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# Annual Report 2017

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# NASSAU COUNTY Department of Social Services

Laura Curran, County Executive  
John E. Imhof, PhD, Commissioner

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**NASW 2017 AGENCY OF THE YEAR**

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**Nassau County Legislature**

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***Siela A. Bynoe, LD 2***

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**I. Message from the County Executive**



**Message from County Executive Laura Curran:**

In presenting the 2017 Annual Report of the Nassau County Department of Social Services to the residents and elected representatives of Nassau County, I am proud to note that year after year DSS continues to progressively demonstrate itself as one of the most innovative and progressive social services agencies in the nation. As a longtime public servant, I most certainly understand and appreciate the many challenges especially facing health and human services agencies today. In this regard DSS and its outstanding staff perform an extraordinary job each and every day addressing the pressing and life-saving needs of our most vulnerable children, adults and families throughout our county.

Whether it be receiving special grant awards and accolades for the range and excellence of its children’s services; protecting at-risk adults through our guardianship programs; processing thousands of public assistance applications monthly in compliance with state and Federal mandates; providing shelter for homeless individuals and families; receiving consistently outstanding audit findings from our State and Federal oversight agencies; or utilizing the latest advances in information technology for enhanced quality management operations, each and every day DSS and its staff are committed to improving the lives of the neediest in Nassau County.

Our residents are fortunate to have such a dedicated team of public servants whom – along with our DSS Advisory Council and DSS Volunteers – each and every day live out the message “We care, and we’re here to help.”

The 2017 DSS Annual Report illustrates the breadth and scope of DSS programs and services. It is with pride and appreciation that I thank each and every one of our DSS employees and volunteers on behalf of Nassau County’s 1.3 million residents.

Sincerely,

Laura Curran  
Nassau County Executive



## II. Message from the Commissioner

I am pleased to present the Department's 2017 Annual Report which describes our programs and services, and highlights our accomplishments and challenges throughout the past year.

Applications for assistance by residents across many of our benefits programs are generally decreasing with the improving economy. Paradoxically there has been a dramatic increase in the number of homeless adults, children and families in emergency housing. On December 31, 2017 we housed 1,497 residents in our emergency housing system, including 463 children. This is an increase of 33% from the same date in 2016 and 68% increase over the same date in 2015. The homeless crisis is not unique to Nassau County as it's both a statewide and national issue. Locally, we have been working with the entire spectrum of community resources including not-for-profit organizations, educational, law enforcement, religious, civic and other agencies to address this issue. We continue to restructure operations to care for these residents and utilize all our available resources to assist these families and individuals find permanent housing.

Summarized here are selected program statistics from 2017:

- Day care services were provided for a monthly average of 5,600 children in 4,200 working families
- DSS administered 75,000 Medicaid only cases for over 99,700 individuals, or 7.5% of Nassau's population
- Approximately 17,300 applications for temporary assistance were processed
- Supplemental Nutritional Assistance Program (SNAP, formerly Food Stamps) benefits were provided to almost 34,000 Nassau families and 20,700 HEAP (Home Energy Assistance Program) benefits were provided Nassau households
- Child Protective Services investigated/assessed 5,936 reports of child abuse and neglect
- DSS helped over 30,100 families obtain and retain child support
- \$19.9 million identified in Social Services savings for 2017 from uncovering welfare waste, fraud and abuse. Since 2011 Nassau taxpayers have been spared a total of \$154.1 Million in welfare waste, fraud and abuse;
- The amount of total security deposits paid to landlords was reduced from \$1.86 million in 2010 to just over \$34,084 in 2017 by replacing a cash security deposit with a surety agreement

As the reader knows, statistics alone never tell the whole story. Hundreds of job seekers were able to find employment at DSS' 10th Mega Job Fair held in October which attracted hundreds of employers and thousands of job seekers. We maintain collegial relationships with all our community partners; over one hundred agencies represent the health and human service network of Nassau County.

By far, the greatest resource we have is our staff, as DSS proudly boasts almost 900 trained, motivated and professional employees. Throughout 2017, DSS staff in all program areas received many compliments and awards 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.

As testament to the staff's dedication and hard work, the continuing quality management initiatives of the Department and its emphasis on collaborative community relationships, DSS was privileged to be named the **2017 Agency of the Year Award** by the Nassau Division of the National Association of Social Workers, the first government agency so honored since the award's inception in 1991.

DSS is ultimately accountable to the taxpayers of Nassau County and we think you'll agree that our staff are second to none when it comes to the respectful and supportive services they provide to the most vulnerable children, adults and seniors of Nassau County.

As the 2017 President of the New York Public Welfare Association (NYPWA), which represents the 59 social service districts of New York State, I was proud to represent Nassau County in helping to guide the development and implementation of health and human services policies and legislation most beneficial to the neediest of all our State's residents.

Thank you for taking the time to read our 2017 Annual Report and please feel free to visit us on Nassau County's website at [www.nassaucountyny.gov/agencies/DSS/index.html](http://www.nassaucountyny.gov/agencies/DSS/index.html).

John E. Imhof, PhD  
Commissioner, DSS



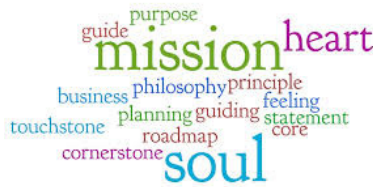
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## DSS Annual Report



John E. Imhof, PhD  
Commissioner, DSS



Paul Broderick  
Deputy Commissioner, DSS

### III. 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 for:

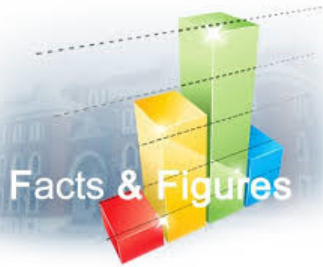
- Providing aid to eligible recipients through the Family Assistance, Safety Net, Day Care, Employment, Supplemental Nutrition Assistance Program (formerly called food stamps), Medicaid and Home Energy Assistance Programs.
- Establishing an initial child support obligation of a legally responsible individual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



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



## IV. DSS Facts and Figures



### Applications

Totals for	2016	2017
Family Assistance	4,444	3,813
Safety Net Assistance	11,494	11,283
SNAP	20,935	18,597
Medicaid	19,154	19,792
Day Care	3,846	3,756

### Active Cases

Figures as of:	12/31/2016		12/31/2017	
	Cases	Individuals	Cases	Individuals
Family Assistance	2,040	4,619	1,680	3,767
Safety Net Assistance	3,313	5,212	2,897	4,569
Medicaid (MA)	69,718	105,528	55,098	79,811
Medicaid (MPE)	295	295	388	388
Medicaid SSI	19,548	19,560	19,439	19,448
SNAP-NPA (Supplemental Nutritional Assistance Program - Non Public Assistance)	32,221	49,286	30,262	45,279
HEAP (Home Energy Assistance Program)	2,298	3,949	2,068	3,544
Services (Includes Day Care)	5,572	15,996	5,547	15,984
Unduplicated Individuals		164,538		138,802

### 2016 - 2017 Budget Comparison

	2016	2017	% Change
Administration	\$ 65,742,720	\$ 68,549,617	4%
Medicaid	\$ 237,423,889	\$ 233,191,869	-2%
Family Assistance	\$ 24,955,607	\$ 23,603,983	-5%
Safety Net Assistance	\$ 39,771,380	\$ 37,523,176	-6%
HEAP	\$ 353,985	\$ 313,777	-11%
Burials	\$ 218,415	\$ 236,050	8%
Foster Care	\$ 11,818,295	\$ 12,087,638	2%
Children in State Custody	\$ (1,279,291)	\$ 3,451,404	-370%
Juvenile Delinquents/PINS	\$ 2,264,992	\$ 2,009,331	-11%
Non Secure Detention	\$ 575,000	\$ 575,000	0%
Adoption Subsidies	\$ 4,655,815	\$ 4,588,059	-1%
Adoption Fees	\$ 109,201	\$ 130,000	19%
Homemaker Services	\$ 135,484	\$ 181,822	34%
Prevention/Protective Services	\$ 6,128,895	\$ 5,575,179	-9%
Independent Living	\$ 284,400	\$ 292,568	3%
Special Education	\$ 15,224,658	\$ 15,999,874	5%
Day Care	\$ 60,848,145	\$ 61,641,565	1%
<b>Total</b>	<b>\$ 469,231,590</b>	<b>\$ 469,950,912</b>	<b>0%</b>



## V. DSS Advisory Council

New York Social Services law requires local districts to have an Advisory Council and Nassau County has one of the most active councils in the entire state. The purpose of the Council is to advise the Commissioner concerning programs and policies pertaining to public assistance, medical care and services to children, families and adults. The Council also identifies service gaps in the community, assists the Department in publicizing available programs and helps to educate constituents, service providers and public officials regarding the Department's policies. Currently there are over 70 members representing hospitals, schools, service providers, non-profit agencies, faith based organizations, and recipients of services.



In addition to 3 active sub-committees, in September 2017, DSS and the Advisory Council held a Public Forum for Advocates in the Latino Community. This was the first in a series of free public forums for advocates in the cultural, ethnic and religious communities of Nassau County to familiarize them with the policies and procedures of DSS as directed by New York State. Future forums will address advocates in the

**PUBLIC FORUM**  
**for Advocates in the Latino Community**  
 \*\*\*\*\*

This is the first in a series of free public forums for advocates in the cultural, ethnic and religious communities of Nassau County to familiarize them with the policies and procedures of DSS as directed by New York State.

Future forums will address advocates in the Haitian/Creole, Muslim, East Indian, LGBT and Senior communities.

**Thursday, September 28, 2017 – 2:00 P.M.**  
Room 101 A and B

Panelists: Bi-Lingual staff of DSS Medicaid, SNAP, Temporary Assistance, Services and Child Care and Bilingual staff of the Department of Health WIC program

Sponsored by the Nassau County Department of Social Services and the DSS Advisory Council, in conjunction with the Nassau County Department of Health and the Nassau County Youth Board.

Haitian/Creole, Muslim, East Indian, LGBT and Senior communities. In conjunction with the Nassau County Department of Health and the Nassau County Youth Board, panelists included Bi-Lingual staff of DSS Medicaid, SNAP, Temporary Assistance, Services and Child

Care and bi-lingual staff of the Department of Health WIC program.



**John E. Imhof, PhD, DSS Commissioner; Elissa D. Giffords, DSW, LCSW, DSS Advisory Council Executive Committee Chair; and Paul F. Broderick, DSS Deputy Commissioner**

## VI. Lobby

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

### Lobby Status Tracking System

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

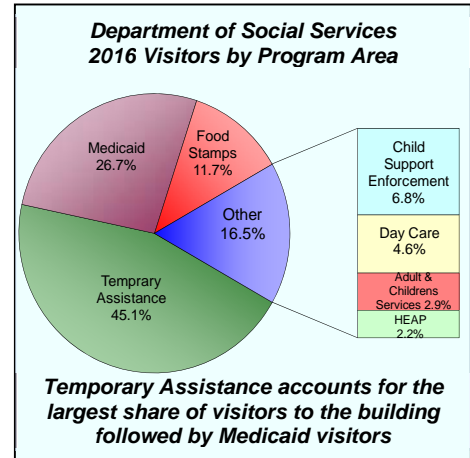
and through each of the services from which they received assistance. Visitors register with the Community Service Representatives at our Welcome Desk where they are logged into the Status Tracking System database. In this way our clients are served in an efficient and timely manner.

During 2016, over 200,000 visitors



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

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



on the traffic flow in the lobby.

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



## 2017 Highlights

Members of the Department of Social Services, Central Nassau Guidance Center and Long Island University (LIU) Post Campus collaboratively developed The Nassau County Health and Human Services DSS **Customer Satisfaction Survey** for persons applying or receiving benefits from the Department of Social Services. The data collected measures client satisfaction with DSS policies, procedures, and service delivery protocols. The resulting information was shared with the Nassau County Commissioner of Social Services with the intent of identifying client service needs, and to gather feedback on existing procedures used to obtain benefits or services. This information may also be used to make changes in or to come up with alternatives to

enhance service delivery to better serve DSS constituents.

A discussion of the study was presented at the New York Public Welfare Association 148th Annual Summer Conference as, “Assessing Your Customer Focus: A Collaborative Effort.”

Our Lobby Survey gave us good news: seven out of ten people who visited the DSS office reported being satisfied with the services they received that day.

In addition, more than four-out-of-five visitors said they were Treated Respectfully by the Security Screening Staff and the Welcome Desk staff, and wait times were less than eight minutes for both functional areas.

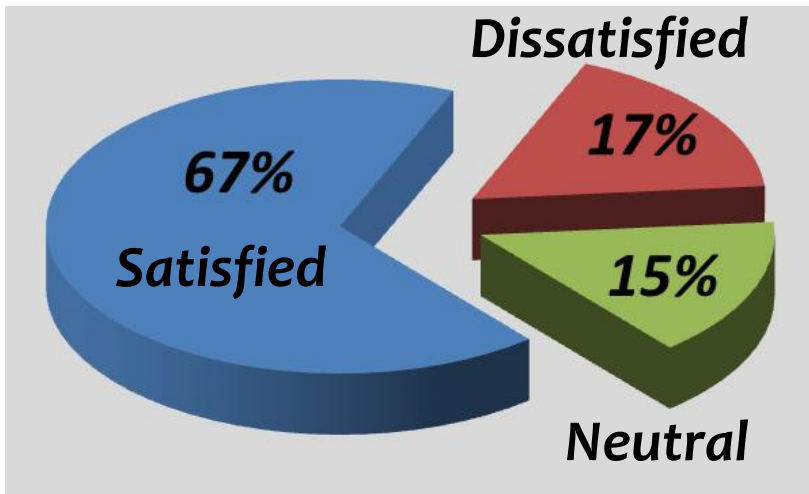
- Three-fourths of visitors were Satisfied with the Security Screening wait time; and
- Almost nine-out-of-ten visitors were Satisfied with their wait time for the Welcome Desk.

On average visitors to DSS waited a little less than an hour to see their caseworker, and more than seven-out-of-ten visitors to DSS said they were treated Respectfully by their caseworker.

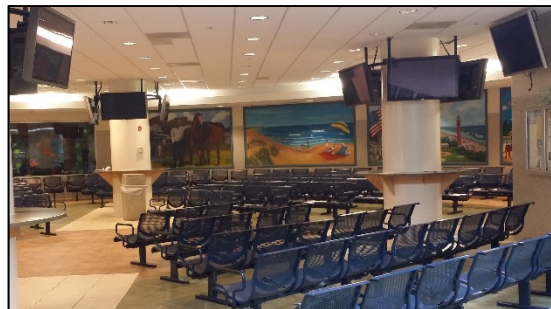
There’s room for improvement:

- Just under two-thirds of visitors were Satisfied with the time they waited in the Lobby to see their caseworker; since wait time can influence Satisfaction with service, this suggests action needs to be taken to shorten Lobby Wait time.

In 2017 displays were added at five additional areas (South Entrance, West Intake, North, East and Document Drop Off). In 2018 the information on each of the five displays will be customized for their location, for instance Public Safety, Behavioral Health and New Applications.



*7 in 10 people leaving DSS after their visit to the 60 CLB office reported that they were satisfied with the services they received on that day.*





## VII. Customer Service

DSS can sometimes be a challenge to navigate.

The Department maintains a Customer Service unit in the Commissioner’s Office that responds to calls from clients, advocates, family members, government officials and the community.

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

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

The general DSS information number, **516-227-8519** can be

accessed 24 hours per day, 7 days per week.

Legislative staff and government officials can call **516-227-7471** to speak to an Administrative Assistant. A signed release is required to share information regarding constituents or specific case information. Telephones are

answered **Monday – Friday, 9 a.m. – 4:45 p.m.**

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

Asking for information	4633
Address Change	711
Clarification regarding paperwork/budget	517
Non receipt of recertification paperwork	260
Did not receive benefits	193
Card not working	175
Spend Down	159
Status of application	145
Fair Hearing	89
Unable to reach worker	72
Other	2967
<b>ALL CALLS 2017</b>	<b>9921</b>



## VIII. Emergency Services

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

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

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



## IX. Domestic Violence

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

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

The seventh annual Many Faces of Family Violence Conference, a full day of workshops related to various facets of interpersonal violence, was presented by The Safe Center LI, the Nassau County Executive's Task Force on Family Violence and LIU Post on Friday, April 7<sup>th</sup>, 2017



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

### Domestic Violence Community Resource Directory For all emergencies please dial 911

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



## X. Fraud Investigations



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

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

### Examples of fraud:

- Falsely reporting that a parent is absent from the household
- Falsely reporting that a child is in the household
- Intentionally failing to report a change in the household composition
- Intentionally failing to report earnings from employment
- Intentionally failing to report monies from unemployment, disability and social security

- Intentionally failing to disclose bank accounts
- Intentionally failing to disclose marital status

In 2017 the Office of Investigations recovered \$19,943,633 in recipient and provider fraud, waste and abuse. This includes \$220,545 restitution from the District Attorney's Office cases: \$11,985,105 from liens and recoveries and \$7,737,982 in cost avoidance.

