including **\$204,778 that was returned to the county.**
- ⇒ \$59,922 collected in Medical Support

Collections increased by 3.3% or \$448,950 over 2022. Child support reduces poverty and financial insecurity among children and custodial parents. It reduces public spending on public assistance by preventing single-parent families from entering the welfare system and helping them leave the system more quickly.

- ⇒ \$10.7M in child support was collected through wage withholding
- ⇒ \$276,779 in child support was collected via Unemployment Insurance Benefits

*Local district activities primarily are conducted in the office or at Child Support Court. Violations of court orders are heard in Family Court. There is a NYS OTDA call center located outside of Albany that clients are directed to for information on their case: **1-888-208-4485***



Payment of child support leads to increased involvement and influence of noncustodial parents. Noncustodial parents who pay child support are more likely to visit their child, to see their child more frequently and to affect how their child is raised, regardless of how much support they pay.

Medicaid, TANF, Safety Net, SNAP, HEAP, Child Care Subsidy, Burials

Employment Services and Fraud Investigations

Integrated Services provides for the economic security of low income citizenry. Social Welfare Examiners (SWE) and Community Services Workers (CSW) are at the front line of customer service. CSWs fielded 56,466 calls in 2023. This division also took over the switchboard in 2023 answering calls for all divisions within the Mexico office. The lobby operations, intake desk, and the mailroom are also under this division.

All programs are regulated by federal and state statute and the county is mandated to process applications timely and determine eligibility. Of significance in 2023 was the merge of Employment Services with Financial Assistance as one division within DSS, and a name change to "Integrated Services". This shift in the division's name recognizes the new eligibility system being developed by NYS and the overall integration of programs in the coming years. Strong leadership is critical as our workforce adjusts to a shift in day to day operations. Automation using technology to establish eligibility provides new opportunities to maximize personnel in meeting federal and state mandates.

Given the number of new workers onboarded, experienced workers have a higher than recommended case-load. Mandated by the state, all SWEs in their first year are required to have 100% of their cases reviewed by a Senior SWE. The number of new SWEs increases the work load of our supervisory staff.

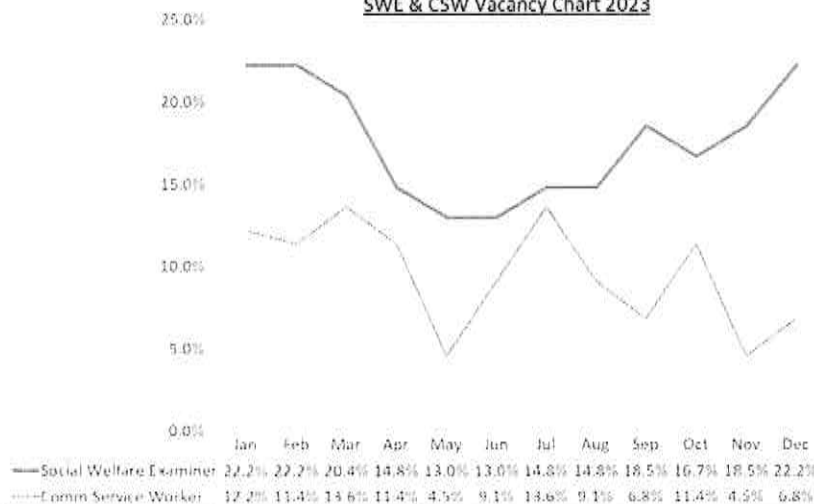
This division has been challenged to rebuild their workforce. The waiver of Civil Service testing has helped to attract SWEs and CSWs applicants, although competing wages in the public / private sector is a barrier to both recruiting and retaining our workforce.

Experienced Workforce is Key to Success

As this chart shows— DSS was able to hire and lower the SWE vacancy rate of 22.2% in January to 13% in June. However, we lost those gains and by January 2024 we were back at 22.2% due to SWE turnover.

CSWs are critical in staffing the call center and preparing cases for the SWEs. We have made gains in 2023 in retaining and have cut the CSW vacancy rate in 1/2 as this chart evidences.

SWE & CSW Vacancy Chart 2023



Everyone who can work should work.

People who work should earn sufficient income to provide for their families' basic needs.

Those who are unable to work or who work but do not earn enough to provide for their families should be assisted by policies and programs to meet their basic needs and secure safe and affordable housing.

Medicaid

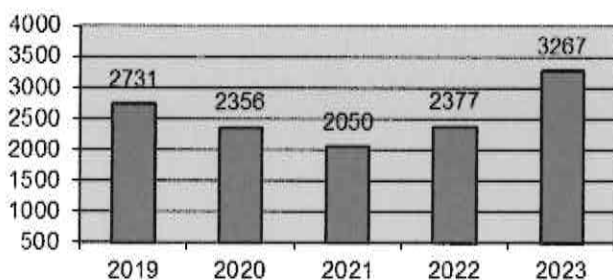
New York State Public Health Emergency (PHE) Unwind

Under the Families First Coronavirus Response Act's continuous coverage requirement, New York State Medicaid, Child Health Plus (CHPlus) and Essential Plan (EP) members have not had to renew their health insurance since early 2020. The federal Consolidated Appropriations Act of 2023 required states to begin the process of redetermining enrollees in April 2023. This process is also referred to as the "unwind". New York State began sending renewal notices in the early spring to enrollees in Medicaid, CHPlus, and EP with June 30, 2023 coverage end dates. This process will continue each month until every renewal cycle of enrollees has had their eligibility redetermined.

Rising Costs of Medicaid

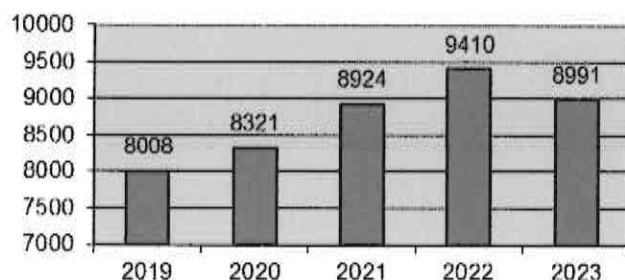
Counties have been active partners with the State during the evolution of the State's takeover of Medicaid Administration. We have a shared interest in both controlling rising Medicaid costs and in serving our communities. The Medicaid rolls have risen because people are eligible based on the criteria established by federal and state governments. New York State determines which optional Medicaid services are covered and sets the rates for payment to medical providers and facilities. Local departments of social services are mandated by State law to make accurate and timely eligibility determinations for Community Medicaid, as well as for Long Term Care, in compliance with policies set by the State. Oswego County DSS receives 100% reimbursement for costs associated with eligibility determinations. Long Term Care (LTC) cases can be complex and our network of long term care facilities depend on DSS to make timely determinations. Of significance in 2023 was the removal of eFMAP from counties in the NYS 2024 budget which significantly increased the local share for Oswego County. Local Share for Medicaid in 2023 was \$22.3M.

Total of MA Applications by Year



*MA = Medicaid

MA Active Avg/Mo by Year



Comparative numbers of applications over five years demonstrates the number of individuals in our communities in need who are asking for assistance even though they are not eligible. With the current cost of health insurance in the private sector, households who have never applied for Medicaid are doing so.

Applications are time consuming and a rigorous assessment to determine eligibility includes interviews and collection of documents to determine eligibility.

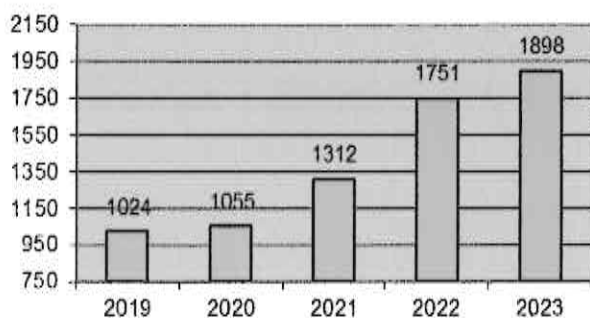
The decrease in applications during the pandemic reflects the federal waiver of mandated recertifications. With the unwinding of that waiver—the workload has significantly increased as all households are being assessed now for continuing Medicaid coverage.

The active cases reflected in this chart are only cases that OCDSS administers—most of the county's Medicaid clients receiving Community Medicaid are serviced by NYS DOH Exchange. Cases left in the local districts are for long term care and specialized populations. **The total number of Oswego children and adults enrolled through the Exchange or by OCDSS is 41,101. That is 35% of the total population of Oswego County.**

Temporary Assistance for Needy Families (TANF)

TANF is a federal program to provide cash assistance to needy families with children. Benefits provided families are 100% federal funds with a time limit of 60 months (5 years) in a lifetime. Able bodied adults are required to participate in employment services in order to secure employment. Failure to comply with work experience activities lead to sanctions. These mandates were waived during the pandemic and the waiver was lifted in 2023. OCDSS resumed all pre-pandemic activities.

Total of FA Applications by Year



Financial Assistance (FA) applications have increased by 85%. By federal statute, families with children are eligible for TANF for 60 months. After 60 months and ineligible for TANF, NYS mandates families be provided Safety Net assistance when eligible. Throughout the case, parent(s) / guardian(s) must follow through with requirements including child support enforcement, drug/alcohol screening and assessment, as well as employment/work experience. Given the job market being so robust, some applicants are able to secure employment prior to the case opening. Able bodied adults are assisted by Employment Services programs.

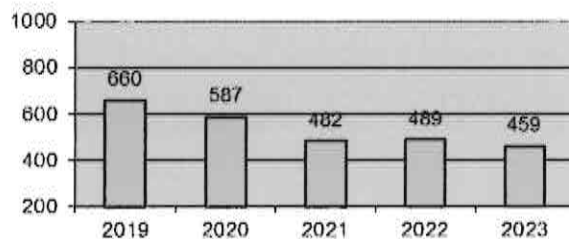
There has been a steady decline of open cases for financial assistance with a **decrease of 30% in the past five years.**

There are several reasons for this decrease, a robust job market with adults securing employment; families who exceed 60 months and are picked up by Safety Net assistance; successful application to federal SSI due to chronic disabling condition.

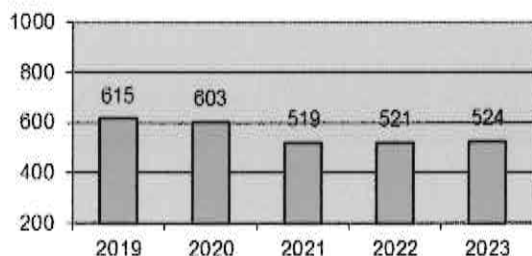
Safety Net (SN) Assistance

SN is a state program to provide cash assistance for single individuals, childless couples, and families who exceed the federal limit on TANF of 60 months. Benefits provided households are 71% county local share and 29% state funding. Able bodied adults are required to seek work. DSS assists recipients of SN to apply and secure federal Social Security benefits when there are chronic debilitating conditions.

