

Nassau County Department of Social Services

Edward P. Mangano, County Executive

John E. Imhof Ph.D., Commissioner

Annual Report 2013



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



Nassau County Legislature

1550 Franklin Ave. Mineola, NY 11501

516-571-6200

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Kevan Abrahams, LD 1

Siela Bynoe, LD 2

Carrié Solages, LD 3

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Delia DeRiggi-Whitton, LD 11

Michael Venditto, LD 12

Laura Schaefer, LD 14

Dennis Dunne, Sr., LD 15

Judy Jacobs, LD 16

Rose Marie Walker, LD 17

Donald MacKenzie, LD 18

David Denenberg, LD 19



I. Message from the County Executive



A Message from County Executive Ed Mangano:

I am pleased to present the 2013 Annual Report of the Nassau County Department of Social Services (DSS). As a longtime public servant, I understand the many challenges facing government, especially during times of economic stress and crises. As the safety net for our residents who are facing economic distress, DSS and all of its dedicated staff perform an extraordinary job addressing the needs of individuals and families throughout our County.

Nassau County DSS has proven to be one of the most innovative and forward-thinking human services agencies in the nation, consistently enhancing its services and programs through on-going quality management initiatives that advocate innovation and efficiency in these days of limited financial resources. Of special note is the extensive efforts I have supported to root out Medicaid waste, fraud and abuse. In 2013, DSS fraud investigators uncovered \$18 million in recipient and provider fraud, waste and abuse across all program areas. On behalf of Nassau County taxpayers, we will continue our aggressive efforts to ensure that those who try to cheat the system be prosecuted to the fullest extent permitted under the law.

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

I commend the work our employees perform and thank them on behalf of our 1.3 million residents.

Nassau County cares deeply about its most vulnerable residents and you will be impressed to read of the breadth and scope of DSS' 2013 accomplishments.

Thank you!



II. Message from the Commissioner

I am pleased to present the Department's 2013 Annual Report which describes our programs and services and highlights our accomplishments during calendar year 2013. DSS experienced multiple challenges during 2013 in the aftermath of super storm Sandy. While many Nassau families are still struggling with storm related issues I am happy to report that DSS worked tirelessly with other county and state agencies to help meet the immediate needs of many families.

Summarized here are selected program statistics from 2013:

- Over \$2.3 million in cost savings for emergency housing due to better interagency coordination and the use of technology
- The Homeless Re-stabilization project moved 87 families with 318 people and 389 single adults from emergency shelters into permanent housing
- Since 2010 the amount of total security deposits paid to landlords was reduced from \$1.86 million to just under \$20,000 in 2013 by replacing a cash security deposit with a surety agreement
- Day care services were provided for 5,200 children in 4,000 working families
- DSS administered 117,000 Medicaid only cases for over 181,000 individuals or 14% of Nassau's population
- Over 20,000 applications for temporary assistance were processed
- Supplemental Nutritional Assistance Program (SNAP or Food Stamps) were provided to almost 41,000 Nassau families and 22,000 HEAP (Home Energy Assistance Program) benefits were provided Nassau households
- Child Protective Services investigated over 7,000 reports
- DSS helped 31,000 families obtain child support
- Almost 200,000 registered visitors came to the DSS building in Uniondale

But statistics do not tell the whole story. Hundreds of job seekers were able to find employment at the two job fairs held in 2013 which attracted hundreds of employers and 25,000 job seekers. In Children's Services the Family Assessment Response (FAR) program successfully diverted a number of families from traditional child abuse and neglect investigations to a more family centric approach by engaging families in meetings to help identify areas of concern and work towards a solution while reducing protective services intakes and recidivism. Our housing units improved our partnership with emergency shelters by creating a Memorandum of Understanding (MOU) that improves the client's ability to find permanent housing and reduces our reliance on Motels for emergency housing.

By far, the greatest resource we have is our staff: DSS boasts almost 900 trained and motivated employees. During 2013, the staff received many compliments for their dedication and service to Nassau residents. Some of these sentiments are captured in our Resident Feedback section – please take a look to see what your neighbors are saying about DSS staff. I think you'll agree that our staff is second to none when it comes to customer service.

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

Thank you for taking the time to read our 2013 annual report and please feel free to visit us on the County website at www.nassaucountyny.gov/agencies/DSS/index.html.

John Imhof, Ph.D.
Commissioner, DSS



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DSS Annual Report

III. DSS Overview

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

The Department of Social Services is responsible to:

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



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





IV. Mission Statement

Mission Statement

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

- Provide aid to eligible recipients through the Family Assistance, Safety Net, Day Care, Employment, Supplement Nutrition Assistance Program (formerly called food stamps), Medicaid and Home Energy Assistance Programs.
- Establish an initial child support obligation of a legally responsible individual through the Family Court, collect support payments, enforce and modify existing support orders.
- Protect children, adults and families by enforcing the mandates of New York State Social Services Law.



Vision
Mission
& Values





V. DSS Facts and Figures

Applications

- Family Ass
- Safety Net
- SNAP
- Medicaid
- Family He



Active Cases

Figures as of:	12/31/2012		12/31/2013	
	Cases	Individuals	Cases	Individuals
Family Assistance	3,245	7,566	2,878	6,747
Safety Net Assistance	4,363	6,352	4,111	6,227
Medicaid	68,262	100,407	80,377	119,817
Medicaid SSI	20,492	20,519	20,510	20,532
Family Health Plus	13,933	34,729	16,139	40,975
SNAP-NPA (Supplemental Nutritional Assistance Program - Non Public Assistance)	34,928	57,606	35,330	57,065
HEAP (Home Energy Assistance Program)	3,625	6,378	3,017	5,034
Services	5,855	16,413	5,559	15,744
Unduplicated Individuals		193,573		213,569



2012 - 2013 Budget Comparison

	2012	2013	% Change
Administration	\$ 65,400,144	\$ 69,053,534	6%
Medicaid	\$ 247,935,261	\$ 250,750,000	1%
Family Assistance	\$ 33,520,273	\$ 29,000,000	-13%
Safety Net Assistance	\$ 41,124,477	\$ 38,650,000	-6%
HEAP	\$ 132,070	\$ 250,000	89%
Burials	\$ 253,488	\$ 225,000	-11%
Foster Care	\$ 18,353,317	\$ 13,601,100	-26%
Children in State Custody	\$ 5,001,500	\$ 5,225,000	4%
Juvenile Delinquents/PINS	\$ 7,491,668	\$ 3,500,000	-53%
Non Secure Detention	\$ 594,924	\$ 575,000	-3%
Adoption Subsidies	\$ 5,172,329	\$ 4,750,000	-8%
Adoption Fees	\$ 119,640	\$ 40,000	-67%
Home Maker Services	\$ 493,456	\$ 500,000	1%
Prevention Services	\$ 6,258,735	\$ 6,246,491	0%
Independent Living	\$ 320,250	\$ 278,814	-13%
Special Education	\$ 15,849,567	\$ 16,000,000	1%
Day Care	\$ 58,456,989	\$ 57,500,000	-2%
Total	\$ 506,478,088	\$ 496,144,939	-2%



vi. DSS Advisory Council

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

officials regarding the Department's policies. Currently there are over 70 members representing hospitals, schools, service providers, non-profit agencies, faith based organizations, and recipients of services. In addition to 3 active sub-committees, the Advisory Council holds two public forums annually. The Public Forum held in November 2013 had more than 80 people in attendance to hear updates from DSS staff on all major programs.

DSS Advisory Council

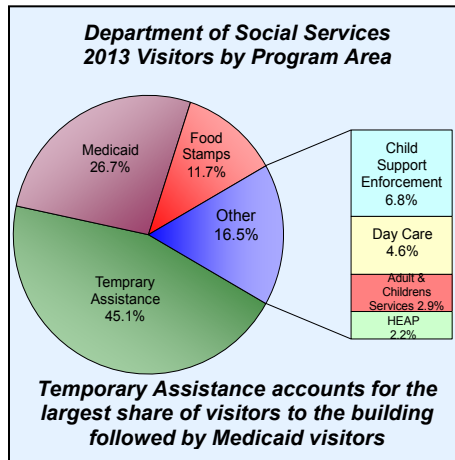


Having a hard time making ends meet? Check your eligibility for economic supports at: myBenefits.ny.gov



VII. Lobby Status Tracking System

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



HHS Visitor Status Tracking System. The Status Tracking System monitors the progression of visitors from the time they enter the building to the time they leave. Visitors register with the Community Service Representatives at our Welcome Desk where they are logged into the Status Tracking System database. In

a quarter of a million activities.

The Lobby Status Tracking System provides management with up-to-the-minute information on the traffic flow in the lobby. This information allows management to make daily adjustments in staff assignments to best meet the service needs of our clients.

The Status Tracking System also provides data that is used to analyze monthly and yearly traffic cycles as well as longer term traffic patterns and trends. This information is used to help optimize staffing requirements to service our clients on an ongoing basis.

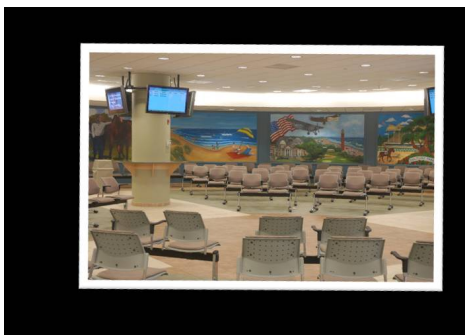
In 2013 a new 'North Room' was created which will allow greater flexibility regarding programmatic needs and lobby activities. Looking towards 2014, the lobby will be nine years old and fresh paint and new furnishings will be on order.



Lobby Status Tracking System

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

this way our clients are served in an efficient and timely manner. During 2013, over 200,000 visitors to HHS were served at 60 CLB, completing over



VIII. Customer Service

As with any large organization the Department can sometimes be a challenge to navigate.