Since 2014 this office has recovered **\$95,009,855** in recipient fraud waste and abuse. This includes \$1,934,854 in restitution from District Attorney's office cases: \$ 38,432,538 from Liens and Recoveries and \$54,642,463 in Cost Avoidance.

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

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

Nassau County Department of Social Services  
Office of Investigations  
Our Mission:



To serve the people of Nassau County by ensuring the integrity of vital social services assistance, maintaining vigilance in the fight against fraud, waste and abuse and bringing to justice those who attempt to defraud and abuse the public welfare system.

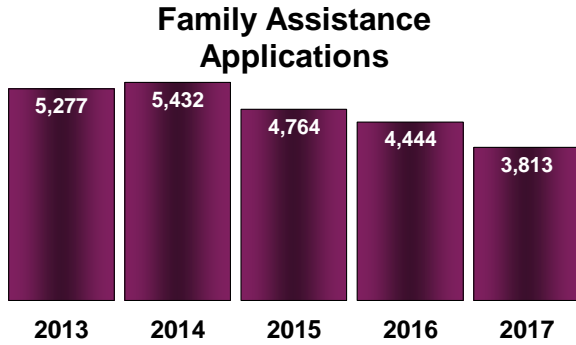
Our Vision:

- Maintain and enhance the Office of Investigations tradition of excellence and reputation in the public welfare investigation and law enforcement communities
- Develop innovative and adaptive investigative techniques to stay ahead of rapidly changing and aggressive fraud, waste and abuse trends
- Increase the utilization of compliance audits to complement traditional investigative techniques in order to attack fraud, waste and abuse from a multidisciplinary approach
- Coordinate with other elements of the Department of Social Services in order to continually improve upon the effectiveness and quality of our fraud, waste and abuse detection and prevention methods.

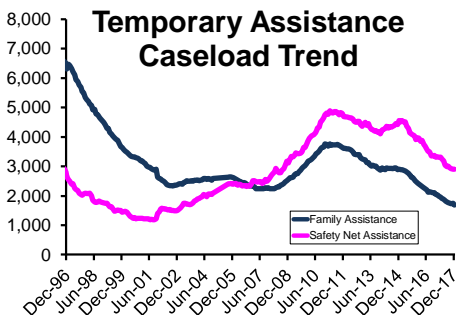


## XI. Public Assistance

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

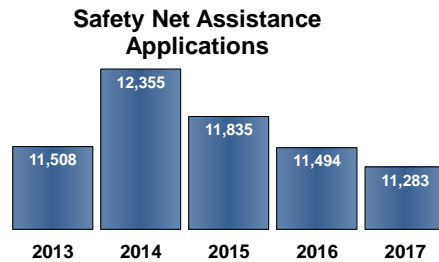


provides cash assistance to needy families in Nassau that include a minor child living with a parent (including families where both parents are in the household) or a caretaker relative. Family Assistance operates under federal Temporary Assistance for Needy Families (TANF) guidelines. Under TANF, eligible adults are limited to receiving benefits for a total of 60 months in their lifetime, including months of TANF-funded assistance granted in other states. Once the five year limit is reached, the household is ineligible to receive any more TANF benefits, which in part explains the increases in Safety Net Assistance in New York State (see SNA). The months need not be consecutive, but rather each individual month in which TANF-funded benefits are received is



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

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



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

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



**Other Public Assistance Programs Include:**

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

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

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



**Home Energy Assistance Program (HEAP)** is a federally funded program designed to help low-income households meet the high cost of home energy. Both those who pay separately for heating costs and households whose heat is included in their rent may be eligible for a one time regular benefit. Additionally, households with a heating emergency may also be eligible for an emergency benefit and and/or a Heating Equipment



Repair/Replacement (HERR) benefit. The HEAP year generally begins in mid-November and closes in mid-March or when the program funding is exhausted. A cooling component



that assists medically needy households with the purchase of air conditioners may also be available during the warmer months. Most benefits are paid directly to the heating/utility vendor. Applications for regular HEAP may be submitted online through [myBenefits.ny.gov](http://myBenefits.ny.gov).



**2017 Highlights**

Since January 2016, both PSEG and National Grid have had Consumer Advocates available in the DSS lobby on a weekly basis. So far, 1032 customers were assisted in various ways including deferred payment agreements, account holds, reduced rate applications, referrals and general inquiries. In addition to providing information and assistance to customers, they are also available to respond to questions from HHS Staff. This collaboration has enhanced the working relationship between DSS and the utilities as well as streamlining the services received by our mutual customers.



## XII. SNAP (formerly Food Stamps)

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



Nassau County where clients can use their benefit card. Many TANF and SNA recipients receive SNAP benefits as part of their overall public assistance grant.

### 2017 Highlights

- The SNAP caseload is down in 2017 to 30,250. The decrease is primarily due to the implementation of ABAWD (Able-Bodied Adults without Dependents)

#### Households CAN use SNAP benefits to buy:

Foods for the household to eat, such as, but not limited to:

- Breads and cereals
- Fruits and vegetables
- Meats, fish and poultry
- Dairy products
- Seeds and plants which produce food for the household to eat

#### Households CANNOT use SNAP benefits to buy:

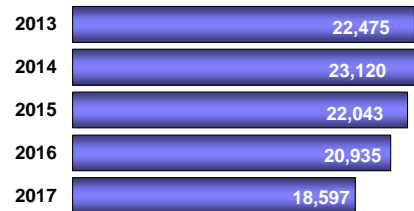
- Beer, wine, liquor, cigarettes or tobacco
- Food that will be eaten in the store
- Hot foods
- Any nonfood items, such as:
  - Pet foods
  - Soaps, paper products
  - Household supplies
  - Vitamins and medicines



regulations. The waiver for NYS was rescinded effective January 1, 2016. Therefore, it no longer benefits recipients to close their Temporary Assistance cases and apply for Non-TA SNAP in order to avoid employment requirements, since work rules now apply to and are enforced in both programs.

- FAX Log – SNAP receives several hundred faxes each day. Applicants/recipients regularly call to determine if their faxes have been received. In order that there be efficiency and accountability, clerks log in all received faxes noting the date, case number and worker prior to distributing. This simple procedure has cut down on calls, misfiles, improper closings/denials, and workday interruptions

### Non-Public Assistance SNAP Applications



### Maximum SNAP Benefit Allowances

Household Size	Maximum Allotment*
1	\$192
2	\$352
3	\$504
4	\$640
5	\$760
6	\$913
7	\$1,009
8	\$1,153
For each additional member	\$144 +

\* These figures are based upon SNAP Standards effective October 1, 2017. Note: A SNAP budget must be calculated for your household in order to determine SNAP eligibility and benefit amount.



### XIII. Housing and Homeless Prevention

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

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

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

#### Continuing Crisis

Since 2013, the number of residents in emergency housing increased by over 200%. Children comprise 48% of the individuals in emergency housing in 2017. The lack of affordable housing and population density are contributing factors.

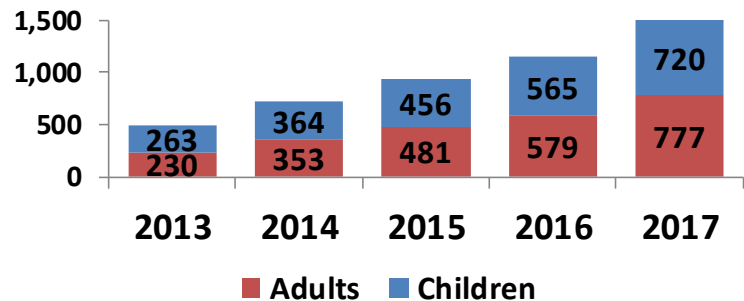
#### Leveraging Community Resources

**Continuum of Care (CoC).** In 2017 DSS reached out to many other governmental and community agencies to help address the needs of residents in emergency housing. One of the

#### Other Notable Emergency Housing Accomplishments:

The SPOT system is continually enhanced to provide additional utility to our workers. SPOT was modified to help workers collect the client share of emergency housing costs. By regulation, clients with income must contribute to their emergency housing costs. The SPOT system displays the share amount when the client comes in to have their emergency housing

### Number of Individuals In Emergency Housing

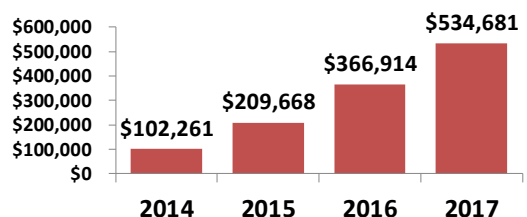


most productive relationships has been with the Continuum of Care (CoC) run by the Long Island Coalition for the Homeless. In 2017, all emergency shelter operators were mandated to work more closely with the CoC to collect data and find permanent housing for homeless residents.

The DSS Deputy Commissioner was elected to the CoC Governance Board. The CoC Governance Board determines the comprehensive community plan, which guides the efforts of the general CoC membership (namely, providers) and CoC Committees.

**Mandated Reporters.** New York State now requires that certain shelter staff perform the important role of mandated reporter of child abuse or maltreatment. As soon as they suspect abuse or maltreatment, they must report their concerns by telephone to the New York Statewide Central Register of Child Abuse and Maltreatment (SCR).

### Emergency Housing Client Share Collections



reauthorized. This enhancement improved collection of the client share by 423% since 2014, from \$102 thousand in 2014 to \$535 thousand in 2017. This represents significant savings to Nassau taxpayers.

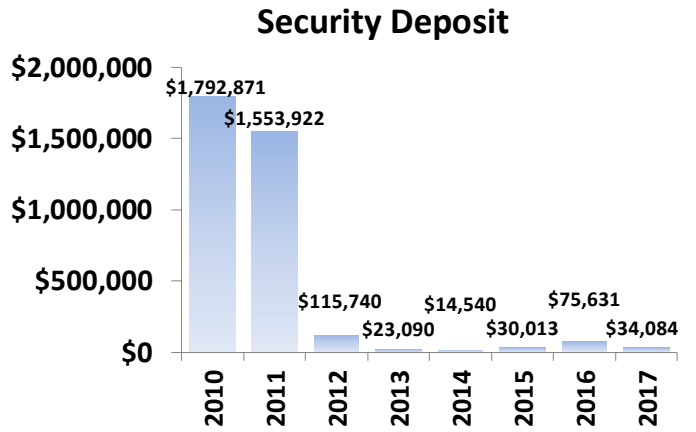
**Savings to Nassau Taxpayers**

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

**Security Deposit**

The department decreased expenditures on cash security deposits by over 99% since 2010 by implementing a security agreement for clients seeking housing. Under the security agreement, landlords are issued a surety for security deposits instead of issuing cash. With the surety agreement landlords can claim up to two months’

rent for damages and unpaid rent once the tenant vacates the property. In 2010, DSS spent \$1.8 million in cash security deposits and this amount was reduced to just over \$34,000 in 2017 representing an overall savings of over \$10 million dollars to Nassau taxpayers since the surety agreement was implemented in 2010.



**Perspectives**

Stories about the people we serve

Ms. M came to DSS with her 2 year old daughter in February 2016. At the time, she was unemployed and was removed from her apartment by the Town of Hempstead after it was deemed unfit for occupancy. Ms. M initially struggled while in homelessness. After three months in Emergency Housing, Ms. M was arrested with a DWI and lost custody of her daughter. Four months later Ms. M gained custody of her daughter back and was placed in a women and children’s shelter where she thrived. Throughout her time in the women and children’s shelter, Ms. M completed her drug and alcohol program, parenting classes, and attended weekly meetings to assist her in finding permanent housing (which were held by the shelter). A few months later, Ms. M was employed full time and assisting other women in the shelter with their goals. Ms. M is now out of homelessness, employed full-time, and living in an apartment with her daughter. She is also currently a volunteer at the previous women and children’s shelter she lived in while in Emergency Housing.







## 2017 Highlights

### Employment

- The Job Development/JRT Units hold daily groups for supervised job search. They recruited the following companies to meet with the clients and talk about their employment openings:
  1. Home Depot
  2. Self Help
  3. Ashley Furniture
  4. Northwell Health
  5. Attentive Care
  6. CVS
  7. D.H.S.
  8. Better Home Health

These companies were from the previous CE job fair and came to DSS to speak to the clients about open positions within their companies.

- DSS Employment staff also met with Northwell Health to plan and implement a Barracks to Business workshop to inform and hire veterans. Nassau County partnered with Suffolk County to improve veteran employment on Long Island.
- DSS Employment staff also helped other job fairs by recruiting employers for their events, which included the Long Beach Job Fair, Tech Job Fair, and Abilities Job Fair.
- DSS Employment Unit helped to recruit employers for the Re-Entry job fair which targets employers who are willing to hire people who have criminal backgrounds.
- Nassau Community College staff met with Employment staff to plan the URGENT program, which is a training and employment program designed to hire women in nontraditional employment in the Energy field.
- Employment supervisors met with vendors EOC, TOB and NADAP to discuss direction and new programs. Regular monthly meetings were held throughout the year with these vendors.
- Planning for the 2017 Summer Youth Employment Program began in March with a meeting for professional staff involved in recommending participants. Ultimately, there were 80 participants for the summer program, an increase from the 52 of the previous year. Participants were provided work sites with the Nassau County IT Department in various locations. Participants were required to attend a workshop each week that provided a

skills base for future employment. The program ran from the end of June through mid-September.

- The Employment staff is also working with veterans to help them obtain employment. They are given preference in their job search. The Veteran Employment Task Force met several times throughout the year with the purpose of addressing veteran employment issues. Employment staff attended several Veteran Stand Downs in Hempstead and Freeport.
- The job developers/JRT unit compile current employment opportunities and communicate them to clients in daily job search classes. The job leads are also posted on two bulletin boards in the DSS's lobby which is updated on a weekly basis. The job leads are also communicated to PA applicants during their orientation with the goal of diverting some of them to employment.

### Perspectives

Stories about the people we serve

*Our client is a struggling single mom of a now 3 year old son. Last year she was able to take a semester at Hunter Business School with the help of DSS. When she came to be placed at a WEP site, NUMC expressed that they really wanted her to WEP there again because she was excellent at computer and clerical work. She started her WEP assignment in September 2017 and now NUMC has hired her full time at a clerical position at \$20/hour. Our contact at Nu-Health called to let us know how happy and excited they were to have been able to hire her full time and had only great things to say about our client.*

### Safety Net and WEP Programs

- The WEP staff managed over 100 WEP sites which helped our clients to acquire a variety of job skills.
- There were 1,376 referrals to the Work Experience Program (WEP).
- Approximately 300 Safety Net recipients entered into part time or full time employment.

### Training

- There were approximately 240 enrollments in vocational educational training programs. These included 160 Safety Net clients and 80 Family Assistance clients.

### Family Assistance

- In 2017, the Family Assistance (FA) staff worked closely with the contracted vendors



NADAP EOC and TOB, as well as the in-house WEP Unit. Our common goal is to assist welfare recipients to go from welfare to work. As we work together we are helping welfare recipients quickly obtain employment and the education and work experience necessary to gain the types of employment opportunities that lead to permanent economic self-sufficiency.

- In 2017, the FA welfare examiners maintained caseloads averaging 150 cases each. Case maintenance involves referring clients to vendors and the issuance of supportive services, ie, childcare, transportation allowance, clothing referrals, etc. which removes barriers to engaging in employment activity. The welfare examiners also process conciliations and prepare fair hearing folders to be presented in a fair hearing. They conduct conciliations, fair hearings and Three Step Orientation classes which are held once a week.
- Throughout 2017, the FA staff continued to work on audits, both in-house and state. The state audits involved approximately 178 case audits divided among the eight welfare examiners. In June, 2017, the state conducted an audit, the Nassau case review. The Nassau case review of 2015 required improvement on our part of cases being assessed and as a result, there was a re-review in 2016. This year's 2017 audit showed remarkable improvement and did not require a re-review for 2018.
- FA staff continues conducting the Management, Compliance and Support interviews for clients who have been on a sanction for a year or more. The purpose of the interviews is to review how the clients are managing while being on a sanction, why the case remains in sanction status and if the client is receiving support elsewhere while on the sanction. As a result of these interviews in 2017, ten cases remained sanctioned, nine cases reported employment and income was budgeted or case closed for excess income, eleven cases complied and sanction was removed and twenty-one cases were closed. We will continue to conduct the Management, Compliance and Support interview for 2017.
- The FA staff participated in the Nassau County CE Mega Job Fair in October, 2017, the Tech Job Fair and on-site Job Fairs and programs presented such as the URGENT Program. Many opportunities were provided to our clients this year with many clients

obtaining employment and participating in programs that led to employment.