FA Active Avg/Mo by Year



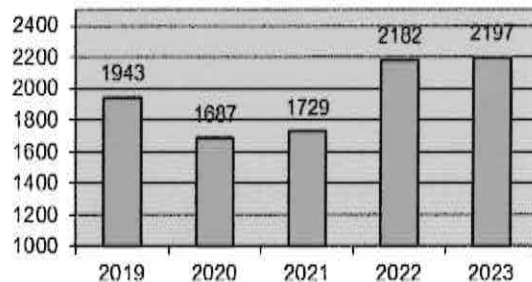
SN Active Avg/Mo by Year



Safety Net cases have decreased 14.8% over the last five years. There continues to be a high volume of applicants who do not follow through or are not eligible for SN.

The high number of TANF and SN applicants is labor intensive for Social Welfare Examiners and Community Services Workers.

Total of SN Applications by Year

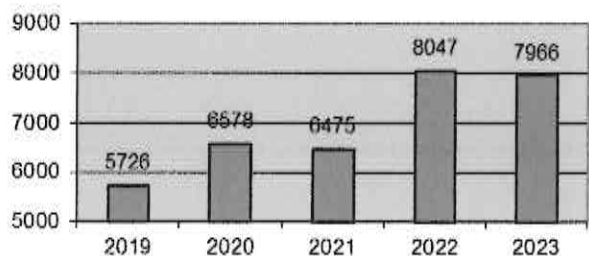


All Financial Assistance programs are regulated for timeliness and accuracy and is monitored by the state.

Supplemental Nutrition Assistance Program (SNAP)

SNAP benefits are 100% Federal USDA funding. Those enrolled receive an Electronic Benefit Transfer (EBT) Card to use in participating stores. Eligibility determinations / administrative costs are 50% local share.

Total of SNAP Applications by Year



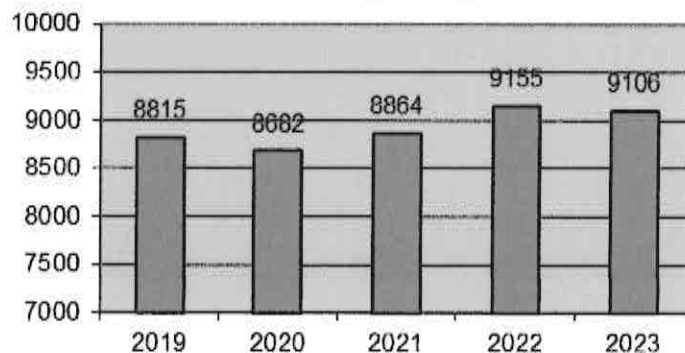
DSS determines eligibility and authorizes monthly benefits that can be used to purchase groceries at authorized retail food stores. SNAP benefits help low-income working people, senior citizens, and the disabled feed their families. Applications remained stable between 2022 and 2023. Given the cost of groceries, we receive many applications that are denied due to not being eligible or lack of follow through. In 2023 employment activities for SNAP recipients were mandated.

There were an average per month of 9,106 active SNAP cases in Oswego County in 2023. **The total value of SNAP issuance was \$32,218,657.**

There is a slight increase (4%) since 2020. SNAP enrollment dropped in 2020 due to households receiving the additional Federal Pandemic Unemployment Compensation (FPUC).

Notable in 2023 is the increase in EBT card scams, where cards were being skimmed and a citizen's benefits stolen. Reference Fraud report on page 13.

SNAP Active Avg/Mo by Year



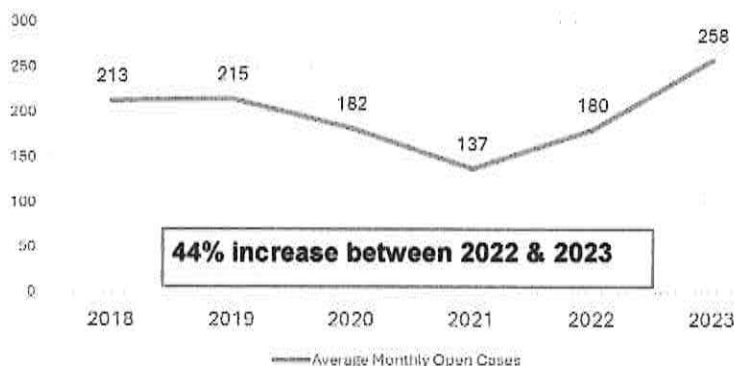
Child Care Subsidy Program for Low-Income Working Families

Income eligible families receive subsidies for informal child care providers, certified family day care, after school programs, and center based day care. In 2023 there were **952 children enrolled in this program**. DSS received \$6.2M for federal fiscal year October 2022 to September 2023 for Child Care Block Grant (CCBG) subsidies. An additional \$2.4M in pandemic funds was allocated in 2023. Given the increase of 44% in one year, we are on track to fully utilize funding in 2024. Historically DSS had a roll over year to year—however there may be a need for a waiting list in 2024.

Notable changes in 2023 that increased costs:

- Increase income cutoff to 85% of State Medium Income.
- Family Share was decreased to 1% of income exceeding the federal poverty level.
- All counties are required to pay for up to 80 absences in a year.

CHILD CARE SUBSIDY PROGRAM AVERAGE MONTHLY NUMBER OF HOUSEHOLDS SERVED



Integrated Services (Continued)

Home Energy Assistance Program (HEAP) - helps low-income people pay the cost of heating their homes. If eligible, households receive one regular HEAP benefit per program year and could also be eligible for emergency HEAP benefits if in danger of running out of fuel or having a utility service shut off. DSS authorizes HEAP payments based on the program allocation received by NYS OTDA. HEAP benefits are 100% federally funded and DSS receives state funds for administrative costs. DSS is mandated to provide an alternate certifier. Oswego County Office for the Aging provides outreach and enrollment of eligible citizenry, targeting the elderly and disabled. DSS determines eligibility, opens the case, and authorizes payment for regular and emergency HEAP.

As of February 14, 2024 HEAP Report (OTDA)	# of Benefits Authorized	Payment Amount
Regular Benefits	17,338	\$10,627,716
Autopay	37,798	\$16,598,929
Supplemental Benefits	2,032	\$3,633,720
Emergency Benefits	14,777	\$9,473,502
Heating Equipment Replacement & Repair	153	\$287,507

The number of HEAP benefits issued is dependent on the amount of federal funds allocated. NYS OTDA monitors the expenditures and gives notice when benefits are exhausted. All households that receive Temporary Assistance (TANF / SN) or SNAP benefits are automatically enrolled, so are prioritized to receive. Households may receive more than one HEAP benefit through the season.

HEAP is 100% federal funding and as the chart reflects has high impact in assuring the safety of low income families during the winter months. The data covers federal fiscal year 2022/ 2023.

Indigent Burials - DSS provides for burial when an indigent person dies leaving no funds or insurance sufficient to pay the cost and there are no relatives, friends or other persons liable or willing to take responsibility for the burial expense. Burial costs include all reasonable expenditures incidental to the proper burial or cremation of a deceased person.

INDIGENT BURIALS		
	Number of Burials	Cost of Burials
2019	223	\$556,700
2020	216	\$516,980
2021	230	\$560,066
2022	219	\$571,026
2023	189	\$529,851

By Public Health law the county is mandated to provide for burials of the poor. DSS sets the rates of reimbursements for funerals, cremations, and other burial services for local funeral homes. DSS accepts application for the burial, primarily referred to by funeral directors. Our staff work closely with local directors to assure that eligibility is established and what are provided are within the scope of covered services. **In 2023 the average cost per burial was \$2,803.** DSS receives some reimbursement, but cost is primarily local share.

Emergency Assistance for Adults (EAA) - authorized by State Social Services Law. EAA assists the aged and/or disabled adults with emergency needs which cannot be met by the basic SSI monthly benefits or other income sources. **Emergency Assistance for Families (EAF)** provides aide to stabilize a family with children. Expenditures for EAA & EAF are shared equally between the State and local districts.

Financial exploitation, housing and heating emergencies are among EAA & EAF expenses. In 2023 there was an **average of 21 active EAA & EAF cases per month**, an increase over 2022 with 12 active cases per month.

Employment Services

Mandated by statute, citizens who receive public benefits are mandated to participate in services to achieve self-sufficiency. DSS Employment Specialists are providing case management services for many constituents who have barriers maintaining employment. Those exempt due to medical issues averaged 63% in 2023. The number of individuals that are able to work without limitations has reduced significantly over the last five years, which does not include those with housing, transportation or childcare issues, legal history, learning disability etc.

ACTIVE TEMPORARY ASSISTANCE INDIVIDUALS (Does not include applicants):

- There was an average of 792 active individuals per month in 2023, a slight increase of 6 (under 1%)
- There was an average of 497 individuals per month unable to work, an increase of 27 (6%).
- An average of 63% of the individuals in 2023 are exempt (unable to work due to medical, mental health, substance abuse, domestic violence, caring for a disabled household member, recent birth of a child, over age 60).
- There was an average of 211 individuals able to work without documented limitations, a decrease of 29 (12%). This does not account for individuals that have barriers such as housing, transportation, child care, legal history, learning disabilities etc.
- There was an average of 152 individuals per month in substance abuse treatment in 2023 a decrease of 16 individuals from 2022 (10%).

INDIVIDUAL STATUS/EMPLOYABILITY	2022	2023	Difference
Exempt/verified unable to work:	470	497	+27
Work limitations (medical limitations or substance abuse treatment needed but able to work around	77	76	-1
Non-Exempt without limitations	240	211	-29
TOTAL MONTHLY AVERAGE:	786	792	+6

ENTRIES TO EMPLOYMENT:

- The primary goal for non-exempt individuals who are receiving cash assistance is to enter paid employment. Applicants are mandated to employment activities unless exempt.
- The primary goal for individuals that are medically exempt long term is to obtain Social Security benefits.
- There were 205 entries to paid employment in 2023, decrease of 5 (2%) from 2022.
- Out of those, 118 were Safety Net cases (which have a higher local cost) and is an increase of 13 (12%) from 2022.

ENTRIES TO EMPLOYMENT	2022	2023	Difference
Temporary Assistance for Needy Families (TANF)	105	87	-18
Safety Net (SN) for Families* clocked out on TANF	24	30	+6
Safety Net for Individuals and Childless Couples	81	88	+7
TOTAL ENTRIES TO EMPLOYMENT:	210	205	-5

* Federal TANF limited to 60 months in lifetime.

Employment Services (continued)

CASE CLOSINGS:

- DSS works to close TANF and SN cases by assisting with or referring individuals to apply for funded assistance programs such as Social Security Disability, Supplemental Security Income (SSI), Unemployment Insurance, Veterans Benefits, etc.
- Total Case Closings due to income in 2023 was a decrease of 22 cases (11%).
 - Case closings due to earned income decreased by 31 cases (22%). Factors affecting this are the increase in earned income disregards and homelessness.
 - Cases closing due to other income increased by 2 cases (1%).
 - Cases closing due to Supplemental Security Income (SSI) increased by 7 cases (21%).
- Total Safety Net closings due to income in 2023 (149) was similar to 2022 (150). Safety Net cases have more local share with 29% state reimbursement, leaving 71% of all SN costs to be covered by county local share.
- Factors that affected closings are a change in budgeting due to an increase in earned income disregards. Also, the budget for the homeless population is much higher due to the shelter allowance and the homeless population has increased.