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

government officials and the community.

Customer Service answers questions and resolves issues directly; otherwise staff will forward the information to the appropriate staff for response and resolution.

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

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

Legislative staff and government officials can call **516-227-7403** to speak to an Administrative Assistant. A signed release is required to share information regarding constituents or specific case information. Telephones are answered **Monday – Friday, 9 a.m. – 4:45 p.m.**

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

IX. Emergency Services

In addition to providing services Monday – Friday, 9 a.m. – 4:45 p.m., the Department maintains an emergency services program that operates from **6:00 p.m. to 8:00 a.m. weekdays**, and continuously on weekends and holidays. Emergency services can be reached at **516-573-8626** and includes referrals to

emergency temporary housing, medical transportation in limited circumstances, referrals to New York State for suspected child abuse, emergency fuel arrangements, referrals to appropriate community agencies (if warranted), domestic violence intervention and hotline information and

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




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



X. Domestic Violence

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



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

The 2013 annual Family Violence conference was held on April 19th at Long Island University Post. Through grant funds, the FVTF held a free all-day conference which included a continental breakfast and lunch. There were more than 200 people in attendance. Lanyards and pad folios were also distributed with the tag line, "Violence is not the answer."

Nassau County Family Violence Task Force



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

Domestic Violence Community Resource Directory For all emergencies please dial 911

24/7 DV & Sexual Assault Hotline	(516) 542-0404
NC Coalition Against Domestic Violence	(516) 465-4700
Circulo de la Hispanidad, Inc. - Crisis Intervention	(516) 292-2433
Child Abuse/Maltreatment Hotline (Albany)	(800) 342-3720
Mandated Reporters	(800) 635-1522
Coalition Against Child Abuse & Neglect	(516) 747-2966
Hispanic Counseling	(516) 538-2613
NC District Attorney's Office – Crime Victims' Advocates	(516) 571-4967



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

XI. Fraud Investigations



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

Liens and Recovery Unit is tasked with recovering resources from estates and overpayments. The Special Investigations and Contract Investigations units work with the Department's benefits program areas and other government agencies to investigate potential waste, fraud and abuse to ensure that taxpayer dollars are utilized to help families and individuals who are truly in need of support.

Examples of fraud:

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

- Intentionally failing to report a change in the household composition
- Intentionally failing to report earnings from employment
- Intentionally failing to report monies from unemployment, disability and social security
- Intentionally failing to disclose bank accounts
- Intentionally failing to disclose marital status

In 2013 Fraud Investigators uncovered \$18.2 Million in recipient and provider fraud, waste and abuse across all program areas. This includes \$779K in restitution from the DA's office; \$9.3 million from liens and recoveries and \$1.7 in Medicaid cost avoidance. The balance is cost avoidance for miscellaneous activities (e.g., cases not open due to front end detection, Day Care and TA cases closed due to investigations).

October 10, 2013

MANGANO SEEKS TO EXPAND EFFORTS IN ROOTING OUT MEDICAID WASTE, FRAUD AND ABUSE

Achieving \$51 Million in Cost Avoidance to Date Compels County Executive Mangano to Seek Approval of Wider Opportunities for Investigation

July 8, 2013

MANGANO UNCOVERS MORE THAN HALF MILLION DOLLARS IN WELFARE FRAUD CASES \$3.7 Million in Taxpayer Savings Achieved in Past 20 Months

September 24, 2013

MANGANO UNCOVERS \$362,000 IN WELFARE FRAUD, WASTE AND ABUSE

\$3.4 Million in Criminal Fraud Detected and 98 Cases Referred To District Attorney for Prosecution Since 2011

January 18, 2013

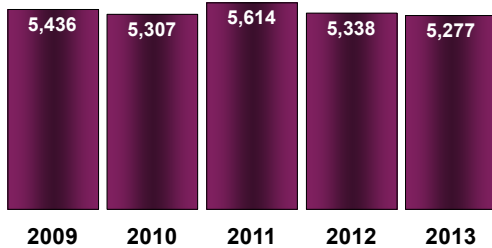
MANGANO: OFFICE OF INVESTIGATIONS UNCOVERS 17 NEW WELFARE FRAUD, WASTE AND ABUSE CASES \$3.2 Million in Taxpayer Savings Achieved in Past 20 Months



XII. Public Assistance

Temporary Assistance for Needy Families (TANF) or Family Assistance is a federal

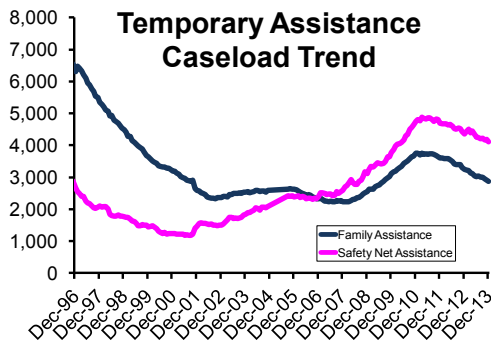
Family Assistance Applications



program administered by the New York State Office of Temporary and Disability Assistance. Nassau County is the local district that provides cash assistance to needy families in Nassau that include a minor child living with a parent (including families where both parents are in the household) or a caretaker relative. Family Assistance operates under federal Temporary Assistance for Needy Families (TANF) guidelines. Under TANF, eligible



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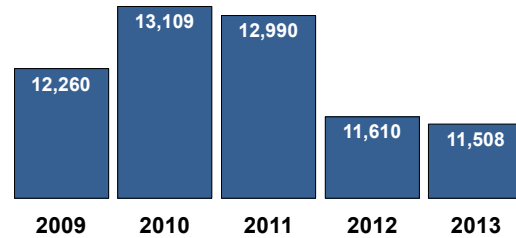


adults are limited to receiving benefits for a total of 60 months in their lifetime, including months of TANF-funded assistance granted in other states. Once the five year limit is reached, the household is ineligible to receive any more TANF benefits which in part explain the increases in SNA in New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

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

Safety Net Assistance (SNA) was established under the New York State Welfare Reform Act of 1997 to replace the Home Relief program. This

Safety Net Assistance Applications



program provides assistance to individuals and families who either do not qualify for the federal TANF program or whose TANF benefits have run out. Benefits are provided as cash for 24 months. After 24 months benefits may continue as non-cash payment (vouchers or payments are made directly to vendors).

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

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



Other Public Assistance Programs Include:

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

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

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



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



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



XIII. SNAP (formally Food Stamps)

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

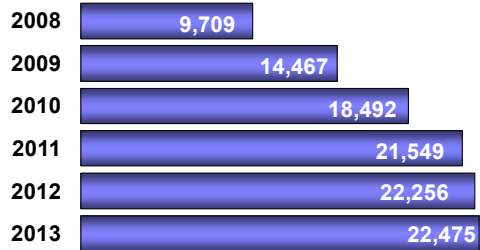


There are many supermarkets throughout Nassau County where clients can use their benefit card. Many TANF and SNA recipients receive Food Stamps as part of their overall public assistance grant.



2013 Highlights

Non-Public Assistance SNAP Applications



- Nassau residents applying for Food Stamps only (not applying for Public Assistance) increased by over 130% since 2008.
- A coding procedure was developed and implemented to better identify applications that are processed beyond thirty days (the Federal requirement) that occur through no fault of the agency.
- The ARA (American Recovery and Reinvestment Act - commonly known as the stimulus package) expired on November 1, 2013, decreasing SNAP benefits for all recipients.



XIV. Housing and Homeless Prevention

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

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

The SPOT system (Shelter Placement Online System) was fully expanded in 2013 to manage almost all emergency housing needs. The SPOT system works as a “reservation” system for all emergency shelter placements (motels and shelters) so when clients are placed in emergency housing DSS knows what shelters/motels are available and the type(s) of accommodations offered. It allows the department to keep better track of all our emergency shelter assets to better plan for future needs.

Homeless Re-stabilization Project

- Emergency Housing unit of The Office of Housing and Community

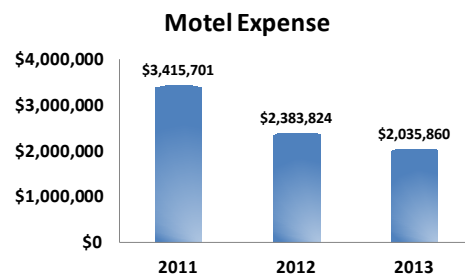
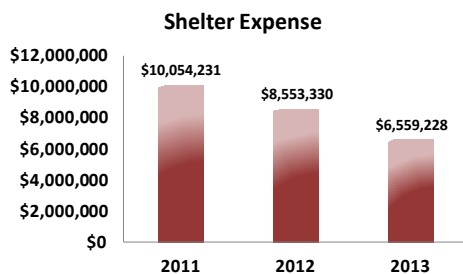
Development along with DSS continues to support and oversee the “Homeless Re-Stabilization Project” which is an on-going effort to help homeless clients find long-term stable housing. Through this project over 87 families with 318 members and 389 single adults were moved out from emergency housing into permanent housing in 2013 saving the county about \$2,000 monthly for singles and \$4,200 monthly for families. In 2013 the Homeless Re-

Emergency Housing - DSS/OHCD		
Homeless Re-stabilization Project Comparison Chart 2013		
	2012	2013
Total number of families	52	87
Total number of family members	150	318
Total number of singles	178	389
Total number of individuals	328	707

Stabilization Project came into its own with a 156% increase in individuals placed into permanent housing over 2012 placements (an increase from 328 in 2012 to 707 in 2013).