## Upcoming Events/Programs

- The Employment staff is already discussing plans for the 2018 Summer Youth Employment Program. Discussions with the IT Department will take place in March, as well as a meeting with the professional staff involved in recommending youth for the program. The application process will begin immediately following these meetings. Anticipated start dates are the first week in July.
- The Employment staff is also looking ahead to another Mega Job Fair in 2018.



## XV. DCAP

The Disabled Client Assistance Program (DCAP) process identifies people receiving benefits in Nassau who are disabled and eligible to receive disability benefits from the Social Security Administration. This process represents significant savings to Nassau taxpayers.

- Interim Assistance reimbursement year to date total = \$1,613,938.07
- Aid to Disabled category approvals = 267
- Requests for Aid to Disabled category from Medical Directors = 212
- DCAP referrals for SSI/SSD in 2017 = 244
- SSI applications sent to SSA in 2017 = 115
- SSI approvals from DCAP cases in 2017 = 261

Perspectives	Stories about the people we serve
<p><i>I. Client's previous WEP sites were all clerical based. When we discovered that she had child care and child education experience, we set her up with an interview at a daycare center. She passed the daycare's thorough background check and started her 8hr a week WEP assignment. She called our worker every week to make sure her timesheets were sent in and always thanked me for giving her the opportunity to WEP there because she loved working with the children. 3 months later she called to tell us that the Daycare hired her full time and was so grateful that she was given the opportunity to work there.</i></p>	
<p><i>II. Client obtained his electrician license just a month prior to coming in for a WEP Referral. The worker remembers explaining how to network at his WEP site and to always be positive and go an extra step because that will always attract people to want to help him out. After a few weeks he called excitedly to say he networked while working at the food pantry and the husband of his supervisor interviewed him and hired him as an electrician.</i></p>	



## XVI. Behavioral Health Unit

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

- For calendar year 2017, the Behavioral Health Unit screened 415 clients who did not require further assessment or did not require treatment. The unit assessed 1,770 clients who were sent to treatment. Of those requiring treatment, 248 were sent to inpatient and 1,522 were sent to outpatient treatment.
- These figures represent an increase in the percentage of those being screened who do require treatment. The percentage of those in treatment requiring inpatient treatment has also risen. The BHU staff believes that this is the result of the more complex cases they are seeing of clients with co-occurring disorders, more legal issues and more intractable substance use disorders. It may also be related to LOCADTR (A new web-based tool to determine the most appropriate Level of Care for Alcohol and Drug Treatment Referral) more accurately guiding staff to the appropriate levels of care, or to an increase in legal mandates to treatment.
- The implementation of the LOCADTR effective April 1, 2016, along with changes in our monitoring of those in treatment has given DSS more control over the levels of care clients receive and the length of time they remain in inpatient treatment. The Behavioral Health Unit is sensitive to the clinical needs of the individual as well as monitoring the level of care the person is receiving in their present phase of recovery.
- Clients are being deemed employable earlier in treatment as DSS has more control over the determination via the change in monitoring. Staff are also identifying clients who are noncompliant earlier in the process due to frequent contact with local treatment providers, which allows staff to respond to the noncompliance as it is deemed necessary.

### Perspectives

Stories about the people we serve

*RS is a 42 year old single male who has a long history of substance use, mental illness and chronic homelessness. During an assessment in 2017, RS was referred to a hospital setting for detox and was admitted later on that day, he spent 28 days inpatient and went onto a long term treatment facility. The Behavioral Health Unit remained in contact with the treatment provider to track his progress and to assist in avoiding his history of early discharge from programs, often resulting in relapse. During his stay at the treatment facility, RS has maintained sobriety, established stable relationships and has completed vocational training. Today, RS is working with his interdisciplinary team to be discharged to sober living and begin full time employment.*



## 2017 Highlights



## XVII. Employment Job Fair

In October, DSS hosted the County Executive's 10th Mega Job Fair at Nassau Community College in Garden City. Over 3,000 people and 1000 companies attended the Job Fair. DSS Volunteer Services was also present with its Dress to Impress room, providing appropriate interview clothes for job seekers. There also were computers to help veteran applicants with their resumes or to assist with applying for jobs online. The veterans had a special time from 9AM-10AM to interview with employers before the general visitors were admitted. Surveys have been sent out to provide feedback and we are in the process of receiving and evaluating them to determine how many job seekers actually obtained employment as a direct result of the Job Fair.

**JOB FAIR**  
 FEATURING: Information Technology,  
 Hospitality, Health, and Labor Union Jobs  
**October 27<sup>th</sup>, 2017**  
**Veterans Admission starts at 9:00am**  
**General Admission 10:00am-2:00pm**  
 at the  
**NASSAU COMMUNITY COLLEGE GYM**  
 1 Education Drive • Garden City  
**FREE PARKING & ADMISSION**  
 Department of Social Services 516-227-8656  
 C.A.S.A. 516-572-0750

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

### Perspectives

Stories about the people we serve

"I would like to share a story from the employment job fair. A young woman came to see me for some clothing. I was able to get her a lovely suit and blouse to go with her outfit. I mentioned to her why not complete the ensemble with a handbag, scarf and some pretty jewelry. The woman was overjoyed and she shared with me that this was the first time in a long time she had a complete outfit. She felt so good and confident about herself. She spoke to quite a few vendors and came back to me very positive about obtaining a job. I asked her to keep in touch if she needed further apparel."



## XVIII. Medical Assistance

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

The number of MA (Medicaid) applications has decreased due to the state takeover of several types of MA applications. Although the state has taken responsibility for some MA application types, they have yet to take over the undercare (case maintenance) responsibility for these types that already exist. As a result, applications handled have decreased and so have the number of cases maintained by Nassau.

At the end of 2017, the department carried a caseload of 74,925 Medicaid cases insuring 99,647 individuals, or 7.4% of Nassau County’s total population.

In October of 2013, the State began the takeover of processing Medicaid applications as part of the Affordable Care Act (Obama Care). The state plans to fully take over a large proportion of the Medicaid cases by the end of 2019.

Medicaid Pays for the Following:

- In-Patient Care in Hospitals
- Out-Patient Care at Hospitals
- Physician Services
- Clinic Services

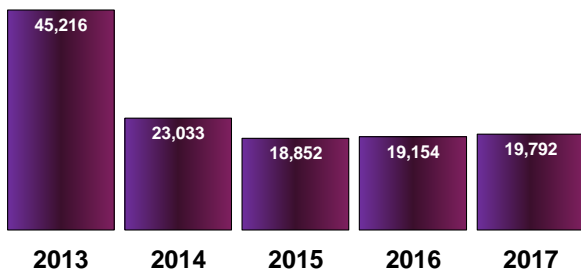
- Pharmacy
- Skilled Nursing Home Care
- Long Term Home Health Care
- Personal Care Aides
- Child Teen Health Program
- Mental Health Counseling Services
- Family Planning Services
- Medical and Health Insurance Premium
- Non-Emergency Medical Transportation
- Assisted Living Program

### 2017 Highlights

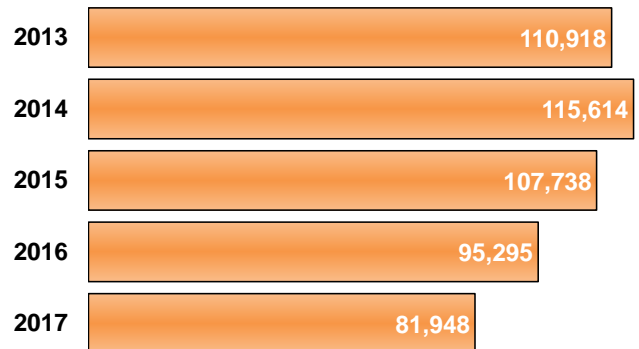
The New York State Department of Health (DOH) delayed its goal of moving Medicaid Cases from the County to the Health Benefit Exchange, resulting in higher than expected caseloads. The Medicaid Unit continues to receive daily reports from the Health Benefit Exchange of individual cases requiring either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

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

**Medicaid Applications**



**Medicaid Average Monthly Caseload**



## Holiday Spirit

The Medicaid staff decorated their work area creating a holiday wonderland. They did this to raise funds for the children at St. Jude Children’s Research Hospital. Their invitation to DSS staff to visit their holiday wonderland reflected the season’s spirit of giving. “The staff in Medicaid are asking for your help once again to collect more donations than they raised last year for St. Jude Children’s Research Hospital. Last year they were able to raise \$158.00 for St. Jude Children’s Research Hospital and this year they are all set to do it again and hopefully - even do better! They will be taking your picture in Santa’s Workshop with Frosty the Snowman for just \$1 per person. An extra surprise is that they have hot apple cider and cookies for all donors to St. Jude Children’s Research Hospital. Just bring your cell phone for the picture and \$1.00! Please visit on your break or lunch time.”



Medicaid wishes to thank everyone who donated to our St. Jude’s Holiday Fundraiser. We are proud to announce that Nassau County Department of Social Services raised \$600.00 for St. Jude’s during the 2017 Holiday Season.

We are looking forward to bringing you another Exciting Photo Op Holiday theme Next Year. We Wish all of our DSS Family a Very Happy, Healthy and Safe 2018!

Thank You,

Medicaid Staff



## XIX. Children and Family Services

# Children and Families

Children and Family Services is comprised of three divisions; Child Protective Services, Services to Children and Preventive. Children and Family Services has three primary functions: 1) Investigative and Protective Services for Children, 2) Preventive and Rehabilitative Services, and 3) Support Services. Children and Family Services operates under the authority of the New York State Office of Children and Family Services (OCFS).

### 2017 Highlights

#### Disproportionate Minority Representation



Nassau County has successfully reduced the number of children of color who are in foster care. There was a 25.7% decrease in the number of black children entering foster care comparing 2016 data to 2011 data. Nassau County DSS has been recognized by OCFS for our work on reducing disparity.



OCFS in partnership with Casey Family Programs is creating a curriculum based on Nassau's blind removal process which will be used by other counties to reduce their disparate rates. Additionally, in December 2017 Nassau DSS presented our blind removal process at a Permanency Summit in Albany which was well received.

### Perspectives

Stories about the people we serve

*This past year, Adult Protective Services encountered a seemingly tragic case that required intervention in a myriad of ways. Child Protective Services as well as Preventative Services, PINS, the Family Court Bureau, and the DSS Legal Department all were notified and agreed they had to collaborate to protect an entire family. The case was an overwhelming success.*

*A teenager with behavioral problems was living with his mother, who, because of severe early onset Cognitive Deficiencies lacked the ability to parent the child, let alone, manage her own life. The teenager was stealing large sums of money from his family, using weapons against his ailing mother and hadn't attended school in over two full years. The Mother could barely operate a microwave to cook because of her cognitive difficulties, let alone parent an out of control nearly teenage son.*

*Adult Protective Services contacted the DSS Legal Department to Petition for Guardianship of the*

*incapacitated mother in NYS Supreme Court and reached out to Child Protective Services to petition in Family Court for placement in an institutionalized setting providing education, nutrition and structure in the son's life. For the very first time, the Family Court applied the destitute child provision to a case where the parent was present and alive, but not competent to care for her child.*

*The DSS Legal Department was successful in their Guardianship Petition – on behalf of Adult Protective Services - and Child Protective Services was successful in placing the child in a safe new home. Months later, the mother is receiving treatment for her cognitive deficiencies in a safe and therapeutic environment, while the child is receiving a full range of personal care, therapeutic and educational services. When the parties who participated in the case read the updates, the result is universal smiles and applause for the wonderful outcome of a complex case where agencies throughout the department of social services had overwhelming success in removing a deserving family from crisis.*





## XX. Child Protective Services

Child Protective Services (CPS) is responsible for investigating all allegations of child abuse and neglect received from the New York State Central Registry. In 2017 the average number of CPS reports received daily was 24, each requiring a safety assessment, and referral to the FAR program or a full investigation. On average, 77% 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 an individual is a mandated reporter. 911 should always be called if a real emergency exists.



### What Happens After a Report Is Made?

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



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

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

maltreatment is found, the report is unfounded and sealed. The final determination must be made within 60 days.

**Reporting Child Abuse**

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

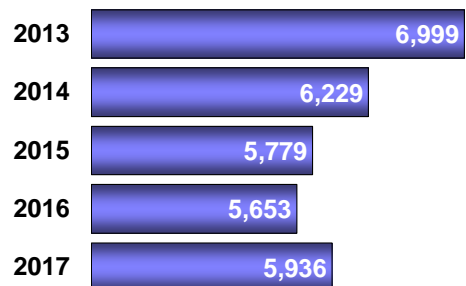
**Mandated Reporters Should Call**  
**1800-635-1522**

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

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

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



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 is called upon to assess the child to determine that the child's impairment is causally linked to the acts or omissions of the parent or caretaker.

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



our Emergency Services unit.

### **Safe Harbour Project**

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

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

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

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

### **2017 Highlights**

#### **Family Assessment Response (FAR)**

October 2017 marks four years since Nassau County launched its initial FAR (Family Assessment Response) Units. In 2017, the FAR program received 878 new intakes, a decrease over last year; reducing the number of families involved with traditional CPS investigations. The decrease may be attributed to staff being out on medical leave.

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



traditional CPS investigation or engage the family in a Family Assessment Response. The decision is based upon stated guidelines and the family's willingness to engage in services.

## Perspectives

Stories about the people we serve

A youth who was referred to The Safe Harbour Project felt comfortable enough to speak with the advocate in a way that she had not been able to do with other service providers. This youth was presenting with strong risk indicators and up until this point, it was a major challenge for the youth's mother to find a service provider or other adult that the youth felt comfortable speaking with. As a result, this contact with the advocate provided to be a huge source of relief for the youths mother. Ultimately, whether or not exploitation is prevented through this youth's engagement with the Safe Harbour program, she now has a service provider to turn to with any questions or issues that may come up which is a critically important component to prevention work.

FAR does not focus on the incident with allegations of Abuse or Neglect, but rather focuses on engaging the families as partners to help identify and work through the concerns which have been identified. The goals of FAR are:

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

### Family Engagement

When CPS believes there is a family problem or issue that may or may not have the potential to lead to a removal of one or more children, the worker engages the family and available resources for a Family Meeting. The meeting is to discuss alternatives to placing children into Foster Care, to secure other resources and develop plans to help stabilize the immediate crises in the family. The goal is to empower families, keeping children safe and reducing the number of Foster Care placements. In 2017, 878 Child Protective Services (CPS) investigations were diverted to the FAR (Family Assessment Response) program saving investigative and

legal resources as well as eliminating a formal CPS investigation.

### BASSICS/KEYS

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

### Substance Abuse Evaluator

In April, 2014, CPS was able to secure a contract to hire a Substance Abuse Evaluator. This person is able to go out into the field with caseworkers to complete substance abuse testing. The evaluator has been able to assist with case planning.

### Training Units

During the course of the year, CPS trained new caseworkers. Five workers have been placed into CPS units, while two workers have been transferred to the Preventive Division. A new group of 8 trainees began on December 5, 2016. Of that group, four workers were placed in CPS, one worker was placed in Preventive and a new training group started in November 2017 with 10 workers, one has since left.

### Safe Harbour Project

In 2017, the Nassau County DSS Children's Services Division was awarded \$109,200 in grant money from the New York State Office of Children and Family Services (OCFS) for our Safe Harbour program designed to address trafficked and commercially exploited youth. Nassau County's Safe Harbour Project is a County-wide, coordinated, multi-system, long-term strategy to enhance the identification, protection and service delivery for children who are victims of human trafficking and commercial sexual exploitation, and to provide services to best meet their individual needs.



The steering committee continues to grow with community partners.

Our Public Awareness campaign has increased with the production and distribution of brochures. During the month of January, we have been able to have the Nassau County dome lit in blue in awareness of Human Trafficking Month. In addition, Nassau County presented “Step into My Shoes” an event and film screening highlighting the stories of human trafficking victims.