CASE CLOSINGS	2022	2023	Difference
<u>EARNED INCOME</u>			
Temporary Assistance for Needy Families	58	29	-29
Safety Net for Families* clocked out on TANF	20	11	-9
Safety Net for Individuals and Childless Couples	60	67	+7
TOTAL	138	107	-31
<u>SUPPLEMENTAL SECURITY INCOME</u> Federal			
Safety Net for Individuals and Childless Couples	34	41	+7
<u>OTHER INCOME</u> (UIB, SSD, Disability) Federal /			
Temporary Assistance for Needy Families	14	8	-6
Safety Net for Families* clocked out on TANF	0	2	+2
Safety Net for Individuals and Childless Couples	22	28	+6
TOTAL	36	38	+2
TOTAL CLOSINGS DUE TO INCOME:	208	186	-22

Summer Youth Employment Program is an effective strategy to engage youth in work readiness services. This program targets youth most in need, including youth in households receiving cash assistance, foster care youth, individuals with disabilities, and youth from low income households.

80 Youth earned over \$195,000 working as custodial assistants, clerical helpers, groundskeepers, day camp counselors, food service workers and park aides. Given interests and skills, youth are assigned to local worksites and also participate in work readiness group sessions covering a variety of topics.

Housing the Homeless in Oswego County

DSS recognizes that government can't do it alone when it comes to stabilizing housing for vulnerable adults and families or providing shelter to those who are homeless.

In 2015 Oswego County joined with Cayuga and Onondaga County in the federal HUD Continuum of Care (CoC) region. The Housing and Homeless Coalition (HHC) of Central New York leads the CoC to implement policies and procedures required by HUD, as well as maintaining the Homeless Management Information System (HMIS) which provides the data required to justify the annual award of federal funds. Presently Oswego County Opportunities, Inc. (OCO) receives these federal CoC funds, as well as NYS OTDA Solutions To End Homelessness Program (STEHP) funding. All of these funds are for permanent and transitional housing. OCO also has secured federal funding to host the shelter for Runaway and Homeless Youth and the shelter for victims of Domestic Violence.

DSS solely shoulders the cost of Temporary Housing Assistance (THA) for homeless individuals and families. Most are sheltered in local motels, which do not provide the supports and stability needed by our most vulnerable citizens. Referrals to DSS come from law enforcement, churches, other public and private agencies, NYS Department of Corrections and County Jail, discharges from halfway houses, psychiatric hospital, hospitals in the region and emergency rooms. Many are impacted by drug and/or alcohol addiction, as well as chronic and serious mental illness and/or developmental disabilities. The Department spent \$1,775,383 in Temporary Housing Assistance in 2023.

The county network of advocates for the homeless, known as COACH (County of Oswego Advocates Challenging Homelessness), meets regularly to coordinate efforts to launch new programs that provide for permanent, safe and affordable housing for low income individuals and families. Sufficient affordable housing is key to ending homelessness. DSS is well represented at COACH and is a strong partner with HHC. Working with the CoC region and within the federal framework / regulations of HUD is critical in bringing federal funds to this mission. There have been gains over the last few years with several faith based organizations providing for the care of the homeless.

In 2023 there were 1,120 homeless citizens, of which 310 were children

There was a marked increase of 19.6% in the number of homeless individuals and families presenting at DSS in 2023. In 2022, 900 citizens presented as homeless compared to 1,120 in 2023. There is also insufficient temporary shelter and permanent supportive housing beds available in Oswego County for those needing complex care.

DSS is also pleased to partner with Victory Transformation to host the Warming Center in Oswego County to serve homeless individuals during times of inclement weather as required by NYS Code Blue Order. The center provides a supervised environment for individuals who are only eligible for temporary housing assistance during Code Blue season. This is a cost effective strategy to assure a safety net for all citizens.

Of the 1,120 presenting as homeless in 2023, 310 were children. There were 14 homeless Veterans assisted. 40 adults who were assessed as chronically homeless, most with debilitating chronic mental illness and/or addiction issues.

- Adults 25 and over: 18: 696
- Adults 18-24: 114
- Children: 310

Self-disclosed barriers to stable housing in 2023:

- MH Disorder: 244
- Substance Use Disorder: 110
- Chronic Health Conditions: 77
- Developmental Disabilities: 79
- Physical Disabilities: 137

2023 Code Blue Data

Nights of Code Blue 10/1/2022- 9/30/23: **144**

Clients served (unduplicated) under Code Blue:
212

Fraud Complaints and Investigations

Director: Gidget Stevens

Initiative	Description	# of Application Denials, Case Closings, or Grant Reductions	Estimated Cost Avoidance
Front End Detection System (FEDS)	Detecting fraud at application	5	\$44,988
Public Assistance Reporting Information System (PARIS) Computer Match	Detecting out of state residency & duplicate benefits	40	\$164,448
Prison Computer Match	Detecting incarcerated individuals	12	\$29,604
Intentional Program Violations (IPV)	Disqualification Sanctions for those Found Guilty	0	\$0

DSS Fraud Investigators visit households across Oswego County to validate information provided by applicants for all entitlement programs. They investigate complaints filed by anonymous sources, and use technology to verify information through a variety of federal / state databases. DSS regularly receives reports from the general public providing us information on fraud activities. From neighbors to family members, citizens call or write DSS to report fraud.

Front End Detection System (FEDS)/Eligibility Verification Review (EVR) are State mandated processes to prevent fraud. A cost avoidance savings is calculated when the investigation results in either an application denial, case closing or a grant reduction.

Fraud Complaints	2023
Referrals Received	345
Complaints Dismissed	71
Completed Investigations (carry over from	247
Total Owed due to Verified Overpayments	\$12,513

Overpayments are uncovered through the investigative process when a household fails to report a change in household composition or income. Worker error is another reason for overpayments. Applicants are advised during the initial contact that overpayments will be collected.

During the pandemic NYS OTDA was not accepting cases to complete Administrative District Hearings to impose sanctions for Intentional Program Violations. In 2023 NYS directed local districts with a new process. Prosecutions that were pending at the District Attorney's office prior to 2023 due to a lack of capacity within the DA's office.

There were no Administrative Hearings and no prosecutions in 2023. Notable in 2023 included the relocation of this unit to the first floor to be integrated with financial assistance programs they investigate; there was almost a complete turnover of this team with a new manager and 3 of 4 new investigators. New investigators came from outside DSS, therefore the training has been intensive in 2023 and into 2024.

Skimming of EBT Cards: Benefits are being stolen as perpetrators are attaching overlays to the card readers at the store register. In 2023, NYS implemented Federal and NYS law mandating a process to replace benefits when fraud can be proven. From August to December 2023, there were 171 households reporting their benefits were stolen amounting to \$73,573 of which \$62,248 was restored to reporting households.

Community Mental Health, Addictions, & Developmental Disability Services

Mental Hygiene is funded by three state agencies: Office of Mental Health (OMH), Office of Alcohol and Substance Abuse Services (OASAS), & Office of Persons with Developmental Disabilities (OPWDD). The allocations of State and County funds are determined locally through a participatory planning process overseen by the local Community Services Board (CSB). The CSB determines the services or programs to be funded. Members of the CSB are appointed by the Board of Legislators.

Funds are targeted to serve specific constituencies, persons with disabilities such as developmental disabilities, mental illness, and/or addictions. This committed group of professionals serves as an initial point of information for community based support services for individuals in need of mental hygiene services and their families.

The division is responsible for the planning and oversight of community resources and services. Leadership is evident in targeting services to combat the heroin epidemic. Mental Hygiene also leads in coordinating the activities of the Suicide Prevention Coalition. Community development is a primary goal of this division.

The CSB and the Director of Community Services (DCS) are responsible for the general supervision and

performance monitoring of all local services, regardless of funding, as well as the general supervision of the treatment of consumers who are receiving services in local facilities & community based services.

The DCS has the authority to engage law enforcement in assessing the safety of a citizen expressing harm to self or others. The DCS works with the County

Attorney's office to court order mental health services under Kendra's Law when appropriate. Further monitoring of Assisted Outpatient Treatment clients is a re-

The Annual Report for 2022 is on the Mental Hygiene webpage:

[2022 ANNUAL REPORT.docx \(live.com\)](#)

The Mental Hygiene Division's 2023 Annual Report will be posted in late Spring after approval from the Community Services Board.

sponsibility shouldered by this division. They are the Single Point of Access (SPOA) for Children's and Adult Mental Health Community Based Services.

They are responsible for access, eligibility determination, and prioritization of referrals of adults and children to specific local community-based Mental Health programs.

The Mental Hygiene division coordinates a community-wide array of mental hygiene services, programs, information and education, and community planning with human service providers, other County departments, schools, target populations and the public.

Effective community development in 2023 is a testament to the incredible strength of working together to provide for the safety of our citizenry.

DSS Security Officers - Provided under MOA by the Oswego County Sheriff's Office

There are four deputies assigned daily to the DSS office in Mexico. In 2023 the Sheriff's Office and DSS met to discuss the unmet security needs of caseworkers and fraud investigators, as well as the increased complexities of child protective investigations. The 2024 budget included resources for the Sheriff's Office to hire a full time deputy to be imbedded in Child Protective Services (CPS) and a full time investigator to prioritize CPS cases. DSS receives 75% reimbursement for office based deputies and 62% reimbursement for deputy deployed to CPS from federal and state funds.

Our Officers are a strong presence in the Mexico office and are diligent in observing behaviors in our reception area to assure that the families and children who visit our offices are safe. An increase with incidents of violence against personnel this past year evidences the need for heightened vigilance. DSS has a strong alliance with our Sheriff's Department and commend their commitment to public safety.

ADULT & FAMILY SERVICES

Sara Finley, Director of Services

Adult Protective Services

Adult Preventive Services

Guardianship

Representative Payee for Disabled Adults

Child Protective Services

Preventive Services

Foster Care

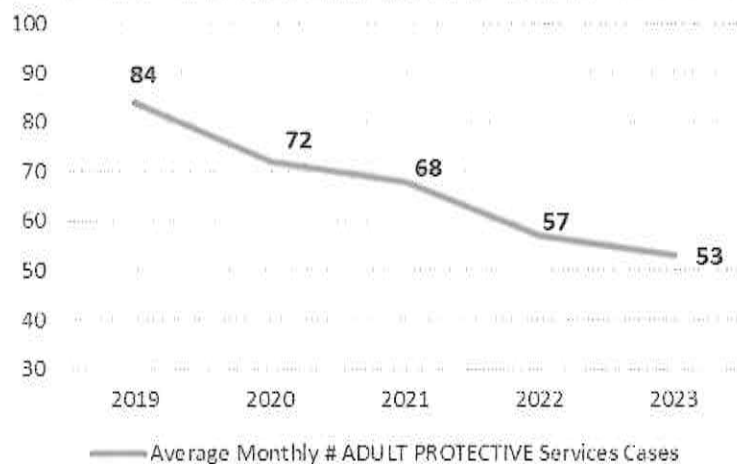
Adoption

Adult Services is called upon by relatives, physicians, neighbors and others who are concerned about the ability of an elder or disabled adult to live independently. We are called upon to intervene when someone is being victimized or financially exploited. We respect the rights of our citizenry to live with as much independence as possible, and offer supports to achieve that goal.