Other Notable Emergency Housing Accomplishments in 2013:

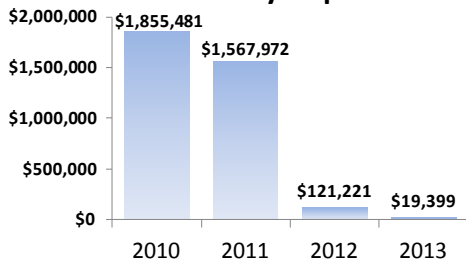
- Saved \$2.3 million in emergency housing costs (shelters and motels) by using technology to monitor and track emergency housing placements, reducing motel fees and revising shelter rates. This is on top of \$2.5 million saved in 2012.



- Decreased expenditures on cash security deposits by 99% since 2010 by implementing a security agreement for clients seeking housing.



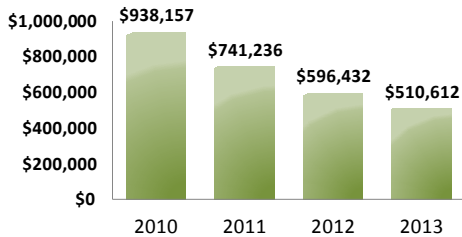
Security Deposit



Under the new agreement landlords are issued a surety for security deposits instead of issuing a cash security deposit. Under the surety agreement landlords can claim up to two months' rent for damages and unpaid rent once the tenant vacates the property. In 2010 DSS spent \$1.86 Million in cash security deposits and in 2013 this amount was reduced to just under \$20,000 for 2013 using the surety agreement.

- Moving and storage costs are incurred when a client's housing becomes an issue (eviction, moving, etc.). The agency reduced moving and storage costs by 14% from just over \$596 thousand in 2012 to just under \$511 thousand in 2013. Since 2010 these expenses have been reduced by over

Moving and Storage Expense

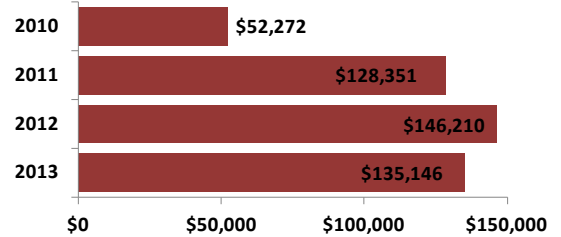


46% from \$938 thousand in 2010. This has been accomplished by implementing guidelines for establishing the costs for moving and storage.

- Clients with income are required to contribute towards their emergency shelter costs. Close monitoring by DSS and OHCD of homeless clients with income has increased the collection over the years from \$52,272 in 2010 to

\$135,146.14 in 2013.

Client Rental Deposit Collections



The numbers are slightly reduced from last year due to the successful re-stabilization of clients with income into permanent housing.

- Emergency Housing coordinated with various veteran agencies to find the appropriate services for the homeless veterans and facilitated their movement to permanent housing.
- Increased coordination between Emergency Housing and other inter-county departments such as Employment, FECS, CPS, APS, ARC, Drug and Alcohol, etc. resulted in providing clients with necessary assistance in an expeditious manner. Day-to-day operations include Emergency Housing case managers interviewing clients and identifying what barriers lead to homelessness (i.e., substance abuse, poor financial management or sudden change in finances, mental health/physical handicap, etc.) and referring clients to appropriate units (Drug and Alcohol, Employment, ARC, etc.) for division partnering to build a strong support network for clients to benefit from multiple disciplines. Case managers evaluate whether other assets already exist and place clients in the path of their existing resources (i.e., income, family, friends, etc.). When either no resources exist or clients exhausted their existing resources, case managers place clients in homeless shelters or motels for temporary emergency housing.



XV. Employment

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

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



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

The Employment Unit is composed of four areas:

1. Family Assistance (FA) - The FA staff provide supportive services to single parents to engage in work activities. They also sanction those clients who are non-compliant. There are two vendors EOC and NADAP who assess and case manage FA clients. A third vendor FEGs enrolls both FA clients and single individuals (SNA) into work experience.



2. Safety Net (SNA) – The SNA Unit provide supportive services for single individuals and two parent families to engage in work activities. They also sanction non-compliant clients which can lead to full case closures.
3. Job Development – The Job Developers and JRT staff conduct weekly job search classes and assist individuals to obtain employment. They conduct a series of JRT workshops to prepare individuals for job fairs. The Job Developers and JRT staff play an integral role in the job fair.

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

The Nassau County Department of Social Services Employment Unit helps public assistance recipients obtain employment, job counseling and employment related training. The DSS

Employment Unit provides a direct service to local employers by conducting pre-employment activities such as client assessments and employee screening. Employers who hire DSS clients are eligible for tax credits.



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

2013 was a busy and productive year for the Employment Unit.





2013 Highlights

1. Nassau County had the largest increase: 22.2% for Entries to Employment of the large districts for the period of October 2012

Employment Unit 2013 Highlights:

- 1,134 entries to employment
- 1,774 referrals to Work Experience Program
- 25 new Work Experience sites developed
- Over 200 placements in vocational and educational training programs

thru September 2013.

2. The Family Assistance participation rate ranked 3rd among the large districts with a rate of 28.4% for the quarter period of July – September 2013. Nassau County ranked 8th highest out of the 58 counties.
3. Nassau's Satey Net Assistance (clients



without dependent children) participation rate ranks 3rd in the large districts with an annual participation rate of 37.3 %. The average upstate participation rate is 28.1%.

4. The success of last year's two job fairs at the Cradle of Aviation Museum necessitated the need for a larger venue. As a result, the June 2013 job fair was held at the Long Island Marriott in Uniondale with over 250 employers and 9,000 job seekers. Veterans got a head start with a 9am admission time while the general public was admitted at 10am. The job fairs were coordinated by the

DSS employment unit and other Nassau County agencies such as the Office of Minority Affairs, the County Executive's office, the Nassau County Veteran's Service Agency and the Nassau County Coordinating Agency for Spanish Americans (C.A.S.A).

- The November 2013 job fair was the largest job fair in Nassau County's history. It was held at the Nassau Coliseum in Uniondale.

- There were 300 employers and 10,000 job seekers that attended the job fair. Hundreds of Nassau County residents obtained employment as a result of the job fairs.

5. A series of workshops were held to prepare not only our clients, but also veterans and the general public for the job fairs. Topics covered included resume preparation, career exploration and interviewing techniques.



6. Nassau County sponsored the regional focus group discussion on promoting employment with counties from the downstate region including New York City, Westchester and Suffolk counties. The focus group provided an excellent forum to exchange information and share best practices.



XVI. Employment Job Fair

The success of last year's two job fairs at the Cradle of Aviation Museum necessitated the need for a larger venue. As a result, the June 2013 job fair was held at the Long Island Marriott in Uniondale. It attracted over 200 employers and approximately 10,000 job seekers. The November 2013 job fair, our largest job fair to date, was held at the Nassau Coliseum. It attracted more than 300 employers and over 10,000 job seekers.

Veterans got a head start with a 9am admission time while the general public was admitted at 10am. The job fairs were coordinated by the DSS employment unit, the Office of Minority Affairs, the County Executive's office, the Nassau County Veteran's Service Agency and the Nassau County Coordinating Agency for Spanish Americans (C.A.S.A.).

- To prepare our clients, as well as veterans and the general public for the job fairs, workshops were held in the weeks prior to each job fair. Topics covered included resume preparation, career exploration and interviewing techniques.



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

JOB PREPARATION WORKSHOPS

- Career Exploration • Resume Prep
- Interviewing Techniques

REGISTRATION REQUIRED

**September 19, September 27,
October 23 & October 30, 2013**
2:30pm to 4:00pm

Cradle of Aviation Museum
1 Davis Ave • Garden City
To register call 516-227-7692 or 516-227-8656



**NASSAU COUNTY EXECUTIVE
ED MANGANO**
www.nassaucountyny.gov



**NASSAU COUNTY
DEPARTMENT OF SOCIAL SERVICES
OFFICE OF MINORITY AFFAIRS
C.A.S.A. COORDINATING AGENCY
FOR SPANISH AMERICANS**



**NASSAU COUNTY
VETERANS SERVICE AGENCY**

Follow Ed Mangano on Facebook, Twitter and www.nassaucountyny.gov
and/or download the Nassau App for iPhone and Android.
The place to find local jobs is www.nassauworks.com.

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

CAREER & JOB FAIR

November 4th, 2013

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

at the
Nassau Veterans Memorial Coliseum
1255 Hempstead Turnpike • Uniondale
FREE PARKING

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



**NASSAU COUNTY EXECUTIVE
ED MANGANO**
www.nassaucountyny.gov

Sponsored by
**LONG ISLAND'S
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makes you feel good

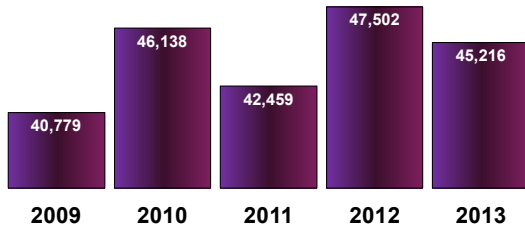
Follow Ed Mangano on Facebook, Twitter and www.nassaucountyny.gov
and/or download the Nassau App for iPhone and Android.
The place to find local jobs is www.nassauworks.com.



XVII. Medical Assistance

Medicaid provides assistance to Nassau County residents who do not have the means to pay for medical care. Individuals who are eligible include those in receipt of SSI (Supplemental Security

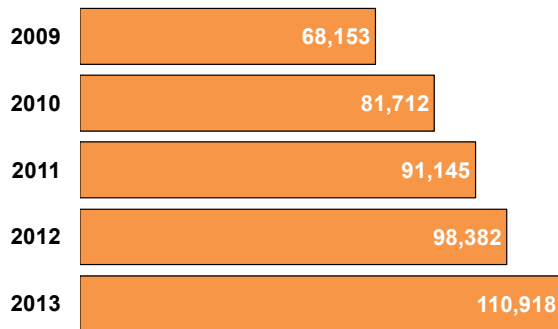
Medicaid Applications



Income), Public Assistance and those who meet the eligibility criteria.