Since 2014, 405 adolescents have been identified as possible human trafficking victims.

***CPS/Domestic Violence Collaboration Project***

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

The Domestic Violence specialists, staff members from The Safe Center of Long Island, are a resource for CPS staff. Staff is available for case consultations, to assist in safety planning, participate in home visits with the caseworkers, and provide ongoing service to adult victims and their children, in addition to offering Safe Center services, including legal assistance, advocacy,

children’s counseling and emergency housing.

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

In 2017, the DV Specialist was able to go out on 38 cases and help engage the family in the necessary services and supports.

***Behavioral Health Specialist***

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

In December 2015, two part time Behavioral Health Specialists were employed and have been completing mental health assessments and helping with case planning. This grant has since ended and CPS is looking towards alternative means to reinstate this position.



## XXI. Services to Children

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

### Preventive Services

**Support Services.** During 2017, DSS resumed providing its own CORE Preventive Services after more than two decades of contracting the program out. The Department created a third Child Welfare Division titled Preventive Services which also includes ongoing Child Protective Services and PINS Diversion. Staff at all levels were transferred from Child Protective Services and Services to Children to begin the program.



Preventive Services continues to provide concrete services (i.e.: day care, homemaking, budgeting, advocacy, etc.), casework counseling and referral services to eligible families 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.

Referrals can be made to Information and Referral at (516) 227-8550.

### PINS (Persons In Need of Supervision)

**Diversion Program.** Services are available to families in crisis, when children might be experiencing truancy, gang involvement, running away from home and/or substance abuse issues, in order to prevent/avert the filing of a PINS petition and placement outside the home.

In 2017, PINS Diversion received 460 referrals and filed 20 PINS petitions in Family Court. During 2017, PINS Diversion opened 289 cases. There are currently 5 cases pending.

The phone number for Information and Intake: (516) 227-8404

### Foster Care Services

#### Foster and Adoptive Resource Development.

The staff in this unit recruits, trains, studies,

## Perspectives

Stories about the people we serve

*Children’s Services completed the adoption of the five Q siblings on November 20, 2017, during Nassau’s celebration of National Adoption Day. This sibling group of five had been in and out of the foster care system previously, and range in age from 6 to 18 years of age. The siblings were adopted together, by one foster family, because the Children’s Services foster care and adoption staff had managed to keep them together throughout both of their foster care stays, despite the size of their sibling group. The oldest child, L, is a very bright college student, with a promising future. L has been an enormously loving, stabilizing and protective force in her four younger brothers’ lives. She explained during the Adoption Day ceremonies how happy she is and how deeply she appreciates the fact that she has finally gotten the opportunity to be a teenager. She described a deep sense of security, knowing that her adoptive parents are giving her and her brothers permanency, love and safety, which they had never experienced, in any sustained way, throughout their young lives. The outlook and the future for the Q children would not be quite as bright, without the extraordinary work of their foster care and adoption caseworkers who worked very hard to give them the best possible permanency outcome.*

approves/certifies, develops, retains, and re-approves/re-certifies foster and adoptive families. To inquire about becoming a foster and/or adoptive parent, please call (516) 227-7613.

**Foster Care.** Children enter foster care mainly through Child Protective Services via a Family Court order. The foster care units work intensively with the children and their foster parents to stabilize the placements, to assure that all of the children’s needs are being met, and to establish productive birth-parent/child visits. These units also extend immediate concrete casework counseling and referral services directly to birth parents in an attempt to reunite them as soon as possible with their children and to lessen the time the children spend in foster care. Those children and families not reunited quickly, despite intensive efforts, receive continued concrete casework counseling and referral services as long as extended foster care is necessary. Ultimately, these units ensure the safe reunification of children with their birth

families, free for adoption children who cannot be safely returned to their birth families, or refer older teens for Independent Living services where reunification or adoption are no longer



possible. These older teens are provided with opportunities to develop independent living skills with emphasis on education and/or vocational services and to establish permanent family connections.

**PINS Placement (Persons In Need of Supervision).**



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

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

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

**Adoption Services**

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

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

**Babies Can't Wait.** In a collaborative effort known as Babies Can't Wait (formerly The Right Start for Babies) Services to Children works with Nassau County Family Court and the Adelphi University Institute for Parenting to provide services to the 0-5 year old foster care population and their offending parents. The initiative is a trauma focused, developmentally informed program that provides intensive Mental Health Treatment to the maltreated 0-5 foster care population and their offending parents in order to heal the damage caused by the abuse/neglect. The main purpose is to achieve expedited safe and lasting permanency, reduce re-entry rates and reduce, or eliminate when possible, the moves of very young children from home to home while in foster care. Both Nassau County DSS and Nassau County Family Court have restructured their existing programs to provide a dedicated neglect/abuse judge and a dedicated 0-5 Foster Care Unit.



**Family Engagement.** Children’s Services participates in the Family Engagement Initiative through Family Meetings which are held with birth families as soon as possible after the placement of their children into foster care. The birth parents and those individuals that they identify as supports are invited to the Department by the Family Engagement Team (FET). This invitation comes about via a home visit to the birth parent by the FET. The FET 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 goal of return to parent, discharge to a fit and willing relative, or adoption, to measure the success of Family Meetings as a tool to achieve expedited permanency.

**Innovations in Family Recruitment Grant**

Nassau County DSS Children’s Services Foster and Adoptive and Homefinding Units joined with OCFS in their application for a federal grant for the recruitment of foster parents. OCFS was granted the Innovations in Family Recruitment Grant award in October 2013. As partners with OCFS, Nassau receives assistance throughout the 5 years of the grant and is in the 5th year of this 5 year grant. The federal grant monies are intended for two phases. In the first phase, OCFS developed a blueprint including a systematic process for gathering and assessing data about the recruitment in Nassau County, then developed strategies to address the challenges. In the second phase, the strategies were implemented and are being reviewed for effectiveness.

**2017 Highlights**

***Foster Parent Recruitment Public Service Announcement Created***

Staff from Children’s Services Recruitment / Family Meetings Unit collaborated with LIU Post Film Students to create a Public Service Announcement (PSA) for foster parent recruitment. Youth who had been in foster care and were recently adopted were featured in the PSA, as were several of Nassau’s foster/adoptive



families. 30 second and 60 second versions of the PSA were created and have been posted to the NCDSS website and an agreement has been reached with Cablevision to air the PSA. In addition, Planning and Research utilized still photographs from the PSA, to create two bus cards to be posted in 270 NICE buses for up to six weeks. The bus cards will invite interested individuals to text “Foster” to a designated number that will bring them to the DSS website, where they can view the PSA and contact information to begin foster home certification.

***Educational Stability***

The purpose of the Educational Stability initiative is to provide better educational outcomes for children in foster care by limiting disruptions and multiple moves of children among school districts. As a pilot county for OCFS, DSS is at the forefront of the Educational Stability Initiative in New York State.

***LGBTQ Training for Foster Parent Applicants:***

In 2017, Children’s Services added an 11th session to MAPP (Model Approach to Partnerships in Parenting) , the required pre-certification foster/adoptive parent preparation training. MAPP, which has always been a 10 week, 30 hour training, was enhanced in Nassau County with an additional 3 hour session, focusing on parenting lesbian, gay, bisexual, transgender and questioning youth. Children’s Services partners with Pride for Youth, a Nassau County based agency that provides counseling, medical services and social supports to youth in the LGBTQ communities, to deliver this additional session to every perspective foster/adoptive family.



### **Adventureland**

On August, Children’s Services facilitated a night at Adventureland for children in foster care, from 7pm-10pm. Families were provided with 200 complimentary POP bracelets (for unlimited rides) and 200 complimentary snacks, courtesy of Adventureland. The event was very successful and well attended by children in foster care and their foster parents. Adventureland has promised to make this an annual event for youth in foster care in Nassau County.



### **County Plan Update and the 2018 Planning Addendum**

In addition to the Public Service Announcement, Children’s Services submitted the diagnostic component of the County Plan Update in July, 2017 and submitted the strategic component in December 2017. The Children’s Service Strategy is designed to address permanency for youth in foster care between 12-23 months. The web-based County Plan system will be available to Nassau County for completion on 2/1/18 and plans will be approved by OCFS by 4/1/18.

### **Innovations in Foster Family Recruitment Grant**

In addition to the Public Service Announcement, Children’s Services held a Foster Family Recruitment Fair at the Long Island Children’s Museum, located at 11 Davis Avenue Garden City, in April. The forum drew a variety of individuals and families interested in fostering children involved in the Child Welfare system throughout Nassau County. Recruitment efforts have also continued with a sustained outreach to various cultural and religious organizations, including several large events with the Muslim community. In addition, staff has facilitated newspaper ads and participation in related events and fairs. DSS continues to partner with OCFS on the Federal Diligent Recruitment Grant and meet with WRI (Welfare Research, Inc.) on a quarterly basis. WRI and Child Trends conducted their annual Focus Meeting with Children’s Services staff on 11/27/17-11/28/17, at DSS.

### **Children’s Holiday Party**

The annual Holiday Party for Children in Foster Care took place on Wednesday, December 27th at the Marriott Hotel in Uniondale. Every child in foster care received a gift from Santa. DSS staff, as well as community and faith based groups, generously donated more than 100 gift cards for the older youth who attended. Three high school students in the foster care program received scholarships to cover some of their anticipated college expenses. There was again a photo booth donated by NYC Photo Booth, Inc. of Oceanside, and this year the Uniondale High School Choir performed holiday songs for the children and families.

### **National Adoption Day**

Nassau County DSS’ celebration of National Adoption Day took place at the Long Island Children’s Museum on Monday, November 20, 2017, at 10 am. Twenty-two adoptions of children in foster care through DSS were finalized on that date. The media attended this event and interviewed an 18-year-old and two of her four younger brothers, who spoke about their joy in finally having a “forever family.” Since first celebrating Adoption Day in 2002, NCDSS has finalized 262 children during the last sixteen Adoption Day celebrations. This number excludes finalizations which take place throughout the years.



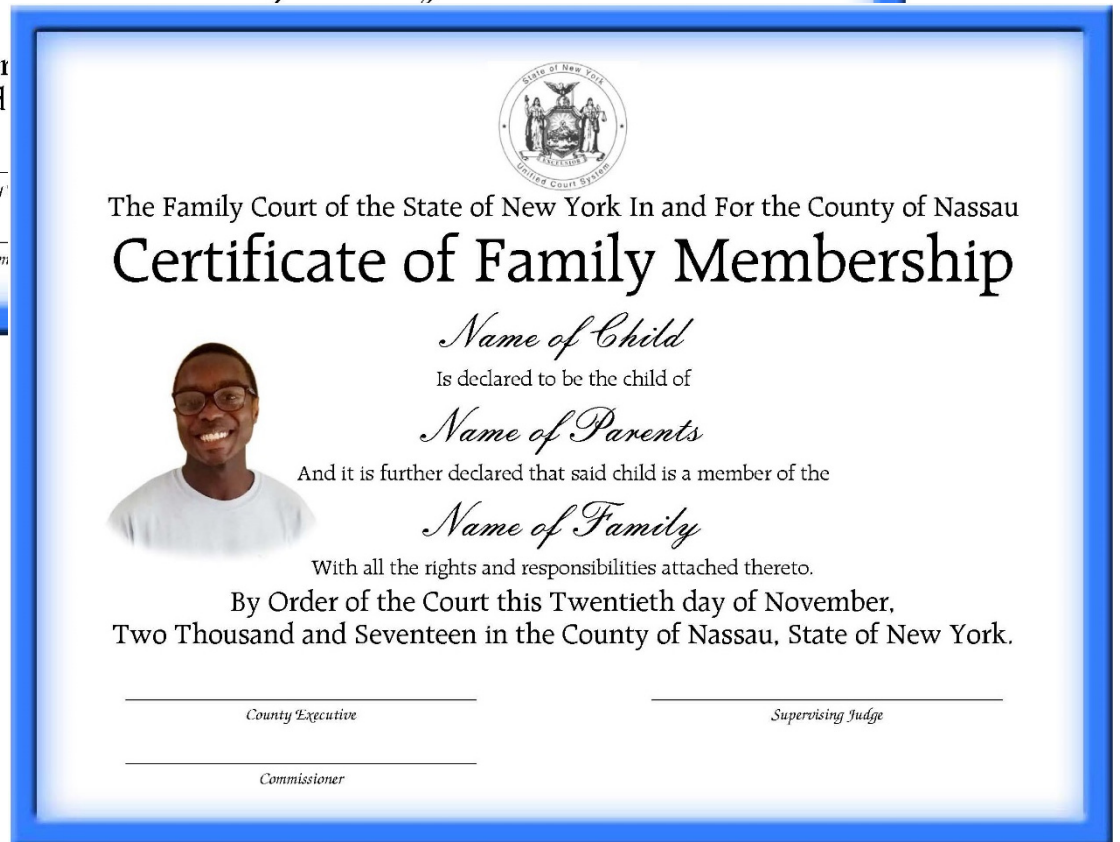
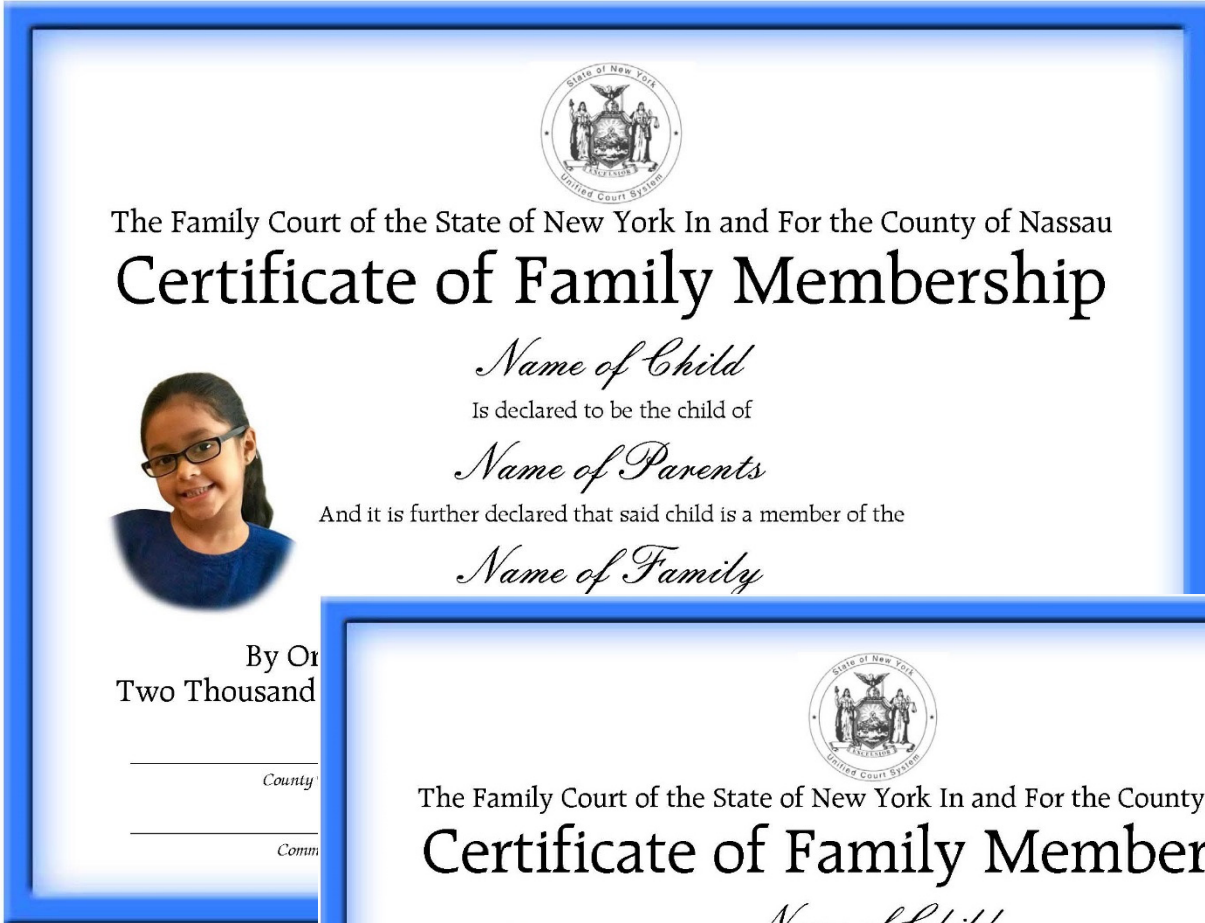


*National Adoption Day – The Creation of Forever Families*



### Forever Family Certificates

Examples of the Forever Family Certificates presented to the newly adoptive families from the Nassau County DSS celebration of National Adoption Day that took place at the Long Island Children’s Museum, on Monday, November 20, 2017.