ELDER ABUSE



Adult Protective Services (APS) works with disabled adults who are unable to maintain stability in the community without supports. Given the increase in homelessness among those with chronic debilitating conditions, an APS case worker was embedded in the Homeless Housing Program of the Integrated Services division in 2019 to respond to homeless clients who are in need of intensive case management. There is a lack of adequate community supports for the need evident in Oswego County.



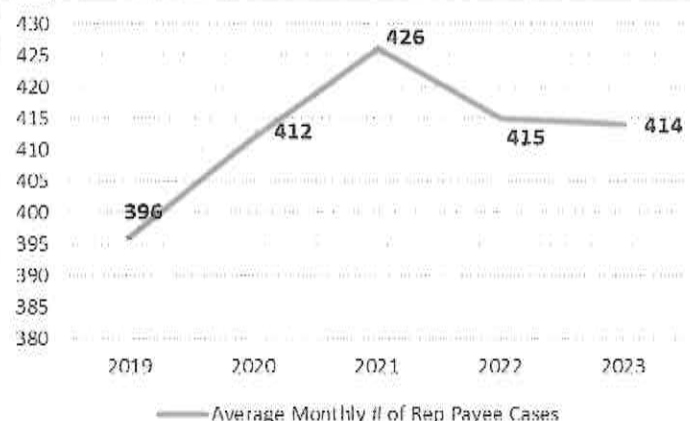
In 2023 our APS unit experienced another decrease in referrals. **Over the past five years there has been a 36.9% decrease of open adult protective services cases.** The elderly and disabled adults are represented in this #.

There are numerous referrals APS receives that are not open as an active case.

APS established an enhanced Multi-Disciplinary Team in 2018 to better coordinate cases where law enforcement, DA and other health and human services agencies are involved. This has been successful in protecting our most vulnerable elders.

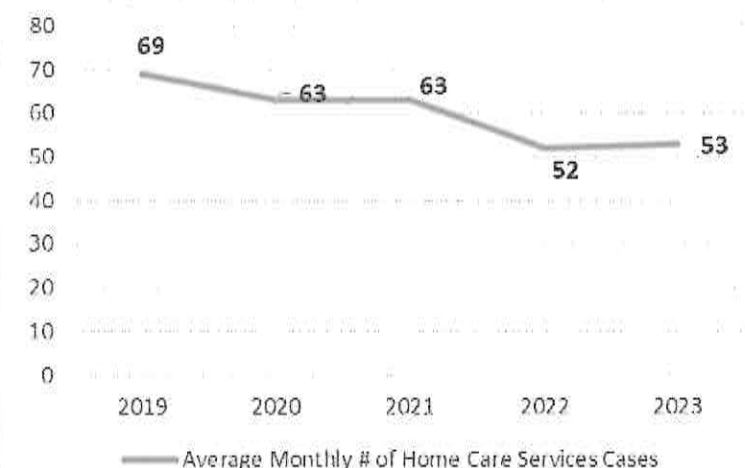
Adult Preventive Services

If an adult lacks the capacity to manage their money, the Social Security Administration (SSA) may require a **Representative Payee**. DSS served as **representative payee for 414 individuals in 2023**. Adult Services caseworkers develop a budget plan with the client & keeps them informed about all activities conducted on their behalf. Many households have experienced episodes of homelessness & financial exploitation. Ongoing case management is required for many to maintain stability and safety.



There is a slight increase of 4.5% over the past five years. Caseworkers provide services as needed given the unique needs of clients for whom we manage their finances. The rise in untreated mental illness, addictions, and a lack of community based supports for those with developmental disabilities is evidenced in the toxic situations encountered by our APS workers. A lack of safe and affordable housing is one of the most pressing barriers to an elder and/or disabled adult leading a stable life within the community. This impacts a client's ability to follow through with mental health treatment, leading a sober and drug free life, and making meaningful connections.

ADULT SERVICES *(continued)*



Long Term Care at Home Services. NYS Department of Health provides directives on home aides, self-directed care, and a variety of clinical and therapeutic services that needs to be assessed and authorized by DSS. Our Adult Services Caseworkers are keeping pace with shifting directives with case-loads decreased by 23% over the past five years.

It is anticipated that the need for long term home health services will increase in the coming decade as more of our citizenry opts to age at home with community based services versus seeking nursing home or assisted care facilities. The lack of adequate Medicaid funding for nursing homes will also impact capacity to care for our most frail and elderly citizenry.

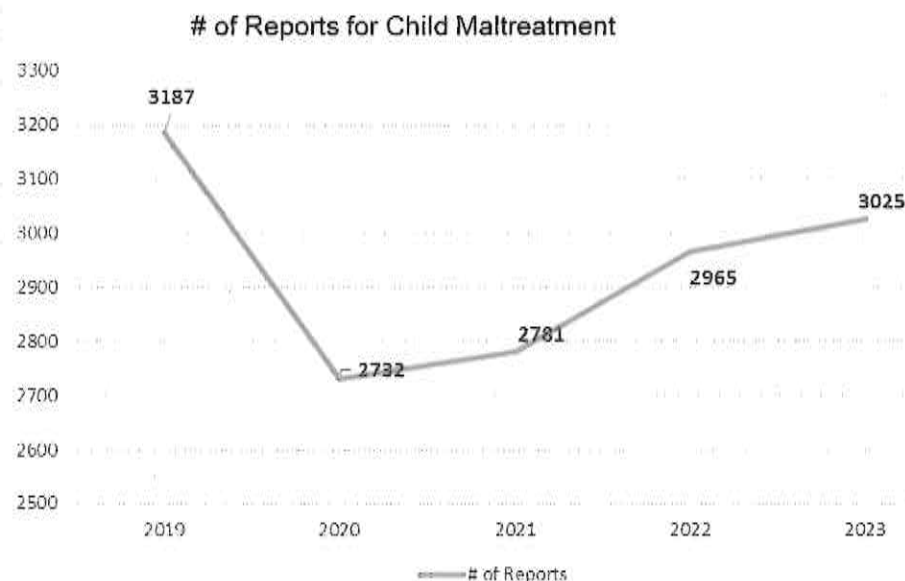
This is a critical service in assuring the safety of our aging population and DSS is responsible for conducting assessments and authorization of personal care aides. Key to this program is having a nurse to complete in home assessments.

Historically the Health Department, under an MOA with DSS, provided nurses to conduct in home assessments. In 2023 the Health Department advised they did not have the capacity to continue to provide this critical service. DSS was able to recruit a retired Public Health Nurse to conduct assessments. Without any back up, there is a need to explore options to assure timely nursing assessments can be accomplished and to build capacity as the demand for services for the aged and disabled increases.

Guardianship Clients: When elders and/or those disabled do not have the capacity to manage their affairs and have no one who is willing, DSS is tapped to become the guardian. There have been **13 guardianship cases per year** over the past five years.

CHILD AND FAMILY SERVICES

Child Protective Services (CPS) – This chart reflects child abuse and maltreatment reports from the New York State Central Registry (SCR) where Oswego County DSS is assigned as either the primary or secondary investigative agency

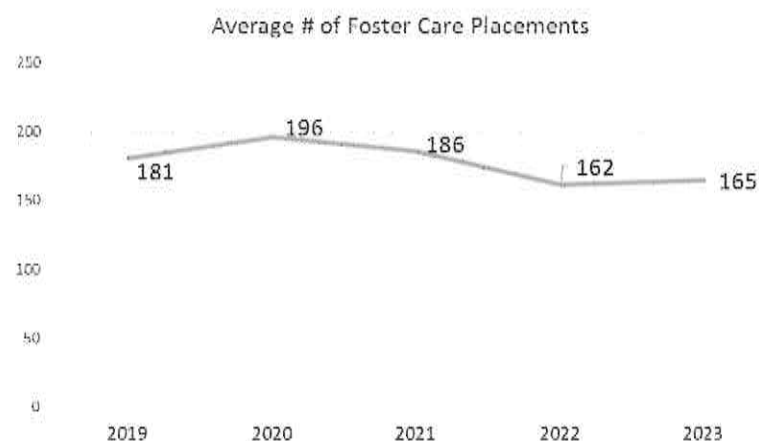


due to one or more family members living in Oswego County. This also includes Court Ordered Investigations from Family Court Judges who order an investigation. This data is more realistic of our case numbers than NYS data limited to investigations that go through the State Central Register with Oswego county as primary.

About 61% of all reports are initiated by mandated reporters, including law enforcement agencies and schools. About 60% of all reports are unfounded.

There was a marked decrease in reports during the pandemic, primarily due to children not being in school or other services. Gradually DSS is back to pre-pandemic numbers.

Foster Care Services ~

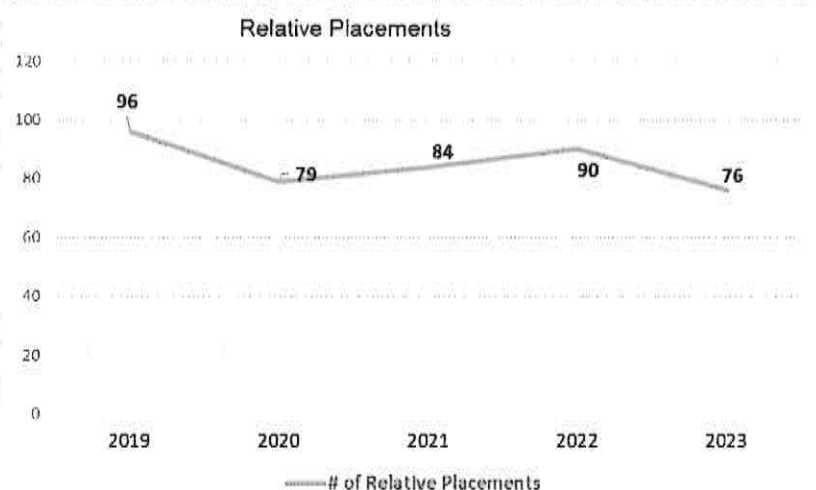


Despite the diligence of caseworkers to protect and preserve families, there are situations where leaving a child with a parent or guardian is not safe. DSS attorneys file petitions in Family Court to remove a child and place in the care and custody of the Commissioner. The Judge has the final decision in placing a child. As soon as children and youth are placed, parents are engaged in services to develop a plan for the child's return home. DSS seeks to shorten lengths of stay in placements. **Over the past five years, the number of children in foster care is stable.**

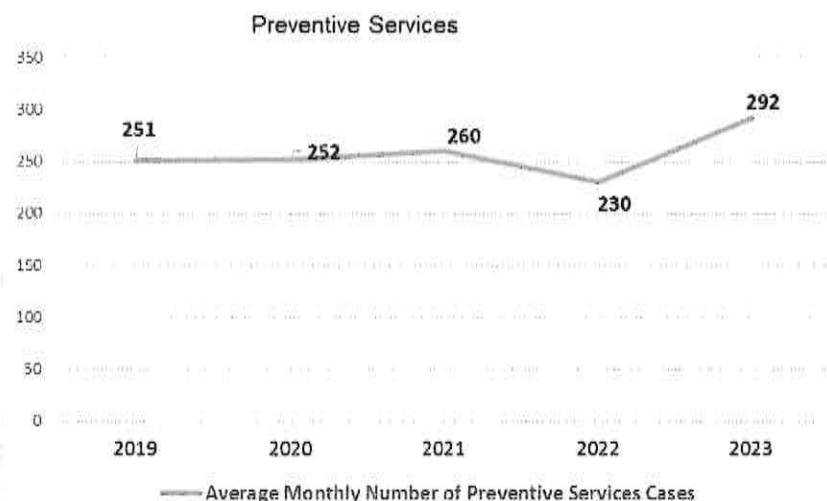
Article 10 Placements: The graph evidences the diligence of our caseworkers in placing children with relatives whenever possible. There are choices relatives are counseled on to decide on how best to meet the needs of their family.