In 2013, the number of MA applications decreased by -5%. However based on the growth in MA applications over the last few years there was a 13% increase in the number of Medicaid cases in Nassau County and a 71% increase since 2008. At the end of 2013 the department carried a caseload of 117,179 Medicaid cases insuring 181,477 individuals – 14% of the entire population in the County. During 2013, the caseload averaged just fewer than 111,000 cases each month.

Medicaid Average Monthly Caseload



In October of 2013 the State began the takeover of processing Medicaid applications as part of the Affordable Care Act (Obama Care). The state plans to fully take over a large proportion of the Medicaid cases in 2014. An additional change due to the Affordable Care Act is the end of the Family Health Plus Medicaid program on December 31, 2013.

Medicaid Pays for the Following:

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

XVIII. Children’s Services

Children & Families

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

What Happens After a Report Is Made?

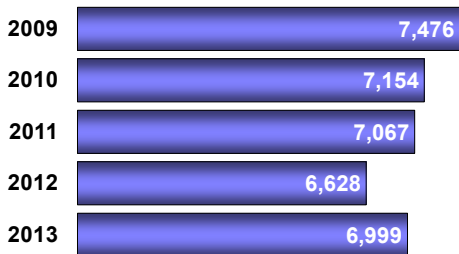
The investigation of a report begins within 24 hours and is a fact-finding process that includes interviewing, observing, and information gathering. Its purpose is to protect the child, determine the validity of the allegations, evaluate any condition of abuse or maltreatment that was not reported, and determine the services

Child Protective Services

Child Protective Services is responsible for investigating all allegations of child abuse and neglect received from the New York State Child



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



Abuse Registry. On the average workday in 2013, CPS received 28 reports, each requiring an investigation. On average 76% of reports are unfounded – a figure which has changed little over the past few years.

Who Can Make a Report?

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

necessary to ensure the protection of the child and reduce the degree of future risk to the child. The investigation includes a safety assessment of all children in the home, whether or not they are actually named in the report. The final step in an investigation is the determination of whether the report is "indicated" or "unfounded". If some credible evidence of abuse or maltreatment



exists, the report is indicated and the family is offered appropriate services. If no credible evidence of abuse or maltreatment is found, the



report is unfounded and sealed. The final determination must be made within 60 days.

Allegations fall into the following four categories below:

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



- sexual performance such as a photograph or video tape.
4. **Emotional abuse** takes place when a parent or caretaker's pattern of behavior has a harmful effect on the child's emotional health or well-being. The effect can be observed in the child's abnormal performance or behavior and there is substantial impairment in the child's ability to function normally due to the parent or caretaker's conduct. For example a child who is repeatedly isolated, frightened, embarrassed, belittled, or threatened manifests symptoms of impact such as aggressive or self-destructive behavior, inability to think and reason, inability to speak and use language appropriately, extreme passive behavior, extreme social withdrawal, psychosomatic symptoms, or severe anxiety. A mental health professional should assess the child to determine that the child's impairment is causally linked to the acts or omissions of the parent or caretaker.

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



2013 Highlights

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

Family Assessment Response (FAR)

October 2013 is one year since Nassau County launched its initial FAR Units (Family Assessment Response). On average in 2013, the FAR units worked with over 150 Nassau families each month reducing the number of families who are subject to the more traditional CPS investigation.



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

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

Reporting Child Abuse

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

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

**After Hours 6 PM to 8 AM, and 24 Hrs
on Weekends and Holidays
516-573-8629**

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

help identify and work through the concerns which have been identified. FAR works on empowering the families and keeping children safe. The goals of FAR are:

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

For 2014 Nassau has been approved by OCFS to create an additional FAR Unit.

Family Engagement

When CPS believes there is a family difficulty that may or may not have the potential to lead to a removal of a child/ren the worker engages the family and available resources for a Family Meeting. The meeting is to discuss alternatives to having the children placed into Foster Care and /or secure other resources and plans to help stabilize the immediate crises. The goal is to empower families, keeping children safe and reducing the number of Foster Care placements. In 2013, over 600 Child Protective Services

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

BASSICS

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

CPS Enhanced Funding

Nassau CPS has been awarded a grant of \$50,000 to enhance service delivery to children. This money is being used to acquire mobile technology which will improve communications between CPS workers and their supervisors and most notably all CPS workers to better assist families in locating resources.



In 2012 CPS enhanced funding had been provided to Nassau County to hire a Psychiatric SW, CSAC to consult with CPS staff in providing supportive services. Although that funding has ended, CPS along with the help of DSS Administration has been able to secure a small amount of dollars to help re-institute this important service for 2013.

Court Orders

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



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

Disproportionate Minority Representation

CPS staff have participated in the statewide conferences and have been trained as trainers for DMR. Nassau will be working with the Casey Family Foundation in developing a program/campaign “Make it Happen” whereby we will be partnering and involving the community to help everyone understand that we are in this together. The services we provide, the children being removed from their caregivers, the children being placed into foster care, the continuum of services and how we can all work together.



Parenting Group

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

Child Welfare Resiliency Training

CPS in consultation with OCFS has begun to receive Trauma based Child Resiliency Training (Sanctuary Model). This model is a treatment of organizational change that integrates trauma theory with the creation of therapeutic communities which provide safety for both clients and the staff who work with them.

Training Units

This past year CPS was fortunate enough to be able to hire 16 trainees to be CPS caseworkers. The training period will end at the beginning of 2014 and the 11 remaining workers will be placed into units. The workers will be filling vacant positions which will enable staff to help manage their caseloads more effectively.

Services for Children

Services for Children is responsible for several service areas including Preventive Services, and Adoption Services.

Preventive Services

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



PINS (Persons In Need of Supervision)

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

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

Foster Care Services

Foster and Adoptive Resource Development.

The staff in this units recruit, train, study, approve/certify, develop, retain, and re-approve/re-certify foster and adoptive families. To



inquire about becoming a foster and/or adoptive parent, please call **516 – 227-8284**.

Foster Care. Direct and/or referral services are extended to



place into foster care children referred by Preventive Services, Child Protective Services, the Department's Information, Resources and Referral Unit, or the Courts. These units work intensively with the children and their foster parents to stabilize the placements, to assure that all of the children's needs are being met, and to establish productive birth-parent/child visits. These units also extend immediate concrete, casework counseling and referral services directly to birth parents in an attempt to reunite them as soon as possible with their children and to lessen

the time the children spend in foster care. Those children and families not



reunited quickly, despite intensive efforts, receive continued concrete, casework counseling, and referral services as long as extended foster care is necessary. Ultimately, these units effect the safe reunification of children with their birth families, free for adoption children who cannot be safely returned to their birth families, or refer older teens for Independent Living services where neither reunification nor adoption are possible. These older teens are provided with opportunities to develop independent living skills with emphasis on education and/or vocation and to establish permanent family connections.

PINS Placement (Persons In Need of Supervision). This unit coordinates contracted agencies' foster home, group home, and residential treatment center services for court placed PINS youngsters who require residential services and/or therapeutic foster care due to their higher levels of needs and/or asocial behaviors.

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

Children & Family Services cases and coordinates NYSOCFS Connections system for Nassau County.

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

Adoption Services

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



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

Babies Can't Wait. In a collaborative effort known as Babies Can't Wait (formerly The Right Start for Babies) Children's Services works with Nassau County Family Court and the Adelphi University Institute for Parenting to provide



services to 0-5 year old foster care population and their offending parent. The initiative is a trauma focused developmentally informed program that provides intensive Mental



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

Family Engagement. Children's Services participates in the Family Engagement initiative through Family Meetings which are held with the birth families within 5 days of placement into foster care. The birth parents and those individuals that they identify as supports are invited to the Department by the Family Engagement specialist. This invitation comes about via a home visit to the birth parent by the FES. The FES provides Metro Cards for the participants that are willing to come to the Family Meeting and has also transported birth parents to DSS when public transportation is unavailable. Children's Services is measuring the length of time toward permanency with the goals of return to parent, discharge to a fit and willing relative and adoption, to measure the success of Family Meetings as a tool to achieve expedited permanency.

2013 Highlights

Babies Can't Wait

Babies Can't Wait cases started being officially tracked and heard by Supervising Judge Edmund Dane of the Nassau County Family Court, in September 2013. Currently, there are 4 cases being tracked in the BCW program. These cases have monthly conferences and hearings by the judge. In December 2013, the participating agencies presented Nassau's Babies Can't Wait

Program at the National Zero to Three Conference in San Antonio, Texas.

National Adoption Day

In 2013, DSS finalized the adoption of 25 children, 13 of which were finalized at a special



ceremony held at the Long Island Children's Museum on National Adoption Day, which was celebrated in Nassau County on November 18, 2013.

Family Engagement

In 2013, foster parents of the children entering foster care were also invited to attend the Family Meetings, after the discussion of confidential issues with the birth parent(s). By involving foster parents immediately, the FES and involved foster care staff are helping to develop a collaborative partnership between birth parents and foster parents at the start of each case, to provide better outcomes to the children and families.



Educational Stability

The purpose of the Educational Stability initiative is to provide better educational outcomes for children in foster care by limiting disruptions and multiple moves of children among school districts. As a pilot county for NYSOCFS, Nassau County DSS is at the forefront of the Educational Stability Initiative in New York State. Ongoing meetings were held throughout 2013, with BOCES principals and the BOCES Superintendent, as well as with various school district principals from around Nassau County. These meetings have been attended by Family Court Judge Robin Kent, NYSOCFS Assistant Commissioner Lisa Gharthey-Ogundimu, the Children’s Services Director and an Assistant Director, as well as by the Social Services Program Coordinator. In December 2013, the Social Services Program Coordinator Karen Garber, with Judge Kent and Assistant Commissioner Gharthey-Ogundimu, attended an Educational Stability Conference in Austin, Texas hosted by the Casey foundation.