## XXII. Preventive Services

Preventive Services which began July 1, 2016, is divided into two programs; 1)-Ongoing Child Protective Services (CPS) for families who were investigated by CPS and a neglect petition was filed in Family Court requesting the Department supervise the family and 2)-Preventive Services which works with families to prevent the placement of children into foster care. Persons in Need of Supervision (PINS) Diversion is part of the Preventive Services division and is contracted to a community based agency for direct service delivery.

Preventive Services continues to provide concrete services (i.e., day care, homemaking, budgeting, advocacy, etc.), casework counseling and referral services to eligible families in order to avert placements of children outside their homes. Additionally, preventive services works with families to enhance family functioning and/or expedite reunification of children in foster care with their families. Eligible families include those at some risk of foster care and pregnant and/or parenting adolescents. Referrals can be made to Preventive Services at (516) 227-7789.

PINS Diversion Services are provided through a contract and are available to families in crisis, when children might be experiencing truancy, gang involvement, running away from home and/or

substance abuse issues. The purpose of PINS Diversion is to prevent/avert the filing of a PINS petition and placement outside the home. In 2017, PINS Diversion received 433 referrals, opened 380 cases and filed 20 PINS petitions in Family Court. The phone number for Information and Intake: (516) 227-8404

### 2017 Highlights

In September, 2017, some families receiving Preventive Services attended the annual Back to School event at Henry Schein where children were provided with school supplies as well as school clothes and new sneakers. For those who did not attend this event, Preventive Services staff purchased more than \$700 worth of school supplies including backpacks, notebooks, binders, and calculators and the staff delivered these much needed items to families. An additional \$1000 was provided to families for clothing. Preventive Services maintains the Services emergency food pantry since December 2016. Throughout the year, the pantry receives donations from Island Harvest which provides food to many families in need This was particularly helpful in the summer months when children who rely on school programs for breakfast and/or lunch are out of school.

In November, 2017, DSS began receiving donations from Long Island Cares to compliment the donations from Island Harvest. For Thanksgiving, Island Harvest donated 30 turkeys and Long Island Cares donated 42 chickens which were distributed to families in Preventive Services and CPS Investigations. Stuffing, potatoes, vegetables, gravy and cranberry sauce were provided and delivered by casework staff to each of those families. Several families also received full dinners prepared and delivered by Runyon’s Restaurant n Seaford.

In December, Island Harvest donated 15 turkeys and side dishes which were delivered by staff in Preventive Services and CPS Investigations to families in need. Through generous donations by staff, Preventive Services was able to purchase \$2500 in gift cards which have been provided to families receiving preventive services in order that parents/guardians can purchase gifts and other provisions for their families for the holidays. Staff also delivered pajamas donated by Barnum Woods Elementary School in East Meadow and winter

<b>Perspectives</b>	<i>Stories about the people we serve</i>
<p><i>The P family consists of a single mother and 6 children including a grandchild born to a 17-year-old daughter. One of the children has special needs. The family was living in substandard housing when Preventive Services received a referral. While there were other needs besides housing, it was difficult for the mother to address them while there were concerns about the safety of the home. Preventive Services met with Temporary Assistance and it was determined that the family needed to leave their apartment. The family was placed in a motel in February 2017. The mother, who works 2-part time jobs, was able to engage with the Preventive Services worker and the Family Support worker to address the other issues which placed the children at risk of foster care once they were in a safe living situation. The mother also worked with the two workers on housing. In September, 2017, the family moved into permanent housing. The family is now safely housed in a suitable home and the children are all attending school. The other needs of the family are being addressed as well and we are actively reducing the risk of foster care.</i></p>	



coats donated to the DSS Volunteers to families in need. A boy's bicycle was donated by friends of a staff member to be given to a child for the holidays. A girl's bicycle was donated by a Supervisor in lieu of gifts to her staff to be given to a child for the holidays. Caseworkers submitted recommendations for the girl's and boy's bikes.

The boy's bike is going to an 11-year-old who is being raised by his adult brother. The girl's bike is going to 7 and 8-year-old sisters to share. Many families either participated in Henry Schein or the families were adopted for the holidays through Volunteer Services.



### XXIII. Adult Services

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



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



because of a physical or mental incapacity, or neglected and/or financially exploited by others and have no one

willing or able to assist them responsibly. APS uses a case management approach to provide financial management, and refer for counseling, medical and

other services (for example, Meals on Wheels and day programs). Services are provided free, without regard to one's income. Anyone making a referral to APS in good faith is protected from civil liability.

**Adult Preventive Services** provides help for those



adults who demonstrate a need for assistance in managing their activities of daily living. Services may include medical

and/or psychiatric support services, and financial management services.

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

**Adult Financial Management Services** is available for adults who are not able to manage their finances. It ensures the proper use of a person's

income and resources and prevents the mismanagement and financial exploitation of those funds by others.



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

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



**Guardianship Program** In 2009, the Department of Social Service in collaboration with Nassau County Supreme Court, New York State Office of Children and Family Services, the Nassau County Bar Association Elder Law Committee, and Office for the Aging initiated a County Guardianship Program for incapacitated adults who require court appointed guardians. Nassau County Supreme Court appoints a guardian when it is determined that an adult is unable to provide for his or her personal needs and/or property management. The guardian’s responsibilities can include arranging personal necessities such as food, clothing, shelter and health care. It can also include managing the property and financial affairs of the incapacitated person. If a person needing a guardian lacks sufficient assets to pay guardianship fees and has no other responsible person available to serve in that role, a referral is made to DSS. DSS conducts an investigation and determines whether a services case can be opened. Based on the department’s assessment, the court makes a finding as to whether a DSS vendor can act as the guardian for the incapacitated individual. If so, one of two contracted vendors is appointed guardian and assists the incapacitated person to live comfortably and safely while maintaining as much independence as possible.

In 2016, APS filed 10 new adult guardianship petitions. There were 14 new appointments made

during the calendar year. In total, 63 adults were served by Guardianship in our district. Only four other counties in New York State have a larger number of guardianship cases than Nassau (one of the four is New York City).

***IRRS, (Customer Service)***

This unit offers a full range of informational services to all residents of Nassau County. The services include referrals for Adult Services (protective and preventive). Anyone can call the number (this includes neighbors, family, the person themselves, community agencies, hospitals, schools, law enforcement, etc.) to obtain information and learn what services may be available within the County. Additionally, the unit can assist with referrals for crisis and emergency intervention which includes: child or elder abuse, domestic violence, employment, fuel services, homelessness, Medicaid and SNAP. Staff are available Monday-Friday, 9 a.m. – 4:45 p.m. The unit is designed to accept referrals over the phone by calling 516-227-8550 or 516-227-8395.

***Homeless Intervention Team (HIT)***

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

In 2016, the HIT team went “hi-tech” with new software that was developed to help track the homeless reached through their intervention.

***World Elder Abuse Awareness Day***

For the fourth year, DSS participated in World Elder Abuse Awareness Day on June 15, 2017 by wearing purple, the color officially designated to represent all anti-domestic and family violence educational programs and initiatives. APS initiated this awareness campaign by giving out pens, wrist





bands and educating staff and clients regarding the severity of Elder Abuse in every community.

## 2017 Highlights

In 2016, APS formed a partnership with the DA's Special Victims Bureau after the creation of a dedicated Elder Abuse unit. The ADA in charge of this unit and DSS have discussed 10 cases in which both departments are involved. APS expects to increase its involvement with the DA's Elder Abuse unit and participate in monthly meetings and case conferences.

A Spring Public Forum sponsored by the Advisory Council to the Nassau County Department of Social Services, entitled *Enough Abuse: Preventing and Responding to Child Sex Abuse in Our Communities*, was held on April 19, 2017 in the HHS building. Approximately 60 persons attended. Educational materials from several organizations were also made available to attendees. DA is providing APS staff training on January 17 and 18.

The APS Assistant Director, Social Services Coordinator and an ADA presented an elder abuse workshop entitled, *Working with Adult Service Clients; Focusing on the Interdependent Relationship between the District Attorney and*



*Social Services*” at the New York Public Welfare Association (NYPWA) Conference on July 17, 2017. The workshop was well attended by attorneys and social workers across New York State. This was the first time in the history of NYPWA that a workshop offered CEU credits for social workers. CLE credits were also available to attorneys.

## Perspectives

Stories about the people we serve

*Mr. F had been homeless for about a year in and around the Baldwin LIRR station. Mr. F was brought in by MTA PD because he no longer wanted to be homeless. Mr. F's sister was contacted in South Carolina and she agreed to have him come stay with her. DSS gave Mr. F a check to purchase a one-way bus ticket to South Carolina. Mr. F had no original identification and he and the homeless intervention caseworker walked to several check cashing places until one agreed to cash the check with the copy of his identification and letter from the caseworker verifying Mr. F's identify. Upon getting the check cashed, Mr. F immediately handed the money to the caseworker and stated "I don't want anything to happen to this before I get the ticket". They walked back to the bus station and purchased a ticket. Mr. F indicated to the caseworker that he could not do the homeless thing any longer and that he was not going to mess up this opportunity. Mr. F got on the bus and he has spent the Christmas holiday with his sister in South Carolina.*

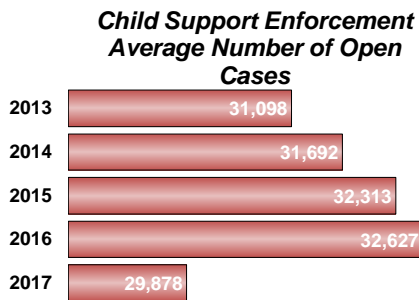


## XXIV. Child Support Enforcement

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

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

- Locate non-custodial parents.
- Establish paternity for children by assisting



both parents with the signing of a voluntary acknowledgment of paternity, or through family court by filing petitions to establish paternity. Genetic marker or DNA testing may also be used to aid in making a determination about paternity.

- Obtain support orders from court, including provisions for health care coverage.
- Enforce unpaid child support: All individuals obligated to pay child support 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.

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

2013	\$102.37
2014	\$99.94
2015	\$101.93
2016	\$101.18
2017	\$100.84

## 2017 Highlights

- Continued disbursing of Undistributed Collections... Child Support Enforcement further reduced our Undistributed Collections in 2017 by disbursing an additional \$48,625.19
- Nassau has had tremendous increases in our performance measures this year. Performance Measures are collected and published monthly by OTDA NYSCSE. Each local district in NYS has a goal of establishing paternity on at least 80% of its cases needing paternity establishment (Paternity Establishment Percentage or PEP) and a goal of establishing support obligations on 80% of its cases needing support establishment (Support Establishment Percentage or SEP). There were at least 3 months in 2017 when OTDA commended Nassau on their increased performance measures. They were:

**July 2017** Nassau's PEP is 91.63% The first time Nassau's PEP went above 90%.

**August 2017** Nassau PEP & SEP both increased. PEP 92.57% and SEP 86.25%

**October 2017** SEP 89.79% a tremendous increase of 3.58% from September, and PEP also increased from 92.53% to 93.04% a .51% increase

- In compliance with a Corrective Action Plan issued by the Nassau County



Comptroller's Office. Nassau CSE has coded 45.80% of its accounts (3,589 accounts) with Undistributed Collections (UDC). Prior to the issuance of the Corrective Action Plan (CAP) Nassau had only 14.93% or approx. 1,214 of its accounts with Undistributed Collections coded.

- Eligible participants are the non-custodial parents who are underemployed or who are working less than 20 hours per week, who are recipients of public assistance or whose incomes do not exceed 200 percent of the federal poverty level, and who have a child support order payable through the support collection unit of a social services district. Eligible services and expenses related to providing intensive employment and other permissible services include: child support case assistance, career counseling and development, employment assessments, parenting education, education and training, job search, job placement, job retention, and non-medical services/referrals to address barriers to employment (e.g. substance abuse and housing). Nassau's Enhanced Vocational/Employment Program is

administered through our contracted vendor EAC, located at the Family Court.

- Nassau CSE has begun processing court orders from a computer based program utilizing an ACS (Account Creation Summary) instead of the hard copy Court Order. This decreases the processing time of court orders and account establishment from a 4-6 week turnaround time to a 2-3 day turnaround time, which in turn increases efficiency of getting paid child support monies disbursed to the custodial parents.

Perspectives

Stories about the people we serve

*In this case, the custodial parent lives in New Jersey at a confidential address. The non-custodial parent (NCP) lives locally in Nassau County. NJ sent support orders to Nassau for enforcement. The SCU exhausted all administrative enforcement including license suspension. A violation petition was filed. A few payments were received and the petition was settled. Then NCP stopped paying. New orders from NJ were entered and registered. Still no payments. A new violation petition was filed. NCP made a few payments, the petition was settled but then he stopped paying again. Yet another violation petition was filed. NCP was again advised to make payment or face jail time. NCP finally made a payment of \$4000 to avoid jail time and is making regular payments which the agency is monitoring.*

## XXV. Medical Services

As a result of Medicaid Redesign Team (MRT) initiatives in New York State, a large percentage of Nassau County's Medicaid-only recipients in need of long term home care services began transitioning to Managed Care Plans (MCO) in 2011 to meet those needs. In 2013 under the MRT initiative, Medicaid recipients also in receipt of Medicare benefits and in need of long term home care services began transitioning to Managed Long Term Care (MLTC) Plans. Medical Services staff



act as liaisons to facilitate access to these services. In addition, the Department's Medical Services Unit oversees 26 contracted licensed home care agencies that provide home care services and/or housekeeping services to those eligible Medicaid recipients not receiving care through a Managed Care or Managed Long Term Care Plan. The unit also oversees 10 agencies that act as financial intermediaries for those eligible Medicaid recipients not enrolled in a Managed Care Plan and choosing to use the Consumer Directed Personal Assistance Program (CDPAP). In addition, Medical Services' staff act as liaison





with numerous Medicaid programs which provide Home Care services to specific populations. Medical Services also oversees the 4 New York State Department of Health authorized Medicaid Assisted Living Programs that operate in Nassau County.



The Department's Registered Nurses, contracted through the Nassau County Medical Center, assess recipients who are requesting home care services not enrolled in a MCO or MLTC. If eligible, they authorize a Plan of Care under Personal Care Services or CDPAP guidelines.

## XXVI. Child Care

The DSS Day Care Services Dept. is responsible for determining eligibility and authorizing subsidies to income eligible working families as well as families in receipt of Temporary Assistance, Child Protective or Preventive Services to avoid placement in Foster Care in Nassau County. Over 4,000 families and 5,500 children received child care assistance in 2017.

The Day Care Dept. also administers the Child Care Summer Camp program for Temporary Assistance and Foster Care children. Eligible children attended summer day camp and overnight sleep away camps for at least a two week period.

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

For 2017, the Day Care Services Dept. continued to meet its mandate to expeditiously provide day care subsidies to working families. The average number of days between application registration and disposition consistently remained under the mandated 30-day processing limit. Successfully fulfilling this mandate means that working families were able to quickly access day



### 2017 Highlights

In preparation for Summer 2017, the Day Care Services Dept. held its annual pre-camp meeting to manage the summer camp program for TA and Foster care children. The meeting was attended by approx. 24 existing and potential camp directors as well as staff from Day Care Services and Foster Care. This year the summer camp coordinator elicited participation by 4 new providers.

Thanks to the dedication and hard work by NCDSS Day Care staff, Nassau County received information from NYS that the County's allocation for child care was increased by 2 million dollars to \$54.9 million for the period 4/1/17 – 3/31/18. This increase was despite the fact that allocations for most counties in the rest of the state decreased.

Eight new child care centers came on board. This represents a significant increase in the number of slots available to assist working families in Nassau County who need child care to retain or obtain employment.



### Average Number of Child Care Cases



care subsidies.

### Average Number of Children in Day Care



The Day Care Dept. worked collaboratively with Planning and Research to complete the next round of contract renewals for approximately 102 day care centers. The new terms for the contracts will be five years.