There was a 20% decrease over the past five years in Article 10 placements with relatives.

DSS continues to work towards reuniting children with their bio parents, although are mandated to achieve permanency, which includes relatives adopting the child(ren).



Preventive Services ~ We seek to keep children at home.



About 95% of the Preventive Services cases open with DSS are court ordered and include community-based services provided by our private partner agencies.

Many of these cases require ongoing CPS monitoring to assure the health and safety of children in overburdened families. Families are challenged with issues that include poverty / deprivation, hunger, insecure housing, chronic disabling condition, mental illness, substance use, and domestic violence. Substance Use Disorder is one of the primary drivers of the increased court activity.

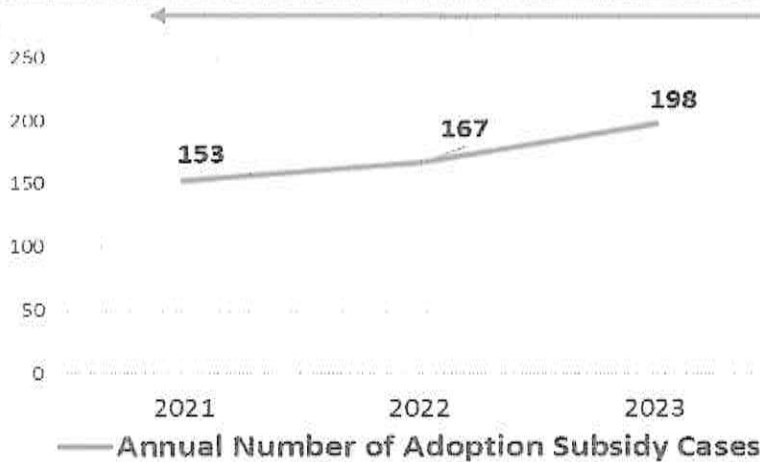
May is Foster Parent Appreciation Month and a resolution is read at the Board of Legislators meeting honoring this dedicated and compassionate group of families.

Hosting informational sessions and attending numerous community events throughout the year,

DSS is diligent in recruiting foster parents.

As of December 31, 2023 there were **181 children and youth** placed under the care and custody of the Commissioner of Social Services, County of Oswego by court order. Of those children, **120 were placed in local county foster homes**. DSS seeks to place children in the lowest level of care and partnered with private not for profit agencies to place **20 children in purchased foster care**. **21 youth were placed in residential / institutional care** due to safety concerns. **4 youth were in NYS Office of Mental Health facilities** and **2 youth were in a NYS OCFS facility**. 14 children were on trial discharge with their parents / guardians. **38.1% of foster children were in placement over 15 months**. DSS seeks to achieve permanency within that timeframe and shorten lengths of stay. Relatives also take custody directly should children be removed from their parents. In 2023 a total of 115 children were removed from their parents / guardians—compared to 80 removals in 2020—a 44% increase in three years.

39 children adopted in 2023 through the foster care system. DSS **opened 54 new foster homes in 2023**.



Adoption Subsidy ~ Achieving permanency for children placed in our care and custody is guided by federal law and state regulations. A Permanency Hearing is held every 6 months with the expectation that a child will have a permanent home within 15 months. There are situations that result in children being freed for adoption and financial assistance is provided.

In 2018 there were 120 open adoption subsidy cases compared to 198 in 2023—a **65% increase in six years**.

2023 was the first full year of the NYS OCFS mandated increase to the foster care rates & adoption subsidies.

Total expenditures for adoption subsidies in 2023 totaled: \$3,084,528.00

CHILDREN & FAMILY SERVICES HIGHLIGHTS IN 2023

Bonadio Recommendations

The Department of Social Services has addressed all recommendations from the analysis of Child Protective Services in 2022. One recommendation still in progress is the updating and organization of policies and protocols for our child welfare operations. Children and Family Services managers meet regularly and review policies and update as needed, as well as archive those that are outdated. This takes continuous attention to the details. All documents are electronically stored and all in our Services division has easy access. The one recommendation from Bonadio to redefine Senior Caseworkers and Grade B Supervisors' responsibilities in CPS is not possible due to Union issues, the lack of office space, and if implemented across all programs in Services would be cost prohibitive. However, our team is working on a plan that would realize the same outcomes with a team of train-

ing Seniors and a robust QA system by Grade B Supervisors to address the need for more supports as new caseworkers are onboarded.

UNCOPE Substance Use Disorder Screening

UNCOPE is an evidenced based screen that is used to identify clients who are in need of treatment services. All caseworkers have been trained and UNCOPE implemented in our Services division.

Motivational Interviewing

MI is an evidenced based strategy and is based on three key elements: collaboration between the caseworker and the client; evoking or drawing out the client's ideas about change; and emphasizing the autonomy of the client. All caseworkers have been trained. NYS OCFS has launched this training initiative, along with NYS Office of Courts Administration.

Legal Services provides counsel to all programs including: Child Protective, Adult Protective, Child Support, Fraud, Financial Assistance, Medicaid, Resource Recovery and legal issues that may present within the Department of Social Services. Social Services Attorneys represent the Department in Family Court, Child Support Court, Fair Hearings, and Permanency Hearings. The Department contracts with an attorney to handle all appeals in appellate court.

The team includes a supervising senior attorney, four social services attorneys, a senior paralegal, four paralegals, a Grade B Supervisor who coordinates all day to day activities and supervises two senior caseworkers who are liaisons to all child welfare cases heard in Family Court, as well as three Senior Typists in this unit.

In 2023 this critical team experienced turnover with two out of five attorney positions vacant. At the close of the year one attorney vacancy has persisted for the entire year. This unit also experienced turnover of several typists and paralegals. Turnover is costly and all positions take intensive training during their orientation and on boarding process. Office space at the PSC for the DSS court liaisons, as well as the office space for the DSS Child Support Examiner were painted and new carpeting installed. Office equipment was replaced and a copier installed for our Family Court liaisons' office. Attorneys' office space is inadequate and is not adjacent to the Court. Given the attorneys duties, they are seldom in the Mexico office. They now share one private office to use for preparing caseworkers for testimony in Mexico. All five share an office in the PSC.

◆ Total number of Family Court

Trials = 259

◆ Total number of Child Support

Court Appearances = 247

◆ Court Orders prepared = 892

(as compared to 811 in 2022)

All orders are reviewed by an attorney before they are submitted to Court for signature. Stipulations for fact finding and/or disposition are drafted by the paralegals (707 in 2023). Attorneys approve the proposed paragraphs that are incorporated into any fact finding stipulations. The attorney also attends the Permanency case conferences / staffings, which is part of a Performance Improvement Plan to achieve permanency for children timely.

The following 2023 totals are documents also reviewed by attorneys:

Motions- 129

Surrender of child / youth for adoption- 101

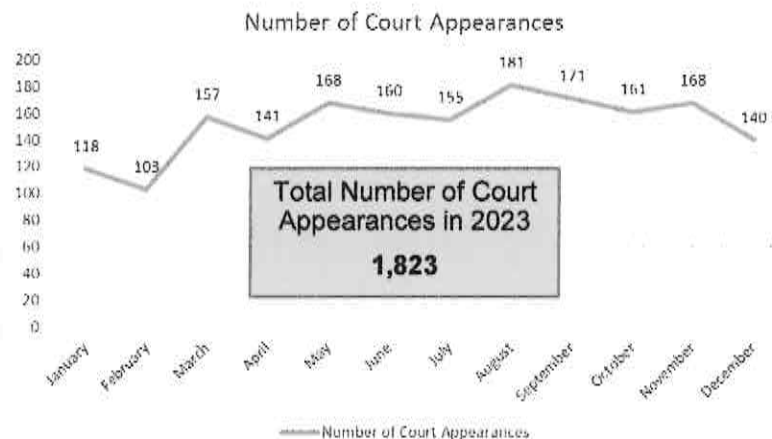
Petitions- 170

Termination of Parental Rights- 31

Violations of a Court Order- 19

Attorneys also attend case conferences / staffing for cases to determine if court involvement is needed and for removals. There is a process titled "Blind Reviews" that are conducted for all removals in adherence to Family First Prevention Services Act (FFPSA) as part of federal statute (Public Law (P.L.) of 2018). The attorneys also schedule virtual hours weekly to discuss filing petitions with caseworkers and their supervisors.

A DSS attorney is a member of the Child Welfare Initiative—formerly known as Court Improvement Project. Family Court Judge Nelson coordinates this group. Notable is the launch of Better For Families in 2021—an initiative to provide rapid recovery treatment for parents with Substance Use Disorder. DSS attorneys attend the appearances as parents report their process frequently to the Family Court Judges.



The Department of Social Services manages a vast and complex financial system, primarily based on claiming for expenses incurred. There are two distinct financial management systems under the DSS umbrella:

Mental Hygiene

Department of Social Services

The Mental Hygiene budget is separate from the DSS budget and is managed by the Director of Community Services. There is a separate annual report with budget review by the Community Services Board. Funding is provided from federal and state sources for allocation to community based organizations that serve the targeted populations which are: Substance Use Disorders, Developmental Disabilities, and Mental Illness. Mental Hygiene's services were supported by \$157,978 in federal funds, \$6,224,273 in state funds, and \$913,329 in Opioid Settlement Funds (for multi-year use) for 2023. Mental Hygiene's local share in 2023 was \$176,257.

The Department of Social Services seeks to maximize federal and state funds by timely and accurate claiming of expenses by our Accounting Unit. The chart below provides a summary of revenues and expenses.

Medicaid is hosted by the Department of Social Services, but the weekly local shares are paid from a separate county budget line in order to provide clarity about the local share expense.

FISCAL	2023	2023	2023	2022	2022	2022
SUMMARY	Expenses	Revenue	Local Share	Expenses	Revenue	Local Share
DSS	47,620,749	39,799,902	7,820,847	45,196,550	30,534,453	14,662,097
Medicaid			22,310,964			21,074,773

DSS received pandemic funding that increased revenue received in 2023 from federal and state sources. This is not projected to be continued in 2024. Additional expenses in 2023 was primarily due to wage increases per contractual obligations and foster care / adoption subsidy expenses due to mandated rate increases by the state.