Innovations in Family Recruitment Grant

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



XIX. Adult Services

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



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



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

exploited by others; and have no one willing or able to assist them responsibly. A caseworker will visit the person in his/her home within 24 hours if the allegation is life threatening or within three working days if non-life threatening. APS uses a case management approach to provide homemakers, counseling, financial management services, and medical services. Services are provided free, without regard to one's income. Anyone making a referral to APS in good faith is protected from civil liability.

Adult Preventive Services provides help for those adults who demonstrate a need for assistance in managing their activities of daily living. Services may include medical and/or psychiatric support services, homemaking and financial management services.

Family-Type Homes for Adults provides a family living situation for adults who need supervision and care. Caring people open their homes to adults that are mentally or physically

impaired who do not require the skilled care of a nursing facility.

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

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

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

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



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

Supreme Court appoints a guardian when it is determined that an adult is unable to provide for their personal needs and/or property management. The guardian's responsibilities can include arranging personal necessities such as food, clothing, shelter and health care. It can also include managing the property and financial affairs of the incapacitated person. If a person needing a guardian lacks sufficient assets to pay guardianship fees and has no other responsible person available to serve in that role, a referral is made to DSS. DSS conducts an investigation and determines whether a services case can be opened. Based on the department's assessment,



the court makes a finding as to whether a DSS vendor can act as the guardian for the incapacitated individual. If so, one of two contracted vendors is appointed guardian and assists the incapacitated person to live comfortably and safely while maintaining as much independence as possible.

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

2013 Highlights

Psychiatrist

APS contracted with a psychiatrist who can accompany caseworkers in the field when assessing the safety and competency of the adult.

OCFS Recognition

DSS staff were recognized by OCFS for taking over the financial management responsibility for adult clients. This function was previously maintained by a contract provider.

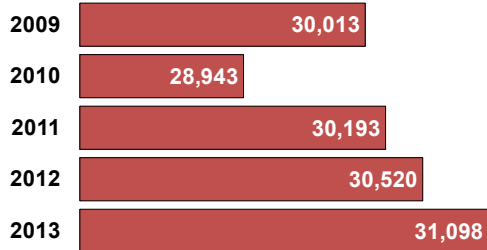


xx. Child Support Enforcement

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



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



Assistance are automatically provided with support services unless otherwise indicated.

The Office of Child Support Enforcement works to:

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

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



including provisions for health care coverage

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



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

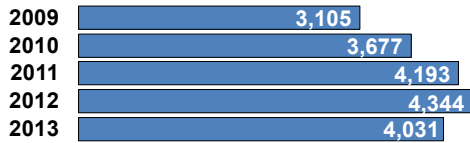
2013 Highlights

- In 2012 the CSE unit played an instrumental role in the apprehension of the number one most wanted deadbeat parent in the country. This deadbeat parent was arrested in the Republic of the Philippines, was deported to Los Angeles where he was taken into custody by federal marshals. In May 2013, at the federal courthouse in Central Islip, New York, Robert D. Sand, was sentenced to 31 months in prison followed by one year of supervised release by United States District Judge Joseph F. Bianco. Sand was also sentenced to restitution in the amount of his unpaid support obligations – \$903,789.
- Child Support Management System (CSMS) will terminate in 2014. The Automated State Support Enforcement and Tracking System (ASSETS) will be the new system for Child Support Enforcement. ASSETS allows users to view CSMS case data through an integrated graphical user interface (GUI) without having to use multiple systems and searches. It also offers functions that were unavailable in CSMS.

xxi. Day Care

DSS child care is provided to families on public assistance and working families in Nassau who meet income guidelines for subsidies. Various

Average Number of Child Care Cases



kinds of child care are available throughout Nassau County.

For 2013, the Child Care department continued to meet its mandate to expeditiously provide day



care subsidies to working families. The average number of days between application registration

and disposition consistently remained less than 30 days. Meeting the agency mandate to process applications within 30 days of application

Average Number of Children in Day Care



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

2013 Highlights

- An additional \$40k was received in addition to the \$100k received in 2013 for Day Care Fraud Grant from New York State to enhance Nassau County activities to address child care subsidy. The funds were used to develop software to manage fraud investigations.

- The Department of Social Services Day Care department has been in contact with four counties discussing the implementation of State policy and procedures as well as common day care issues facing all counties. As a result of these conference calls, the day care department is developing procedures that may result in cost savings for Nassau County as well as enable the department to provide more efficient service.

- The Department of Social Services Day Care unit has met semi-annually with day care providers at the Child Care Council of Nassau



County. These meetings entitled “Conversations with DSS” are designed to address day care provider issues and to update providers of policy or procedure changes in Day Care. In addition approximately seventy five new day care providers have requested enrollment to receive direct payment agreements with Nassau County.

- The Day Care department has also increased communication with the regional Office of Family and Children Services regarding health and safety standards of the Nassau County day care providers.





XXII. Information Technology Systems

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



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

The Information Technology group has been involved in dozens of projects completed in 2013. Some of the more notable accomplishments for 2013 are highlighted below.

2013 Highlights

- Completed the rollout of a new phone voice mail system that provided enhanced feature and capabilities to over 900 DSS Employees.
- Initiated the installation of a new phone system (Alcatel Advance 2000) department wide starting with two customer service call centers. Additional roll-outs to take place in 2014.
- Imaging:
 - Developed and implemented imaging process for credit checks of Foster Care children - Children Services have been



mandated by NYS to start performing credit checks on behalf of all Foster Care children with the 3 major Credit Reporting Agencies.

- Developed and implemented imaging process for Child Support Enforcement document storage.
- Updated the Imaging Court Orders process to minimize the risk for duplicate images.
- Hand Held Document Scanners distributed to Special Investigators to facilitate retrieval of documentation from the field work.
- Upgraded Door Lock and CCTV Recorders to support current operating system standards and increase video recording time.
- Integration of Hotel/Motels emergency housing into the SPOT system (Shelter Placement Online Tracking).
- MARS (Mileage) Enhancements:
 - Improved features for fiscal and HR staff to audit and review mileage form submission.
 - MapQuest API Upgrade – Upgraded the Mileage Application to support MapQuest v2.
- APTRACK (Application Tracking System) allows for on-line inquiry to pending applications for all program areas to better manage the timely processing of applications.
- Developed and implemented Services Alert System - The Services Alert System provides an automated method of notifying Children & Adult Services Staff of when a client has checked in at the Welcome Desk, without compromising individual confidentiality. This tool will help to facilitate getting Services for clients in an efficient manner.



- Sequel Server Reporting Services:
 - Recreated all Cognos production and adhoc reports in SQL 2008 web environment.
 - Implemented on-demand report generation by end user for Human Resources and Special Investigations.
- SQL Integration Services now being utilized to import data from New York State central data repository; more efficient and faster data retrieval and more information is available.
- iPad Deployment to Services staff to facilitate case management from the field.
- Developed and implemented a new Temporary Assistance recertification feature to help facilitate the Central Notice System Recertification generation process. This feature cut the task time in half.
- Created a database to identify errors in the automated utility payment program UTX which facilitates payments due to LIPA.
- Worked with Nassau County IT and LIPA to allow DSS staff access to LIPA billing information via a desktop application. This application is more efficient and saves valuable work time.
- Microsoft Windows 7 – Office 2010 Upgrade started in 2013 and will continue into 2014 before all DSS users are upgraded.
- Worked with the New York State IT department to provide access to locally hosted applications from any smart device (iPad, Android, Windows Mobile). This



allows workers the ability to access applications in the field which not only saves time and money but

provided better service to the residents the agency serves.

- The status tracking system tracks the activities of any visitor coming to the DSS

building. IT developed and implemented a mobile status tracking system that accesses the status tracking system remotely. This allows workers the ability to ‘fast track’ people waiting in line for certain time sensitive issues (e.g., employment meetings, group recertifications).

- Installed training and meeting technology including wiring and installing 2 ceiling mounted projectors for Staff Development and 2 - 60 inch Flat Screen monitors with computer and cable hookups.

- iPhones deployed to services field staff



which provided enhanced functionality such as synchronized e-mails, contacts and calendar with

outlook; full internet access and GPS with turn by turn directions.

- Automated the DSS Medicaid Retro Form Disenrollment process – These forms are used to request recoupment of Medicaid/Managed Care Health Insurance Premiums that were already paid. These recoupments recover hundreds of thousands of dollars that was spent by both the County and the State.
- DOH Shared Drive Migration – to gain efficiency by centralizing data and application on grant purchased server.





XXIII. Human Resources

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

2013 was an extremely challenging year for the DSS Human Resources section. DSS HR Office staff is involved in the day-to-day operations of a very active personnel office. In addition to the ongoing activities assisting DSS Program Directors, Unit Supervisors, and all department employees with their questions and concerns pertaining to Human Resources related matters, DSS HR processes various personnel actions and performs special projects as directed by DSS senior administrators. DSS HR staff processes Program Directors' requests for changes in personnel staffing assignments and/or requests for additional staff. The staffing changes that have been implemented have included individual employee transfers, restructuring & reorganization of work units, employee work schedule changes, and redeployment of supervisory staff when possible, to best address each Program's staffing needs. DSS HR staff continues to assist department employees on a wide range of concerns pertaining to various Human Resources issues.

