

Tioga County Department of Social Services

2021 Annual Report

Children and Adult Services

Child Protective/Preventive Services

- 1208 hotline reports received

Foster Care/Adoption/Home Finding

- 21 Foster Care Admissions: 17 abuse/neglect, 4 Juvenile Delinquents
- 11 Foster Care Discharges: 4 reunited with parent, 4 discharged to a relative, 4 “aged out”
- 4 children freed for adoption
- Family First Prevention Services Act implementation – involved DSS Administration, Foster Care, Accounting and Systems staff, as well as the County Attorney, Legal Department, Family Court Staff and Probation

Staff Development

- 803 participants attended 453 state-sponsored virtual trainings, totaling 3,119 hours
- 688 participants attended 198 local-sponsored trainings, totaling 1,185 hours
- 15 new hires completed New Employee Orientation
- 4 new Caseworkers received 100 hours of training through modeling and hands-on practical experience

CAC and Safe Harbor

- Child Advocacy Center fully opened, partnering with Tioga County Mental Health, Family and Children’s Society, A New Hope Center, Tioga County District Attorney’s Office, NYS Police, Owego Police Department and Tioga County Sheriff’s Department

Adult Protective Services

- Received 411 Adult Services referrals and 145 Adult Protective referrals
- Representative Payee for 40 individuals

PINS Diversion

- 71 Intakes with 34 referred to community services (Tioga County Mental Health, Glove House Preventive services, etc.)

Accounting/Systems/Fraud Activities

- The Accounting Department participated in the Annual State Single Audit. The programs tested were HEAP (40 records) and SCU. They also audited 39 administrative disbursements. There were no significant findings.
- Accounting and Systems continue to integrate work functions to support to each other's units.
- Accounting has continued to maintain many services throughout the ongoing COVID pandemic, such as continuing to provide departments with needed reporting, processing timely payments with little to no loss of efficiency and back-up to Systems. This is due to the dedication of the accounting staff using and creating improved processes.
- Accounting worked with APS and maintained a total of 50+ rep payee accounts. Accounting did an estimated 6,000 transactions including taking in their incomes and processing payments totaling \$548,636 on their behalf. Accounting has also provided APS with monthly ledgers, and other needed reports.
- In 2021, we replaced the Northwoods Compass Pilot software program used by Caseworkers for field work. The new program, Traverse, is cloud based with many enhanced features.
- All Services Caseworkers cell phones were replaced with iPhone SE models to take advantage of the Traverse casework software used by staff while in the field

Employment and Transitional Supports

HEAP

- The Home Energy Assistance Program (HEAP) is a vital program that helps low-income people pay the cost of heating and heating/cooling repair costs in their homes. The 2020-2021 HEAP Season ran from November 2, 2020, through September 30, 2021. The HEAP Unit processed 5850 benefits resulting in allocations of \$2,711,303 or an average of \$463 per benefit.
- HEAP also assisted 79 homeowners with the repair or replacement of their primary heating equipment, for a total of \$50,902.

Temporary Assistance and Intake/Employment Unit:

- The Safety Net caseload (single individuals and couples as well as families that have reached the 60-month time limit) average was 59 in 2021, down from 73 average in 2020.
- NYS Emergency Rental Assistance Program – 280 Tioga County tenants applied. Although administered by the State, local staff did outreach and provided direct assistance to 179 tenants and 44 landlords. Three laptop computers and scanners were provided to community organizations to help facilitate the process for tenants who otherwise would not have program access.
- The Daycare unit is co-located in the Career Center. In 2021, the Daycare caseload was comprised of an average 98 cases serving an average of 167 children and 125 adults. These numbers are down from 2020 when the caseload was comprised of an average of 108 cases serving an average of 193 children and 138 adults.

- The Social Security Disability Case Manager received 21 new SN referrals and 12 new TANF referrals. Due to the receipt of SSI 2 TANF cases closed, 2 TANF cases reduced, and 11 SN cases closed.

SNAP/Medicaid Unit

- The average monthly number of individuals receiving SNAP (Food Stamps) benefits in 2021 was 4,750 (approximately 1,619 of these were children).
- The monthly average of the total number of Tioga County individuals on Medicaid in 2021 was 13,184. 3,686 of these cases continued to be managed by FSMA staff, the remainder are on the State Exchange. Average number of SSI individuals was 1,173 (187 were children).
- The average number of Chronic Care (nursing home, assisted living and waiver programs) Medicaid cases was 223 per month for 2021.

Child Support Enforcement Unit (CSEU)

- The Child Support Enforcement Unit collected \$5,437,937 in 2021 with an average monthly caseload of 2,063.

Youth Bureau

- Total allocations of \$46,600 were distributed to ten Community Organizations and Municipal Recreational Programs.

Tioga Career Center

- Remained open to the public all year (one of the few centers to do so)
 - Assisted customers from surrounding counties whose centers were closed
 - Two Job Fairs were held in 2021
 - March – virtual, with 135 job seekers
 - August – in-person with 88 job seekers