**For every \$1
Oswego County
invests in DSS,
\$5 in Federal / State
funding is received.**

- * As of January 1, 2024, The Workforce Development / federal WIOA funded programs were transitioned to the newly established Workforce Development Department. This required the separation and reallocation of previously shared funding and the development of new protocols and processes within DSS to manage work historically accomplished by the Employment & Training accounting department.
- * The Accounting unit continues to have vacancies and turnover, specifically the positions of Account Clerk, Senior Account Clerk and Typist. This has impacted this unit's ability to keep current with day to day work flow and has significantly impacted the current workforce as they continue to try to maintain the workload of vacant positions.
- * In 2023, the Services Eligibility Unit continued to determine eligibility for all Services case openings and changes with a focus on maximizing the use of the uncapped federal Title IVE funding. This has resulted in approximately 45% of the Foster Care cases, 87% of Adoption Subsidy cases, and 36% of KinGAP cases being determined as Title IVE eligible. This is higher than many counties due to the diligence of this team of social welfare examiners.

Percentage of Workers with More Than 15 CPS Investigations

The percentage of workers with more than 15 investigations on their caseload on the last day of December 2023

Child Welfare Services Classification

				Extra Large	Large	Medium	Small	Dec-23 #	Nov-23 #	Nov-23 %		
Rank	District	Distribution of Scores (median=23%)										
Performance Better than NYS Median	1 Hamilton	0%		West	Chem	Madi	Ham	0	0	0%		
	1 St. Regis*	0%					StReg	0	0	0%		
	1 Schuyler	0%					Schu	0	0	0%		
	1 Putnam*	0%					Putn	0	0	0%		
	1 Chemung	0%						0	0	0%		
	1 ACS/OSI	0%					OSI	0	0	0%		
	1 Madison	0%						0	0	0%		
	1 Allegany*	0%					Alle	0	0	0%		
	1 Lewis	0%					Lewis	0	0	0%		
	1 Columbia*	0%			Manh	Colu		0	0	0%		
	1 Manhattan*	0%						0	0	0%		
	1 Greene	0%					Gree	0	0	0%		
	1 Orleans	0%					Orle	0	0	0%		
	1 Bronx*	0%						0	0	0%		
	1 Kings*	0%						0	1	0%		
	1 Westchester*	0%						0	1	1%		
	1 Richmond*	0%						0	2	4%		
	1 Rockland*	0%						0	2	8%		
	1 Genesee	0%				Gene		0	2	22%		
	20 Queens*	2%						4	0	0%		
	21 Suffolk	4%						5	9	6%		
	22 Tompkins*	4%						1	3	13%		
	23 Livingston	8%					Livin	1	1	8%		
	24 Otsego	13%					Otse	2	3	23%		
	24 Cattaraugus	13%						2	4	25%		
	26 Orange*	16%			Oran	Catt		9	6	11%		
	27 Yates	17%					Yates	1	0	0%		
	27 Schoharie	17%					Scho	2	4	33%		
	29 Chautauqua	17%						4	5	20%		
At or Within 5 Points of Median	30 Warren	18%				Warr		3	2	13%		
	31 Schenectady	23%					Sche	7	7	23%		
	31 Niagara*	23%					Niag	7	13	43%		
	33 Ulster*	23%					Ulst	5	5	21%		
	34 Saratoga	24%					Sara	7	13	50%		
	35 Fulton	26%						5	5	26%		
	36 Ontario	27%					Fult	4	4	31%		
	36 Washington*	27%					Onta	4	6	38%		
	38 Monroe	28%					Wash	4	6	38%		
Performance Below NYS Median	39 Wyoming	33%		Monr			Wyom	44	40	24%		
	39 Tioga*	33%					Tioga	2	0	0%		
	41 Erie	34%		Erie			Rens		4	5	38%	
	42 Rensselaer	38%				34		37	38%			
	42 St Lawrence*	38%				9		11	42%			
	44 Onondaga*	38%		Onon	StLa		9	11	44%			
	45 Nassau	38%					20	24	46%			
	46 Seneca	43%					25	28	39%			
	47 Dutchess	44%		Dutch	Broo	Sene	3	4	50%			
	48 Broome*	44%					15	15	45%			
	48 Delaware	44%					16	15	39%			
	50 Cayuga	47%			Cayu	Dela		4	4	44%		
	51 Sullivan	50%						7	6	46%		
	51 Chenango*	50%						8	8	44%		
	53 Clinton	53%				Chen	7	6	46%			
	54 Oneida	53%				Clin	9	9	53%			
	55 Wayne	53%				Wayn		25	21	44%		
	56 Steuben	54%						8	7	54%		
	57 Montgomery	55%		Steu			7	6	43%			
	58 Albany	55%		Mont			6	6	46%			
	59 Essex	60%		Alba				26	28	57%		
	59 Franklin	60%			Esse		3	3	50%			
	61 Cortland	64%					6	6	67%			
	62 Oswego	67%			Fran		7	5	42%			
	63 Jefferson	70%			Cort		22	23	70%			
	64 Herkimer	73%			Oswe		14	13	68%			
					Jeff		8	6	60%			
					Herl							

Source: OCFS Data Warehouse

*FAR counties

Report Date: Jan 19, 2024

Data as of Date: Jan 10, 2024

Percentage of Overdue Investigations

The percentage of overdue investigations on the last day of December 2023.

				Child Welfare Services Classification						Dec-23	Nov-23	Nov-23
Rank	District	Distribution of Scores (median=22%)	Extra Large	Large	Medium	Small	#	#	%			
Performance Better than NYS Median	1 Orleans	0%	West	Kings Queen Bronx Manh Chem Rich	Gene	Orle OSI	0	0	0%			
	1 ACS/OSI	0%				OSI	0	0	0%			
	3 Kings*	0%					3	1	0%			
	4 Queens*	0%					3	6	0%			
	5 Bronx*	0%					6	2	0%			
	6 Manhattan*	0%					4	4	0%			
	7 Chemung	1%					2	1	0%			
	8 Richmond*	1%					5	0	0%			
	9 Westchester*	2%					16	24	3%			
	10 Genesee	2%					2	0	0%			
	11 Lewis	2%	Suff	Ulst	Madi	Lewis	1	0	0%			
	12 Ulster*	3%					7	11	4%			
	13 Madison	4%					5	3	2%			
	14 Saratoga	5%				Sara	14	11	3%			
	15 Yates	5%					2	0	0%			
	16 Rockland*	6%				Rock	15	14	5%			
	17 St. Regis*	7%				StReg	1	1	7%			
	18 Suffolk	8%					102	66	5%			
	19 Seneca	9%	Oran	Catt Steu	Colu	Sene	7	6	7%			
	20 Allegany*	10%				Alle	9	12	12%			
	21 Greene	10%				Gree	9	8	9%			
	22 Orange*	11%					65	33	6%			
	23 Putnam*	13%				Putn	8	6	11%			
	24 Columbia*	15%					17	9	9%			
	25 Cattaraugus	15%					28	20	11%			
At or Within 5 Points of Median	26 Steuben	17%	Onon	Erie	Tomp		35	29	14%			
	27 Wyoming	18%				Wyom	13	12	22%			
	28 Onondaga*	18%					137	92	12%			
	29 Hamilton	18%				Hami	2	0	0%			
	30 Tompkins*	20%					35	66	34%			
	31 Erie	21%					281	200	15%			
	32 Schuyler	21%				Schu	6	5	13%			
	33 Niagara*	22%					88	90	20%			
	34 St Lawrence*	26%				StLa	86	76	21%			
	35 Cayuga	26%				Cayu	47	34	22%			
	36 Washington*	26%				Wash	48	43	21%			
	37 Ontario	27%				Onta	49	37	19%			
	38 Chautauqua	27%				Chau	77	68	24%			
Performance Below NYS Median	39 Dutchess	28%	Nass	Dut	Sulli	Living	135	80	17%			
	40 Livingston	28%					27	31	25%			
	41 Sullivan	28%					68	61	26%			
	42 Warren	31%				Warr	54	40	25%			
	43 Wayne	31%				Wayn	73	54	22%			
	44 Nassau	33%					344	248	23%			
	45 Rensselaer	37%				Rens	147	96	26%			
	46 Schenectady	37%				Sche	156	133	32%			
	47 Cortland	38%	Monr	Jeff	Cort	Clin	73	71	39%			
	48 Clinton	38%					94	88	33%			
	49 Monroe	40%					567	563	38%			
	50 Delaware	42%				Dela	54	47	38%			
	51 Jefferson	44%					161	133	36%			
	52 Chenango*	47%				Chen	87	88	40%			
	53 Otsego	47%					61	48	38%			
	54 Montgomery	49%				Mont	104	105	53%			
	55 Tioga*	49%					105	98	42%			
	56 Schoharie	50%				Scho	52	36	33%			
	57 Broome*	51%	Alba	Osw	Fult		344	325	47%			
	58 Essex	52%				Esse	56	35	38%			
	59 Franklin	56%					112	93	51%			
	60 Albany	59%					728	754	58%			
	61 Oswego	66%					597	539	61%			
	62 Oneida	76%				Onei	1,090	1,053	72%			
	63 Fulton	76%					521	511	71%			
	64 Herkimer	80%				Herk	358	384	81%			

Source: OCT'S Data Warehouse

*FAR counties

Report Date: Jan 19, 2024

Data as of Date: Jan 10, 2024

Percentage of Timely Safety Assessments

Of the safety assessments due during the month of December 2023, the percentage of safety assessments approved within seven (7) days.