Below are some of the major initiatives/programs undertaken in 2013, which involved the HR department:

- In early 2013, the Commissioner and his executive staff, in conjunction with DSS HR, vigorously sought and received approval to restore back to permanent title more of the employees who had been demoted on 12/30/11. Those employees are assigned to various sections, including Medicaid, Temporary Assistance, Employment, Day Care, CPS & Services, Child Support Collection & Enforcement, and other areas. Several of the workers would be restored to their former first-line supervisory positions.
- Following a review of payroll attendance records, in February 2013 the HR office sent counseling memos to those employees who had demonstrated the most egregious pattern of lateness in reporting to work. The memos advised employees to eliminate their chronic



pattern of reporting to work, and that continued failure to adhere to established personnel policies & procedures pertaining to acceptable attendance would necessitate disciplinary actions being initiated by the department. Also in early 2013, a review was done of the attendance records of the employees who had demonstrated excessive use of the INTIME six minute "grace-paid" period at scheduled start of shift. In March, the HR office sent counseling memos to the employees who had demonstrated the most frequent occasions of use of the "grace-paid" period. Going forward, continuation of excessive usage of the grace period will result in disciplinary actions being initiated by the department.

- By the end of March 2013, every one of the employees who had been demoted in December 2011, and who had remained on staff, had been fully restored to their original permanent civil service job titles. A total of 76 employees were demoted in title on 12/30/11. Despite the continuing fiscal challenges faced by the County, the thrust of the Department's efforts to restore these job titles, and also to try to return some of our laid-off workers, were realized.
- Human Resources office processed, for required employment clearances, a total of sixteen (16) selected candidates to fill approved Child Protective Services Caseworker I & Caseworker I Bilingual positions. The necessary clearances included: fingerprinting for the purpose of criminal history background checks & State Central Registry Clearances. The next scheduled State-mandated CORE training for new caseworkers would be commencing in August 2013; so in order to best coordinate the hiring of our new caseworkers with the start of the State training, the target start date would be set for late July 2013.
- During the month of June and continuing into July, DSS HR Office staff was fully involved in the processing of the caseworker candidates for required employment clearances, to fill the approved positions. On July 26th, the sixteen (16) CPS Caseworker I/ Caseworker I



Bilingual staff were appointed from Civil Service lists, and assigned to Caseworker Training units; the new caseworkers would be placed in ongoing CPS units at the completion of the caseworker training program.

- In September, DSS HR Office completed distribution of the updated Nassau County Family Medical Leave Policy booklets and Nassau County Equal Employment Opportunity Policy booklets; DSS HR collected employee “Acknowledgement of Receipt” forms for distributed booklets.
- As directed by the Office of the Nassau County Comptroller, department HR offices were asked to distribute the new Affordable Care Act “Health Insurance Marketplace Notification” to each of their Full-Time & Part-Time active-status employees. The DSS Human Resources Office completed this distribution to DSS staff, on or prior to the open-enrollment start date of October 1st, 2013.
- October 30th, 2013 was a very happy day at DSS. Director of Legislative Affairs Gregory May visited the Department of Social Services on behalf of Nassau County Executive Edward Mangano, to join with DSS Commissioner John Imhof & his executive staff to participate in promotion ceremonies at DSS. Approved through the Nassau County Civil Service Commission, the Nassau County Human Resources Office, the Office of Management & Budget, and County Executive Mangano, a total of one hundred ninety two (192) DSS employee promotions were announced by Commissioner Imhof and Director May, and presented to the employees at the October 30th ceremonies. Also attending the ceremonies were the promoted employees’ supervisors and Program Directors. All of the appointments were made from Civil Service Lists, and were effective as of November 1st, 2013. Employees were promoted to the following job titles: Social Welfare Examiner II, Caseworker II, Multi-Keyboard Operator II, Clerk II, Administrative Officer I, Job Developer II, Accountant II, Social Welfare Examiner



- Supervisor I, Social Welfare Examiner
Supervisor II, & Social Welfare Examiner
Supervisor III.
- Within the singular month period from November 1st thru November 30th, 2013, the Department of Social Services promoted an unprecedented total of one hundred & ninety six (196) DSS employees - which represents almost 25% of full-time staff!
- The month of December was also the Annual Open-Enrollment Period for Changes in Health & Dental Insurance Plan coverage, during which employees who desired to change their health and/or dental coverage could do so. DSS HR office staff assisted employees with their questions during this busy open-enrollment period and forwarded all changes submitted to the Comptroller’s Office Health Benefits section. The NC Flex Benefit Plan open-enrollment period also occurred during the month of December.
- The DSS HR Office, in conjunction with DSS administration, continues ongoing reviews and revisions of various HR policies & procedures, with the assistance of the Office of Labor Relations & the Nassau County Office of Human Resources.
- The DSS HR Office processes employee requests to participate in the Nassau County Voluntary Furlough Program. From the start of the Program thru December 31st, 2013, a total of 47 Voluntary Furlough Applications were been submitted; 29 of these applications were approved.
- At the direction of DSS Commissioner & senior staff, DSS HR will continue to request civil service and budget authorizations, approval of which would allow the department to fill critical vacancies and key positions. Due to recent employee attrition, and the need to address increasing caseloads within Program areas, the Department will be seek to fill entry level positions in 2014.

Going forward in 2014, DSS HR Office staff will continue to handle the day-to-day operations of a very active personnel office, as well as address special projects & initiatives.



XXIV. Employees of the Month in 2013

Since 2007, the HR department in conjunction with the Commissioner’s Office reviews recommendations made by supervisors and co-workers regarding the exemplary performance of various employees. After a comprehensive review, one employee is selected each month as the Employee of the Month. And the honor comes with a few perks including lunch and a parking spot, not to mention the pride that comes from being recognized by your fellow workers! Here are the 2013 employees of the month:



The 2013 employees of the month are presented in four circular groupings:

- January:** Michael Aiken
- February:** Wendy Baines
- March:** Claudia Armendinger
- April:** Maria Afonso
- May:** Christine Hoke
- June:** Tawanna Turner
- July:** Rodolfo Novello
- August:** Julie McLaughlin
- September:** Diane Shustak
- October:** Barbara Daly
- November:** Victoria O'Brien
- December:** Angelina Barr



xxv. Planning & Research/Quality Management

Nassau is the first county in New York State to create and implement a Division of Quality Management within its social service department.

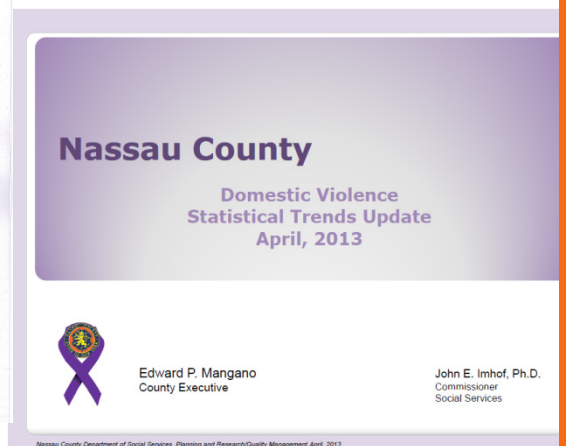
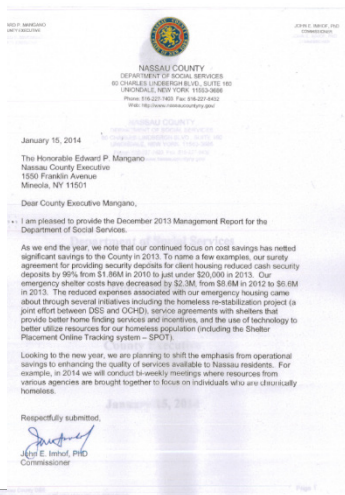
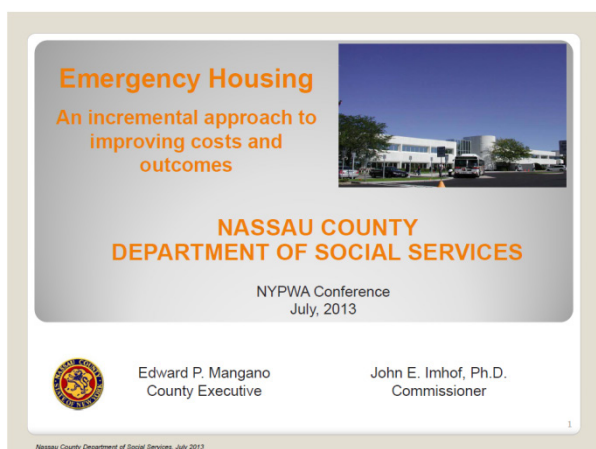
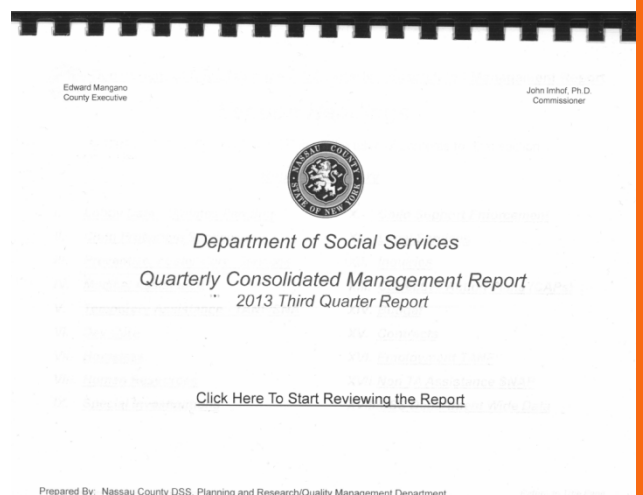
This unit works to:

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



The Quality Management group participates in most initiatives that the Department undertakes. The group has been a leader for understanding efficiency, technology, organizational effectiveness and cost savings. In 2013 some of the more notable initiatives included development of the SPOT system (Shelter Placement On-line Tracking system) to help keep track of homeless emergency shelter resources; contracts; domestic violence task force; disproportional minority representation; development of performance based contracts for employment vendors; and countless reviews of departmental program data to help support and guide administration policy and action.