The Day Care Services administration attended meetings with both The Child Care Council of Nassau County and CSEA VOICE (The union for Family and Group Family Day Care Providers) and approximately sixty Day Care providers. The meeting agendas included provider concerns and issues as well as the proposed NY State changes to day care policies and procedures. The meetings were extremely successful. Many providers stated that they appreciated the Department's efforts to foster better communication and understanding with the day care provider population. In turn, feedback from the providers helped to identify a systems problem which was promptly corrected to the benefit of NCDSS staff and the child care providers.

The Day Care Services Dept. also completed a mailing to all Child Care, TA, and CPS families who use legally- exempt care advising them of the need to complete new health and safety training requirements imposed by federal and state regulators. Families using this modality of care had until September 2017 to complete the trainings or their child care providers face disenrollment and ineligibility for subsidy reimbursement.

In order to assist families who may have difficulty negotiating the child care eligibility process, helpful hints were submitted to the Office of Information Technology for inclusion on new message boards in the NCDSS lobby. These

hints should help to reduce frustration clients may feel when they do not understand the reasons behind documentation requests they receive from their workers.

The Day Care Dept. identified discrepancies in attendance submitted by providers that resulted in a savings of approximately \$60,372.00. In addition, approximately \$50,000.00 in claims submitted for the February 9, 2017 snow emergency day were rejected and returned to providers at all levels; family, group family, and centers. Under Nassau's existing consolidated services plan, snow days are no longer allowed as payable absences. Policy clarification was given to the providers and claims submitted for a subsequent snow day were vetted. Happily, these subsequent claims reflected the providers' new and improved understanding of the policy.

The Day Care Billing Department continued to work with the Special Investigations unit to monitor and review poor billing practices. The Day Care unit prepared and disseminated letters to all licensed and registered centers, group, and group family child care providers on behalf of Commissioner Imhof notifying them of best billing practices. Adherence by providers to these practices will insure the integrity of the subsidy program and avoid fraud referrals to the Nassau County District Attorney's Office.



The Day Care Department identified a day care program that appeared to be operating illegally and reported its findings to NYSOCFS. As a result of the referral OCFS not only found that the program was operating illegally but they also identified five additional illegal programs that were being operated under the same organization's umbrella. The state stepped in immediately to take corrective action. This is another fine example of the close positive collaboration between the department and the state oversight agency.

The Child Care Division received two new Social Welfare Examiners and one part-time Clerk. In order to expedite case openings, the SWEX



workers were assigned to the new applications unit. Targeted staff meetings were held with New Applications Staff and Transitional Child Care Staff and their respective supervisors to set goals and clarify processing requirements. This has resulted in a reduction in application processing times.

Several promotional exams are scheduled for April 2017. In an effort to foster management and development of existing staff, the Day Care administration purchased Passbooks to assist the staff to study for these



exams. All six day care staff that took exams passed.

### Child Care Council of Nassau

The Department works closely with the Child Care Council of Nassau and other non-profit

community groups to help make day care available to working families in Nassau.

### Perspectives

Stories about the people we serve

*Ms. H. was a 36 year old working mom with a young child, who was receiving child care subsidy payments for working parents. The subsidy payments helped her to pay for child care costs and maintain employment. Ms. H. was diagnosed with cancer. Her mother took a medical leave from her job and moved in to help care for her daughter while she was debilitated by chemotherapy. The child continued in day care. Neither the mother nor the grandmother advised the agency that the mother was no longer working. The family was entirely consumed with dealing with the illness while trying to maintain some semblance of stability for the child. The mother's illness turned out to be terminal and the after several months, she passed away.*

*Sometime after the funeral the family received a day care closing notice from DSS for failure to recertify. The grandmother contacted the agency to advise that her daughter had passed and stated that she was at her wit's end because her leave of absence was ending and she needed to go back to work. She stated that she continued to send her granddaughter to the day care while she was attending to her sick daughter, that she did not know if that was the correct thing to do, but that she had no other choice because she could not care for an infant and manage her daughter's needs as well. The grandmother also broke down and expressed her fear that her granddaughter would be taken away because she had to go back to work, could not stay home to care for the child, nor could she pay for the care her granddaughter was receiving.*

*The DSS worker patiently explained that, yes, she should have reported that her daughter was no longer working and, yes, that might have made her daughter ineligible for the child care. However, the worker also explained that as the maternal grandmother acting in loco parentis, she could apply for benefits for her grandchild so that she could work and remain independent. The worker also advised the grandmother that she might be eligible for other benefits e.g., cash assistance, SNAP, and medical assistance to help her care for her grand-daughter. She also advised the grandmother to contact the Social Security Administration because her daughter had a work history and her granddaughter might be eligible for Survivor's benefits. The grandmother knew that she could add her daughter to her coverage through her job and accepted the worker's help in applying for child care assistance. The worker explained what documents were necessary to continue child care and get the case opened in her name. The grandmother sent in the documents, the child continued in care and the grandmother was able to return to work. Sometime later, the grandmother called the worker to thank her for her patience and assistance and reported that her granddaughter was approved for Survivor's benefits through Social Security. The child care assistance and the Survivor's benefits helped her to care for her grand-daughter, go back to work, and maintain her dignity and independence.*



## XXVII. Human Resources



### Overview

Human Resources and Payroll were consolidated into one office in 2017, which consists of supervisory and support staff who conduct the day-to-day operations of a very active office; the DSS Human Resources and Payroll Office is also involved with carrying out administrative research assignments and working on special projects, as these are assigned by DSS Administration. On a continuing basis, DSS human resource and payroll staff assists all department employees on a wide range of issues, addressing employee questions & concerns on various benefits and other programs.

Human Resource and Payroll staff work with DSS managers and department unit supervisory staff on a daily basis, providing section supervisors with guidance and an understanding pertaining to the appropriate implementation and administration of Human Resources and Payroll Policies and Departmental Programs, Policies & Procedures.

Included among the many day-to-day responsibilities handled by the Human Resources and Payroll Office staff in 2017 are the following: conducting employee benefit program enrollments, answering employee questions on salary & benefits, processing employee medical leaves, processing timesheets, payroll, and employee separations, implementation of

approved alternate work schedule requests, processing voluntary furlough requests, consideration of employee transfer requests, processing Equal Employment Opportunity Policy (EEO) and Reasonable Accommodation requests and Workplace Violence Incident reports, completion of and follow-up of filed Workers' Compensation accident/illness reports, and updating of employee personnel records as necessary. The Human Resources and Payroll Office also maintains and posts Open-Competitive and Promotional Civil Service Examination Announcements, canvasses Civil Service Lists to fill approved positions, conducts new employee HR orientation, processes employee title changes, and maintains employee personnel files.

In coordination with the DSS Commissioner's Office, the DSS Human Resources and Payroll Office works closely with the Nassau County Civil Service Commission to advance the Department's needs specifically pertaining to the department's staffing requirements. In the course of regular business, DSS Human Resources and Payroll staff has also established and maintained effective working relationships with officials and staff of several other Nassau County Offices and Agencies, including the following: NC Office of Human Resources, Office of the County Comptroller, NC Office of Labor Relations, Office of the County Attorney, NC Office of Equal Employment Opportunity, and the NC Office of Risk Management.

### Staffing

New Hire full-time positions were filled across various job titles in 2017. DSS Human Resources and Payroll staff submit requests to the Nassau County Civil Service Commission, the Office of Management and Budget, and the Nassau County Executive's Office for authorization to fill positions as quickly as possible. DSS Human Resources and Payroll staff arranged for canvassing of multiple Civil Service Lists throughout the year, resulting in hundreds of candidate interviews. Selected candidates were then processed for hire.

Of particular note, DSS Human Resources and Payroll Office processed new employees to fill many critical job openings. 2017 hiring activity



occurred in the titles of Caseworker I & Caseworker I Bilingual (12), Social Welfare Examiner I (11), Child Support Investigator I Bilingual (2), Community Service Assistant (2), Clerk Typist I Bilingual (1), Research Analyst (1), Clerk Laborer (4), Accountant III (1), Accounting Assistant I (2), Administrative Assistant (1), Administrative Office (1). In addition, the DSS Human Resources and Payroll Office was involved in the hiring of seasonal clerical staff: 3 for the Nassau County Summer Lunch Program and 5 new seasonal clerical workers assigned to HEAP for the winter home-heating season. 25

additional permanent part-time staff were also hired, mostly in the entry-level clerical title of Clerk-Typist I. Furthermore, promotions were processed for current staff, where possible and where opportunities existed. There were a number of approved promotions implemented in 2017, including employee promotions to the job titles of: Chief Social Welfare Examiner Supervisor (2), Attorney II, Social Services (3), Caseworker III (3), Case Supervisor series (4), Social Welfare Examiner II (11), and the Social Welfare Examiner Supervisor series (7).



Pictured here are staff celebrating promotions. Congratulations!

## XXVIII. Information Technology Systems

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

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

### Perfusion of Technology

Within any large organization there are rivers and tributaries of information and data, and DSS is certainly no exception. The 2017 Highlights below

illustrate the many ways DSS has leveraged technology to ensure better command of and improve analytical assessment of available data and information for management and quality improvement purposes. From deploying iPads so caseworkers can more efficiently record their fieldwork responsibilities, digitalizing documents to expedite application processing and integrating the utilization of Information Technology, 2017 witnessed DSS making lightning advancements in using technology for all aspects of the department's direct services and supportive operations.

### 2017 Highlights

- **Migration from antiquated WANG System into individual web-based Applications**
  - New Central Records Case Number Clearance System
  - HR system to web based PAMS (Personnel Application Management System)
  - Migrating Wang Legacy Reports to new SSRS reporting platform
  - Personal Care Aid Tracking System



- Data Entry Tasks
- AD-Review Tracking
- Utility Account Tracking
- Data Center Report Tracking
- Migrated SCU conversion process to new platform
- **Office 2016 Upgrade** implemented successfully for 1500 users
- **Implemented Standard e-mail signature and Legal Disclaimer at DSS**
- Successful transition of **New Imaging Vendor** – Uploaded 6,434,751 images in 2017. This includes DSS, the Department of Health and the Office for the Physically Challenged. DSS spent \$1,073,281.73 on imaging in 2017.
- **RSA TOKEN implementation** – Additional level of security added when accessing resources on the State Network



- **Assisted NYS with MFA (Multi-Factor Authentication) implementation**
- Coordinated with the NYS-IES Team (WMS Replacement Team) on local processes in preparation for the statewide automation of the paper **LDSS 3209** form
- **Network/Hardware Infrastructure**
  - 192 Management Network upgraded to 1 gig backbone for 60CLB and Bethpage
  - Recoverpoint and all appliances/firmware upgraded for 60CLB and Bethpage
  - Windows 7 local images created for faster imaging of PC's, thus greatly increasing productivity
  - NYS WAN Switch Upgrade approved by NYS-ITS. WAN was upgraded
  - 60CLB NYS IT Network Infrastructure/Circuit Project approved by NYS-ITS; They have started the project to upgrade the 10/100mb network to the industry standard 1000mb network
  - Equipment consolidation of the Data Center at 60CLB successfully achieved.

- Only needed systems are now active in the Data Center
- Upgraded What's up Gold Monitoring/Alert software. It allows us to monitor device connectivity and health on the network as well as send e-mail alerts to IT staff for faster response times to problems
- **Timeclock and Kronos PC** successfully implemented for PCA nurses onsite at 60 CLB
- **WiFi installed in 2SW Quad**
- **Printer Logic** migration successfully implemented to 1500 Workstations
- **RSA Token** successfully rolled out to all mobile devices – additional level of security
- **Language Line** interactive software for mobile devices successfully being tested
- Upgraded many old outdated OptiPlex GX 280 PC's to **newer functional PC's**
- **eDOCS DM upgraded** – Document management system
- **VDI Pilot County** – continued participating in the NYS Virtual Desktop Infrastructure (VDI) pilot for Local Departments of Social Services on the Human Services Enterprise Network (HSEN). VDI is the practice of hosting a desktop operating system within a virtual machine running on a centralized server. It will allow staff to access a full desktop (state and local applications) from any location or device including iPads; NYS is expanding the pilot to 150 users
- **VDI Implemented for Emergency Night Staff** providing access to State utilized applications EPPIC/WMS via IPad. Staff are better able to assist clients with after-hours emergencies



## XXIX. Quality Management, Research and Planning

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

This unit works to:

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

The Quality Management group participates in most initiatives that the Department undertakes. The group has been a leader for understanding efficiency, technology, organizational effectiveness and cost savings. In 2017 some of the more notable initiatives included continued development of the SPOT system (Shelter Placement On-line Tracking system) to help keep

track of homeless emergency shelter resources; development of an application process to facilitate the acquisition of new emergency shelter providers; Task Force on Domestic Violence; Disproportionate Minority Representation; development of performance based contracts for employment vendors; and countless reviews of departmental program data to help support and guide administration policy and action.

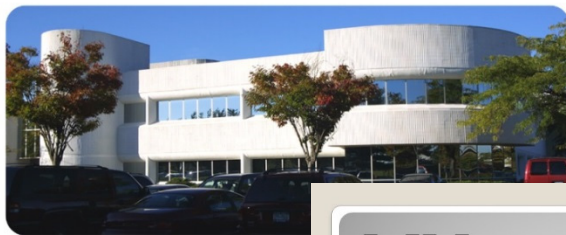


The unit manages all departmental contracts which include over 500 day care contracts and dozens of other contracts for the various services utilized by the Department. The unit tracks these contracts and facilitates their processing within the Department and throughout the County's approval process.

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



### Health and Human Services Audit of EOC of Nassau County, Inc.



John Imhof, Ph.D.  
Commissioner  
Nassau County Department of Social Services

Nassau County DSS, Planning and Research/Quality Management, Jan 2017



Health and Human Service Building  
60 Charles Lindbergh Blvd, Uniondale, NY

### Nassau County Department of Social Services New Employee Input Survey

To what extent do you agree or disagree with the following statements?

#### Initial Training

	Disagree Strongly	Disagree	Neither	Agree	Agree Strongly
1. The training I received was good preparation for my job responsibilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. The feedback I received during training helped me understand how to improve.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. My Training supervisor communicated openly and honestly with me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. My Training supervisor was effective at helping me to understand how I can grow and develop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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decision-making authority to

to identify problems and

### Assessing Your Customer Focus: A Collaborative Effort

**Elissa D. Giffords, DSW, LCSW**  
*Professor, LIU Post, Social Work Department*

**Douglas A. Russell, Ph.D.**  
*Director of Quality Management, Research and Planning, Nassau County Department of Social Services*

**Jaclyn McCarthy, LMHC, CASAC**  
*Division Director of Care Coordination and ACT Services, CN Guidance and Counseling Services*

**John E. Imhof, Ph.D., Commissioner**  
*Moderator*

NYPWSA, July 2017



### XXX. Office Services

Office Services processes approximately 1300 pieces of incoming mail daily, many of which are time sensitive, and approximately 860 pieces of outgoing mail each day. On a daily basis, Office Services answers numerous requests for supplies, photocopying, classroom and table set ups, equipment repairs and handles complaints and requests for building related issues. Office Services manages and supplies all County, OTDA, DOH, OCFS and other agency forms, used throughout DSS; including assembling the application packets for TA, MA and SNAP and translating new & revised Vital forms into the six languages identified in the county's Language Access Plan, as needed.

#### Record Room

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

#### Record Clearance

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

#### Data Entry Pool

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

### 2017 Highlights

- Office Services worked closely with DPW to coordinate the installation of new vinyl flooring throughout the building – which is about 98% complete as of this writing; and to have the entire interior repainted (ongoing) as part of the continuing building improvement project.
- Office Services has continued to work with County IT, on the installation of ALCATEL digital phones in more areas of the building. The Alcatel phones have caller ID and call waiting, allowing for better communication and response.

Office Services staff works hard each and every day to facilitate the important work of this department. We assign the case numbers, find the docs, and key in important data; we move, fix, clean-up, set up, replenish and deliver for DSS every day!

*The DSS Office Services Team*



### XXXI. Staff Development

Staff Development is the training unit of the Department of Social Services, dedicated to providing an extensive array of educational and training opportunities for staffs' professional and personal growth.



Included in its responsibilities is the provision of orientation to new staff; planning and registering training for new and experienced staff and,

when appropriate, arranging for reimbursement of travel expenses; promoting opportunities for professional growth; completing State Training Needs Assessments with the various program areas at DSS; maintaining a resource library; coordinating placement and participating in the supervision of social work interns; awarding Tuition Remission credits to DSS staff; and awarding Tuition Reimbursement from the Social Work Education Consortium to Child Welfare staff pursuing their Masters degree in Social Work.

2017 was another busy year for Staff Development!