Child Welfare Services Classification

Rank	District	Distribution of Scores (median=87%)	Extra Large	Large	Medium	Small	Dec-23	Nov-23	Nov-23	Dec-23
							#	#	%	%
Performance Above NYS Median	1	Schuyler				Schu	19	19	100%	100%
	1	Lewis				Lewis	23	20	100%	100%
	1	St Lawrence*		StLa			126	112	100%	100%
	1	Seneca				Seneca	42	36	95%	100%
	5	Chemung		Chem			136	118	100%	99%
	6	Ontario			Onta		73	115	99%	99%
	7	Herkimer			Herk		54	53	98%	98%
	8	Steuben		Steu			98	77	97%	98%
	9	Orleans				Orle	45	35	95%	98%
	10	Kings*		Kings			1,169	1,095	96%	98%
At or Within 10 Points of Median	11	Manhattan*		Manh			650	635	97%	97%
	12	Queens*		Quee			1,048	989	97%	97%
	13	Jefferson		Jeff			114	135	99%	97%
	14	Rockland*		Rock			138	133	96%	97%
	15	Delaware				Dela	45	33	92%	96%
	16	Cayuga			Cayu		88	80	98%	96%
	17	Bronx*		Bronx			1,226	1,184	94%	95%
	18	Chenango*			Chen		52	62	97%	95%
	18	Genesee		Gene			52	44	83%	95%
	20	Allegany*				Alle	49	30	86%	94%
	21	Madison			Mad		79	80	95%	94%
	22	Westchester*	West				398	345	92%	94%
	23	Richmond*		Rich			205	216	96%	94%
	24	Orange*	Oran				237	232	92%	93%
	25	ACS/OSI				OSI	91	127	97%	93%
	26	Warren			Warr		83	76	95%	92%
	27	Fulton			Fult		77	85	80%	91%
	28	Livingston				Living	41	44	85%	89%
	29	Monroe	Monr				524	487	90%	89%
	30	Dutchess		Dut			185	168	84%	89%
	31	Columbia*			Colu		41	50	86%	87%
	32	Greene				Gre	40	52	96%	87%
	32	Tompkins*			Tomp		60	55	83%	87%
	34	Rensselaer		Rens			151	170	94%	87%
	35	Yates				Yates	24	15	83%	86%
	36	Washington*			Wash		63	74	93%	85%
	37	Wyoming				Wyom	28	20	71%	85%
	38	Oswego				Otse	45	41	84%	83%
	39	Erie	Erie				592	613	86%	83%
	40	Oswego		Osw			134	152	82%	83%
	41	Suffolk	Suff				581	608	82%	80%
	42	Cattaraugus		Catt			73	72	83%	78%
	43	Putnam*				Putn	27	24	86%	77%
Performance Below NYS Median	44	Sullivan			Sulli		82	45	68%	75%
	45	Cortland			Cort		54	41	64%	74%
	46	Montgomery			Mont		48	37	74%	73%
	47	Tioga*				Tioga	37	45	82%	73%
	48	Clinton			Clin		75	71	72%	71%
	49	Chautauqua		Chau			118	125	77%	69%
	50	Wayne			Wayn		71	76	68%	68%
	51	Ulster*		Ulst			82	85	61%	67%
	52	Nassau	Nass				311	355	70%	67%
	53	Hamilton				Ham	4	2	50%	67%
	54	Oneida	Onei				107	135	63%	61%
	55	Niagara*		Niag			127	131	57%	61%
	56	Franklin			Frank		20	22	55%	61%
	57	Saratoga		Sara			83	96	60%	55%
	58	Schoharie				Scho	13	25	71%	52%
	59	Schenectady		Sche			82	102	64%	52%
	60	Essex				Esse	13	14	48%	46%
	61	Broome*		Broo			85	97	54%	44%
	62	St. Regis*				StReg	3	9	90%	43%
	63	Albany	Alba				115	101	36%	39%
	64	Onondaga*	Onon				141	146	34%	34%

Source: Connections, includes safety assessments for reports received from 11/23/23 to 12/24/23

*FAR counties

*These figures show the percentage of safety assessments recorded in CONNECTIONS and approved by the supervisor completed within the first 7 days of the investigation. An untimely safety assessment doesn't necessarily mean the safety of the children was not assessed by the caseworker within the first 7 days.

Percentage of Workers with More Than 15 CPS Investigations

The percentage of workers with more than 15 investigations on their caseload on the last day of January 2024

Child Welfare Services Classification

				Extra Large	Large	Medium	Small	Jan-24 #	Dec-23 #	Dec-23 %
Rank	District	Distribution of Scores (median=25%)								
Performance Better than NYS Median	1 Hamilton	0%					Hami	0	0	0%
	1 St. Regis*	0%					StReg	0	0	0%
	1 Schuyler	0%					Schu	0	0	0%
	1 Putnam*	0%					Putn	0	0	0%
	1 Chemung	0%			Chem			0	0	0%
	1 ACS/OSI	0%					OSI	0	0	0%
	1 Madison	0%				Madi		0	0	0%
	1 Lewis	0%					Lewis	0	0	0%
	1 Columbia*	0%				Colu		0	0	0%
	1 Manhattan*	0%			Manh			0	0	0%
	1 Greene	0%					Gree	0	0	0%
	1 Orleans	0%					Orle	0	0	0%
	1 Bronx*	0%			Bronx			0	0	0%
	1 Kings*	0%			Kings			0	0	0%
	1 Richmond*	0%			Rich			0	0	0%
	1 Genesee	0%				Gene		0	0	0%
	1 Livingston	0%					Livin	0	1	8%
	1 Yates	0%					Yates	0	1	17%
	19 Queens*	2%			Queen			3	4	2%
	20 Suffolk	3%		Suff				4	5	4%
	21 Tompkins*	4%				Tomp		1	1	4%
	22 Westchester*	5%		West				4	0	0%
	23 Warren	7%				Warr		1	3	18%
	24 Rockland*	8%			Rock			2	0	0%
	25 Cattaraugus	13%			Catt			2	2	13%
	26 Orange*	16%		Oran				9	9	16%
	27 Otsego	18%					Otse	3	2	13%
	28 Chautauqua	18%			Chau			4	4	17%
	29 Ulster*	19%			Ulst			4	5	23%
At or Within 5 Points of Median	30 Dutchess	24%						8	15	44%
	31 Niagara*	24%						8	7	23%
	32 Fulton	25%				Fult		5	5	26%
	33 Monroe	26%		Monr				40	44	28%
	34 Ontario	29%				Onta		4	4	27%
Performance Below NYS Median	34 Wyoming	29%					Wyom	2	2	33%
	36 Allegany*	33%					Alle	3	0	0%
	36 Saratoga	33%			Sara			10	7	24%
	36 Seneca	33%				Senec		2	3	43%
	39 Onondaga*	34%		Onen				18	20	38%
	40 Delaware	36%				Delu		4	4	44%
	41 Broome*	37%			Broo			16	16	44%
	42 Tioga*	38%				Tiogs		5	4	33%
	43 Schoharie	40%				Scho		4	2	17%
	43 Rensselaer	40%			Rens			10	9	38%
	43 Wayne	40%				Wayn		6	8	53%
	46 Erie	40%		Erie				39	34	34%
	47 Schenectady	41%			Sche			12	7	23%
	48 Cortland	42%				Cort		5	7	64%
	49 Washington*	43%				Wash		6	4	27%
	49 Chenango*	43%				Chen		6	7	50%
	49 Montgomery	43%				Mont		6	6	55%
	52 Cayuga	47%				Cayu		7	7	47%
	53 Clinton	50%				Clin		8	9	53%
	53 Essex	50%				Esse		4	3	60%
	55 Nassau	52%		Nass				32	25	38%
	56 Franklin	55%				Frank		6	6	60%
	57 Sullivan	56%				Sulli		9	8	50%
	58 Oneida	57%		Onei				26	25	53%
	59 St Lawrence*	62%			StLa			13	9	38%
	60 Albany	63%		Alba				27	26	55%
	61 Jefferson	65%			Jeff			13	14	70%
	62 Herkimer	70%				Herk		7	8	73%
	63 Oswego	74%			Osw			26	22	67%
	64 Steuben	79%			Steu			11	7	54%

Source: OCFS Data Warehouse

*FAR counties

Report Date: Feb 20, 2024

Data as of Date: Feb 14, 2024

Percentage of Overdue Investigations

The percentage of overdue investigations on the last day of January 2024.

							Child Welfare Services Classification			
Rank District Distribution of Scores (median=21%)			Extra Large	Large	Medium	Small	Jan-24 #	Dec-23 #	Dec-23 %	
Performance Better than NYS Median	1	Orleans	0%				Orle	0	0	0%
	1	ACS/OSI	0%				OSI	0	0	0%
	1	Richmond*	0%		Rich			0	5	1%
	4	Kings*	0%		Kings			1	3	0%
	5	Queens*	0%		Queen			2	3	0%
	6	Bronx*	0%		Bronx			6	6	0%
	7	Manhattan*	0%		Manh			4	4	0%
	8	Chemung	1%		Chem			2	2	1%
	9	Genesee	2%			Gene		1	2	2%
	10	Seneca	2%				Senec	2	7	9%
	11	Westchester*	3%	West				26	16	2%
	12	Yates	4%				Yates	1	2	5%
	13	Schuyler	5%				Schu	1	6	21%
	14	Lewis	6%				Lewis	3	1	2%
	15	Madison	6%			Mad		7	5	4%
	16	Suffolk	6%	Suff				74	102	8%
	17	Saratoga	6%		Sara			21	14	5%
	18	Greene	7%				Gree	6	9	10%
	19	Ulster*	7%		Ulst			17	7	3%
	20	Rockland*	8%		Rock			21	15	6%
	21	St. Regis*	8%				StReg	1	1	7%
	22	Hamilton	9%				Hami	1	2	18%
	23	Columbia*	11%			Colu		11	17	15%
	24	Cattaraugus	12%		Catt			21	28	15%
	25	Orange*	12%	Oran				77	65	11%
	26	Putnam*	15%				Putn	9	8	13%
At or Within 5 Points of Median	27	Onondaga*	16%	Onon				110	137	18%
	28	Steuben	18%		Steu			41	35	17%
	29	Allegany*	18%				Alle	19	9	10%
	30	Wyoming	18%				Wyom	14	13	18%
	31	Niagara*	20%		Niag			76	88	22%
	32	Dutchess	21%		Dut			92	135	28%
	33	Sullivan	21%			Sulli		60	68	28%
	34	Erie	22%	Erie				301	281	21%
	35	Tompkins*	23%			Tomp		42	35	20%
	36	St Lawrence*	23%		StLa			76	86	26%
	37	Livingston	23%				Livin	27	27	28%
	38	Warren	24%			Warr		38	54	31%
	39	Washington*	25%			Wash		48	48	26%
Performance Below NYS Median	40	Chautauqua	27%		Chau			84	77	27%
	41	Ontario	28%			Onta		51	49	27%
	42	Delaware	28%				Dela	37	54	42%
	43	Cayuga	31%			Cayu		58	47	26%
	44	Wayne	31%			Wayn		66	73	31%
	45	Nassau	33%	Nass				342	344	33%
	46	Monroe	37%	Monr				527	567	40%
	47	Clinton	38%			Clin		95	94	38%
	48	Rensselaer	38%		Rens			158	147	37%
	49	Schenectady	39%		Sche			186	156	37%
	50	Jefferson	42%		Jeff			168	161	44%
	51	Cortland	43%			Cort		80	73	38%
	52	Essex	44%				Esse	57	56	52%
	53	Otsego	47%				Otse	61	61	47%
	54	Franklin	49%			Frank		96	112	56%
	55	Broome*	49%		Broo			344	344	51%
	56	Montgomery	49%			Mont		117	104	49%
	57	Chenango*	51%			Chen		105	87	47%
	58	Tioga*	54%				Tioga	109	105	49%
	59	Albany	58%	Alba				662	728	59%
	60	Schoharie	61%				Scho	77	52	50%
	61	Oswego	67%		Osw			636	597	66%
	62	Oneida	73%	Onei				1,043	1,090	76%
	63	Fulton	76%			Fult		489	521	76%
	64	Herkimer	79%			Herk		363	358	80%