Below are some of the cover pages from various reports produced by the Quality Management Group in 2013.





xxvi. Staff Development

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

2013 Highlights

- Staff Development has provided training to support the FAR Units in Child Protective Services, the pilot on Child Welfare Resiliency, and the KEYS Supervisory Core pilot with OCFS.
- Staff Development provided training to support a variety of new initiatives including the



Application Monitoring software system developed by DSS IT; Services Alert System; training on the SPOT software system (see the Housing and

Homeless Prevention section) for new vendors. The training helped DSS staff use these systems which provide process efficiencies for DSS Staff.

- As part of the NYS Disproportionate Minority Representation (DMR) Pilot and in order to continue to support staff in their journey of “cultural competence,” Staff Development provided the following training: “Addressing and Uncovering Unconscious Bias in Child Welfare Decision-Making” (presented 4 times to CPS and CS): “Understanding Cultures of



Middle Eastern and South Asian Muslims”; “Creating Relationships with People in Poverty”; and “How to Work Best with Families

in Which the Child is Americanized and the Parents Hold Strictly to the Beliefs and Traditions of their Home Country.”

- Training on “Confidentiality and Information Security Awareness,” “Workplace Violence Prevention,” and “EEO Training” was provided to newly hired staff, WEPs, interns, and volunteers on an on-going basis during 2013.
- An onsite offering of “Welfare to Work Core Training” was provided to DSS and vendor staff in November 2013.

- Staff Development presented a teleconference in March 2013 to APS and Legal on “Legal Aspects of Protective Services for Adults – Update 2013.”
- Staff Development presented a teleconference to CPS, Foster Care and Legal staff on “Legal Updates in Child Welfare” in September 2013.
- In response to 13-OCFS-ADM 02, “Safe Sleep of Children in Child Welfare Cases,” Staff Development worked with Jeanette Feingold, Director, CPS and Shelley A. Fleit, PhD, LCSW, Regional Coordinator, Sudden Infant and Child Death Resource Center, Stony Brook University and DSS Legal to develop a “Safe Sleep Checklist” for caseworkers to use when making home visits to families with children under 2 years of age to ensure that these children are sleeping in safe environments.



Training on the checklist and on the topic of a “Safe Sleep Environment” was provided to 151 CPS and Children’s Services staff in 2013.

- Staff Development began hosting a “Mentoring Group for Newly Promoted Supervisors” in 2013.
- In late 2013, LIPA switched the company that manages electric power over to PSE&G. Training was provided to 20 HEAP and Alternate Certifier staff to support the transfer of electric power transfer.
- In order to support the new State requirement that DSS address the child welfare services needs of sexually exploited children in Nassau’s CFSP/APU, Staff Development has presented webinars and classroom training on this topic to child welfare staff.
- Staff Development supported newly hired caseworkers in CPS by registering them in required training, coordinating Core Conferences and contributing to training evaluations of the new workers.





xxvii. Community Outreach Services

The Office of Community Outreach of the Nassau County Department of Social Services is designed to inform the communities of Nassau County of the services that are available for our residents. The Nassau County Department of Social Services administers many social service programs established and funded at the federal, state, and local government levels.



The objective of the Office of Community Outreach is to broaden public knowledge of our programs and procedures, as well as to improve client

access to benefits to which they are entitled. Having this important information will greatly assist residents of Nassau County. Program staff from the Department are available upon request to travel throughout Nassau County to conduct presentations

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

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

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

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





XXVIII. Legal Services

DSS Oversight

Beginning in October, 2013, a Special Master was appointed by Federal Judge Sandra Feuerstein to work with the parties in the Dowdell v. Imhof lawsuit to review DSS' efforts to date in the timeliness of processing public benefit applications. Special Master Grace Moran was also tasked with assisting the parties in formulating and implementing a strategy for DSS' continued compliance with the parties' stipulation and applicable Federal and State public benefits law.

Special Master Grace Moran continues to meet regularly with DSS leadership staff to review DSS performance statistics and is expected to submit a formal report with recommendations to Judge Feuerstein in 2014.

Legal Services

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

- Commissioner's Office/DSS Administration;
- Adult Protective Services;
- Medicaid and Medical Assistance;
- Liens and Recovery;
- Services to Children and Families;
- Foster Care;
- Child Protective Services;
- Day Care and Employment;
- Special Investigations;
- Public Assistance;
- Food Stamps;
- Housing and Homeless Prevention;
- Planning & Research;
- Systems;
- Staff Development;
- Labor and Human Resources.



- Attorneys serve as in-house counsel to the DSS Commissioner, DSS Executive Staff, DSS Administration, the Directors of each Division within DSS and DSS employees on a wide variety of matters ranging from the analysis of legal documents submitted to the Commissioner for signature to reviewing all correspondence, legal documents and mail received on a daily basis in order to determine the appropriate resolution/distribution/assignment of same.
- Attorneys serve as liaisons between the Agency and other County Departments and State Offices. Attorneys are in routine and regular contact with OCFS and OTDA in Albany regarding a large variety of pending and procedural matters. Attorneys are in contact with the Nassau County Comptroller's Office with regard to expenditures, the allocation of funds and scheduled audits which take place at regular intervals. DCAs and Agency Attorneys are in contact with the Nassau County District Attorney and law enforcement with regard to issues of suspected fraud. As well, DCA in this bureau routinely work with their fellow DCAs in other bureaus of the County Attorney's office.
- All petitions regarding the County Guardianship program as well as matters that are placed on the Surrogate Court's calendar are drafted by DCAs and agency attorneys who then represent the County in these matters. Attorneys will also prepare emergency access orders under Section 473-c to facilitate the Adult Protective Services function with respect to protecting the lives and safety of vulnerable adults, including seniors and those who are believed may be incapacitated or otherwise at risk.
- Guardianship petitions pursuant to Article 81 of the Mental Hygiene Law are prepared to protect an alleged incapacitated person against financial exploitation, foreclosure, and the potential dire consequences of living in the community without the capacity to fend for themselves. In these matters, DSS Legal Bureau attorneys file a special proceeding with the DSS Commissioner acting as "petitioner". Attorneys as well draft Family Offense Petitions to protect elderly clients.
- Attorneys evaluate complex legal documents for Medicaid compliance. These include Wills, Deeds, Accountings, Special Needs Trusts, Supplemental Needs Trusts, Irrevocable Medicaid Trusts, Revocable Trusts, Medicaid Personal Service Contracts and Medicaid Promissory notes. Attorneys advise the Medicaid program as to whether or not individual trusts or promissory notes are in compliance with federal and state regulations. Furthermore, attorneys advise as to whether or not the trusts shelter the

Duties and Responsibilities:

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

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



assets purportedly marshaled to the trust or make assets available to the Medicaid program, on either an income or a resource basis.

- Attorneys actively assists the Agency’s Liens and Recovery Division in the collection of monies owed the County in Social Services lien recoveries and pursue these recoveries in proceedings in Surrogate’s Courts. In appropriate cases, attorneys represent the Agency as a necessary party in Surrogate Court to vindicate Agency stakeholder concerns with respect to APS, Medicaid compliance, and Medicaid/public assistance reimbursements.
- All Article 10, Article 6 and Article 7 petitions under the Family Court Act that are initiated by Nassau County are drafted at DSS. These include emergency removal petitions pursuant to Article 10 of the Family Court in matters involving child abuse and neglect; access orders to see the child if access is refused (1034(2) of the Family Court Act); access orders to the home to do a home assessment, if access to the home is refused (Section 424(6)(a) of the Social Services Law and 18 NYCRR 432.2(b)(3)(iii) are the statutes governing home assessment access); prepare the 1029 Orders of Protection on an expedited emergency basis when required.
- Attorneys also draft a significant number of non emergency petitions, including: violations of Orders of Supervision; violations of Orders of Protection; extensions Orders of Supervision; extension of Orders of Protection; extensions of PINS placements; voluntary surrenders; Article 10 and Article 7 court order modifications, such as removing DSS supervision, or, requests to have child placed in foster care, etc.
- Attorneys consult with the CPS and Foster Care workers and supervisors on an ongoing basis providing advice and guidance. Attorneys participate in Child Protective Services investigative conferences including “face to face” interviews if counsel is going to be present; attending Medical Consent meetings for children in Foster Care (when a child is in foster care and, and, the doctor or hospital wants the child to receive medical treatment, etc., and, the biological parent will not consent), and Foster Care Service Plan Review conferences.
- Attorneys review proposed drafts of fatality reports from the SVRO (Spring Valley Regional Office) of OCFS. These fatality reports concern the death of a child in the care or custody of the DSS Commissioner or whom guardianship has been transferred to an authorized agency or in the case of a report made to the New York State Child Abuse and Maltreatment Register involving the death of a child. OCFS’ review will include an examination of actions taken by DSS caseworkers and supervisors and agencies under contract with the County.
- The Adoption and Safe Family Act (“ASFA”) provides for rigorous deadlines with respect to

presenting petitions to terminate parental rights (TPR petitions) in cases where children are confined to long term Foster Care placements. Once a child comes into foster care, ASFA requires child welfare agencies to quickly match parents with services designed to address the problems that led to the child's placement in care. ASFA also requires that a decision about whether the child can be safely returned home or should be moved toward adoption. The Department must petition to terminate parental rights if the child has been in foster care for 15 or more of the past 22 months.