## 2017 Highlights

- OCFS' practice model is built on the belief that the most effective way to protect children and promote permanency and well-being is to strengthen their families, and the most effective way to strengthen families is through strengths-based solution-focused partnerships. "The Partners in Change" training grounds and supports this belief by providing participants with a knowledge base and skills to strengthen partnerships with coworkers, families, and leadership. Through the use of strength-based, solution focused partnership strategies and tools trainees will learn about the six principles of partnership through interactive activities. Six onsite training sessions were held to train supervisors, Assistant Directors and Directors in early March and all caseworkers in October, on these principles.
- Registration and travel reimbursement for "KEYS Supervisory Core" training and "Supervising CPS" was arranged for 5 newly promoted supervisors in CPS. This training is mandatory for new supervisors in CPS.
- Ensured that CPS caseworker trainees completed required online training for the "Child Welfare Foundations Program" and "CPS Response Training" (mandatory training for CPS caseworkers).
- Scheduled onsite training sessions on the following OCFS topics in the child welfare training path: "DV Training for CPS Caseworkers"; "Psychotropic Medications"; "Working with Alcohol and Substance Affected Families"; "Engaging and Motivating Clients to Change"; "Dynamics of Sexual Abuse and Interventions"; "Advanced Legal Issues"; "Advanced Medical Issues"; and "Safe Sleep" training.
- Arranged for onsite training on "Case Documentation: Progress Notes" and "Family Assessment and Service Plan" training.
- Coordinated training registration and travel reimbursement for Adult Protective Services caseworkers to attend the "PSA New Worker Institute"; "Article 81 Guardianship" training for new caseworkers and a new supervisor in APS. (both mandatory training for new staff in APS). Coordinated training registration and travel reimbursement for newly promoted supervisor in APS to attend "Fundamentals of Supervision" (mandatory training for new supervisors in APS.)



- Coordinated training registration and travel reimbursement for new welfare examiners to attend "Institute for Temporary Assistance Programs" and "Child Care Subsidy Training" (mandatory training for daycare staff) and for newly hired child support investigators to attend "Child Support 101."
- Planned training deliverable, "New LDSS Medicaid Workers"; a seven day, onsite training for Medicaid staff.
- Had a state representative for "NYSARC Trust Services" provide an overview about their program to Medicaid staff. The program helps provide financial security to those with disabilities and peace of mind to their families and loved ones. While Medicaid, Supplemental Security Income (SSI), and other government benefits cover many of the basics of daily life, establishing a trust through NYSARC Trust Services can help ensure that a person with disabilities remains eligible for government benefit programs and services while providing for life enhancing items not covered by those benefits.
- Coordinated training registration and travel reimbursement for staff to attend the "HEAP Regional Meeting" which provides program updates as well as best practices regarding the HEAP program. Coordinated an onsite training on "HEAP Eligibility and Certification" to HEAP and SNAP staff as well as alternate certifiers.
- Staff Development provided ongoing, onsite training on Microsoft Office 2016 topics (word, outlook and Excel) to DSS staff.
- Provided INTIME training to newly promoted DSS supervisors.
- Provided orientation and onboarding for new staff including required training on EEO; Workplace Violence Prevention training; Language Access Plan; Mandated Reporter training; and Information Security Awareness training.
- Coordinated registration and provided ongoing updates on completion of annual training requirements: Workplace Violence Prevention Training and Information Security Awareness. Annual mandatory training on "SNAP Civil Rights" was provided to SNAP, HEAP and TA staff.
- Tuition reimbursement was provided to two caseworkers in child welfare who are pursuing their Masters in Social Work. The funds are available through the Social Work Education Consortium for caseworkers in child welfare.



## XXXII. Legal Services

### Legal Services

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

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



- 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.
- 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 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 actively assist the Agency’s Liens and Recovery Division in the collection of monies owed the County.
- Article 10, Article 6 and Article 7 petitions under the Family Court Act that are initiated by Nassau County are drafted at DSS. These include emergency removal petitions pursuant to the Family Court in matters involving child abuse and neglect; access orders to see the child if access is refused; access orders to the home to do a home assessment.
- Attorneys consult with the CPS and Foster Care workers and supervisors on an ongoing basis providing advice and guidance. Attorneys participate in Child Protective Services investigative conferences including “face to face” interviews if counsel is going to be present.
- The Adoption and Safe Family Act (“ASFA”) provides for rigorous deadlines with respect to presenting petitions to terminate parental rights (TPR petitions) in cases where children are confined to long term Foster Care placements.
- 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.
- Attorneys also handle the disclosure of agency records, freedom of information requests and subpoena compliance.

### Duties and Responsibilities

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

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

- Attorneys serve as in-house counsel to the DSS Commissioner, DSS Executive Staff, DSS Administration, the Directors of each Division within DSS and DSS employees on a wide variety of matters ranging from the analysis of legal documents submitted to the Commissioner for signature to reviewing correspondence, legal documents and mail received on a daily basis in order to determine the appropriate resolution/distribution/assignment of same.



### XXXIII. Language Access Plan

In 2017, DSS implemented many enhancements to the Department’s Language Access Plan (LAP) which was developed in October 2013 to meet the requirements of NYS OTDA ADM 06-ADM-05 and Nassau County Executive Order Numbers 67-2013 and 72-2013. The LAP was developed to ensure that applicants, clients and recipients with Limited English Proficiency (LEP) have equal access to all benefits, programs and services provided by DSS for which they are eligible. Updated annually, the LAP is a tangible symbol of the Department’s commitment to the diverse communities that reside in Nassau County.



During calendar year 2017, the following enhancements took place to augment the Department’s ability to provide equal access on behalf of applicants, clients and recipients classified as LEP:

- Approximately 390 vital forms were added to the DSS Webconnect system for easy access by employees who need forms translated for clients.
- A *Waiver of Right to Free Interpretation Services* form was developed and added to the LAP in order to comply with 17 INF 14 which requires staff to document when a Limited English Proficiency (LEP) client refuses interpretation service.
- A *LEP Client Interaction Form* was added to the LAP in order to comply with 17 INF 14 which requires staff to document all interactions with a LEP client.
- A lobby Welcome Screen slide advertises the availability of sign language interpreter services.
- Video Sign Language Interpretation is now available through use of a computer app.
- A procedure for translation of foreign language documents brought in by clients has been developed and added to the LAP.
- The NCDSS website can be translated using a drop-down menu into Chinese, French, Haitian Creole, Italian, Korean, Persian, and Spanish. There is a link to the LAP on the website.

- A Spanish birth certificate was translated into English enabling the Department to file a non-support petition with the Family Court and obtain child support.
- A *Public Forum for Advocates in the Latino Community* was held at NCDSS on September 28, 2017. Presenters including Commissioners and Deputy Commissioners from NCDSS, Youth Board and Department of Health spoke in English and Spanish to address community concerns.
- Staff attended meetings with the Long Island Language Advocacy Council (LILAC) to hear community concerns and develop solutions regarding language access.
- In 2017 approximately \$3,100 per month for a total of over \$37,000.00 was spent on language access services provided by Language Line Solutions, the language translation service employed by Nassau County.
- Language Access Complaints which were received by the Department were promptly reviewed and addressed by the Department’s staff.
- The LAP includes a section on Effective Communication with people with Disabilities.
- The LAP includes Instructions on how DSS Employees can access translated forms distributed by the Office of Temporary Disability & Assistance (OTDA) and the Office of Children & Family Services (OCFS) forms via Centraport.
- The LAP was amended to include an updated list of bilingual caseworkers, social welfare examiners, and child support enforcement workers, and the list of employees who speak other languages has been updated.

The past year demonstrated not only a growing demand for such services by members of the public, but also an appropriate and robust response on the part of DSS. In this regard, the Department’s Legal Unit has and will continue to facilitate such efforts in order to ensure both compliance with the law and the best possible service.

### XXXIV. Community Outreach Services

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

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

client access to benefits to which they are entitled. Having this important information will greatly



assist residents of Nassau County. Program staff from DSS are available upon request to travel throughout Nassau County to conduct



presentations and informational forums on the various programs offered by the Department. Informational presentations are available for all services provided by DSS. Such services are provided at no charge.

## 2017 Highlights

The 2017 Nassau County Summer Food Service program distributed 50, 613 meals to children throughout Nassau County.

### XXXV. Volunteer Services

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

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

### 2017 Highlights

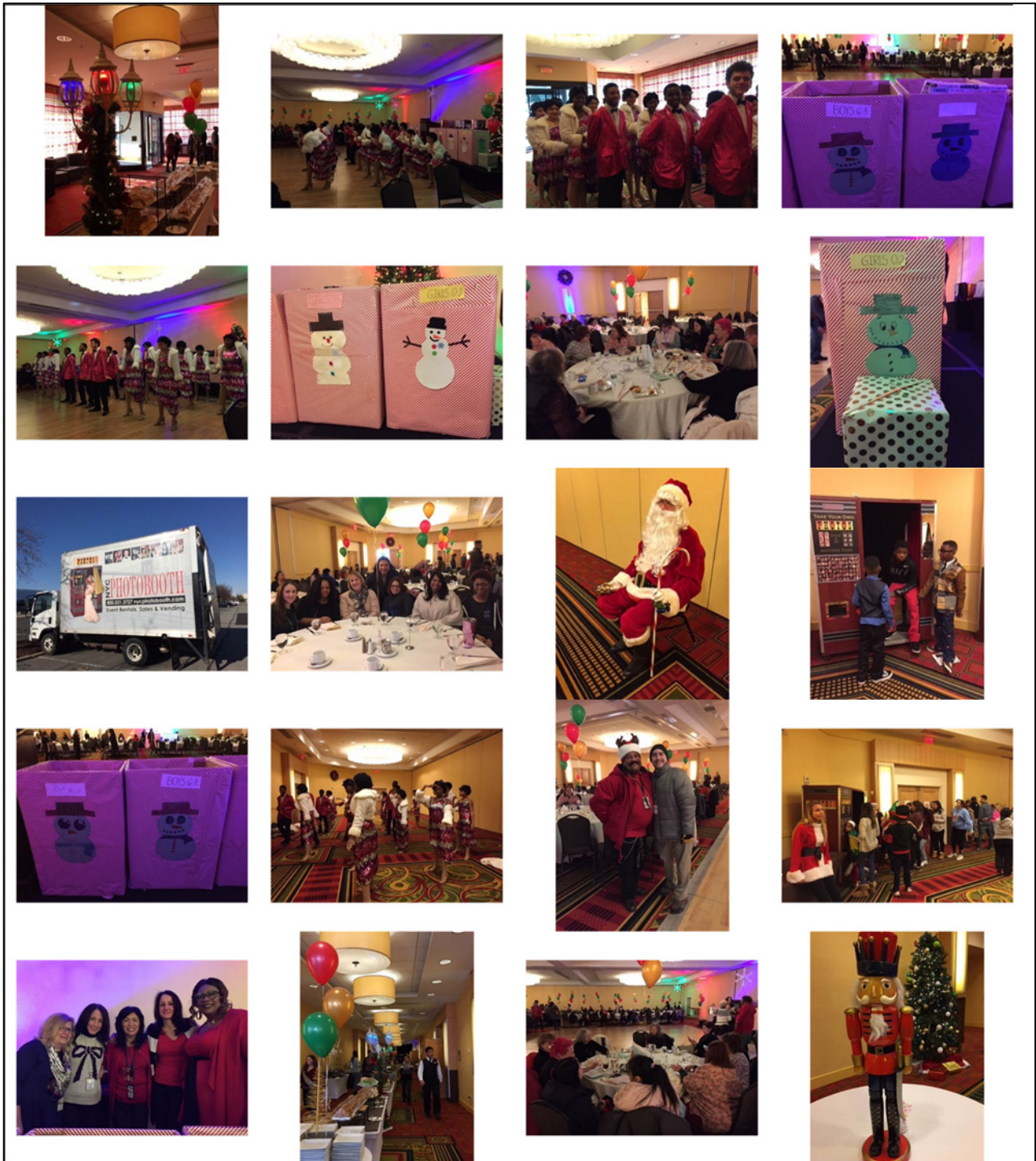
- The "Dress to Impress" program at the Lannin House building assists clients from DSS, as well as the Safe Center, veterans, Re-Entry, Hempstead Works, NADAP and all those who have emergency needs with necessary clothing items. The generous support of the DSS staff and the community is helping Volunteer Services to help others.
- The 2017 camp program was a huge success this year. VS was able to assist in sending many children off to enjoy a summer camp experience. Children in Foster Care or on Temporary Assistance are eligible for camp.
- In August and December, VS worked with the Henry Schein company, who did a Back to School and Holiday of Cheer program for the DSS children. They purchased school clothing and packed backpacks filled with school supplies and in December, they gave the children a wish list for holiday gifts.
- When school begins, VS enlists the assistance of many of the schools and key clubs in the community to assist with the holiday programs, including "Toy Drives for Children" and Adopt a Family.



- In 2017, with the help of volunteers, toy bags with brand new toys were given to families.
- VS hosted a Holiday Party for children in foster care with the help of schools and the community. VS has many volunteers that give their time at the holiday party and each child that attended received a gift. Santa really enjoys the young children, taking photos with them and seeing the joy in their eyes as he gives them their gift. The craft tables are provided by many Girl Scout and Boy Scout troops who fundraise to provide crafts for the children. The party is hosted at the Marriott Hotel in Uniondale.
- VS continues to host monthly boutiques. These boutiques are attended by staff and the monies raised benefit the needy that the department serves in emergency situations.
- The Social Service Volunteers are always working on new projects and recruiting new volunteers. VS has brochures that are available to those interested in volunteering for DSS.
- Lynne Campbell was recognized as Public Citizen of the Year by the National Association of Social Workers, New York chapter, Nassau County division. More details elsewhere in this report.



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



## Volunteer Services Boutique




### Birthday Boxes for Children in Foster Care

Three young girl scouts doing their silver award for Girl Scouts from Mineola who attend Wheatley School did fundraising to put together Birthday in a Box for children in foster care, preventive and CPS. When there is a birthday the appropriate department can pass the gift on to the child, it is age appropriate, gender appropriate and beautifully decorated to fit the age of the child. These girls were honored by the Legislature on Oct. 16, 2017 and Legislator Nicollelo presented the award to them. He represents the district where they live. The Commissioner, Paul Broderick, their parents and Lynne Campbell attended this lovely acknowledgement of how proud we are of them. They made 40 boxes which were distributed to the Departments.



### XXXVI. Employees of the Month in 2017

Since 2007, the HR department in conjunction with the Commissioner's Office reviews recommendations made by supervisors and co-workers regarding the exemplary performance of various employees. After a comprehensive review, one employee is selected each month as the Employee of the Month. And the honor comes with a few perks including lunch and a parking spot, not to mention the pride that comes from being recognized by their fellow workers! To date 122 DSS staff have been selected as "Employee of the Month". Here are the 2017 employees of the month:



**January**  
Ellen Hegquist

**February**  
Virginia Campagna

**March**  
Diane Lorenzo

**April**  
Alejandra Alvarado

**May**  
Jennifer Lummé

**June**  
Thomas John


**July**  
Denise Thorsen

**August**  
Megan Manchester

**October**  
Regina Monteleone

**November**  
Antoinette Witt

**December**  
Israel Karol



## XXXVII. Resident Feedback and Kudos to DSS Staff

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



Victor Santana.....	Temporary Assistance
Heather Griffin.....	Investigations
Belinda Bellamy .....	Adult Services
Jamie Haruthunian .....	Homeless Placement Unit
Dawn Lazo .....	Child Protective Services
Jennifer Love.....	Medicaid
Annetta Lee.....	Disabled Client Assistance Program
Marygrace Gabriel.....	Child Protective Services
Paul Ramski .....	Medicaid
Jennifer Lummé .....	Adult Services
Gladys Rodriguez.....	Medicaid
Constance Kenton.....	Medicaid
Israel Karol .....	Medicaid
Catherine Lara .....	Medicaid

### Resident Feedback

We are also pleased to present some excerpts from a few of the commendation letters received in 2017 from residents of Nassau County complimenting DSS staff for their outstanding customer service.

**Medicaid:** "I am writing to let you know that Mr. K. is truly a wonderful, kind, and very understanding person. My son is disabled and needs supports to work and stay independent. Mr. K took my son's case and transitioned him smoothly so he would not have any lapse in services. I want you to know Mr. K. listened to the issues at hand, understood the needs of my son, and cared. People like him make the world a better place. I will always be grateful to him."

**Disabled Client Assistance Program:** "I wish to commend Ms. L. on her professional skills and the concern she has shown to me. She has performed her duties above and beyond. You should be very proud of this employee. She has made a difference in this world."