Source: OCFS Data Warehouse

*FAR counties

Report Date: Feb 20, 2024

Data as of Date: Feb 14, 2024

Percentage of Timely Safety Assessments													
Of the safety assessments due during the month of January 2024, the percentage of safety assessments approved within seven (7) days.													
Child Welfare Services Classification													
Rank	District	Distribution of Scores (median=87%)	Extra Large	Large	Medium	Small	Jan-24 #	Dec-23 #	Dec-23 %	Jan-24 %			
Performance Above NYS Median	1 Schuyler	100%					Schu	11	19	100%	100%		
	1 Lewis	100%					Lewis	23	23	100%	100%		
	1 St Lawrence*	100%						105	126	100%	100%		
	1 Chemung	100%					Sta Chem	109	136	99%	100%		
	1 Herkimer	100%					Herk		55	54	98%	100%	
	1 Orleans	100%						Orle	36	45	98%	100%	
	1 Chenango*	100%					Chen Warr		55	52	95%	100%	
	1 Warren	100%							67	83	92%	100%	
	9 Seneca	98%					Sene		52	42	100%	98%	
	10 Kings*	98%							1,117	1,169	98%	98%	
	11 Jefferson	98%					Kings Jeff	128	114	97%	98%		
	12 Columbia*	98%					Colu		41	41	87%	98%	
	13 Steuben	98%							80	98	98%	98%	
	14 Rockland*	98%					Steu Rock	117	138	97%	98%		
At or Within 10 Points of Median	15 Manhattan*	97%						558	650	97%	97%		
	16 Queens*	97%						Queen	947	1,048	97%	97%	
	17 Cayuga	97%						Cayu		69	88	96%	97%
	18 Richmond*	97%							Rich	235	205	94%	97%
	19 Delaware	96%						Dela		47	45	96%	96%
	20 Ontario	96%							Onta	91	73	99%	96%
	21 Bronx*	95%						Bronx Dutc		1,170	1,226	95%	95%
	22 Dutchess	94%								163	185	89%	94%
	23 ACS/OSI	94%						OSI		105	91	93%	94%
	24 Westchester*	92%								343	398	94%	92%
	25 Orange*	92%						Oran		195	237	93%	92%
	26 Washington*	91%								75	63	85%	91%
	27 Oswego	91%						Osw		156	134	83%	91%
	28 Monroe	90%							Monr	470	524	89%	90%
	29 Otsego	89%						Alba		41	45	83%	89%
	30 Albany	89%								214	115	39%	89%
	31 Greene	88%						Rens		42	40	87%	88%
	32 Rensselaer	87%								156	151	87%	87%
	33 Yates	87%						Madi		13	24	86%	87%
	34 Madison	86%								64	79	94%	86%
	35 Livingston	80%						Tomp		48	41	89%	86%
	36 Tompkins*	82%								46	60	87%	82%
	37 Fulton	82%						Suff		78	77	91%	82%
	38 Suffolk	81%								554	581	80%	81%
	39 Sullivan	81%						Erie		75	82	75%	81%
	40 Erie	80%								462	592	83%	80%
	41 Wayne	80%						Wayn		67	71	68%	80%
	42 Genesee	77%							Gene	27	52	95%	77%
	43 Cattaraugus	77%						Catt		63	73	78%	77%
Performance Below NYS Median	44 Tioga*	75%					Tioga		33	37	73%	75%	
	45 Niagara*	74%					Niag	130	127	61%	74%		
	46 Wyoming	74%						25	28	85%	74%		
	47 Essex	73%					Wyom	27	13	46%	73%		
	48 Putnam*	72%					Esse	23	27	77%	72%		
	49 Montgomery	71%					Putn	50	48	73%	71%		
	50 Allegany*	70%					Mont		26	49	94%	70%	
	51 Cortland	68%							32	54	74%	68%	
	52 Hamilton	67%					Cort		2	4	67%	67%	
	53 Nassau	67%							274	311	67%	67%	
	54 Clinton	65%					Nass		60	75	71%	65%	
	55 Ulster*	64%							78	82	67%	64%	
	56 Chautauqua	62%					Ulsa		100	118	69%	62%	
	57 Franklin	60%						Chau	30	20	61%	60%	
	57 St. Regis*	60%					Fran		6	3	43%	60%	
	59 Oneida	58%							126	107	61%	58%	
	60 Saratoga	57%					Onei		94	83	55%	57%	
61 Schenectady	52%		85	82	52%	52%							
62 Broome*	48%	Sara		81	85	44%	48%						
63 Schoharie	42%		Scho		14	13	52%	42%					
64 Onondaga*	30%	Onon		141	141	34%	39%						

Source: Connections, includes safety assessments for reports received from 12/24/23 to 1/24/24

*FAR counties

*These figures show the percentage of safety assessments recorded in CONNECTIONS and approved by the supervisor completed within the first 7 days of the investigation. An untimely safety assessment doesn't necessarily mean the safety of the children was not assessed by the caseworker within the first 7 days.

FOSTER CARE MONTHLY SUMMARY REPORT

January 2024

TYPE OF PLACEMENT	LAST MONTH	IN		OUT		END OF MONTH TOTALS
		Admitted	Transfer	Discharge	Transfers	
Local Foster Care	120	13	-	3	8	122
Purchased Foster Care	20	-	5	3	1	21
Group Home	0	-	-	-	-	0
Institution/ Residential Care	21	2	3	2	2	22
Group Emergency/Diagnostic	0	-	-	-	-	0
Hospital/RTF	4	-	1	-	1	4
AWOL	0	-	-	-	-	0
Home/College/Other/OCFS	2	-	2	-	-	4
Trial Discharge	14	-	3	-	2	15
TOTAL IN PLACEMENT	181	15	14	8	14	187

PLACEMENTS BY REASON		YTD TOTALS
NEGLECT	13	13
ABUSE	-	-
VOLUNTARY	-	-
PINS	-	-
JD	2	2
OTHER	-	-
TOTAL FOSTER CARE:	15	15
ART 10 & KIN	10	10
FC ART 10 KIN TOTAL		25

Issues or Noted Trends: January 2024

- **125 of 188 or 66.5%** of children reside in local foster boarding homes.
- **13 of 188 or 6.9%** child(ren) remain on trial discharge – to parent/relative.
- **0** on IL (Trial Discharge)
- **0** to IL Final Discharge (YTD)
- **4** child(ren) in hospital/ RTF setting
- **0** child(ren) in Diagnostic setting
- **2 of 15 or 13.3%** of FC admitted on JD/PINS petitions this month.
- **2 of 15 or 13.3%** admitted on JD/PINS petitions (YTD)
- **0 of 2 or 0.0%** of JD/PINS admitted to DX level of care.
- **0 of 7 or 0.0%** Children admitted through Voluntary Placement this month.
- **0 of 188 or 0.0%** Children admitted through Voluntary Placement (YTD).
- **1** child(ren) of mother in FC not in DSS custody
- **1** child(ren) Discharged to OCFS due to higher level of care required (YTD).
- **4** children discharged to adoption this month = **4 this year to date**
- **0** child(ren) discharged AWOL **this year to date**

Latest and Current Placement Trends: January 2024

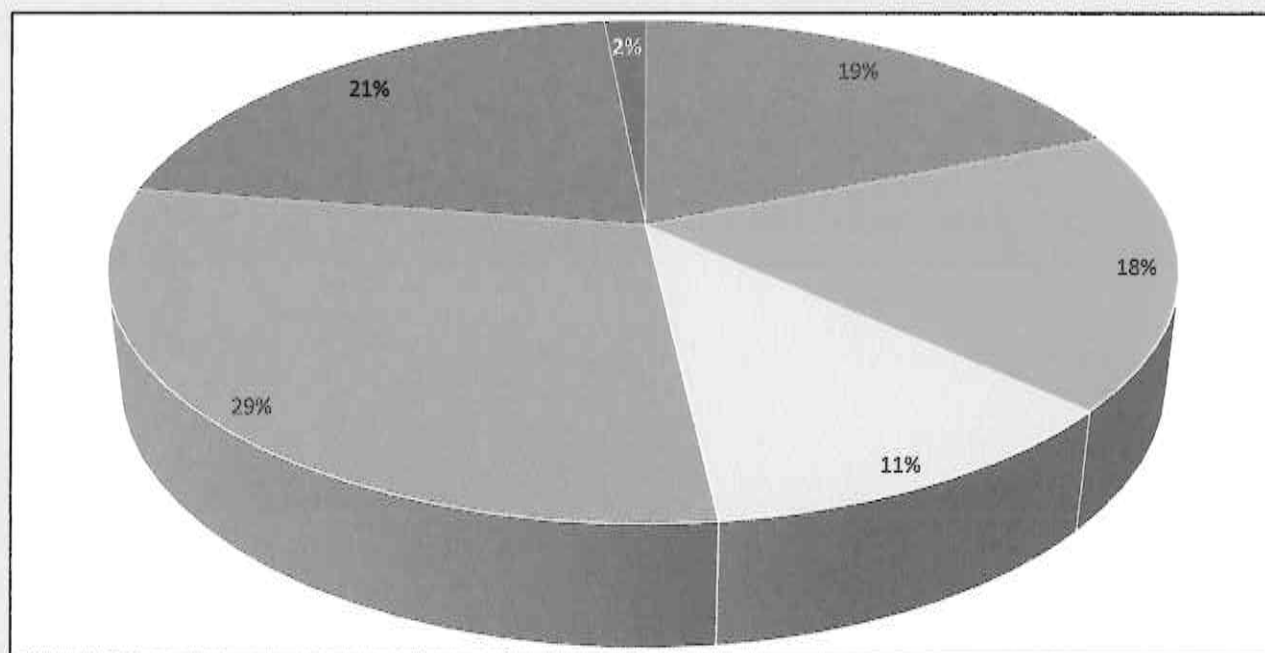
- Over 12, less than 15 **CONTINUOUS** Months in Care = 13 of 187 = 7.0%
- Over 15 **CONTINUOUS** Months in Care = 70 of 187 = 37.4%
- Over 12 continuous months in Foster Care total = 13+ 70 = 83 of 187 = 44.4%

42 of 94 Foster Homes are Relative homes = 44.7% Relative homes

OCDSS OPEN INVESTIGATIONS ANALYSIS – Data as of March 06, 2024

OPEN CASE SUMMARY		CASELOAD ANALYSIS
Open Reports #	997	37 Caseworkers with 1 or more open INV Stages with an average caseload of 26.9 cases per worker. 997 Cases = 100.0% of Oswego's Total
Reports Overdue [61+ days] #	631	
Reports Overdue [61+ days] %	63.3%	34 Caseworkers with 5 or more open INV Stages with a more reflective average of 29.2 cases per worker. 992 INVs = 99.5% of Oswego's Total
Reports [181+ Days] #	225	
Reports [181+ Days] %	22.6%	30 Caseworkers with 10 or more Open INV Stages with an average of 33.6 Cases per worker. 967 INVs = 97.0% of Oswego's Total
Reports [365+ Days] #	15	
Reports [365+ Days] %	1.5%	
Average Age of All Open Reports	119.3 Days	
~END OF REPORT~		

Oswego County Age of Open Investigations in Days



0-30
 31-60
 61-90
 91-180
 181-365
 365+

Age in Days	# of Investigations
0-30	187
31-60	179
61-90	114
91-180	292
181-364	210
365+	15
Total	997