- A key aspect of ASFA is the requirement that a Permanency Hearing be held in Family Court once a child has been in care for 12 months (and, if necessary, at 12-month intervals after that). Under ASFA, there are only five (5) permissible permanency plans that can be presented to the Family Court Judge at the Permanency Hearing: return to parent, adoption, legal guardianship, permanent placement with a fit and willing relative, and "another planned permanent living arrangement." TPR petitions involve the creation of involved social histories which supplement the petition and ASFA compliance requirements are federally promulgated.
- Attorneys have been defending DSS in fair hearing proceedings where benefits were either terminated or reduced. Attorneys represent the Department in conferences and administrative hearings in order to make sure that Agency determinations are upheld. Approximately a quarter of all fair hearings conducted by OTDA to determine either the client’s eligibility or the sufficiency of the benefit provided have had either a DCA or an Agency Attorney present. Furthermore, the DSS Legal Services Bureau has been actively involved with the process of Reconsideration wherein unfavorable decisions by an Administrative Law Judge (hereinafter “ALJ”) are subject to internal review by OTDA and on numerous occasions the DSS Legal Services Bureau has had unfavorable determinations overturned.
- Attorneys also handle the disclosure of agency records, freedom of information requests and subpoena compliance. Specifically, Attorneys advise the Agency in the capacity of privacy officer and freedom of information officer, and have responsibility for addressing FOIL, HIPAA, and similar confidentiality and public information concerns.



XXIX. Volunteer Services

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

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

2013 Highlights

- Dress to Impress: provided business attire to more than 100 men and women who are going on job interviews and seeking employment
- Holiday program for children in foster care: gave out more than \$1,000 in gift certificates and \$2,500 in toys to children in foster care at the annual holiday party. This year marked the party's 36th year.
- Boy Scout and Girl Scout troops in Nassau County ran food drives to assist our clients and fill the food pantry for emergencies that arise.
- The book exchanges with various schools in the county have helped us place books in our DSS playroom as well as the supervised visiting rooms. The children visiting the building are encouraged by our volunteers to take a book home with them.
- Children in foster care, child protective services and temporary assistance received brand new beautiful coats, hats and scarves along with new sweatshirts and active wear through the wonderful efforts from the Kids Helping Kids program.
- Many schools and companies throughout the county assisted volunteer services through the adopt-a-family and toy drive program. Companies and schools received a family's profile (identifying family composition, ages,



gender & clothes sizes), and they shopped for the family, buying brand new clothing and toys for the children as well as clothing and coats for the adults. They also provided baskets full of non perishable foods, with gift cards for the families to purchase for a festive meal. In many cases, they provided entertainment for the families such as movie tickets, fast food restaurants, fun zone tickets, and sporting events.

- Volunteers Services works closely with students who receive community service credits for hosting toy drives. The new toys collected are distributed to children in families receiving temporary assistance, children living in shelters, children in foster care and youth identified by staff or voluntary agencies as in-need.
- The monthly boutique in the workplace has proven to be a valuable fundraising event. This event is run by volunteers and through their efforts, many families have benefitted with new furniture, mattresses and various household items. With these monies, food certificates, diapers, and other needs are purchased.
- Yearly camp program for children in foster care and those on Public Assistance. The camp serves children ages 5-13 yrs.



Volunteers are honored for their dedication and services to Nassau residents from the County Legislature. Pictured from the legislature is Ms. Norma L. Gonsalves, Presiding Officer and Mr. Kevan Abrahams, Minority Leader





xxx. Resident Feedback and Kudos to DSS Staff

We are pleased to present some excerpts from a few of the several hundred commendation letters received in 2013 from residents of Nassau County complimenting DSS staff for their outstanding customer service.

Medicaid: “I needed some information and her patience, understanding and knowledge of the subject were outstanding. She is very courteous and respectful and I wanted you to know my feelings – please convey them to her.”

Temporary Assistance: “I am writing this letter to call your attention and voice my recognition of the high level of professionalism and competence demonstrated by your employee. I would like to emphasize the fact that (she) does her work efficiently, promptly and with a great amount of competence and expertise. I am appreciative and thank my lucky stars she is my caseworker. It is my opinion that she is an invaluable asset to your agency.”

Child Protective Services: “In my 24 year career as a social worker, I have never met such a CPS worker ... please pass along my gratitude to (her) for going beyond what most workers would have done to reach out to my student. We need more CPS workers like her.”

Disabled Client Assistance Program: “... have gone beyond expectations of excellence in their duties...yours is a difficult job in helping the public and these two individuals...are truly exceptional in their job performance.”

Temporary Assistance: “I just want to tell you about a really helpful and nice employee you have...I think she is one in a million ...she helped me to get back on my feet with good advice and a kind ear.”

Child Support Enforcement: “Your understanding of my position, your caring attitude, plus your professional manner, made everything go smoothly. Once again I thank you for your time and cooperation in this matter.”

Planning and Research: “Ms. W is a surprising delight to work with...she has been very professional, polite and very helpful. I could not miss the opportunity to let you know of the outstanding service she has provided to me.”

Medicaid: “I appreciate all the help Ms. L. gave to me. She seems to have all the skills needed to excel and she was a pleasure to speak with. She could teach classes to others on how to make a person feel comfortable.”

Child Support Enforcement: “I was amazed at what Ms. B accomplished in twenty minutes...she was courteous and most efficient and I thought I would pass that on to you.”

Customer Service: “Ms. A. is a wonderful and kind person. All your employees should follow in her footsteps.”

Accounts Department: “Ms. A. has been so helpful in solving numerous problems over the past few years. She is smart, kind and very responsive in returning phone calls and getting things done in a timely manner. I know people are always quick to complain, but rarely take the time to compliment a worker who really cares and does her job so well.”

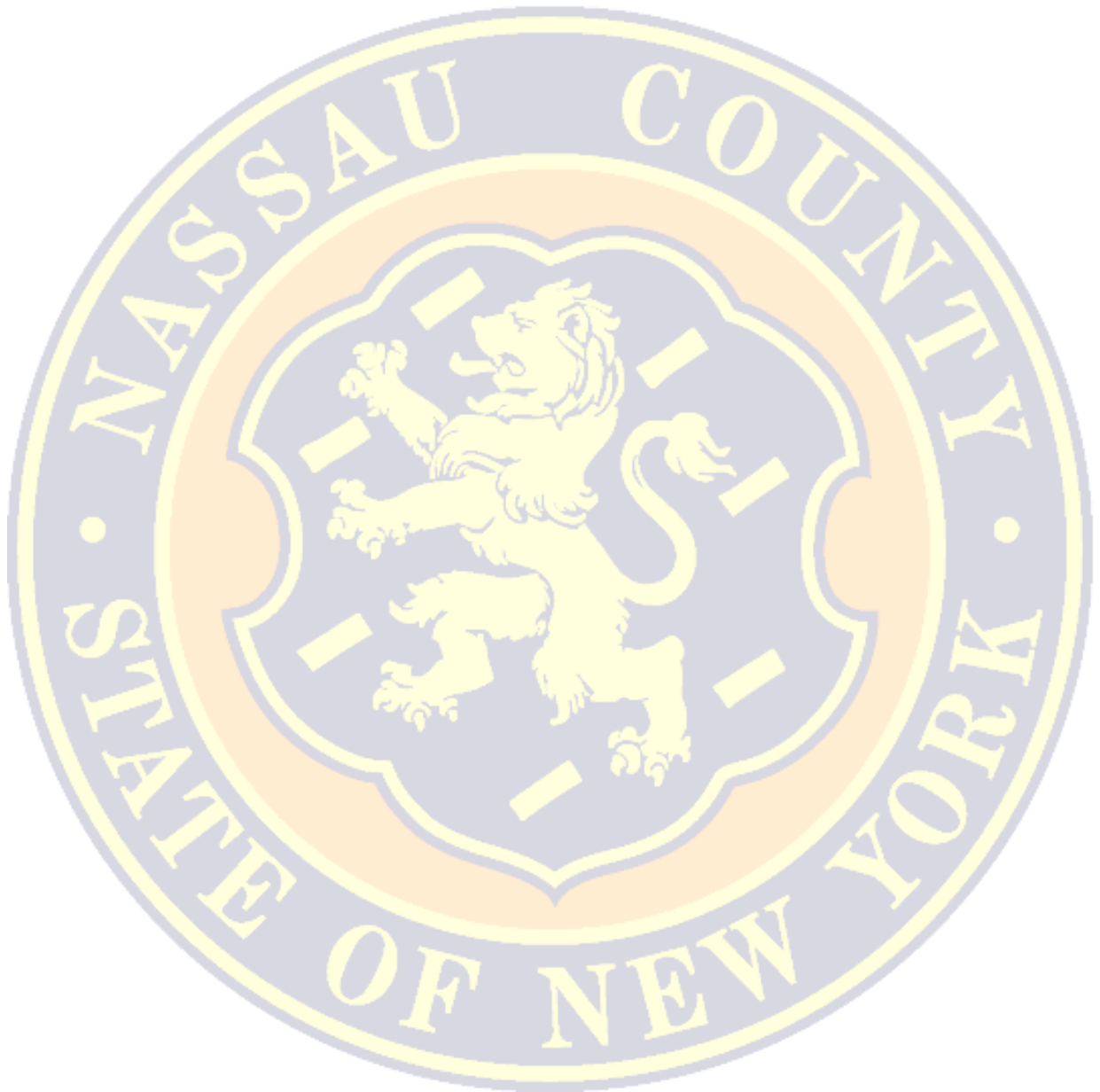
Additionally, DSS staff received letters of commendation from the professional community:

“We are writing today to commend Mr. B...over the past few years we have worked with him on a variety of cases and none were simple. In each instance he worked closely with us to understand the plan and the circumstances in order to provide for the needs of the senior. In every instance he was diligent, patient and displayed professionalism. We felt that you should know of this exemplary employee.” (Signed Ms. M., Attorney).

“Once again I would like to take this opportunity to commend Ms. S. on the outstanding job she is doing at the Nassau County Dept. of Social Services. Ms. S...resolved (our issue) within 5 minutes. She is not only an extraordinary, intelligent, patient and professional woman, I feel she is a huge asset to Nassau County Department of Social Services.” (Signed Ms. W., Day Care director).



Nassau County Department of Social Services



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