**Child Protective Services:** "This week I got a case which involved a child that Ms. L. had worked with for years. (The child) was in one horrible situation after another...and now has

permanency with her aunt. I made a school visit and school staff wanted me to relay that recently in class they were discussing everyday heroes. The kids were saying police officers and firemen, and the child said the people that help children (CPS). The school wanted me to please make sure that Ms. L. knew that this child sees her as a hero!"

**Adult Services:** "Ms. B. is a super caseworker! She is so helpful in so many ways, I want you to know she is an asset to your Social Services. She is a caring woman and cares for all of her clients. I am so, so, so happy to have her as my caseworker."

**Investigations:** "As the lead prosecutor on (a Federal prosecution case dealing with Medicaid and bank fraud), I am writing to thank the Nassau County Department of Social Services for its valuable assistance. Most important, Ms. G. from the Office of Investigations proved herself to be





invaluable in both the pretrial phase, and during trial, in her articulate and comprehensive testimony. Ms. G. was candid, forthright and displayed her deep knowledge of Medicaid. Clearly, the verdict convicting both defendants of Medicaid fraud showed how completely the jury was persuaded by the critical testimony of Ms. G.”

**Temporary Assistance:** “I would like to say a nice word about Mr. S. Today I had a public assistance eligibility interview scheduled with (a client). Looking at his Spanish language application, I suspected that there might be a language issue. Since Mr. S. speaks fluent Spanish, I asked if he would assist me with the interview and without hesitation, he did. During the interview I realized the importance of Mr. S.’s presence. It transcended just the technical ability

to translate words. He clearly allayed the client’s fears...explained what was required and precisely why it was necessary. Mr. S. was able to make this interview quick and painless for the client while being accurate and fair, using his knowledge of public assistance and his friendly demeanor...Thanks Mr. S!”

**Medicaid:** “I am writing to let you know of the wonderful work Ms. L. did to help me with an error in my Medicaid application. I was very distressed and overwhelmed ... I am an 89-year-old widow... Ms. L. listened patiently with great care and understanding. In a matter of minutes, she found the error. She was so competent, quickly responsive, kind, and certainly well skilled in her position. I cannot find the words to describe my thanks and gratitude, except that she surely is an asset to your staff.”

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

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

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

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

DSS Commissioner Dr. John Imhof has been an active member of NYPWA since the beginning of his tenure as DSS Commissioner in 2006. In early 2017 Dr. Imhof was unanimously elected as NYPWA President.

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



### XXXIX. Audits and Reviews

Every audit report we receive throughout the year has a request for a Corrective Action Plan, and in 2017 the majority of audits have had very positive things to say about our Department. Below are several comments from a variety of audits.

The New York State Office of Temporary and Disability Assistance (OTDA) Supplemental Nutrition Assistance Program (SNAP) Management Evaluation (ME) review findings included:

- Client Interview: During the on-site portion of the SNAP ME review one customer was asked to participate in an anonymous survey. The customer was meeting with a Nassau County intake worker as part of the SNAP application process. On a scale of 1 (unacceptable) to 5 (excellent), the customer rated his

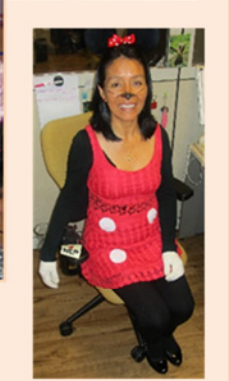
overall experience as greater than 5 (excellent).

- Anonymous Telephone Survey: During our anonymous telephone call to the agency contact number (516) 227-8519, the call was answered after one ring by an automated answering system. The prompts were followed to speak to someone directly and all questions regarding how to apply for SNAP benefits were answered accurately and professionally.

New York State Office of Temporary and Disability Assistance (OTDA), Employment and Income Support Programs (EISP), Temporary Assistance (TA) Bureau found that Nassau County met the requirements of the review of Temporary Assistance for Needy Families (TANF) cases (Family Assistance and Safety Net non-cash/FP) cases.



# XL. DSS Gets Together Happy Halloween!





## Walking Club



## XLI. Honors and Awards

### NASW Public Citizen of the Year—Lynne Campbell

#### 2017 Public Citizen of the Year

#### Lynne Campbell



*Lynne Campbell has been employed at the Nassau County Department of Social Services for 33 years. Lynne attended Nassau Community College and received her Bachelors of Science Degree from Empire State College at Old Westbury concentrating on the dynamics of children and families, focusing on Family Violence, Sexual Assault and Legal Issues . She has had a wonderful experience at DSS working with three commissioners for thirteen years. Lynne took over leadership of the Volunteer Services Department nineteen years ago and has made great strides with this program working with wonderful, dedicated volunteers, the DSS staff and the Community . Volunteer Services has an executive board consisting of retired professional people who work on and oversee our fundraising projects.*

*The goal of Volunteer Services is to assist needy children and families and those with disabilities in the community who have emergency needs. We make a difference in their lives and therefore find this job very fulfilling.*

*Lynne is proud to be in charge of this non-profit charitable organization working on different projects at DSS including the Children's Playroom; Island Harvest food bank; the Annual Holiday Party for Children in Foster Care, Coat and Food drives, Holiday, Camp and Back to School programs. She has had the pleasure to work with student interns who also participate throughout the year assisting with many social service projects while completing their requirements for school.*

*Lynne is passionate about the "Dress to Impress" program. This program affords people lovely new and gently used clothing to job search and ultimately gain employment. It is wonderful and rewarding to see a smile on someone's face when they receive clothing they can call their own. We are extending our program to reach out and assist people who are in emergency situations, working closely with the Safe Center, a wonderful group that Lynne has had the pleasure of being an Advocate for eight years. We proudly work with and assist the Veterans Administration as well. Over the past few years, we have assisted the DSS Employment Unit at the N.C. Job Fair offering lovely clothing attire to anyone in need.*

*Lynne is also a member of the Lion's Club of Massapequa. Our goal is to champion the sight impaired. She also has a strong passion for animal rights and belongs to a collie rescue group where she has rescued and adopted three. Lynne has a wonderful family and granddaughter that she loves spending time with and especially enjoys their Sunday fun dinners together. She loves traveling with friends, meeting new people and enjoying new cultures.*

*Lynne Campbell is most certainly an outstanding public citizen to the Long Island community*



## NASW Awards Dinner



## NASW Awards Dinner



## 2017 Annual Nassau Awards Dinner

JOIN US IN HONORING OUR 2017 AWARD RECIPIENTS

*Lynne Campbell*  
Public Citizen of the Year

*Nassau County DSS*  
Agency of the Year





## 2017 Ives Award for Outstanding Service—Denise Thorsen



### *Margaret J. Ives Award for Outstanding Service*

The Staff Development Association of New York State would like to recognize the recipients of the “Margaret J. Ives Award for Outstanding Service” in Staff Development.

This award was established in 2002, in honor of a former Staff Developer, Margaret Ives from Wayne County DSS. “Peg” was a forerunner in shaping a profile of what a Staff Developer should be. She was a leader in the Staff Development Community and a dedicated professional within her agency.



Recipients of the award have demonstrated excellence in at least one of the following categories: Partnership – Fosters state and regional collaboration that has improved training and staff development; Leadership – Demonstrates leadership in the Staff Development Association of New York State; Innovation – Develops and shares best practices at conferences, workshops, in print and regional meetings, etc, with other districts; and Volunteerism – Volunteers time to further the practice of staff developers, such as committee work, conferences or other special projects.

Congratulations to the 2017 recipient of the “Margaret J. Ives Award for Outstanding Service”  
- Denise Thorsen, Nassau County



**AHA Spectrum Award—Diane Lorenzo**  
**AHA 2017 Outstanding Achievement Award—Nassau County Department of Social Services**



Mineola, NY – Nassau County Executive Edward P. Mangano congratulated Diane Lorenzo, SWEX Supervisor I in the Nassau County Department of Social Services, who received the Spectrum Award from the American Heart Association (AHA) at their annual awards dinner at the Crest Hollow Country Club. The Spectrum Award bestows special recognition to those volunteers who have given of themselves above and beyond the call of duty. Diane received the award for the countless hours of volunteer service she gave to the AHA, as well as the thousands of dollars she raised for AHA research.

“I am so proud that we have employees like Diane Lorenzo who give of their time raising funds for the American Heart Association,” said County Executive Mangano. “Diane raised over \$4000 in the past year for AHA, and is aiming for \$5000 in the coming year. Knowing Diane’s dedication and resolve, she will most certainly reach her goal!”

The Department of Social Services also received the 2017 Outstanding Achievement

Award for its on-going commitment to, and support of, the American Heart Association. “Congratulations to the Department of Social Services for receiving the 2017 Outstanding Achievement Award for supporting the work of the American Heart Association,” said County Executive Mangano. “So many Nassau County DSS employees helped Diane reach her fundraising goal, and I’m confident they will continue to aid in this worthy cause.”

“Diane Lorenzo is indeed a wonderful and committed individual who spends so much of her free time raising funds for the American Heart Association. We are so proud of her being recognized as the 2017 recipient of the Spectrum Award,” said DSS Commissioner Dr. John Imhof. “As DSS Commissioner I am also proud and appreciative that our Department was recognized by the 2017 Outstanding Achievement Award—the second year in a row DSS has received this acknowledgment.”

To learn more of the American Heart Association’s goals and mission in our communities, go to [www.heart.org](http://www.heart.org)



**Wear Red Day—to raise awareness about cardiovascular disease and save lives.**



## LICH Key of Excellence—Paul F. Broderick

**Long Island Coalition for the Homeless**

October 20th, 2017

*Key of Excellence  
Award Recipient*

*Paul Broderick, NC DSS*

Paul F. Broderick, Deputy Commissioner of the Department of Social Services (DSS) was recently honored, receiving the 2017 Key of Excellence Award from the Long Island Coalition for the Homeless. According to the LI Coalition for the Homeless, the Key of Excellence is awarded to outstanding members of the business, housing and/ or human services community, for their innovative approach to addressing needs of Long Island's poor and underserved men, women and children, and finding solutions for the issues that challenge those in need. Visit [www.addresssthehomeless.org](http://www.addresssthehomeless.org) to learn more of the work of the LI Coalition for the Homeless.

10A ANTON MEDIA GROUP • DECEMBER 6 - 12, 2017

**NASSAU COUNTY NEWS**

Paul F. Broderick, deputy commissioner of the Department of Social Services (DSS) was recently honored, receiving the 2017 Key of Excellence Award from the Long Island Coalition for the Homeless. According to the LI Coalition for the Homeless, the Key of Excellence is awarded to outstanding members of the business, housing and/ or human services community, for their innovative approach to addressing needs of Long Island's poor and underserved men, women and children, and finding solutions for the issues that challenge those in need. Visit [www.addresssthehomeless.org](http://www.addresssthehomeless.org) to learn more of the work of the LI Coalition for the Homeless,



## NASW Agency of the Year—Nassau County Department of Social Services

### 2017 Agency of the Year Nassau County Department of Social Services



*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 for:*

*Providing aid to eligible recipients through the Family Assistance, Safety Net, Day Care, Employment, Supplemental Nutrition Assistance Program (formerly called food stamps), Medicaid and Home Energy Assistance Programs.*

*Establishing an initial child support obligation of a legally responsible individual through the Family Court, collecting support payments, enforcing and modifying existing support orders.*

*Protecting children, adults and families by enforcing the mandates of New York State Social Services Law.*

*Providing the Department's services without regard to age, race, gender, disability, ethnicity, culture, national origin, religion, sexual orientation or gender identity.*

*Nassau County DSS serves nearly 300,000 Nassau County residents a year. Among DSS' most recent reporting statistics for 2016 include the following: Day Care services were provided for a monthly average of 5,800 children in 4,300 working families; DSS administered 89,600 Medicaid only cases for over 125,400 individuals, or 9% of Nassau's population; Supplemental Nutritional Assistance Program (SNAP, formerly Food Stamps) benefits were provided to almost 36,000 Nassau families and 39,000 HEAP (Home Energy Assistance Program) benefits were provided Nassau households. Child Protective Services investigated/assessed 5,650 reports of child abuse and neglect, and DSS helped over 32,600 families obtain and retain child support.*

*On behalf of all the Staff and Volunteers of DSS, we are indeed honored to have been selected as the NASW Nassau Division's 2017 Agency of the Year!*



## XLII. Commissioners in Department History



Claude C. VanDeusen  
1931 - 1935



Edwin W. Wallace  
1935 - 1955



Commissioner Robert D. Campbell  
1956 - 1961



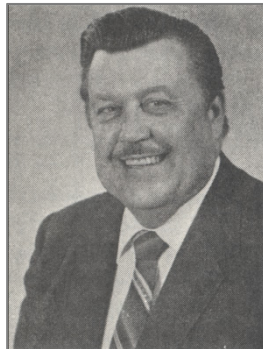
Commissioner John E. Imhof  
2006 - Present



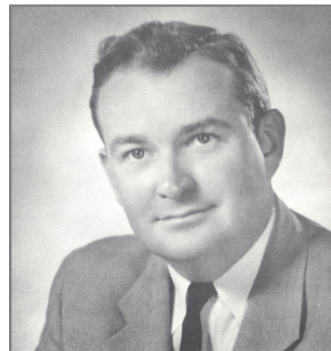
Commissioner Robert Sherman  
2000 - 2005



Commissioner Irene Lapidez  
1993 - 1999



Commissioner Joseph A. D'Elia  
1973 - 1992



Commissioner John J. McManus  
1961 - 1964



Commissioner Joseph S. Barbaro  
1965 - 1971



Commissioner James M. Shuart  
1971 - 1973

Pictured here are the ten individuals serving as County Commissioners in the 87 years from 1931 to the present. Mr. VanDeusen's title was actually Superintendent of the Poor, and Mr. Wallace was the Superintendent of Public Welfare. Mr. Campbell was the first to hold the title of Commissioner of Social Services beginning in 1956.

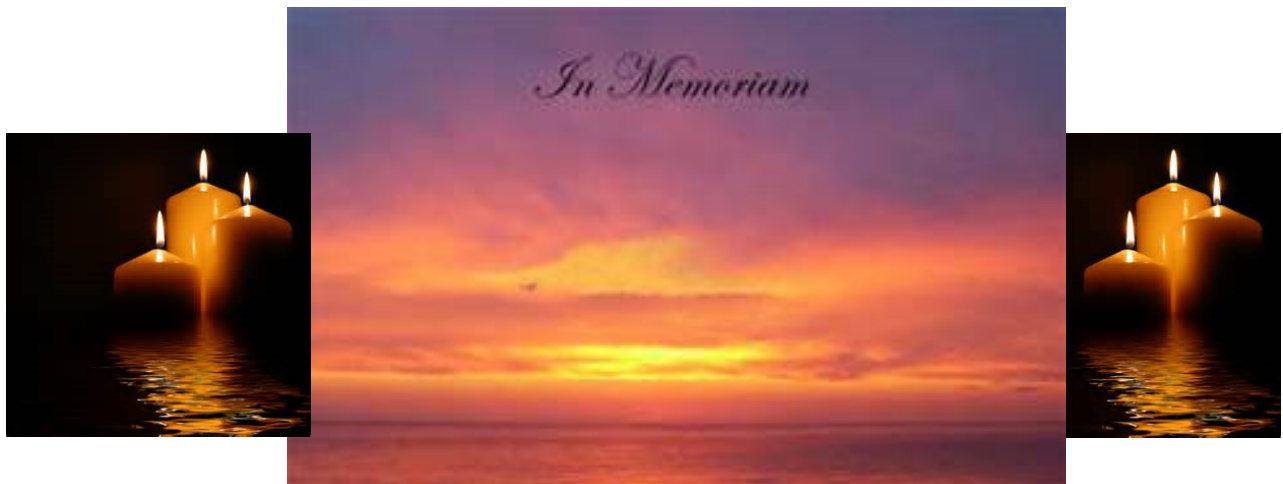


## XLIII. In Memoriam

We wish to acknowledge the passing of those DSS staff who were lost to us during 2017. We respectfully honor their memory and years of dedicated service to the residents of Nassau County.

Gail Wolotkin      TA Administration Unit      17

Elizabeth McGrath      CPS Investigations      32





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# Annual Report 2017

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## NASSAU COUNTY Department of Social Services

Laura Curran, County Executive  
John E. Imhof, PhD, Commissioner

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**NASW 2017 AGENCY OF THE YEAR**

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